

## **Important Numbers**

**Fire and police emergency – 911**

**Social service resource and referral – 211**

(or [www.211iowa.org](http://www.211iowa.org))

**988 - Suicide & Crisis Lifeline** If you or someone you know is struggling or in a mental health crisis, help is available. **Call or Text 988 or chat 988lifeline.org**

**Crisis Text Line** In a crisis? Text **HOME** to **741741** to connect with a Crisis Counselor. This is FREE 24/7 support at your fingertips with a trained volunteer, not a professional. Please note, they can provide support, but not medical advice.

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

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

**Housing Hotline (CSADV):** 1-800-982-7233

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

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

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

**Maternal Mental Health Hotline**, HRSA launched the Maternal Mental Health Hotline, a new, confidential, toll-free hotline for expecting and new moms experiencing mental health challenges.

**Moms can call or text 1-833-9-HELPMOMS (1-833-943-5746) English and Spanish**

**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)**

# Buena Vista County Resource Directory



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 8). Your assistance is greatly appreciated. Revised 2021, Buena Vista Community Coalition (Updates 2022)

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## Service Organizations

- 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 community in a process designed to establish and meet educational and community goals.
- Girl 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.
- **SALUD**, A non-profit multicultural health coalition envisioning a Storm Lake community that values diverse leadership as essential to achieving equitable opportunities for the health and well-being of all.  
[www.salud-stormlake.com](http://www.salud-stormlake.com) [www.facebook.com/SALUDofStormLake](https://www.facebook.com/SALUDofStormLake)
- **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.  
Phone: 712-299-9863
- School Parent Groups (Booster Clubs, PTA) contact your local school.
- 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 United <http://visitstormlake.com/>
- Storm Lake Rotary Club <https://www.facebook.com/SLRotary>

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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/>

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

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

24 hours/day, 7 days/week

Information and referrals for gambling concerns – for yourself or others

### ➤ **New Opportunities, Inc.**

#### **Tobacco Prevention**

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

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

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

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.

### ➤ **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.

**Problem Gambling Treatment** Includes all gambling behavior pattern 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.

800 5th St., Sioux City, IA 51101

Phone: 712-234-2300

WAATS: 1-800-472-9018

<https://rosecrancejackson.org/>

Cherokee Office: 712-225-2441

815-720-5080

789 1/2 N 2<sup>nd</sup> Street, 51012

Spencer Office: 712-584-2030

eFax: (815) 720-5080

1713 McNaughton Way, 51301

### ➤ **Proteus**

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

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

Phone: 800-798-8225

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.

## Transportation

### ➤ **Regional Transit Authority (Rides)**

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

Phone: 712-262-7920 or 800-358-5037

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

Follow us on Facebook

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 cash less.

### ➤ **Iowa Department of Transportation – Iowa DOT Public Transit**

800 Lincoln Way Ames, IA 50010 | <https://iowadot.gov/>

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.

### ➤ **Storm Lake Cab Company**

119 E Railroad, Storm Lake, IA 50588 Follow us on Facebook

Phone: 712-732-4420

## Older Adults

### ➤ **Chore Services**

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/>

[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, supports 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/>

### ➤ **Season Center for Behavioral Health**

Additional services, mental health See page 32

Phone: 800-242-5101

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

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

**DECAT – Specialized Substance Abuse Treatment Program** offers specializes substance abuse services to clients/families involves with the Health & Human Services (HHS). Must be referred by a HHS worker.

## 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/>

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

By appointment

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

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

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

Phone: 712-732-1933

### **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



## Disability

### ➤ Area Education Agency (AEA)

Refer to Education see page 6

Phone: 712-732-2257

### ➤ Children at Home – Iowa Family Support Network

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

### ➤ Early ACCESS

Prairie Lakes Area Education Agency

824 Flindt Drive, Suite 105, Storm Lake, IA 50588

Phone: 712-732-2257

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

Early ACCESS serves children under 3 years of age; who have a health or physical condition that affects his or her growth and development; or have a delay in his or her ability to play, hear, see, talk, or move. There are many services and resources to help your child and family.

### ➤ Hope Haven (formally Faith, Hope, and Charity)

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

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.

### ➤ Rolling Hills Community Services Region (RHCS)

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

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>

### ➤ Season Center for Behavioral Health additional services

Alcohol-Drug Treatment See page 1

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 Services.

**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,

### ➤ 988 Suicide & Crisis Lifeline If you or someone you know is struggling or in a mental health crisis, help is available. Call or Text 988 or chat [Lifeline \(988lifeline.org\)](https://988lifeline.org)

➤ **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.

➤ **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: 712-291-1066  
 Website: <http://lsiowa.org/>  
 Behavioral Health Intervention Services (BHIS), In-home skill building services for children with chronic mental health issues (Title XIX). Services include therapy, family communication and support, Pregnancy Prevention, Foster Care and Adoption services.

➤ **Plains Area Mental Health Center**

728 Erie St., Storm Lake, IA 50588  
 Phone: 712-213-8402 Fax: 712-213-8411  
 Website: <https://plainsareamentalhealth.org/>  
 Provides professional, confidential, psychiatric services for mediation management, along with outpatient counselling to assist individuals of all ages, couple, and families. Treatment focuses on issues ranging from stress, depression, anxiety, trauma, abuse, loss, child behavior, and more.

**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.

**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.

➤ **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.

## Education

➤ **Child Care Centers**

- Ready-Set-Grow – Alta  
 Phone 712-200-4250
- Mustang Child Care – Newell  
 Phone: 712-272-4147
- Sioux Central Child Care– Sioux Rapids  
 Phone: 712-283-2395

➤ **Private Preschools**

Grace Lutheran Pre-School, 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 – Elementary: 712-200-1400  
 Preschool: 712-200-1010 Website: <https://www.alta-aurelia.org/>
- Newell-Fonda CSD – Newell – Phone: 712-272-3324 or 712-272-3325  
 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: 712-732-1856  
 Website: <http://www.stormlakecatholic.com/>
- UDMO -Head Start - Storm Lake – Phone: 712-732-1358  
 Website: <https://www.udmo.com/> (see also page 12).

## Education

- **Middle Schools** (websites listed under Elementary)  
Albert-City Truesdale – Albert City – Phone: 712-843-5416  
Alta Community School - Aurelia – Phone: 712-434-5595  
Newell-Fonda – Newell – Phone 712-72-3324  
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 – 712-272-3324  
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
- **Iowa Migrant Education Program** – Phone 712-730-3045
- **Colleges**  
Buena Vista University (BVU) – Phone: 712-749-2400 800-383-9600  
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 / 515-574-1961  
916 N Russell St., Storm Lake, IA 50588  
Website: <http://www.iowacentral.edu/> Facebook  
Provides High School Equivalency Diploma, ESL classes, & Basic Computer Classes

## Mental Health/Counseling

- **Boys Town of Iowa** More programs Refer to Family Safety-children-youth-families on page 7  
Phone: Sioux City 712-258-6523  
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 enable and encourages teens to share their problems and concerns in positive and provides access to immediate help in a crisis.  
<https://www.yourlifeyourvoice.org/>
- **Catholic Charities**  
1601 Military Road, Sioux City IA 51103  
Phone: 712-252-4547 Website: <https://catholiccharitiesusa.org/>  
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.  
**Welcome program** A partnership with the Diocese of Sioux City & Catholic Charities to help Iowa residents of all faiths with immigration and additional support services. Consultation, assistance with permits and documents, connection to community services, immigration legal services.
- **Community Services Department (CDC)**  
605 Cayuga St. Court House 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)  
Inpatient treatment for adults, adolescents and children who are in need of acute psychiatric service.  
<https://hhs.iowa.gov/mhds/mental-health/in-patient/mental-health-institutes/cherokee>



## Legal

### ➤ Iowa Legal Aid

Northwest Iowa Regional Office, 520 Nebraska Ave, Sioux City IA  
Phone: 800-532-1275 application line or 800-342-9229

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

Legal representation for low-income Iowans in selected situation.  
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: <http://www.iowalegalaid.org/>

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.

### ➤ Iowa Concern Hotline

Phone: 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.

### ➤ Office of Ombudsman

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

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

<https://www.legis.iowa.gov/Ombudsman/>

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/>

### ➤ Prairie Lakes Area Education Agency

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.

### ➤ Public Libraries

#### Alta Community Library;

1009 Main Street Alta, IA 51002

Phone: 712-200-1250

#### Albert City Public Library

215 Main Street, Albert City, IA 50510

Phone: 712-843-2012

#### Linn Grove Public Library

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

#### Marathon Public Library

306 W Attica, Marathon, IA 50565

Phone: 712-289-2200

#### Newell Public Library

205 E 2<sup>nd</sup> Street, Newell, IA 50568

Phone: 712-272-4334

#### Sioux Rapids Memorial Library

215 2<sup>nd</sup> Street, Sioux Rapids, IA 50585

Phone: 712-283-2064

#### Storm Lake Public Library

609 Cayuga Street, Storm Lake, IA 50588 Phone: 712-732-8026

#### Rembrandt Public Library

Main Street 7 Broadway, Rembrandt, IA, 50576

Phone: 712-286-6801

## Employment

### ➤ **Goodwill Connection Center**

229 W. Milwaukee | Storm Lake, IA 50588

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

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

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 multi-media projection screen.

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

### ➤ **Imagine the Possibilities (formally Genesis Development)** Refer to Disability see page 3

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 3

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

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

### ➤ **Iowa Works of Spencer**

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

Phone: 712-262-1971

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 fi ling, 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.

### ➤ **Job Corps**

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

Website: <http://recruiting.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,

*For application information:* contact one of the numbers above.

## Law Enforcement Services

### ➤ **Buena Vista County Sheriff**

411 Expansion Blvd., Storm Lake, IA 50588

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

### ➤ **Alta Police Department** Administrative

223 Main St, Alta, IA 51002

Phone: 712-200-2251

### ➤ **Newell Police Department**

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

Phone: 712-749-2121

### ➤ **Storm Lake Police Department**

401 E. Milwaukee, Storm Lake, IA 50588

Phone: 712-749-2525

## 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

Website: <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.

### ➤ Northwest Iowa Regional Housing

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

Phone: 712-262-7255 Ext. 139 or 1-855-262-7225 Fax: 712-662-7665

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

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.

### ➤ 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: <http://www.udmo.com/>

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.

## Family Safety – Children - Youth - Families

### ➤ Boys Town of Iowa

Phone: Sioux City 712-258-6523

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.

**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 resource focus on prevention rather than intervention.

**YourLifeYourVoice.org** is a special website that enable and encourages teens to share their problems and concerns in positive 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.

### ➤ Buena Vista, Crawford, Sac, Early Childhood Iowa (BVCS ECI)

Home office – Breda, IA

Phone: 712-673-4610 (home/office)

Website: <http://bvcs empowerment.org/> Follow us on Facebook

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.

## Family Safety – Children - Youth - Families

### ➤ Centers Against Abuse & Sexual Assault (CAASA)

Main Office PO Box 996, Spencer, IA Visit us on Facebook  
 24/7 HOPEline Phone: 877-362-4612  
 Business Line: 712-262-4612 Fax: 712-262-7616  
 Webpage: <https://www.caasaonline.org/>  
 CAASA provides crisis services to victims of sexual violence.

### ➤ Child and Adult Care Food Program

Upper Des Moines, Opportunities  
 101 Robin Street PO Box 519. Graettinger, IA 51342  
 Phone: 800-245-6151 ext. 1013  
 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 HHS  
 Mid-Sioux Opportunity Inc., 418 Marion St, Remsen IA 51050  
 Website: <https://midsioux.org/>  
 Phone: 712-786-2001/ 800-859-2025 Office Email: [info@midsioux.org](mailto:info@midsioux.org)  
 CCR&R Website: <http://iowaccrr.org/> Facebook  
 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.

### Child Care Resource and Referral (CCR&R)

Request **Health & Human Services application packet** for Child Development Home or Child Care Home accepting Child Care Assistance from your local CCR&R office for 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), nonregistered 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.

## Health Care Facilities

**Lake View Manor Senior Apartments**– 904 E. Milwaukee, Storm Lake, IA 50588  
 Phone: 712-732-1126  
<https://www.assistedlivingcenter.com/facilities/ia/storm-lake/lakeview-manor-50588/>

**Methodist Manor Retirement Community** – 1206 W 4<sup>th</sup> St, Storm Lake, IA  
 Phone: 712-732-1120 or 712-213-1250  
[Methodist Manor Retirement Community – Storm Lake, IA – SeniorHousingNet.com](http://MethodistManorRetirementCommunity-StormLake,IA-SeniorHousingNet.com)

**Storm Lake Senior Housing**–210 E. 13<sup>th</sup> St, Storm Lake, IA 50588  
 Phone: 712-732-1425

**Pleasant View Home** – 410 Spruce St, Albert City, IA 50510  
 Phone: 712-843-2238  
<http://pvhalbertcity.com/>

**WEL-life of Alta** – 705 W 7<sup>th</sup> St, Alta, IA 51002  
 Phone: 712-200-2620  
<http://www.wlalta.com/ALF/Default.aspx>

➤ **United Community Health Center**

715 W. Milwaukee Ave, Storm Lake IA 50588

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

Website: <https://unitedcommunityhealth.com/> Visit us on Facebook  
Medical appointments Monday-Saturday. Dental appointments Monday – Friday.

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).

➤ **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>

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

➤ **Consultant Services to Early Care Environments**

**Child Care Consultant:** Child Care Resource & Referral

Phone: 712-541-2432 – Consultation to assist with the HHS 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):**

Crawford County Community Health

Healthy Child Care Iowa <https://hhs.iowa.gov/hcci/consultants>

Phone: 712-263-3303 – 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.

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

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.

➤ **Health & Human Services Child Care Assistance Program**

Iowa Health & Human Services (HHS)

Email: [dhscsacca@dhs.state.ia.us](mailto:dhscsacca@dhs.state.ia.us)

Website: <https://hhs.iowa.gov/licensure-and-registration>

**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. HHS CCA Eligibility, Human Services  
Phone: 866-448-4605 Fax: 515-564-4032.

**Centralized Child Care Assistance (CCA) Payment and**

**Registration Unit** processes child care payments for providers and handles all provider applications, renewals, and changes reported by providers. HHS CCA Payments and Registration Phone: 866-448-4605 Fax: 515-564-4032



## Family Safety – Children - Youth – Families

### ➤ **Early ACCESS** Refer to Disability see page 3.

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

### ➤ **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.

### ➤ **Family Crisis Centers (FCC)**

Phone: 800-382-5603  
Website: <https://familycrisiscenters.org/> Visit us on Facebook  
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/>  
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.

### ➤ **Child/Dependent Adult Protection**

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

### ➤ **ISU Extension & Outreach**

**Nutrition and Health Education** Refer to Financial & Income Assistance see page 13  
Phone: 712-732-5056

### ➤ **Maternal Health**

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

New Opportunities, Inc. Office Phone: 712-792-9266  
Collaborating with Buena Vista Public Health & Home Care  
Cell Phone: 712-830-1329  
Website: <https://www.newopp.org/>  
WIC program provides monthly financial allotments 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

### ➤ **Healthy Pregnancy Program**

New Opportunities Inc. 23751 Hwy 30 | Carroll, IA 51401  
<https://www.newopp.org/> | Phone: 712-792-9266 extension 1100  
Iowa's Healthy Pregnancy Program is a FREE services available statewide and provides education and support to pregnancy and postpartum women. Healthy Pregnancy Program services are extra services clients receive beyond what is included in prenatal care. The Healthy Pregnancy Program offers services and supports to address the following: no insurance or underinsured, transportation barriers, oral health concerns, poor social situations, mental health concerns, food or housing needs, breastfeeding difficulties, need for extra health education and substance use disorders.

### ➤ **Regional Health Specialist ~ Bureau of HIV, STIs, Hepatitis C, & Special Projects**

Region 1 ~ serving counties in Western Iowa.  
Mobile Phone: 515-401-7114  
Health issues pertaining to HIV, STIs, and hepatitis C in Iowa. Offering information, support, presentations, and information on free condom distribution.

➤ **Buena Vista Regional Medical Center (Hospital)**

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

Phone: 712-732-4030

Website: <http://www.bvrmc.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.

**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.

➤ **1<sup>st</sup> Five Healthy Mental Development Initiative**

New Opportunities, Inc.

Address: 2371 Highway 30 East | PO Box 427 | Carroll, IA | 51401

Phone: 712-792-9266

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

State Website: <https://www.idph.iowa.gov/1stfive>

Program: Physician referred care coordination services for children ages 0-5 and their caregivers Participants have demonstrated a developmental concern or have expressed family stress, depression, or lack of resources. Children and their families are then linked with community resources for guidance and support.

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

Mid-Sioux Opportunity, Inc.

Phone: 712-786-2001 Fax: 712-208-4949

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

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 member of household must receive FIP (cash assistance through DHS). Call for appointment.

➤ **Family STEPS Program**

Buena Vista Public Health & Home Care

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

Phone: 712-749-2549

Website: <https://buenavistacounty.iowa.gov/> Follow us on Facebook

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

Free 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.

➤ **Hope Haven (Faith, Hope, and Charity)**

Refer to Disability see page 3.

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

East Early Childhood Center, locations

930 East 5<sup>th</sup> St. Storm Lake, IA 50588

525 Oates St, Storm Lake, IA 50588 Phone: 712-732-1358

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

**Head Start** is a federally funded preschool program for children age 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**

1-844-786-1296

Hot line to report complaints strictly related to child care settings.

➤ **Iowa Family Support Network, EveryStep**

(Family Support Coordinated Intake)

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 resource 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.

➤ **Iowa State University Extension & Outreach**

Family Life Specialist serving multiple counties. 4-H programs available in Buena Vista County. Refer to Financial Income/Assistance see page 17 – Phone: 712-732-5056

➤ **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

➤ **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 SL Middle School

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. Most matches meet after school.

➤ **Helping Communities Connect Multi Services (HCCMC)** Crawford County Community Health

Child and Adolescent Health and Oral Health Program

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

**I-Smile™ Program**

105 N Main | Denison, IA 51442

Phone: 712-263-3303 | Fax 712-263-4033 | Cell Phone: 712-267-

0512 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.

**Child Health Nursing Visits** Phone 712-263-3303

A registered nurse can make an in-home visits for children ages 0-21 to address any medical concerns or questions. Child health visits can be requested by your family doctor, a family member, or anyone with direct contact with a child.

**hawk-i (Healthy and Well Kids in Iowa)** Phone: 712-263-3303

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.

Website: <https://hhs.iowa.gov/hawki>

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

**Lead** Phone 712-263-3303

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** Phone 712-263-3303

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

## 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).

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

**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.

**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.

**Family STEPS** in-home visitations program Refer to Family Safety children-youth-families see page 12.

### ➤ Parent Partner

Website: <https://hhs.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](mailto:kristinem@cfiowa.org) or

Courtney Vestal, South Western Service Area Coordinator 402-670-6147 [courtneyv@cfiowa.org](mailto:courtneyv@cfiowa.org)

State Parent Partner Operations Coordinator – Melony Gravenish 712-229-9738 [melonys@cfiowa.org](mailto: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 in out of home care, assist in parent child reunification goal or plan. Parent Partners provide parents with resources, encouragement and support.

### ➤ Seasons Center ~ RPG Program

Additional services refer to mental health see page 32.

201 E. 11<sup>th</sup> Street - Spencer, IA 51301

Phone: (mobile) 712-363-8373

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

The RPG program is offered and provides in-home services within the various counties and then optional therapy services. We have telehealth openings for ages 12+. This is a voluntary program, provides respite events, and gift-card incentives for assessments completed. The three different evidence-based programs are provided in-home, with the child or parent, or can even be provided in a different setting (in office, in school, etc.)

- Parenting Wisely (any age) is a program for parents and has videos to model behavior with a parent or child version.
- PACT – Parents And Children Together (age 5-12), this is either for the child or parent to complete. The child sessions focus on behavior and coping skills, and the parent portion focuses on fetal alcohol syndrome and how trauma or substances affect the brain.
- Seeking Safety (age 12/13+) has 25 sessions and focuses on PTSD, abstinence from substance use, and moving forward from trauma.

### ➤ **The Bridge of Storm Lake**

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

Phone: 712-213-0195

Email: [office@thebridgeofstormlake.com](mailto: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.

### ➤ **Youth Emergency Services (YES)**

PO Box 1085, Cherokee, IA 51012

Phone: 712-225-5777

Juvenile detention center. Transportation services for mental health.

### ➤ **Hunger Fighters**

**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 as well as receiving free produce and dairy products to distribute to these families on the third Thursday of each month.

Email: [salud.of.stormlake@gmail.com](mailto:salud.of.stormlake@gmail.com)

Phone: St. Mark Lutheran Church office 712-732-5255

**Tornado Alley:** Storm Lake High School Food Pantry available to Storm Lake high school students every school day as needed.  
High School Office 712-732-8065.

**Lords Cupboard:** United Methodist Church 218 Prospect St. Alta open Friday, income based, distribution based on family size. Phone 712-200-2304

**Community Helping Hands** 228 N Main St Albert City  
Open Tuesdays 10:00 – 3:00, Thurs 10:00- 3:00 Saturdays 12:00 – 3:00, check Facebook page.  
[Helping Hands - Home | Facebook](#)

**Newell Food Pantry:** 203 W 2<sup>nd</sup> Street 712-730-2580  
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 is required such as current bills. Emergency distribution is available, call to set up an appointment.

**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 Panty Storm Lake:** Iowa Food Bank/Kiwanis (monthly) 4<sup>th</sup> Wednesday of each month. Duane & Donna Queen  
[ddqueen70@live.com](mailto:ddqueen70@live.com)

**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 site for what is available to harvest.  
<https://www.facebook.com/EdenGardensStormLake>

### ➤ **WIC (Women, Infants and Children)**

Refer to Health see page 24 for additional information.

Website: <https://www.newopp.org/> Cell Phone: 712-830-1329

New Opportunities, Inc. Office Phone: 712-792-9266



## Food Resources

### ➤ 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 current price.

### ➤ Food Pantry

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/>

Friday starts at 7:30 a.m. - 4 p.m. (call for appointment if necessary)

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 depends on supply. Bread/Garden

Surplus/Eggs: Items donated by businesses and people in the community

– availability depends on supply.

### ➤ Food Assistance (SNAP/Food Stamps)

Refer to Financial & Income Assistance see page 16.

See Department of Human Services, <https://hhs.iowa.gov/>

Local DHS Phone Number: 712-749-2536

## 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/>

### ➤ County Veterans Service Officer (Buena Vista County Veterans Affairs)

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).

### ➤ Human Services (HS) Buena Vista County

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

Phone: 712-749-2536

DHS Website: <https://hhs.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

## Financial & Income Assistance

### ➤ Iowa 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

### ➤ 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: [info@iowamediationservice.com](mailto:info@iowamediationservice.com)

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

Financial assistance services provided through the means of mediation, arbitration, focus group facilitation, training and consultation.

### ➤ Iowa State University Extension & Outreach

Buena Vista County Office, 824 Flindt Dr, Storm Lake, IA 50588

Phone: 712-732-5056 Follow us on Facebook

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

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

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.

### ➤ 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.

### ➤ Supplemental Security Income (SSI)

Social Security Administration (SSA),

1610 12<sup>th</sup> 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.

National 800 Number Toll-Free: 800-772-1213

<http://www.socialsecurity.gov/>

Monthly income available for low-income individuals who are disabled or over 65.

### ➤ Upper Des Moines Opportunity Outreach Office

620 Michigan St, Storm Lake, IA 50588

Phone: 712-732-1757 Cell Phone: 712-480-2346 Fax: 712-732-2420

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

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

**Food Pantry Hours:** Refer to Food Resource see page 19.

**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 served basis at your local Outreach Center from November 1 through April 30 (October 1 for households with elderly/disabled member).

- In the payment of a portion of their residential heating cost for the winter heating months. encourage regular utility payments, 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.

- **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.