



IOWA COMMUNITY RESOURCES

A GUIDE FOR INDIVIDUALS WITH DISABILITIES, THEIR FAMILIES,
GUARDIANS, AND FRIENDS

Updated
January 2021



WELCOME

This guide is designed as a resource to individuals with intellectual or developmental disabilities, and their guardians and family members, in finding the information and supports they may need. It may also be helpful to stakeholders throughout the Iowa service delivery system to better identify and address gaps in resources, or otherwise assist persons living at Woodward or Glenwood State Resource Center or in the community in accessing needed services and supports. Please share this guide with anyone who may benefit from its contents.

Ready Access to Useful Information

Sometimes you just don't know where to start or who to call. We have tried to include enough information about each resource in this guide so that you can make an informed decision about which entities may be able to assist with any particular need. You can also use this guide as a reference to learn about services, supports, agencies, and organizations that you had not previously known were available.

We also know that many organizations now rely heavily on providing information online, and that not everyone has easy access to internet services or is entirely comfortable with finding information online. While we have provided web addresses links to most all of the resources included here, we have also tried to provide telephone numbers, office or mailing addresses, and any other means of access available.

This guide will be posted and publicly available on the Iowa Department of Human Services website and may be publicly posted by entities throughout the state. If you need a printed copy of the guide, you may print this document from your computer or contact:

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Division of Mental Health and Disability Services
Iowa Department of Human Services
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Review and Updates

This guide is a "living" document that is intended to be reviewed and updated periodically. We encourage anyone using this document to report any inaccurate information so it can be corrected. If you believe that other resources should be added, please let us know by contacting:

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Acknowledgments

This document was developed through a collaborative partnership between the Iowa Department of Human Services, The Iowa Developmental Disabilities Council (DD Council), the University of Iowa's Center for Excellence in Developmental Disabilities (UCEDD), and the Money Follows the Person Program. This could not have been accomplished without the cooperation, support, and assistance from our partners and other stakeholders, including the Glenwood and Woodward State Resource Centers, MHDS Office of Facility Support, and MHDS Community Services and Planning Bureau.

USING THIS GUIDE

There are two ways to search this guide:

BY NAME

- ▶ On the **Table of Contents pages**, you will find the resources listed alphabetically by name with the page number where that resource appears in the guide.

BY SUBJECT MATTER

- ▶ On the **Search Index pages** you will find an alphabetical list of subject matter areas, with the resources associated with each subject matter listed in alphabetical order following the topic, along with the page number where that resource appears.

TABLE OF CONTENTS

FIND RESOURCE BY NAME



0-9

211 Iowa.....	21
---------------	----

A

Aging and Disability Resource Centers	22
Arc of Iowa, The	22
Area Agencies on Aging	23
ASK Resource Center	25
Assistive Technology Center (Easterseals of Iowa)	26
Autism Society of Iowa	27

B

Best Buddies of Iowa	28
Brain Injury Alliance of Iowa (BIA).....	28

C

Center for Disabilities and Development (CDD)	29
Child Health Specialty Clinics	30
Client Assistance Program (CAP)	30
Community Ambassadors.....	31
Community Connections Supporting Reentry Resource Guide.....	31
Community Mental Health Centers (CMHCs).....	32
Community Support Advocates	33
Conner Training Connection	33
Consumer Choices Option (CCO).....	34
COVID-19 Information	34

D

Disability Resource Library (DRL)	36
Disability Rights IOWA (DRI)	36
Disaster Assistance Programs	37

TABLE OF CONTENTS

FIND RESOURCE BY NAME

E

Epilepsy Foundation of Iowa	38
-----------------------------------	----

F

Family and Educator Partnerships (FEP)	39
Family Navigators (Child Health Specialty Clinics)	41
Food Bank of Iowa	42

H

Habitat for Humanity Restores	43
Hands and Voices Iowa	43
Hawkeye Area Down Syndrome Association	44
Health Literacy of Iowa	44
Helen Keller National Center	45
Home and Community-Based Services (HCBS) Waivers	45
Home and Vehicle Modification	46

I

Independent Living Research Utilization Program	47
InfoNetIowa	48
Intellectual Disability-Mental Illness Program	48
Iowa Able Foundation.....	49
Iowa Association of People Supporting Employment First (Iowa APSE)	50
Iowa Association of Community Providers (IACP).....	51
Iowa Brain Injury Resource Network.....	51
Iowa Centers for Independent Living (CIL).....	52
Iowa Compass	54
Iowa Concern	55
Iowa Department on Aging	55
Iowa Department for the Blind.....	56
Iowa Department of Human Services	57
Iowa Developmental Disabilities Council (DD Council).....	58

TABLE OF CONTENTS

FIND RESOURCE BY NAME

Iowa Disaster Behavioral Health Response Team	59
Iowa Finance Authority	60
Iowa Foster and Adoptive Parents Association (IFAPA).....	60
IowaHousingSearch.org	61
Iowa Legal Aid	62
Iowa Medicaid Non-Emergency Medical Transportation (NEMT)	62
Iowa Medicaid Program	63
Iowa Mobility Management.....	64
Iowa Office of Deaf Services	66
Iowa Peer Support and Family Peer Support Training Program	66
Iowa Protection & Advocacy.....	67
Iowa Regional Transit Authorities	67
Iowa Statewide Vision Services (Iowa Braille School)	67
Iowa Vocational Rehabilitation Services (IVRS).....	68
Iowa Warm Line	69
Iowans with Disabilities in Action	70
Iowa's Technical Assistance and Behavior Supports (I-TABS)	70

L

LifeLong Links	71
----------------------	----

M

Managed Care Ombudsman Program	71
Medicaid for Employed Persons with Disabilities (MEPD)	71
Medicaid Managed Care Organizations (MCO)	73
Mental Health and Disability Services Providers (Accredited).....	73
Mental Health and Disability Services (MHDS) Regions	74
Money Follows the Person (MFP) Program.....	76
Mental Health First Aid Training	76

N

NAMI (National Alliance on Mental Illness) of Iowa	77
--	----

O

TABLE OF CONTENTS

FIND RESOURCE BY NAME

Occupational Therapy Assistive Technology Lab and Services	78
Office of Consumer Affairs (OCA)	79
Office of Persons with Disabilities	80
Office of Public Guardian	80
Office of the State Long-Term Care Ombudsman	81
Olmstead Consumer Task Force (OCTF)	82

P

Possibilities Newsletter	83
Prader-Willi Syndrome Association of Iowa	83

R

Regional Autism Assistance Program (RAP)	84
--	----

S

Social Security Administration (SSA)	85
Special Olympics Iowa	85
State Resource Centers at Woodward and Glenwood	86
Statewide Crisis Line (Your Life Iowa)	87
Statewide Independent Living Council (SILC)	87

T

Targeted Case Management	88
--------------------------------	----

U

United Spinal Association – Iowa Chapter	89
U.S. Department of Housing and Urban Development (HUD)	90

W

Work Incentives Planning and Assistance (WIPA)	91
--	----

Y

Your Life Iowa	93
----------------------	----

INDEX

FIND RESOURCE BY SUBJECT



Abuse Reporting

Iowa Department of Human Services 57

Adoption Information

Iowa Foster and Adoptive Parents Association 60

Iowa Foster and Adoptive Parents Association (IFAPA) 60

Advocacy & Advocacy Groups

Arc of Iowa, The 22

ASK Resource Center 25

Autism Society of Iowa 27

Brain Injury Alliance of Iowa (BIA) 28

Disability Rights Iowa (DRI) 36

Hands and Voices Iowa 43

Iowa Centers for Independent Living (CIL) 52

Iowa Foster and Adoptive Parents Association (IFAPA) 60

Iowans with Disabilities in Action 70

Managed Care Ombudsman Program 71

NAMI (National Alliance on Mental Illness) of Iowa 77

Office of Consumer Affairs (OCA) 79

Office of Persons with Disabilities 80

Office of the State Long-Term Care Ombudsman 81

Olmstead Consumer Task Force (OCTF) 82

Prader-Willi Syndrome Association of Iowa 83

Regional Autism Assistance Program (RAP) 84

Statewide Independent Living Council (SILC) 87

United Spinal Association - Iowa Chapter 89

Applying for Services/Eligibility Questions

- Iowa Department of Human Services 57
- Iowa Medicaid Program 63
- Mental Health and Disability Services (MHDS) Regions 74
- Social Security Administration (SSA) 85

Assessment, Evaluation, or Diagnosis

- Center for Disabilities and Development (CDD) 29
- Child Health Specialty Clinics 30
- Community Mental Health Centers (CMHCs) 32

Assistive Technology & Adaptive Equipment

- Assistive Technology Center (Easterseals of Iowa) 26
- Disability Resource Library (DRL) 36
- Iowa Able Foundation 49
- Iowa Braille School 67
- Iowa Statewide Vision Services 67
- Occupational Therapy Assistive Technology Lab and Services 78

Autism Spectrum Disorders

- Autism Society of Iowa 27
- Regional Autism Assistance Program (RAP) 84

Behavioral Support & Planning

- Intellectual Disability-Mental Illness Program 48
- I-TABS (Iowa's Technical Assistance and Behavior Supports) 70

Benefits Planning

- Iowa Vocational Rehabilitation Services (IVRS) 68
- Work Incentives Planning and Assistance (WIPA) 91

Blind and Low Vision Training

- Iowa Department for the Blind 56

Braille Materials & Audio Library Services

Iowa Braille School 67

Iowa Statewide Vision Services 67

Brain Injury

Brain Injury Alliance of Iowa (BIA) 28

Care Coordination or Case Management

Child Health Specialty Clinics 30

Medicaid Managed Care Organizations (MCO) 73

Mental Health and Disability Services (MHDS) Regions 74

Targeted Case Management 88

Children With Special Needs

Center for Disabilities and Development (CDD) 29

Child Health Specialty Clinics 30

Community Inclusion/Integration

Best Buddies of Iowa 28

Community Ambassadors 31

Iowa Centers for Independent Living (CIL) 52

Medicaid for Employed Persons with Disabilities (MEPD) 71

Money Follows the Person (MFP) Program 76

Olmstead Consumer Task Force (OCTF) 82

Possibilities Newsletter 83

Special Olympics Iowa 85

Statewide Independent Living Council (SILC) 87

Community Providers

Iowa Association of Community Providers (IACP) 51

Mental Health and Disability Services Providers (Accredited) 73

Complaint Investigation and Review

- Managed Care Ombudsman Program 71
- Office of Persons with Disabilities 80
- Office of the State Long-Term Care Ombudsman 81
- U.S. Department of Housing and Urban Development (HUD) 90

Conflict Resolution & Problem-Solving

- ASK Resource Center 25
- Client Assistance Program 30

Consultation

- ASK Resource Center 25
- Brain Injury Alliance of Iowa (BIA) 28
- Disability Rights Iowa (DRI) 36
- Iowa Warm Line 69
- Office of Consumer Affairs (OCA) 79

Counseling & Support

- Iowa Concern 55
- Iowa Warm Line 69
- Statewide Crisis Line (Your Life Iowa) 87

Crisis Assistance & Referral

- 211 Iowa 21
- Community Mental Health Centers 32
- Your Life Iowa 93

Day Activities

- Iowa Association of Community Providers (IACP) 51
- Mental Health and Disability Services Providers (Accredited) 73

Deaf and Hard of Hearing & Sign Language Resources

Hands and Voices Iowa 43

Iowa Association of Community Providers (IACP) 51, 73

Iowa Office of Deaf Services 66

Disability Related Services & Providers

Community Support Advocates 33

Intellectual Disability-Mental Illness Program 48

Mental Health and Disability Services (MHDS) Regions 74

Mental Health and Disability Services Providers (Accredited) 73

Disability Rights and Discrimination

ASK Resource Center 25

Disability Rights Iowa (DRI) 36

Office of Persons with Disabilities 80

U.S. Department of Housing and Urban Development (HUD) 90

Disaster Assistance Counseling

Disaster Assistance Program (Iowa Department of Human Services) 37

Disaster Behavioral Health Response Team 59

Iowa Concern 55

Iowa Department of Human Services 57

Employment & Preparation For Employment

Iowa Association of People Supporting Employment First (APSE) 50

Iowa Department for the Blind 56

Iowa Vocational Rehabilitation Services (IVRS) 68

Medicaid for Employed Persons with Disabilities (MEPD) 71

Work Incentives Planning and Assistance (WIPA) 91

Family-To-Family Peer Support

Arc of Iowa, The 22

INDEX

FIND RESOURCE BY SUBJECT

ASK Resource Center 25
Autism Society of Iowa 27
Family and Educator Partnership 39
Family Navigators (Child Health Specialty Clinics) 41
Hands and Voices Iowa 43
Hawkeye Area Down Syndrome Association 44
Regional Autism Assistance Program (RAP) 84

Financial Information, Training, & Services

Iowa Able Foundation 49
Iowa Concern 55
Work Incentives Planning and Assistance (WIPA) 91

Food Assistance

Disaster Assistance Program (Iowa Department of Human Services) 37
Food Bank of Iowa 42
Iowa Department of Human Services 57

Foster Care Information & Support

Iowa Foster and Adoptive Parents Association (IFAPA) 60

Guardianship & Conservatorship Information

Disability Rights Iowa (DRI) 36
Iowa Developmental Disabilities Council (DD Council) 58
Iowa Legal Aid 62
Office of Public Guardian 80

Health Care Information

ASK Resource Center 25
Child Health Specialty Clinics 30

Health Care & Wellness Services

Center for Disabilities and Development (CDD) 29

INDEX

FIND RESOURCE BY SUBJECT

Community Mental Health Centers (CMHCs) 32

Home Adaption & Modification

Home and Vehicle Modification 46

Iowa Able Foundation 49

Iowa Department on Aging 55

Iowa Medicaid Program 63

Occupational Therapy Assistive Technology Lab and Services 78

Home and Community Based Services

Consumer Choices Option (CCO) 34

Home and Community-Based Services (HCBS) Waivers 45

Home and Community Based Services Waivers 34

Iowa Department of Human Services 57

Home Medical Equipment

Habitat for Humanity Restores 43

Iowa Able Foundation 49

Home & Vehicle Modifications

Home and Vehicle Modification 46

Iowa Medicaid Program 63

Hotline (24/7)

Iowa Concern 800-447-1985 55

Your Life Iowa 855-581-8111 93

Housing Assistance & Rent Subsidies

Iowa Finance Authority 60

IowaHousingSearch.org 61

U.S. Department of Housing and Urban Development (HUD) 90

Independent Living Services & Supports

Iowa Centers for Independent Living (CIL) 52

INDEX

FIND RESOURCE BY SUBJECT

Iowa Department for the Blind 56

Iowa Department on Aging 55

Iowa Vocational Rehabilitation Services (IVRS) 68

Statewide Independent Living Council (SILC) 87

Information and Training

Arc of Iowa, The 22

Conner Training Connection 33

Disability Resource Library (DRL) 36

Health Literacy of Iowa 44

Iowa Foster and Adoptive Parents Association (IFAPA) 60

Iowans with Disabilities in Action 70

Mental Health First Aid Training 76

Money Follows the Person (MFP) Program 76

Occupational Therapy Assistive Technology Lab and Services 78

Office of Persons with Disabilities 80

Office of the State Long-Term Care Ombudsman 81

Possibilities Newsletter 83

Prader-Willi Syndrome Association of Iowa 83

Statewide Crisis Line (Your Life Iowa) 87

Information & Awareness

Brain Injury Alliance of Iowa (BIA) 28, 52

Community Ambassadors 31

United Spinal Association - Iowa Chapter 89

Information, Referral & Link to Services

211 Iowa 21

Aging and Disability Resource Centers 22

Area Agencies on Aging 23

Autism Society of Iowa 27

Center for Disabilities and Development (CDD) 29

INDEX

FIND RESOURCE BY SUBJECT

Community Connections Supporting Reentry Resource Guide 31
Community Support Advocates 33
COVID-19 Information 34
Disability Resource Library (DRL) 36
Disability Rights Iowa (DRI) 36
Epilepsy Foundation of Iowa 38
Family and Educator Partnership 39
Family Navigators (Child Health Specialty Clinics) 41
Hawkeye Area Down Syndrome Association 44
Helen Keller National Center 45
Independent Living Research Utilization Program 47
InfoNetIowa 48
Iowa Able Foundation 49
Iowa Brain Injury Resource Network 51
Iowa Centers for Independent Living (CIL) 52
Iowa Compass 54
Iowa Foster and Adoptive Parents Association (IFAPA) 60
Iowa Office of Deaf Services 66
Mental Health and Disability Services (MHDS) Regions 74
NAMI (National Alliance on Mental Illness) of Iowa 77
Office of Consumer Affairs 79
Office of Consumer Affairs (OCA) 79
Office of Persons with Disabilities 80
Prader-Willi Syndrome Association of Iowa 83
Regional Autism Assistance Program (RAP) 84
Your Life Iowa 93

Intellectual and Developmental Disabilities

Arc of Iowa, The 22
Hawkeye Area Down Syndrome Association 44
Intellectual Disability-Mental Illness Program 48

INDEX

FIND RESOURCE BY SUBJECT

State Resource Centers at Woodward and Glenwood 86

Legal Assistance

Disability Rights Iowa (DRI) 36

Iowa Concern 55

Iowa Legal Aid 62

Medical Assistance (Medicaid Services)

Home and Vehicle Modification Services 46

Iowa Medicaid Non-Emergency Medical Transportation 62

Iowa Medicaid Program 63

Medicaid for Employed Persons with Disabilities (MEPD) 71

Medicaid Managed Care Organizations (MCO) 73

State Resource Centers at Woodward and Glenwood 86

Targeted Case Management 88

Mental Health Concerns

Community Mental Health Centers (CMHCs) 32

Disaster Behavioral Health Response Team 59

Iowa Warm Line 69

Mental Health First Aid Training 76

Your Life Iowa 93

Newsletters

Autism Society of Iowa 27

Brain Injury Alliance of Iowa (BIA) 28

InfoNetIowa 48

NAMI (National Alliance on Mental Illness) of Iowa 77

Possibilities Newsletter 83

Options Counseling

Aging and Disability Resource Centers 22

Peer-to-Peer Support

INDEX

FIND RESOURCE BY SUBJECT

Iowa Centers for Independent Living (CIL) 52
Iowa Foster and Adoptive Parents Association (IFAPA) 60
NAMI (National Alliance on Mental Illness) of Iowa 77
Office of Consumer Affairs (OCA) 79

Public Policy

InfoNetIowa 48
Iowa Developmental Disabilities Council (DD Council) 58
Iowans with Disabilities in Action 70

Research Information & Technical Assistance

Independent Living Research Utilization Program 47
Occupational Therapy Assistive Technology Lab and Services 78

Self-Advocacy & Leadership Training

Arc of Iowa, The 22
Best Buddies of Iowa 28
Disability Rights Iowa (DRI) 36
Iowa Developmental Disabilities Council (DD Council) 58
Iowans with Disabilities in Action 70
NAMI (National Alliance on Mental Illness) of Iowa 77
Special Olympics Iowa 85

Service Coordination Assistance

Child Health Specialty Clinics 30
Community Support Advocates 33
Iowa Department on Aging 55
Medicaid Managed Care Organizations (MCO) 73
Mental Health and Disability Services (MHDS) Regions 74
Money Follows the Person (MFP) Program 76
Targeted Case Management 88

Social & Recreational Opportunities

INDEX

FIND RESOURCE BY SUBJECT

Best Buddies of Iowa 28

Special Olympics Iowa 85

United Spinal Association - Iowa Chapter 89

Social Security Information & Benefits

Social Security Administration (SSA) 85

Special Education

ASK Resource Center 25

Family and Educator Partnership 39

Spinal Cord Injuries and Disorders

Special Olympics Iowa 85

United Spinal Association - Iowa Chapter 89

Sports & Camps

Epilepsy Foundation of Iowa 38

Substance Use Concerns

Iowa Warm Line 69

Your Life Iowa 93

Support Groups

Brain Injury Alliance of Iowa (BIA) 28

Hands and Voices Iowa 43

Iowa Brain Injury Resource Network 51

Iowa Foster and Adoptive Parents Association (IFAPA) 60

NAMI (National Alliance on Mental Illness) of Iowa 77

Prader-Willi Syndrome Association of Iowa 83

System Navigation

Child Health Specialty Clinics 30

Family Navigators (Child Health Specialty Clinics) 41

Medicaid Managed Care Organizations (MCO) 73

INDEX

FIND RESOURCE BY SUBJECT

Mental Health and Disability Services (MHDS) Regions 74

Office of Consumer Affairs (OCA) 79

Regional Autism Assistance Program (RAP) 84

Targeted Case Management 88

Therapy Services

Center for Disabilities and Development (CDD) 29

Community Mental Health Centers (CMHCs) 32

Training & Education

ASK Resource Center 25

Brain Injury Alliance of Iowa (BIA) 28

Epilepsy Foundation of Iowa 38

Iowa Braille School 67

Iowa Centers for Independent Living (CIL) 52

Iowa Department for the Blind 56

Iowa Office of Deaf Services 66

Iowa Peer Support and Family Peer Support Training Program 66

Iowa Statewide Vision Services 67

Iowa Vocational Rehabilitation Services (IVRS) 68

I-TABS (Iowa's Technical Assistance and Behavior Supports) 70

Mental Health First Aid Training 76

NAMI (National Alliance on Mental Illness) of Iowa 77

Transition to Community Living

Conner Training Connection 33

Iowa Centers for Independent Living (CIL) 52

Money Follows the Person (MFP) Program 76

State Resource Centers at Woodward and Glenwood 86

Transportation & Mobility

Iowa Medicaid Non-Emergency Transportation 62

Iowa Mobility Management 64

INDEX

FIND RESOURCE BY SUBJECT

Iowa Regional Transit Authorities 67

Treatment and Habilitation Services

Community Mental Health Centers (CMHCs) 32

Intellectual Disability-Mental Illness Program 48

Iowa Association of Community Providers (IACP) 51, 73

Mental Health and Disability Services Providers (Accredited) 73

State Resource Centers at Woodward and Glenwood 86

Voting & Civic Engagement

Disability Rights Iowa (DRI) 36

InfoNetIowa 48

Iowa Developmental Disabilities Council (DD Council) 58

Iowans with Disabilities in Action 70

Waiver Services

Consumer Choices Option (CCO) 34

Home and Community Based Services Waivers 34

Home and Vehicle Modification Services 46



RESOURCES

0-9

211 Iowa

211 is a free, comprehensive information and referral system linking Iowa and Nebraska residents to health and human service programs, community services, disaster services and governmental programs. 211 is a one-stop source of information for people looking for services. For example, 211 can offer referrals to these types of services:

- ▶ **Basic Human Needs Resources:** food pantries, clothing closets, shelters, rent assistance, utility assistance
- ▶ **Physical and Mental Health Resources:** health insurance programs, Medicaid and Medicare, maternal health care, medical information lines, crisis intervention services, support groups, counseling, substance abuse and intervention rehabilitation
- ▶ **Employment Supports:** financial assistance, job training, educational programs
- ▶ **Support for Older Americans And Persons with Disabilities:** adult day care, aging and disability resource centers, congregate meals, respite care, home health care, transportation, homemaker services
- ▶ **Support for Children, Youth and Families:** childcare, Head Start, family resource centers, holiday assistance, parenting, summer camps and recreation programs, summer meal programs, mentoring, protective services
- ▶ **Volunteer Opportunities and Donation Services**

CONTACT

Call 211 for information and referral

Text 898211

Website <https://www.211iowa.org/> (search the 211 database online)

Download the 211 App <https://211iowadev.com/211app/>

A

Aging and Disability Resource Centers

Also see *"Iowa Department on Aging" on page 55* and
"Area Agencies on Aging" on page 21

Iowa's Aging and Disability Resource Centers (ADRCs) are also known as "LifeLong Links." They are a resource to help older Iowans, adults with disabilities, veterans, and caregivers learn more about long-term living services and supports available throughout the state.

SERVICES

- ▶ Information about local services and resources
- ▶ Assistance in identifying service needs
- ▶ Referrals to local service providers

OPTIONS COUNSELING

- ▶ Information about the choices available when planning for long-term independence (e.g. where to live, what services may be needed, how to locate service providers, how to pay for services)
- ▶ One-on-one consultation to help determine which option is best, given the consumer's needs, wishes and available resources
- ▶ Development of a person-centered plan that lists the consumer's goals and the steps to take to achieve those goals

CONTACT

ADRCs can be accessed by contacting any of Iowa's six *Area Agencies on Aging* or calling **866-468-7887**.

Arc of Iowa, The

The Arc of Iowa is a membership organization working to make positive changes for people with intellectual and developmental disabilities and their families.

Membership fees help provide local programs including camp scholarships, self-advocacy training, special equipment, and respite programs, as well as helping to strengthen The Arc's public policy advocacy.

EIGHT IOWA ARC CHAPTERS

The Arc of Cedar Valley

Phone 319-215-9372

The Arc of Marshall County

Phone 641-754-3582

The Arc of Southeast Iowa

Phone 319-351-5017

The Arc of Story County

Phone 515-232-9330

The Arc of East Central Iowa

Phone 319-365-9938

The Arc of Jefferson and Nearby Counties

Phone 641-919-9793

The Arc of Wayne County

Phone 641-874-5987

The Arc of Woodbury County

Phone 712-258-5050

CONTACT

For more information or to start an Arc in your community, contact:

The Arc of Iowa

114 South 11th Street

West Des Moines, Iowa 50265

Phone 515-664-2252

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

Area Agencies on Aging

Also see "Iowa Department on Aging" on page 55

The Iowa Department on Aging has designated six Area Agencies on Aging (AAAs) to provide information and referrals to older adults, adults with disabilities, veterans and their caregivers, and coordinate a wide range of long-term living and community support services, such as case management, congregate and home-delivered meals, employment services, family caregiver services, options counseling, respite care and transportation services. Their expertise about programs and providers in your community will assist you in leading an independent, meaningful and dignified life in your own home and community for as long as possible.

TO FIND YOUR LOCAL AREA AGENCY ON AGING

<https://www.iowaaging.gov/area-agencies-aging/find-your-local-area-agency-aging>

Or call **800-532-3213**

Elderbridge Agency on Aging (Area 1)

Offices in

Mason City, serving Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, and Worth counties.

Carroll, serving Audubon, Carroll, Crawford, Greene, Guthrie, and Sac counties

Fort Dodge, serving Calhoun, Hamilton, Humboldt, Pocahontas, Webster, and Wright counties.

Spencer, serving Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, and Sioux counties.

Call 800-243-0678

Website <https://elderbridge.org/>

Northeast Iowa Area Agency on Aging (Area 2)

Offices in

Waterloo, Dubuque, Decorah, and **Marshalltown** serving Allamakee, Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Hardin, Howard, Jackson, Marshall, Poweshiek, Tama, and Winneshiek counties.

Call 800-779-8707

Website <http://www.nei3a.org/>

Aging Resources of Central Iowa Area Agency on Aging (Area 3)

Offices in **Des Moines**, serving Boone, Dallas, Jasper, Madison, Marion, Polk, Story and Warren Counties

Call 800-747-5352

Website <https://www.agingresources.com/>

The Heritage Area Agency on Aging (Area 4)

Offices in **Cedar Rapids**, serving Benton, Cedar, Iowa, Johnson, Jones, Linn and Washington counties.

Call 800-332-5934

Email heritage.agency@kirkwood.edu

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

Milestones Area Agency on Aging (Area 5)

Offices in **Burlington, Davenport**, and **Ottumwa**, serving Appanoose, Clinton, Davis, Des Moines, Henry, Jefferson, Keokuk, Lee, Louisa, Lucas, Mahaska, Monroe, Muscatine, Scott, Van Buren, Wapello and Wayne counties.

Call 855-410-6222

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

Connections Agency on Aging (Area 6)

Offices in **Council Bluffs, Creston, and Sioux City**, serving Adair, Adams, Cass, Cherokee, Clarke, Decatur, Fremont, Harrison, Ida, Mills, Monona, Montgomery, Page, Plymouth, Pottawattamie, Ringgold, Shelby, Taylor, Union, and Woodbury counties.

Call 800-432-9209

Email info@connectionsaaa.org

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

ASK Resource Center

ASK Resource Center is a statewide nonprofit organization that provides no-cost training, resources, and one-on-one support for individuals with disabilities, their families, and the people who serve them. ASK is a source of education, advocacy, and resources for parents and families in navigating the education and health systems. ASK includes the following projects that focus on special education, health care, disability rights, peer support, training, and empowerment:

Parent Training & Information (PTI) Center: ASK serves as the state of Iowa's Parent Training & Information Center. The focus of the PTI is to help parents, families, and students with disabilities understand their civil rights regarding early intervention services and special education supports so that they can be strong, effective advocates.

Family-to-Family Health Information (F2F): ASK serves as the state of Iowa's Family-to-Family Health Information Center. F2F provides a central source for families of children and young adults with special health care needs and disabilities to obtain supports, advocacy, and information and works to enhance access to quality health care and community services.

Early Hearing Detection & Intervention (EHDI): ASK was awarded a grant from the Iowa Department of Public Health to collaborate with EHDI and the Iowa Newborn Screening program to support Iowa families impacted by deafness or hearing loss. ASK provides support services for families of children diagnosed as deaf or hard of hearing and is working to build a statewide network of trained Deaf Mentors.

Conflict Resolution: Families of children with disabilities often need to come to the table with professionals to address planning for their children's needs. Differences in opinion and perspective sometimes lead to conflict and families may need assistance or support in addressing conflict. ASK offers a project called RESPECT Training, which focuses on building and maintaining solid foundations for relationships, and on providing options to support conflict resolution at the earliest stages possible. Browse the ASK events page for upcoming RESPECT trainings across the state.

Post-Secondary Transition: Planning for the future and setting high expectations for youth with disabilities can be challenging for families. Adult services and supports often look very different than what were available during the school years. The ASK Transition project is designed to help families understand the importance of setting high expectations and to give them the knowledge and skills they need to achieve positive outcomes for their kids in regard to living, learning, and working after high school.

Together We Can Conference: The Together We Can Conference is an annual statewide conference which brings families and professionals from across the state of Iowa together for a full day of learning and networking with families, providers, advocates, and more.

ASK Resource Center is a member of the Parent to Parent USA Alliance, and also serves as Iowa's Family Voices State Affiliate Organization.

CONTACT

ASK Resource Center
5665 Greendale Road, Suite D,
Johnston, IA 50131

Phone 515-243-1713

Toll-free 800-450-8667

Fax 515-243-1902

Email info@askresource.org

Assistive Technology Center (Easterseals of Iowa)

The Easterseals Iowa Assistive Technology Program offers equipment loans, a demonstration center, a lending library and a used equipment referral service to help Iowans learn about and access the assistive technology (AT) they need as part of their daily lives to learn, work, play, and participate in community life safely and independently.

Assistive Technology (AT) is defined as any piece of equipment, product system or service used to increase, maintain, and/or improve functional capabilities of individuals with disabilities or limitations. This term can refer to any type of assistive, adaptive, or rehabilitative device, along with the process of using these devices. Assistive technology can range from low tech to high tech devices depending on the individual's needs and their given environment.

Watch video demonstrations of assistive technology on **YouTube** at:

<https://www.youtube.com/user/EasterSealsIowaAT>

The use of assistive technology is appropriate when there is a barrier to accomplishing an activity of daily living. Assistive technology offers a possible solution that may help provide individuals with more independence and prevent additional harm or injury. The use of assistive technology is individualized to each person given their specific abilities, needs, and environment.

Since assistive technology is such a broad term and has many variations, the best way to explore these options is to **call Easterseals Iowa Assistive Technology Program at 1-866-866-8782 (toll-free) or 515-289-4069 (TTY)**. A team member will support you in identifying possible solutions that may assist a specific need. A team member can also provide demonstrations so the individual will be able to learn how to use the device(s). The Lending Library allows an individual to try devices free for 30 days allowing the individual to decide if a particular device will work well for them before they decide to purchase it. If applicable, the

Durable Medical Equipment (DME) program has available recycled and refurbished devices for a loan as well.

Visit www.iowaat.org for more information and additional resources.

Autism Society of Iowa

Provides advocacy, support, and information to individuals with Autism Spectrum Disorders (ASD), their families, professionals, and communities throughout Iowa. The Iowa chapter is affiliated with the national Autism Society and currently has over 300 members. They are dedicated to improving the lives of children and adults with ASD. The Autism Society of Iowa:

- ▶ Provides current information and support to parents, educators, service providers, and others interested in autism and maintain a current parent packet for families with a newly diagnosed child.
- ▶ Offers four different college scholarship opportunities, scholarships to attend our conferences and family scholarships for families and caregivers of those on the spectrum living in Iowa.
- ▶ Sponsors workshops and conferences on topical information related to autism.
- ▶ Creates the state autism newsletter, THE LINK, maintains a website, and publishes a monthly e-newsletter.
- ▶ Provides a free lending library for families and educators.
- ▶ Has a summer grant program to integrate those with Autism Spectrum Disorders into recreational programs and camps.
- ▶ Supports legislation which enhances the lives of persons with Autism Spectrum Disorders.

CONTACT

Autism Society of Iowa
P.O. Box 65311
West Des Moines, IA 50265

Call 515-327-9075

Fax 515-457-7225

Email autism50ia@aol.com

Website <https://autismia.com/>

B

Best Buddies of Iowa

Best Buddies Iowa is a nonprofit volunteer organization that creates opportunities for one-to-one friendships, integrated employment, leadership development, and inclusive living for people with intellectual and developmental disabilities (IDD). The statewide office is located in Des Moines. Best Buddies groups are active all over the state.

CONTACT

Best Buddies Iowa
7648 Hickman Road
Des Moines, IA 50324

Phone 515-282-6218

Email iowa@bestbuddies.org

Website <https://www.bestbuddies.org/iowa/>

Brain Injury Alliance of Iowa (BIA)

Brain Injury Alliance of Iowa (BIA) is a state-wide organization that provides brain injury prevention, education, advocacy, support groups, and training services to persons of all-ages with brain injuries. BIA offers support in coping with the issues of living with brain injury and transitioning back to work and the community, and help connecting individuals and families with the services and supports they may need.

BIA PROVIDES

Neuro Resource Facilitation (NRF) - a fee-free service offered by the Brain Injury Alliance of Iowa to help people with brain injury and their families, caregivers, and community navigate medical and general life challenges after a brain injury. Neuro Resource Facilitation staff are available Monday-Friday, 8:00 am to 4:30 pm, to answer questions from Iowans affected by brain injury. **Call 855-444-6443** or **email info@biaia.org**

Support Groups - On a local level, members meet monthly to share experiences and information on an informal basis. Most groups function as support-giving entities to both individuals with brain injury and to their families. Support groups are active in several communities throughout Iowa. Benefits of participating in a local support group meeting include presentations by specialty speakers, referrals to local resources, and learning from others in similar circumstances.

Education and Training - The Brain Injury Alliance of Iowa offers a range of brain-injury-specific training for professional organizations. This includes community seminars, online webinars, and annual conferences and events. Please contact us directly to find out more about training opportunities available, or to request a specific kind of educational event for your community or group.

Case Consultation - BIA staff are trained and experienced with supporting persons with brain injury, as well as the family members, caregivers, and professionals in their lives. They can provide consultation and technical assistance to all who work with or support Iowans with brain injury. They can also provide information and guidance related to brain

injury and multi-occurring conditions, like mental health and substance abuse, and can provide support in individualized service.

Advocacy - BIA works as an advocacy hub for statewide legislative and policy change and has become increasingly active in legislation and policy impacting not only lowans with brain injury, but also other lowans with disabilities.

C

Center for Disabilities and Development (CDD)

The Center for Disabilities and Development at University of Iowa Stead Family Children's Hospital is dedicated to improving the health and independence of people with disabilities and creating a life with opportunities for everyone. The center has been designated the state's University Center for Excellence on Developmental Disabilities (UCEDD) and strives to be the state's most trusted resource for health care, training, research, and information for people with disabilities.

CDD shares the vision of "a life in the community for everyone" and partners with lowans with disabilities, their family members, providers, state and local agencies, and many others to improve the health and full community participation of persons with disabilities, and to advance the community supports and services on which they rely.

They provide University training, community training, technical assistance to state and local agencies/organizations, clinical services and direct community supports, research and policy analyses, and information sharing.

Clinical Services - People who come to the CDD clinic often have complex needs, which is why the clinic uses a team approach, bringing together the right experts to help families find answers. At the heart of each team are the patient and family. Clinical services include:

- | | |
|---|-----------------------------|
| ▶ Audiology | ▶ Occupational Therapy |
| ▶ Dentistry | ▶ Physical Therapy |
| ▶ Developmental Behavioral Pediatrician | ▶ Psychology |
| ▶ Education | ▶ Social Services |
| ▶ Nursing | ▶ Speech-Language Pathology |
| ▶ Nutrition | |

CONTACT

Center for Disabilities and Development
100 Hawkins Drive, Iowa City, IA 52242

Phone 1-888-573-5437

Child Health Specialty Clinics

Child Health Specialty Clinics (CHSC) is a community-based public health agency serving Iowa children and youth with special health care needs. Over 128,000 Iowa children and youth have or are at risk of having special health care needs including:

- ▶ Children with chronic conditions like asthma and diabetes
- ▶ Child with developmental or behavioral disorders like autism or attention deficit hyperactivity disorder
- ▶ Children with more complex health issues like spina bifida or cerebral palsy

Child Health Specialty Clinics:

- ▶ Partner with families, service providers, communities, and policy makers along with the Iowa Departments of Human Services, Public Health, and Education.
- ▶ Have a network of regional centers and satellite locations across Iowa employing over 100 public health professionals, clinical providers, and family navigators.
- ▶ Operate under a System of Care approach to services for children and youth with special health care needs that recognizes the importance of family, school, and community, and seeks to promote the full potential of all children and youth.
- ▶ Administer Iowa's Maternal and Child Health Title V Program for children and youth with special health care needs in partnership with the Iowa Department of Public Health.
- ▶ Are overseen by the University of Iowa Division of Child and Community Health and part of the Carver College of Medicine and the Stead Family Department of Pediatrics.

CONTACT

Child Health Specialty Clinics
100 Hawkins Drive
Iowa City, IA 52242

Phone 866-219-9119

Website <https://chsciowa.org/>

Client Assistance Program (CAP)

CAP is a federally mandated program designated to assist individuals who need to resolve conflicts with programs funded under the Rehabilitation Act, which include:

- ▶ *Iowa Vocational Rehabilitation Services*
- ▶ *Iowa Department for the Blind*
- ▶ *Centers for Independent Living*
- ▶ Other agencies funded under the Rehabilitation Act

CAP also helps people with disabilities receive quality services by advocating for their interests and helping them identify resources, understand procedures, resolve problems, and

protect their rights in the rehabilitation process, employment, and independent living services. To help resolve conflicts, the CAP advocate may use:

- ▶ Negotiation
- ▶ Mediation
- ▶ Conflict Resolution
- ▶ At times, legal means

CONTACT

Client Assistance Program

Phone 800-652-4298

Fax 515-242-6119

Email dhrr.disabilities@iowa.gov

Website <https://humanrights.iowa.gov/cas/pd/client-assistance-program>

Community Ambassadors

The Community Ambassadors is a small group representing the more than 700 Iowans with disabilities who have made the transition from facility to community living through Iowa's Money Follows the Person (MFP) program. They are prepared and eager to tell their stories of transitioning to life in the community. A guardian of a transitioned individual is also available to talk about the process and experience from the parent or guardian point of view. The Community Ambassadors are available to speak to interested community groups and share their experiences, including the challenges and benefits of community living.

CONTACT

Lindsey Robertson, MFP Coordinator

Phone 515-256-4637

Email lindsey-robertson@uiowa.edu

Community Connections Supporting Reentry Resource Guide

Post-incarceration Supports

The Community Connections Supporting Reentry (CCSR) Resource Guide was developed to serve as an ongoing resource to help connect individuals and families with necessary services and support to help them maintain stability and find success in the community after incarceration. The goal of this guide is to provide simple overviews of the many services and supports available in the community, and where to go to make referrals or get more information.

You can read the guide online or download a copy at:

<https://uihc.org/ucedd/community-connections-supporting-reentry>

Community Mental Health Centers (CMHCs)

Community mental health centers and other mental health service providers who act in place of a community mental health center are available to provide services across the state for those who are unable to afford services, as well as for those who do not have access to private providers due to income or location.

CMHCs are designated by the *Iowa Department of Human Services* to provide mental health services for individuals of all ages regardless of funding. There are 23 CMHCs and 8 non-CMHC agencies who fulfill the responsibilities of a CMHC in Iowa. CMHCs serve a defined catchment area, ranging from one county to eight counties.

Approximately 74 other agencies are accredited as Mental Health Service Providers. These agencies serve a specific geographic area and may be accredited to provide any of the following services: partial hospitalization, day treatment/intensive outpatient, psychiatric rehabilitation, supported community living, outpatient psychotherapy, emergency evaluation, and crisis services.

Each CMHC serves a specific area and is required to serve the following Iowans in that area:

- ▶ Anyone who has a mental health disorder or is experiencing a mental health crisis
- ▶ Adults with a serious mental illness or chronic mental illness
- ▶ Children and youth with a serious emotional disturbance
- ▶ Any of the above who have a co-occurring disorder, including but not limited to substance abuse, intellectual disability, a developmental disability, brain injury, autism spectrum disorder, or another disability or special health care need

SERVICES

- ▶ Outpatient services
- ▶ 24-hour emergency services
- ▶ Day treatment, partial hospitalization, or psychosocial rehabilitation services
- ▶ Community support services
- ▶ Consultation services
- ▶ Education services

CONTACT

To view a map of Iowa's CMHCs go to:

<https://dhs.iowa.gov/sites/default/files/MHDS-CMHC-Map.pdf?080620200222>

Your local CMHC: <https://yourlifeiowa.org/finder>

Call Your Life Iowa at **855-581-8111** for contact information.

Community Support Advocates

Community Support Advocates provide services designed to assist individuals with disabilities in gaining access to appropriate housing, needed medical services, and interrelated social, vocational, and educational services. The services focus on individual choice, community integration, and promoting growth and resiliency.

Services are available to individuals with intellectual or developmental disabilities, mental illness, or brain injury, and include:

- ▶ Targeted Case Management
- ▶ Service Coordination
- ▶ Integrated Health Program (IHP)
- ▶ Integrated Services (ISA)
- ▶ Knowledge Empowers Youth (KEY)

All services are voluntary. An individual must want to actively participate in the service and must meet diagnostic eligibility criteria. Upon referral to the agency, an individual and/or their family will meet with a Referral Coordinator to complete the intake process. The Referral Coordinator will assess eligibility and determine which program would best meet an individual's needs.

CONTACT

For more information, contact CSA's Referral Coordinator at:

Community Support Advocates
6000 Aurora Ave, Suite B
Des Moines, IA 50322

Phone 515-883-1776 ext. 252

Email <http://teamcsa.org/>

Conner Training Connection

The Conner Training Connection uses training, education, and technical assistance to help Iowans with developmental disabilities live as fully participating members of their communities. The Training Sources webpage provides links to a variety of training resources that are available on an ongoing basis. They also provide information about current trainings, including face-to-face classes and webinars, educational events, and conferences.

RESOURCES

Visit the **Find a Training** page:

<http://www.disabilitytraining.org/home/how-do-i/find-a-training/>

Is there a disability-related topic you would like to know more about? Are you looking for general disability-related information? Arranged in alphabetical order, the list on the **Explore a Topic** page is updated regularly, and allows online searches for a wide variety of topics:

<http://www.disabilitytraining.org/home/how-do-i/explore-a-topic/>

The Conner Training Connection is also a place to learn about agencies at the federal, state and local levels that help people with disabilities move to and live in communities of their choice. They have information and resources to help older adults find supports and services that allow them to “age in place” in their homes.

Visit the **Learn about Community Living** page:

<http://www.disabilitytraining.org/home/how-do-i/learn-about-community-living/>

Consumer Choices Option (CCO)

The Consumer Choices Option is an option that is available under the Home and Community Based Services (HCBS) waivers that gives Medicaid members receiving HCBS waiver services control over a targeted amount of Medicaid dollars so that they can develop a plan to meet their needs by directly hiring employees and/or purchasing other goods and services. The Consumer Choices Option offers more choice, control and flexibility over services as well as more responsibility.

The Consumer Choices Option may be right for you **if you answer yes to these questions:**

- ▶ Do you want more control over how waiver Medicaid dollars are spent on your needs?
- ▶ Do you want to be the employer of the people that provide support to you?
- ▶ Do you want to be responsible for recruiting, hiring and firing your workers and service providers?
- ▶ Do you want to be responsible for training, managing and supervising your workers and service providers?
- ▶ Do you want the flexibility to be able to purchase goods or services in order to meet your needs?

Additional help is available to members who choose this option. They will also choose an Independent Support Broker who will help develop their individual budget and help recruit employees. Members will also work with a Financial Management Service that will manage the budget and pay workers on the member’s behalf. If you feel the Consumer Choices Option is right for you, please contact your case manager/services or your assigned MCO directly for help in accessing this option.

For more information go to:

<https://dhs.iowa.gov/ime/members/medicaid-a-to-z/consumer-choices-option>

COVID-19 Information

Information and guidance is rapidly changing as the COVID-19 pandemic unfolds. Below are links to the *Iowa Department of Human Services*, Iowa Department of Public Health, and State of Iowa COVID-19 websites. Please check regularly for the latest information.

If you cannot access the COVID-19 information via computer, please call 2-1-1.

RESOURCES

Iowa Department of Human Services COVID-19 Resources:

<https://dhs.iowa.gov/COVID19>

Iowa Department of Public Health COVID-19 Resources:

<https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus>

State of Iowa COVID-19 Resources:

<https://coronavirus.iowa.gov/>

Iowa COVID-19 Free Legal Hotline:

Call 800-332-0419. Iowans experiencing legal issues related to COVID-19, such as eviction, denial of unemployment benefits, employment issues, or identity theft may call the hotline. Callers will need to leave a message and a representative will call them back. The hotline is a project of Iowa Legal Aid, the Iowa State Bar Association, and the Polk County Bar Association's Volunteer Lawyers Project.

D

Disability Resource Library (DRL)

DRL Makes information for, by, and about people with disabilities available in a variety of different formats, such as books, DVDs, reference materials, training software, and assistive technology. Free research assistance is also available. Approximately 60% of DRL's materials are not found in any other State of Iowa Library Organization. The library is housed in the Center for Disabilities and Development on the University of Iowa campus and staffed by a research librarian who can locate information on any number of disability-related topics throughout the life span. Services include:

Multi-Format Access to Information – Information can be shared with patrons through one-on-one consultation, newsletters, presentations, workshops and conferences. The DRL has a disability reference collection enhanced many times over by access to the content-rich databases of the University of Iowa Libraries. People with disabilities, parents, clinicians and professionals from all walks of life rely on us to provide concise information in the format in which they desire it. DRL librarians have fielded questions from every county in Iowa. The library delivers materials via the postal service or electronic record to your location. They have a collection of over 5,000 items that include books, CDs and DVDs, curriculum packages, assistive technology, and therapeutic toys.

Assistive Technology - The Disability Resource Library's assistive technology collection is funded by the Iowa Program for Assistive Technology (IPAT) and includes educational technology and computer peripherals for loan as well as software for use on the library premises. They also have alternative keyboards, innovative switches, and tablet interfaces. It is important to note that the equipment loaned by the library is only available for a free one-month trial at home or at school so individuals can determine what AT equipment they may want to buy.

CONTACT

The Disability Resource Library is open weekdays (8:30 a.m. - 5:30 a.m.) in the Center for Disabilities and Development on the University of Iowa medical campus. There is never a charge for services.

The phone messaging system is available at all times. **Call toll-free, at 1-800-272-7713.** Local callers can dial **319-356-1345**.

Learn more about the Disability Resource Library at the links below:

DRL web page: <https://uichildrens.org/cdd/drl>

DRL Library Catalog: <https://u95021.eos-intl.net/U95021/OPAC/Index.aspx>

Disability Rights IOWA (DRI)

Disability Rights IOWA (DRI) (*formerly Iowa Protection & Advocacy*) provides self-advocacy, education, non-legal advocacy and legal and systems advocacy to people with disabilities that have faced discrimination, been denied services, or faced abuse. DRI aims to defend and

promote the human and legal rights of Iowans who have disabilities and mental illness. They promote safety, opportunity, access, and self-determination through:

- ▶ Self-advocacy education, information and referral
- ▶ Non-legal advocacy
- ▶ Legal and systems advocacy

Disability Rights IOWA helps people with disabilities, including mental illness, deal with discrimination. All DRI services are free as long as a caller's issues relate to their disability or mental illness.

Problems DRI deals with may include abuse, neglect, education, employment, housing, or denial of services.

All calls to DRI go through the same intake process, but people who call are helped according to the annual areas of focus set by the Board. And callers receive different levels of help depending on the problem and how it fits into the annual areas of focus. If DRI is not able to provide direct help, we will refer the caller to another agency that can help. This type of assistance is called Information and Referral.

When DRI can offer direct help, they always try to solve problems in the simplest way. In addition to providing direct help, DRI advocates are also trained to help callers work through problems and develop self-advocacy skills. Administrative and legal help are used when other strategies have not worked, and the issue fully meets the annual areas of focus set by the Board. Establishing annual areas of focus helps us focus our limited resources. Specific areas of focus may change from year to year but we are always dedicated to helping people with disabilities and mental illness.

CONTACT

Disability Rights IOWA
400 East Court Avenue Suite 300
Des Moines, Iowa 50309

Phone 515-278-2502

Toll Free 1-800-779-2502

Relay 711

Email info@DRIOIowa.org

Disaster Assistance Programs

Iowa Department of Human Services

Several *Iowa Department of Human Services* Disaster Assistance Programs may be made available for a time limited period when the Governor issues disaster proclamations for Iowa counties, including:

- ▶ **Food Assistance Replacement** – for more information, contact your local DHS office.
- ▶ **Iowa Disaster Case Management** - For more information, go to www.iowacommunityaction.org to find your local Community Action Agency

- ▶ **Iowa Individual Disaster Assistance Grant Program** - For more information, call toll-free **1-877-347-5678**.

For more information, go to: <https://dhs.iowa.gov/disaster-assistance-programs>

E

Epilepsy Foundation of Iowa

The Epilepsy Foundation of Iowa is a statewide organization serving persons in all 99 counties living with seizure disorders and epilepsy.

IOWA PROGRAMS, SERVICES & OUTREACH

- ▶ Iowa Seizure Smart Conference
- ▶ FREE Seizure Recognition & First Aid Training
- ▶ Epilepsy Empowerment Group Meetings
- ▶ Epilepsy Education & Literature
- ▶ Epilepsy Education Folders for newly diagnosed
- ▶ Individual & Family Support
- ▶ Information & Referral
- ▶ Studio E: The Epilepsy Art Therapy Program
- ▶ Kids Crew
- ▶ Iowa Epilepsy Youth Council
- ▶ Free medical epilepsy ID bracelets/necklaces
- ▶ Iowa Youth Epilepsy Camp Scholarships
- ▶ Iowa Walks for Epilepsy
- ▶ Community & Health Fairs
- ▶ Involvement in state and national epilepsy related advocacy groups
- ▶ Grassroots Advocacy

Iowa Seizure Smart Conference - is an annual statewide family & caregiver epilepsy education conference that welcomes all individuals who are interested in the research, treatments and resources related to epilepsy.

Seizure Recognition & First Aid Training - Seizure first aid training is a service provided to multiple audiences at no charge across the state of Iowa using high quality and standardized materials from the National Epilepsy Foundation. Customized epilepsy education programs are available for a variety of audiences, including Epilepsy Empowerment Group Meetings.

Epilepsy Empowerment Group Meetings - Community-organized meetings for people connected to epilepsy looking to empower themselves through resources and relationships. All are welcome to attend.

- ▶ **Cedar Rapids Epilepsy Empowerment Group**, for information contact Megan Middaugh at mmiddaugh@efa.org or 319-359-8682.
- ▶ **Des Moines Epilepsy Empowerment Group**, for information contact Roxanne Cogil at rcogil@efa.org or 515-238-7660.

- **Iowa City Epilepsy Empowerment Group**, for information contact Megan Middaugh at mmiddaugh@efa.org or 319-359-8682.

Youth Epilepsy Camps - Two camps are held in the summer for youth in and around Iowa. E-mail QuadCitiesEAN@gmail.com to request a camp application. The Epilepsy Foundation's Iowa office has funding available for Iowa youth with a seizure disorder who would like to attend an epilepsy camp of their choice. Available funding is equal to the cost of the camp up to a maximum of \$200.

CONTACT

Epilepsy Foundation Iowa, Main Office

1111 9th Street, Suite 370
Des Moines, Iowa 50314

Phone 515-282-3580

Fax 515-398-9901

Email iowa@efa.org

Roxanne Cogil, Executive Director

1111 9th Street, Suite 370
Des Moines, Iowa 50314

Phone 515-238-7660

Fax 515-398-9901

Email rcogil@efa.org

Epilepsy Foundation Iowa, Eastern Iowa Office

Megan Middaugh, Program & Outreach Coordinator
200 Hawkins Drive 2180C RCP
Iowa City, Iowa 52242

Phone 319-359-8682

Fax 515-398-9901

Email mmiddaugh@efa.org

Website <https://www.epilepsyiowa.org/programs/>

F

Family and Educator Partnerships (FEP)

Family and Educator Partnerships (FEP) is a program of the Iowa Department of Education that provides services and supports for families with children with Individualized Education Plans (IEPs) and the educators who teach them in school. The FEP provides a unique

opportunity for parents and educators to build partnerships to improve educational programs for children and young adults with special needs.

The FEP is staffed by a family coordinator who brings the perspective of a parent with a child having special needs and an educator coordinator who brings the perspective of an educator, who work collaboratively.

Each of Iowa's Area Education Agencies (AEAs) have an FEP team to guide the program within the AEA. They collaborate directly with parents, local education agencies, and agencies outside the educational system.

FEP coordinators:

- ▶ Facilitate understanding of special education including family/student rights and responsibilities
- ▶ Support families and educators through personal, phone, email contact, including attending Individual Family Services Plan (IFSP) and Individualized Education Program (IEP) meetings
- ▶ Provide assistance preparing for IFSP to IEP and post-secondary transition
- ▶ Support communication between home and school to enhance family and educator partnerships
- ▶ Link family and educators to services within the AEA and the community
- ▶ Provide information and understanding regarding educational processes

Download an FEP Brochure:

<https://educateiowa.gov/documents/special-education/2013/04/parent-educator-connection-brochure-0>

CONTACT

Your Area Education Agency FEP

Central Rivers AEA

Call 800-392-6640 or 800-735-1539

Website <https://www.centralriversaea.org/seeking-help-child/contact-aea-staff/>

Grant Wood AEA

Call 319-399-6702 or 319-399-6719

Website <https://www.gwaea.org/parents/family-educator-partnership-fep>

Great Prairie AEA

Call 641-682-8591 or 319-753-6561

Website <https://www.gpaea.org/services/iowa-family-and-educator-partnership-fep/>

Green Hills AEA

Call 712-366-0503 Extension 3608

Website <https://www.ghaea.org/ct-menu-item-105/ct-menu-item-111.html>

Heartland AEA

Call 800-255-0405 Extension 17135

Website <https://www.heartlandaea.org/special-education/special-education-services/fep>

Keystone AEA

Call 563-556-3310 Extension 2742

Website

<https://www.keystoneaea.org/educators/special-education/special-education-services/family-educator-partnership>

Mississippi Bend AEA

Call 563-344-6287 or 563-263-6454 or 563-242-8476

Website

<https://www.mbaea.org/special-education/resource-teams/iowa-family-and-educator-partnership/>

Northwest AEA

Call 800-222-6087 or 800-222-6079

Website

<https://www.mbaea.org/special-education/resource-teams/iowa-family-and-educator-partnership/>

Prairie Lakes AEA

Call 712-380-7777

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

Family Navigators (Child Health Specialty Clinics)

Family Navigators is a program of Child Health Specialty Clinics. Navigators are trained staff members who are also the parent or primary caregiver of a child with special health care needs. Many families new to the world of special health care diagnoses, or going through new challenges, find that talking with another family member, someone who has “been there,” helps.

Family Navigators are parents or caregivers who have:

- ▶ Had similar challenges
- ▶ Felt the same feelings of grief, sadness, loss, and joy
- ▶ Found ways to take care of themselves and their families

Family Navigators can help families lower their stress so they can manage their child's care a little more easily. They work with families to provide:

- ▶ Emotional support
- ▶ Systems navigation
- ▶ Connections to community resources

Emotional Support includes:

- ▶ Listening to concerns, frustrations, and fears
- ▶ Celebrating successes
- ▶ Helping families build upon their strengths
- ▶ Supporting the development of advocacy skills
- ▶ Recognizing and strengthening natural supports

Systems Navigation of Health, Educational, and Social Service Systems includes:

- ▶ Appointment and referral assistance
- ▶ Attending meetings and appointments at family request
- ▶ Assisting with insurance, waiver, and other funding applications

Connection to Community Resources includes information and referral to:

- ▶ Specialty and therapy providers
- ▶ Assistive technologies
- ▶ Camps
- ▶ Childcare
- ▶ Respite
- ▶ Sibling activities
- ▶ Support groups
- ▶ Transportation

CONTACT

Call 866-219-9119

Email familynavigator@uiowa.edu.

Website <https://chsciowa.org/programs/family-engagement/what-family-navigator>

Food Bank of Iowa

The Food Bank of Iowa gathers and distributes nutritious food across the state to ensure that no child, senior or family in Iowa has to struggle to find food. They build partnerships with community organizations and have a system that provides vital food to pantries, soup kitchens, shelters, schools and others.

The Food Bank acquires food from individual food donors, food drives, retail stores, food producers, wholesalers, the USDA (through The Emergency Food Assistance Program) and Field to Food Bank Initiatives. They also purchase food with money donated by individual donors and foundations.

The Food Bank distributes food through a network of over 625 partner agencies—food pantries, soup kitchens, shelters, schools and others—and through four programs designed to serve Iowans in need directly, including:

- ▶ Food Pantries

- ▶ Emergency Food Assistance
- ▶ Hot Meal Program
- ▶ Project Zume
- ▶ SNAP (Supplemental Nutritional Assistance Program)
- ▶ WIC (Women, Infants & Children)

CONTACT

Call 515-564-0330

Food Bank of Iowa
2220 E. 17th Street
Des Moines, IA 50316

H

Habitat for Humanity Restores

Stores throughout Iowa accept and sell a variety of donated good quality, new and lightly used home medical equipment. All equipment is cleaned and inspected for safety before it is offered for sale. Some locations may provide housing assistance.

CONTACT

For more information, visit or contact the Habitat Restore in your area.

An online Restore locator is available at:

<https://www.habitat.org/restores>

Hands and Voices Iowa

Hands & Voices Iowa is a parent-driven, non-profit membership organization dedicated to supporting families of children who are deaf or hard of hearing. They are non-biased about communication methodologies and believe that families will make the best choices for their child if they have access to good information and support.

Members include parents of ASL signers, cued speech users, parents of kids with cochlear implants or total communicators, who have common interests connected through the community of deafness. Hands & Voices is a safe place to explore options, get support, and learn from one another. The organization represents people from all different approaches to, and experiences with, deafness or hearing loss.

To become a new member or renew your annual membership for Iowa Hands & Voices online: <http://iowahandsandvoices.org/membership.asp>

CONTACT

Hands and Voices Iowa
PO Box 1065
Johnston, IA 50131

Call 515-661-4248

Website <http://iowahandsandvoices.org/>

Or complete the online form at:

<http://iowahandsandvoices.org/contact-iowa-hands-and-voices.asp>

Hawkeye Area Down Syndrome Association

Hawkeye Area Down Syndrome Association (HADSA) provides opportunities, education, support, and advocacy to individuals and their family, friends and supports in the Iowa City and Cedar Rapids areas, as well as to health care professionals, schools, and the community through:

- ▶ Educational presentations with local and national speakers
- ▶ Scholarships to attend national conferences or assist with services not otherwise covered by insurance
- ▶ Therapeutic opportunities such as our music therapy group - Do Re Mi
- ▶ Family support
- ▶ Welcome baskets to new families
- ▶ Hospital and home visits to new families
- ▶ Create awareness in community
- ▶ Educate professionals in community
- ▶ Numerous social events for the whole family throughout the year
- ▶ Sponsor community events to create awareness
- ▶ Annual HADSA walk: HADSA's Step Up For Down Syndrome Walk

CONTACT

5249 North Park Place NE, #328
Cedar Rapids, IA 52402

Email info@hadsa.org

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

Health Literacy of Iowa

Health Literacy of Iowa is a statewide resource offering education, training, and materials to help health care providers communicate effectively and empowering patients, families, and

consumers to ask for clear communication about their healthcare. Their resources include easy to understand information about various health issues and conditions.

CONTACT

Health Literacy Iowa

Mary Ann Abrams, MD, MPH

Phone 1-515-471-9788

Email abramsma@ihs.org

Helen Keller National Center

The Helen Keller National Center (HKNC) serves individuals who are deaf/blind. They are a resource for training and have regional offices who can work with individuals or agencies in Iowa. The regional offices bring HKNC resources to you. Your regional representative knows all about the programs and services that are available to deaf-blind individuals, their families and service providers in your state and beyond, and can help you find and access the ones that are right for you.

Whether you're interested in learning about support services near your home, would like to take advantage of the technology available through the National Deaf-Blind Equipment Distribution Program (NDBEDP) or want to explore the possibility of training at our national headquarters, your regional rep is your link to all that HKNC has to offer — consultation, advocacy, assessment, training, referrals and more.

HKNC experts have identified the best online resources to create a go-to guide for people with vision loss and their families. From information about career possibilities to tips about free services, they can help you find what you need.

CONTACT

Beth Jordan, M.Ed., CRC (Great Plains Regional Representative)

450 East Park Street
Olathe, KS 66061

Email beth.jordan@hknc.org

Voice 913-677-4562

Videophone 913-227-4282

Home and Community-Based Services (HCBS) Waivers

Iowa Home and Community Based Services (HCBS) programs are Medicaid programs where the federal government has set aside or “waived” certain rules. In this case, the “waiver” gives individuals more choices about how and where they receive services.

PROGRAMS

Iowa currently has eight HCBS Waivers that provide service funding and individualized supports for eligible members to maintain homes in communities who would otherwise require care in a medical institution.

- ▶ AIDS/HIV Waiver
- ▶ Brain Injury (BI) Waiver
- ▶ Children's Mental Health (CMH) Waiver
- ▶ Elderly Waiver
- ▶ Habilitation Services Program
- ▶ Health and Disability (HD) Waiver
- ▶ Intellectual Disability (ID) Waiver
- ▶ Physical Disability (PD) Waiver

To obtain more information to help you decide if HCBS programs are right for you, or to apply, contact your local *Iowa Department of Human Services (DHS)* office.

Download the HCBS Waiver brochure:

"Are Home- and Community-Based Services (HCBS) right for you?"

<https://dhs.iowa.gov/sites/default/files/Comm270.pdf?080420200351>

For more information visit the **Medicaid HCBS Waiver** site at:

<https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/waivers>

(Waiver information packets can be downloaded in English and Spanish)

If you are unable to access the information online, please call your local DHS County office.

Home and Vehicle Modification

HVM is a service that can be used to make physical modifications to the home and vehicle of an eligible individual to assist with the health, safety, and welfare needs of the individual and to increase or maintain their independence.

It is available to individuals served through the following *Iowa Medicaid HCBS Waivers*:

- ▶ Brain Injury
- ▶ Health and Disability
- ▶ Intellectual Disability
- ▶ Physical Disability

All modification requests are reviewed individually, and a determination is made regarding the appropriateness of the modification request.

EXAMPLES OF HOME MODIFICATIONS

Kitchen or bathroom modifications for accessibility, grab bars and handrails, ramps, lifts, fire safety equipment, alarms or electronic devices for specific disability related needs, motion

detectors, special door and window locks or handles, slip resistant flooring, air conditioning or air filtering, widening of doors, halls, stairs and windows, and hard surface pathways.

VEHICLE MODIFICATIONS INCLUDE

Vehicle lifts, driver specific adaptations, remote start systems, keyless entry systems, automatic opening device for doors.

For more information on the criteria for Medicaid Home and Vehicle Modification, go to:

<https://dhs.iowa.gov/sites/default/files/Home%20and%20Vehicle%20Modification.pdf?080220200143>

Independent Living Research Utilization Program

The Independent Living Research Utilization (ILRU) Program is a national center for information, training, research, and technical assistance in independent living. Its goal is to expand the body of knowledge in independent living and to improve utilization of results of research programs and demonstration projects in this field and create opportunities for independence for people with disabilities through research, education, and consultation. It is a program of TIRR Memorial Hermann, a nationally recognized medical rehabilitation facility for persons with disabilities.

Since ILRU was established in 1977, it has developed a variety of strategies for collecting, synthesizing, and disseminating information related to the field of independent living. ILRU staff--a majority of whom are people with disabilities--serve independent living centers, statewide independent living councils, state and federal rehabilitation agencies, consumer organizations, educational institutions, medical facilities, and other organizations involved in the field, both nationally and internationally.

CONTACT

ILRU

TIRR Memorial Hermann Research Center
1333 Moursund
Houston, TX 77030

Phone (713) 520-0232 (Voice/TTY)

Email ilru@ilru.org

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

InfoNetIowa

InfoNetIowa is an advocacy forum created by *The Iowa Developmental Disabilities Council (DD Council)* in partnership with Iowans with Disabilities in Action to provide information, tools, resources, and opportunities to take action on issues important to you.

The InfoNetIowa newsletter and network of resources helps advocates with staying up to date on current issues by:

- ▶ Letting you know what the Legislature is up to - and what you can do to influence their decisions.
- ▶ Keeping tabs on the Iowa Governor's office and state agency initiatives.
- ▶ Reporting on what's going on in the US Congress.
- ▶ Suggesting ways to make you more effective in your advocacy.
- ▶ Providing tips to make your message powerful and persuasive.
- ▶ Reporting objectively on public policy being discussed.
- ▶ Tracking legislation introduced.
- ▶ Showing how your legislators voted on key issues.
- ▶ Connecting you with other advocates using social media, online training, and community conversations.
- ▶ Giving you the tools to help you become a better advocate.
- ▶ Letting you know when there are opportunities to bring your issue to the attention of law makers and opinion leaders.

Get policy news sent directly to your inbox or mailbox by registering with *Iowans with Disabilities in Action*. There is no cost, and all registrants will receive a free copy of the Guide to the Iowa Legislature.

CONTACT

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

Twitter @INFONETIowa

Intellectual Disability-Mental Illness Program

at the University of Iowa (ID-MI)

The Intellectual Disability–Mental Illness (ID-MI) Program provides comprehensive, interdisciplinary care to adults with intellectual disability, mental illness, and challenging behavior. A team consisting of psychiatrists, a physician assistant, clinical psychologists, a therapist, nursing staff, a speech-language pathologist, and a program manager works together to support people with intellectual disability and mental illness in clinical and community settings.

THE ID-MI PROGRAM

- ▶ Partners with families, community providers, referring clinicians, social workers, state agencies, and other professionals at UIHC to provide outpatient and inpatient services to address challenging behavior and implement behavioral plans.
- ▶ Understands that each patient's needs and support team is unique, and that challenging behavior stems from a number of different factors.
- ▶ Tailors clinical care and behavioral recommendations to each individual and situation.
- ▶ Offers recommendations, training, and interventions for community providers and caregivers to increase their capacity to serve individuals.

CONTACT

ID-MI Program
Department of Psychiatry
University of Iowa Hospitals and Clinics
Iowa City, IA 52242

Phone 319-467-5462

Website <https://medicine.uiowa.edu/psychiatry/patient-care/intellectual-disability-mental-illness-program>

Iowa Able Foundation

The Iowa Able Foundation is non-profit organization that helps Iowans of all abilities become financially independent and achieve their financial goals by providing education, financial services, and low-interest loans for assistive technology, home modifications, and credit building.

LOAN CATEGORIES

Assistive Devices include any item, piece of equipment or product system that is used to increase, maintain, or improve the functional capabilities of individuals with disabilities. Assistive devices provided by Iowa Able must be directly related to a person's disability and help him or her to perform a function that would otherwise be difficult or impossible.

Examples include: Hearing aids, screen readers, wheelchairs, computer or electrical assistive devices, voice recognition programs, specialized handles and grips, adaptive switches and utensils, crutches, prosthetic devices, screen enlargement applications and more.

Home Modifications are physical changes made to one's home to accommodate for a person's disability.

Examples include ramps, roll in showers, grab bars and safety poles, accessible sinks, walk in tubs, platform lifts, stair glides, accessible shelving, lowered countertops, slip resistant flooring, user-friendly handles, railings/handrails/steps and more.

Vehicle Modifications are physical changes made to one's vehicle to accommodate for a person's disability.

Examples include wheelchair lifts, swivel seats, reduced effort braking systems, electronic or portable hand controls, motion control systems, and pedal extensions.

Service/Support Animals - Funding can be provided for the acquisition of the service or support animal, its training, and up to one year of expenses for care and supplies.

A service animal is any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

A support animal is an animal companion that offers some type of benefit to an individual with some form of disability (including emotional support animals).

Credit Builder Loans - Iowa Able offers a credit builder loan to help Iowans build or establish credit. The credit builder loans range from \$100 – \$500 and must be paid back over a maximum of a one-year period.

CONTACT

Iowa Able Foundation
130 S. Sheldon Avenue #201
Ames, IA 50014

Phone 515-292-2972

Website <https://iowaable.org/>

Iowa Association of People Supporting Employment First (Iowa APSE)

Iowa APSE is a chapter of a national membership organization that was formed to improve and expand integrated employment services and outcomes through supported employment for persons with disabilities. Supported Employment (SE) enables people with disabilities who have not been successfully employed to work and contribute to society by focusing on a person's abilities and provides the supports the individual needs to be successful on a long-term basis.

In order to improve services and make them available to an increasing number of people who want or need job support, APSE provides technical assistance and education to people involved with SE, encourages service delivery based on sound values and ethics, builds a network for those supporting SE, and is actively involved in legislative and policy change for SE. Iowa APSE welcomes new members who share their mission, including businesses, policymakers, citizens with disabilities and their families, supported employment and rehabilitation professionals, and educators.

In 2017, the *Iowa Employment First Guidebook* was developed and is intended for community-based case managers, care managers, service coordinators, and integrated health home care coordinators.

Read or download a copy of the Iowa Employment First Guidebook: <https://iowaapse.org/wp-content/uploads/2018/03/mhds-iowa-employment-1st-guidebook-2ndedition-final.pdf>

The Iowa Coalition for Integrated Employment (ICIE) provides Iowa Community of Practice Webinars. These monthly webinars cover topics of interest to Supported Employment services in Iowa.

CONTACT

Email iowaapse@gmail.com

Sign up for the **mailing list or direct questions**: iowaemployment@gmail.com

Iowa Association of Community Providers (IACP)

The Iowa Association of Community Providers (IACP) is state-wide advocacy organization that supports Iowa community providers so they can fully support Iowans in need of mental health and disability services. More than 130 providers across the state look to IACP as a trusted resource in their work to help those they serve lead more productive and fulfilling lives.

IACP'S GOALS FOR THE FUTURE INCLUDE

- ▶ Complete access to affordable, seamless services for all Iowans
- ▶ Make competitive, integrated, community-based employment available for all Iowans
- ▶ Encourage state investment in community-based services, NOT in institutional care
- ▶ Give individuals the opportunity to participate as citizens in the community of their choice

CONTACT

Iowa Association of Community Providers
7025 Hickman Road, Suite 5
Urbandale, Iowa 50322

Phone 515-270-9495

Fax 515-270-1035

Email websiteinquiry@iowaproviders.org

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

Iowa Brain Injury Resource Network

The Iowa Brain Injury Resource Network (IBIRN) is made up of locations across the state which have made a commitment to support individuals with brain injury.

THERE ARE 3 COMPONENTS OF THE IBIRN

1. **Tote Bag Program:** All members of the IBIRN help to distribute brain injury informational kits, commonly referred to as the “brain injury tote bag”

2. **Support Group:** Support groups for survivors of brain injuries and/or their caregivers are offered at various sites across Iowa, including one virtual/online support group. These groups may provide structured facilitation for sharing among peers and some may provide recreational or socialization opportunities.
3. **Neuro-Resource Facilitation:** This phone-based service which offers individuals and families support in coping with the issues of living with brain injury and transition back to work and the community. The *Iowa Department of Public Health* currently contracts with the Brain Injury Alliance of Iowa to provide statewide Neuro-Resource Facilitation. Support is provided in a variety of forms, including:
 - ▶ Providing brain injury specific information, and resources
 - ▶ Linking callers to appropriate supports, services, and community resources
 - ▶ Providing education and case consultation
 - ▶ Advocating for individual and assisting with accessing, securing, and maximizing funding, both private and public

ONLINE RESOURCES

- ▶ Iowa Brain Injury Network recruitment flyer
- ▶ Neuro-Resource Facilitation informational flyer for patients/clients
- ▶ <https://www.idph.iowa.gov/brain-injuries/resource-map>

If you are a provider and interested in becoming an IBIRN member, call **855-444-6443** or email **info@biaia.org**.

Iowa Centers for Independent Living (CIL)

Iowa has six Centers for Independent Living (CILs). They are not residential facilities—they work to eliminate the institutional and facility bias in long term supports for people with disabilities. CILs are unique in that people with disabilities must comprise over half of their governing boards and over half of the CIL staff.

CILs are run for people with disabilities, by people with disabilities. The federal government certifies centers in compliance with the Independent Living principles and standards in the Rehabilitation Act of 1973, which makes them eligible for federal funding.

Federal standards require CILs to be responsive to their local communities, to provide their services to anyone regardless of their disability type, to work with consumers to achieve their goals, and to manage their resources to achieve those goals.

ALL CENTERS PROVIDE FIVE CORE SERVICES

- ▶ Information and Referral
- ▶ Independent Living Skills Training
- ▶ Peer Support Counseling
- ▶ Individual and Systems Advocacy

- Transition Services – which include transitioning youth from high school into post-secondary education, training, and employment and transitioning individuals with disabilities out of residential facilities and back into community living.

IOWA'S SIX CENTERS FOR INDEPENDENT LIVING (CILS):

Access 2 Independence of the Eastern Iowa Corridor, Inc. (A2I)

1556 South 1st Avenue, Suite B, Iowa City, IA 52240

Office Phone 319-338-3870

Email ed@access2independence.org

Website www.Access2Independence.org

Counties Served: Benton, Cedar, Henry, Iowa, Johnson, Jones, Linn, Washington

Central Iowa Center for Independent Living (CICIL)

100 East Euclid Avenue, Suite 105, Des Moines, IA 50310

Office Phone 515-243-1742

Email reyma@cicil.org

Website www.cicil.org

Counties Served: Boone, Dallas, Jasper, Madison, Polk, Story, Warren

Disabilities Resource Center of Siouxland (DRCS)

505 5th Street, Suite 400, Sioux City, IA 51101

Office Phone 712-255-1065

Email director@drcsiouxland.org

Website www.drcsiouxland.org

Counties Served: Woodbury, Cherokee, Plymouth

Illinois/ Iowa Center for Independent Living (IICIL)

Mailing Address PO Box 6165, Rock Island, IL 61204

Physical Address 501 11th Street, Rock Island, IL 61201

Office Phone 309-793-0090

Email Liz@iicil.com

Website www.iicil.com

Counties Served: Clinton, Muscatine, Scott, Rock Island

League of Human Dignity - Southwest Iowa Center for Independent Living

1520 Avenue M, Council Bluffs, IA 51501

Office Phone 712-323-6863

Email lyoung@leagueofhumandignity.com

Website www.leagueofhumandignity.com

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

South Central Iowa Center for Independent Living (SCICIL)

109 North 3rd Street, Oskaloosa, IA 52577

Office Phone 641-672-1867

Email brookie43@gmail.com

Counties Served: Appanoose, Keokuk, Mahaska, Marion, Monroe, Wapello

Iowa Compass

Iowa Compass provides information and referral services to all Iowans with disabilities and complex health conditions. It is based at the *University of Iowa Healthcare's Center for Disabilities and Development*, Iowa's University Center for Excellence on Developmental Disabilities.

Connect with Iowa Compass by phone, chat, text and email. A team of highly trained specialists can help you find a large array of resources. Iowa Compass provides these services with Iowa Medicaid Enterprise funding that supports community integration for people with disabilities.

SEARCHABLE COMPASS DATABASE

Visit their Community Resource Database at <https://search.iowacompass.org/> to find a wide array of local, state-wide, regional and national resources for Iowans with disabilities. Enter your zip code and use the category search to drill down. You will find a list of different categories. You can also search by services designed for a specific health condition or population, by service keyword or by program name.

DIRECTORY OF ALL SERVICES

If you are looking for resources in general or a list of contacts throughout the state use the Directory of All Services. That directory will generate hundreds of different types of services for Iowans with disabilities. You can get a full list without consideration of zip code or age. The organizations listed ensure that information on their services and support is up to date and accurately explained. A trained team of database curators ensures these programs and services are continually updated and new ones are found.

SCHOLARSHIP INFORMATION

There is also a scholarship section that identifies postsecondary education scholarships for a wide variety of disabilities and complex health conditions.

TIP SHEETS

Compass hosts numerous tip sheets covering a range of topics, including tax credits for people with disabilities, filing a discrimination complaint, finding accessible housing and crowdfunding tips.

CONTACT

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

Call 800-779-2001

Facebook <https://www.facebook.com/compassiowa/>

Search the Compass database: <https://search.iowacompass.org/>

Iowa Concern

Iowa Concern is a phone support program of *Iowa State University Extension and Outreach* that serves both urban and rural Iowans and the agricultural community. Hotline services are available 24 hours a day, 7 days a week at no charge. Iowa Concern has access to an attorney for legal education, stress counselors, and information and referral services for a wide variety of topics.

RESOURCE AREAS INCLUDE:

- ▶ **Legal** - Iowa Concern has counselors available by phone at 1-800-447-1985 or one-on-one live chat. An attorney is available for legal questions by phone or email at: legalexpert@iastate.edu
- ▶ **Finance** - To assist you with financial decisions, Iowa Concern has helpful tips about your family finances, what to do if you have been laid off work, ideas to use credit wisely, and more. Visit the website, use Live Chat to “talk” with a counselor, call 1-800-447-1985, or email your question to an expert at: financeexpert@iastate.edu
- ▶ **Stress** – Iowa Concern has stress counselors that can talk with you over the phone (1-800-447-1985) or in one-on-one live chat. You can also email a stress counselor at: caringexpert@iastate.edu. Referrals for mental health counseling can also be accessed through Iowa Concern.
- ▶ **Crisis or disaster** - Call 1-800-447-1985, or live chat one-on-one with someone at the hotline about your situation. Be proactive and find ways to help yourself and your family during a crisis or disaster.

CONTACT

Website <https://www.extension.iastate.edu/iowaconcern/>

Toll-free 24/7 hotline 1-800-447-1985

Legal advice legalexpert@iastate.edu

Finance advice financeexpert@iastate.edu

Stress or crisis counselors caringexpert@iastate.edu

All calls, chats, and emails are free and confidential. Language interpretation is available.

Iowa Department on Aging

Also see "Area Agencies on Aging" on page 23

The Iowa Department on Aging provides access to six *Area Agencies on Aging (AAA)* that can provide information and referrals for older adults, adults with disabilities, veterans and their caregivers, and coordinate a wide-range of long-term living and community support services, such as case management, congregate and home-delivered meals, employment

services, family caregiver services, options counseling, respite care, and transportation services. The six AAAs are strategically located throughout the state and work together and with local providers to meet the needs of older Iowans.

This “aging network” is designed to serve all Iowans who are 60 and older, with particular emphasis on populations demonstrating the greatest social or economic need. The Iowa Department on Aging also provides advocacy, planning, policy development and the administration and support of statewide programs and services that promote health, safety and long-term independence. Core functions include:

- ▶ **Advocacy** - To advocate for changes in public policy, practices and programs that empower older Iowans, facilitate their access to services, protect their rights and prevent abuse, neglect and exploitation.
- ▶ **Health and Support Services** -To support policies, programs and wellness initiatives that empower older Iowans to stay active and healthy, and that improve their access to affordable, high quality long-term living and community supports.
- ▶ **Planning, Development and Coordination** - To conduct planning, policy development, administration, coordination, priority-setting and evaluation of all state activities related to the objectives of the federal Older Americans Act.

CONTACT

Iowa Department on Aging
510 East 12th Street, Suite 2
Des Moines, IA 50319

Call 515-725-3333 or 800-532-3213

Iowa Department for the Blind

Iowa Department for the Blind helps educate, train, and empower blind and low vision individuals to pursue lifelong goals and assists them in making the right choices for their unique circumstances. Services provided are based strictly on each individual’s needs and may include:

- ▶ **Vocational Skills Development** - Assisting people in preparing for, obtaining, and retaining employment in a broad variety of occupations.
- ▶ **Independent Living Skills Development** - Includes training in adaptive techniques, guidance and counseling to help individuals adjust to vision loss. Services are tailored to each individual and are provided one-on-one or in small groups in homes and communities throughout Iowa.
- ▶ **Orientation Center** - A more intensive residential program available in Des Moines for learning alternative techniques for cooking, cleaning, shopping, Braille, keyboarding, travel and leisure activities help blind and visually impaired people gain confidence and independence.

- ▶ **Independent Living Tips** - A monthly e-mail is available for learning more non-visual techniques to complete everyday tasks.
- ▶ **Library Services** - Providing a large collection of books, magazines and other materials in Braille, digital audio and large print formats. All library loans are available by mail, free of charge.

CONTACT

Iowa Department for the Blind
524 Fourth Street
Des Moines, IA 50309-2364

Local Phone 515-281-1333

Toll free (in Iowa) 800-362-2587

Fax 515-281-1263

E-mail contact@blind.state.ia.us

Fill out an **online referral form**: <https://iowadeptblind.wufoo.com/forms/zvrywj80kfnxfj/>

Iowa Department of Human Services

The *Iowa Department of Human Services (DHS)* is responsible for planning, coordinating, monitoring, improving, and participating with other partners in funding and providing services that help Iowans achieve healthy, safe, stable, and self-sufficient lives.

Service areas include the

- ▶ **Iowa Medicaid Program**
- ▶ **Mental Health and Disability Services**
- ▶ **Adult, Children and Family Services**
- ▶ Services for individuals with intellectual and developmental disabilities are provided by two State **Resource Centers** at **Woodward** and **Glenwood**, and a wide variety of Community-Based service providers throughout the state.

There are specific eligibility requirements for each type of service.

CONTACT

A to Z listing of DHS services and contact information

<https://dhs.iowa.gov/a-z-services>

To apply for Medicaid or other state assistance services:

<https://dhs.iowa.gov/how-to-apply> or

call the help center at 1-855-889-7985.

Hours of operation are Monday through Friday 8:00 am to 5:00 pm.

DHS County Offices and Contact Information:

https://dhs.iowa.gov/dhs_office_locator or consult your local directory for phone numbers.

To report child or dependent adult abuse: call 1-800-362-2178.

To report changes to your **Food Assistance, Cash Assistance or Medicaid Case:**
call 1-877-347-5678.

To discuss another person's case, please

download the [Authorization to Obtain or Release Health Care Information form](https://dhs.iowa.gov/sites/default/files/470-3951.docx)
(or Copy this link to your browser: <https://dhs.iowa.gov/sites/default/files/470-3951.docx>)
and send the completed form to
Imaging Center 4
P.O. Box 202
Cedar Rapids, IA 52406
or Fax to 515-564-4017.

Iowa Concern Hotline call at 800-447-1985 for 24/7 disaster crisis counseling.

For the **Iowa individual disaster assistance grant program** information
call toll-free 866-434-4692.

Twitter @IowaDHS, @IAHealthLink

Instagram @iowadhs

Facebook

<https://www.facebook.com/IowaDHS>
<https://www.facebook.com/iahealthlink>

Iowa Developmental Disabilities Council (DD Council)

Iowa Developmental Disabilities Council (DD Council) assists individuals with developmental disabilities and their families participate in the design of and have access to community services, individualized supports, and other forms of assistance that promote self-determination, independence, productivity, and integration and inclusion in all parts of community life.

The DD Council is a federally funded state agency that advocates for the development of services and supports so that Iowans with developmental disabilities can make choices and take control of their lives. The Council is made up of 20+ volunteers who represent Iowans with disabilities, family members, service providers, state agencies and organizations concerned with developmental disability issues.

THE COUNCIL'S PROJECTS AND ACTIVITIES INCLUDE:

- Influencing changes to laws, policies and attitudes that affect supports and services used by Iowans with developmental disabilities

- ▶ Building the ability of Iowans with disabilities to make choices and have control over their lives; and/or build the capacity of communities to create welcoming accommodations for people with developmental disabilities
- ▶ Assisting Iowans with developmental disabilities to be advocates and leaders involved in the decision-making processes that affect them.

CONTACT

Iowa DD Council Office
700 2nd Avenue, Suite 101
Des Moines, IA 50309

Phone 800-452-1936

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

Facebook <https://www.facebook.com/IowaDDCouncil/>

Twitter @IDAction

Iowa Disaster Behavioral Health Response Team

The Iowa Disaster Behavioral Health Response Team (DBHRT) is a trained team of volunteers who will respond to the mental health needs of Iowa residents following disasters and critical incidents. The team provides services for community providers based on local area needs and may be delivered at a disaster site in an affected community or statewide.

SERVICES MAY INCLUDE:

- ▶ Conducting behavioral health needs assessment following a disaster
- ▶ Providing Psychological First Aid
- ▶ Providing brief crisis counseling and intervention
- ▶ Providing community outreach
- ▶ Providing public information and education
- ▶ Providing critical incident stress debriefing
- ▶ Providing behavioral health consultation for providers, communities and individuals
- ▶ Providing screening and referral for those affected by a disaster or critical event

Local authorities may request DBHRT assistance in order to meet the behavioral health needs of communities in crisis by contacting the Homeland Security and Emergency Management Duty Officer.

CONTACT

Duty Officer phone 515-725-3231

The duty officer is available 24 hours a day, seven days a week

Website www.iowadbhrt.org

Iowa Finance Authority

The Iowa Finance Authority (IFA) also offers information and programs to connect people with affordable financing resources and housing opportunities, including rent subsidy programs.

RESOURCES INCLUDE:

- ▶ Information on home ownership
- ▶ Assisted Living Facility Finder
- ▶ Iowa Housing Search
- ▶ Section 8 Rental Communities
- ▶ Homelessness assistance
- ▶ Beginning Farmer Loans & Tax Credit program

CONTACT

Iowa Finance Authority
1963 Bell Avenue, Suite 200
Des Moines, Iowa 50315

Phone 515-452-0400

Toll Free 800-432-7230

Iowa Foster and Adoptive Parents Association (IFAPA)

Iowa Foster and Adoptive Parents Association (IFAPA) is a non-profit organization that provides advocacy, training, peer support, and resources for foster, adoptive, and kinship families in Iowa. Membership with IFAPA is free for Iowa's foster, adoptive and kinship families.

PROGRAMS AND RESOURCES

Trainings for Foster, Adoptive & Kinship Parents - IFAPA offers a variety of continuing education to foster, adoptive and kinship parents throughout the year. IFAPA strives to provide effective trainings on parenting, working with the system and birth parents, and other relevant issues in foster care and adoption.

Learn more: <http://www.ifapa.org/training/ifapa-training-schedule.asp>

Friends of Children in Foster Care - The Friends of Children in Foster Care program provides foster children with the funds they need for those special "extras" in life which they would otherwise not receive. Some items this program has been able to help foster children obtain include music instruments, summer camps, school trips and senior pictures. Learn more:

<http://www.ifapa.org/resources/Friends-of-Children-in-Foster-Care-Program.asp>

Support Group Affiliation - Support groups offer opportunities for parents to provide mutual support as well as obtain required training. IFAPA provides educational materials, training

opportunities, financial assistance and general support to over 45 support groups.

Learn more: http://www.ifapa.org/support/support_group_locator.asp

F.A.I.R. Line (Foster Allegation Information Resource) - This program was developed to assist foster and adoptive parents across Iowa who face an allegation of abuse or neglect. The FAIR program is designed to provide support, information and resources to parents during a difficult time.

Learn more: http://www.ifapa.org/support/FAIR_program.asp

IFAPA Website - The IFAPA website serves as a resource for families and social workers in the field. Parents can access information on IFAPA programs, upcoming training dates, support group locations, DHS forms, copies of IFAPA publications and links to other helpful resources. Check out the site map to find everything you need:

http://www.ifapa.org/about_IFAPA/sitemap.asp

IFAPA Newsletters - News & Views - IFAPA produces the News and Views newsletter on a quarterly basis. Policy updates, peer support, training opportunities and resources relating to foster, adoptive and kinship families are core subjects of this newsletter.

Weekly Word Newsletter - IFAPA also produces a weekly newsletter called the Weekly Word that is sent electronically to all IFAPA members. This newsletter contains information regarding IFAPA's programs, trainings and other information helpful to foster, adoptive and kinship families. The latest issues of these newsletters are available on the IFAPA website:

http://www.ifapa.org/publications/IFAPA_newsletters.asp

IFAPA Publications - IFAPA publishes a variety of resource materials for foster, adoptive and kinship parents to assist them in understanding procedures of DHS and to enhance their parenting skills. All publications are free of charge and are available on our website.

Learn more at : http://www.ifapa.org/publications/IFAPA_publications.asp

IFAPA Lifebook Pages - IFAPA has created over 70 lifebook pages that families can print off for free. A lifebook is a scrapbook-like creation that documents a foster/adoptive child's history, celebrates their accomplishments, their experiences with different families, and their feelings along the way.

Learn more at: http://www.ifapa.org/publications/IFAPA_Lifebook_Pages.asp

CONTACT

Iowa Foster & Adoptive Parents Association
6900 Northeast 14th Street, Suite 25
Ankeny, IA 50023

Phone 515-229-8747

Email ifapa@ifapa.org

IowaHousingSearch.org

IowaHousingSearch.org is Iowa's free online rental housing locator service can help you find affordable and accessible housing options. Owners and landlords with properties available for

rent enter detailed information about their properties into the database and renters can search in real time for available homes and apartments.

To search for housing: <http://www.socialserve.com/tenant/IA/index.html?ch=IA>

Helpful resources and links: <http://www.iowahousingsearch.org/Resources.html>

Iowa Legal Aid

Iowa Legal Aid is a nonprofit organization providing critical legal assistance to low-income and vulnerable Iowans who have nowhere else to turn. Along with volunteer lawyers throughout the state, Iowa Legal Aid helps the legal system work for those who cannot afford help with legal issues.

Services and representation are provided on a sliding fee scale. Over 70% of primary clients are women and 23% are seniors. Almost 32% report having a disability. There are fourteen Legal Aid Offices in Iowa.

To find an Iowa Legal Aid office address, phone number, or other resources in Iowa, go to the online **Legal Aid Directory**: <https://www.iowalegalaid.org/find-legal-help/directory>

If you have questions about the work Legal Aid does and the types of cases they take, read **Frequently Asked Questions About Legal Aid** at:

<https://www.iowalegalaid.org/resource/frequently-asked-questions-about-iowa-legal-aid>

To apply for help call 1-800-532-1275. *Se habla Espanol.*

Hours: Monday to Friday from 9:00 to 11:00 am and from 1:30 to 3:30 pm, except Thursday. Offices are open 8:30 to 4:30 (emergencies taken when open).

To read or download **Iowa Legal Aid Guide to “Guardianships and Conservatorships in Iowa”**, go to:

<https://www.iowalegalaid.org/files/A3ED30CF-AFFE-7431-9310-0D521E4312AF/attachments/8486CD3F-AE8C-41DB-A781-8D6694B78268/01-what-is-guardianship-1-2020.pdf>

CONTACT

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

Call 1-800-532-1275 to apply

Iowa Medicaid Non-Emergency Medical Transportation (NEMT)

Iowa Medicaid Non-Emergency Medical Transportation (NEMT) provides services for Medicaid members with full benefits, who need travel reimbursement or a ride to get to their medical appointments. Eligible members will receive NEMT services from different NEMT brokers depending on their eligibility status and whether they receive coverage directly from Iowa Medicaid Fee-for-Service or are enrolled in the *IA Health Link* managed care program. An NEMT broker is a contracted provider with the *Iowa Department of Human*

Services (DHS), the Iowa Medicaid Enterprise (IME), and the IA Health Link Managed Care Organizations (MCOs). The broker checks member and trip eligibility, handles claims, and follows up on trips and claims.

QUESTIONS ABOUT YOUR ELIGIBILITY STATUS

- ▶ Contact your Income Maintenance Worker at your local DHS office by calling the DHS IM Call Center at 1-877-347-5678.
- ▶ Contact the IME Member Services Unit at 1-800-338-8366, Monday through Friday, 8 A.M. to 5 P.M.

If you are in the IA Health Link managed care program, contact your MCO directly at:

- ▶ Amerigroup Iowa, Inc.
Phone: 1-800-600-4441
- ▶ Iowa Total Care
Phone: 1-833-404-1061

TO BOOK A TRIP

Iowa Medicaid Fee-for-Service (FFS) Members:

- ▶ Contact
Access2Care
Phone: 866-572-7662

Amerigroup Iowa, Inc. Members:

- ▶ Contact:
Logisticare
Phone: 1-844-544-1389

Iowa Total Care Members:

- ▶ Contact:
Access2Care
Phone: 833-404-1061

For more information go to: <https://dhs.iowa.gov/ime/members/medicaid-a-to-z/nemt>

Iowa Medicaid Program

Iowa Medicaid has three main coverage groups:

Most Iowa Medicaid members are enrolled in the *IA Health Link* managed care program. This program provides health coverage through a Managed Care Organization (MCO) that members get to choose.

Some Medicaid members will get health coverage through the Medicaid Fee-for-Service program. The *Children's Health Insurance Program (CHIP)* will continue to be offered through the *Healthy and Well Kids in Iowa* program, also known as *Hawk-i*.

For more detailed information about who is eligible for Iowa Medicaid, go to:

<https://dhs.iowa.gov/ime/members/who-receives-medicaid>

TO APPLY FOR MEDICAID

- ▶ **Online:** <https://dhsservices.iowa.gov/apsspssp/ssp.portal>
- ▶ **OR Call:** 1-855-889-7985, Monday-Friday, 7:00 am to 6:00 pm
- ▶ **OR Go online and print an application** to complete and mail it to the address shown on the application
- ▶ **OR Call and request a printed application** be mailed to you to complete and return
- ▶ **OR Apply in person** at your local county DHS office

IOWA MEDICAID MEMBER SERVICES

(Monday to Friday from 8 a.m. to 5 p.m.)

- ▶ **Online:** <https://dhs.iowa.gov/ime/members>
- ▶ **Call toll free** 1-800-338-8366
- ▶ **or call** 515-256-4606 (Des Moines Area)
- ▶ **For telephone accessibility assistance** if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.
- ▶ **En español, Llame al** 1-800-735-2942, a Relay Iowa TTY (teléfono de texto para personas con problemas de audición, del habla y ceguera) si necesita asistencia telefónicamente.

Iowa Mobility Management

Iowa Mobility Management is a program of the *Iowa Department of Transportation (IDOT)* provides state-wide and national resources for transportation or mobility needs.

Regional mobility coordinators focus on meeting your individual transportation needs by identifying transportation options and service providers, while offering education on how to use public transportation. They also educate local communities and enhance awareness of available mobility options and play an important role in travel training.

CONTACT:

Iowa DOT Office of Public Transit

Statewide Mobility Coordinator

Call 515-239-1765

Email jeremy.johnson-miller@dot.iowa.gov

Website <https://iowadot.gov/iowamobilitymanagement/mobility-resources>

East Central Intergovernmental Association

Transit Coordinator

Call 563-690-5761

Email twagner@ecia.org

Earl Public Transit

Northeast Iowa Community Action Corporation

Mobility Manager

Call 563-387-4923

Email scaastro@neicac.org

Heart of Iowa Regional Transit Agency

Business Development Manager

Call 515-309-9282

Email mobility@ridehirta.com

Southwest Iowa Transit Agency

Outreach Specialist

Call 712-243-2518

Email daurine.petersen@swipco.org

Siouxland Regional Transit System, SIMPCO TAG

Mobility Manager

Office phone 712-224-8905

Cell phone 712.333.4911

Email MobilityManager@simpco.org

Des Moines Area Regional Transit Authority

Mobility Coordinator

Call 515-246-2526

Linn County LIFTS

Mobility Coordinator

Call 319-892-5172

Email terry.bergen@linncounty.org

Metropolitan Area Planning Agency

Assistant Transportation Planner

Call 402-444-6866 ext. 216

Email mwalker@mapacog.org

Johnson County Social Services

Social Services Mobility Coordinator

Call 319-356-6090

Email kschneider@co.johnson.ia.us

Iowa Office of Deaf Services

The Office of Deaf Services is a part of the *Iowa Department of Human Rights (DHR)*. DHR's mission is to ensure basic rights, freedoms, and opportunities for all by empowering underrepresented Iowans and eliminating economic, social, and cultural barriers. Iowans should expect to receive culturally responsive services from the Office.

The Office of Deaf Services provides a key link to services that help deaf and hard of hearing individuals succeed, including health, education, employment, and justice.

SERVICES INCLUDE

- ▶ Assisting with Americans with Disabilities Act (ADA) issues and policy development
- ▶ Developing ways for primary customers to access information in ASL within the community and society.
- ▶ Maintaining resources and information to meet the accessibility needs of Deaf and Hard of Hearing consumers.
- ▶ Providing training and workshops on a wide variety of topics.
- ▶ Developing partnerships with local agencies and businesses to better serve the Deaf and Hard of Hearing.
- ▶ Serving as a central information clearinghouse and resource for information.
- ▶ Providing referrals to local, state and national Deaf and Hard of Hearing organizations, legal rights information, access to government agencies.

CONTACT

Iowa Department of Human Rights
321 East 12th Street
Des Moines, IA 50319

Phone 515-242-5655 (Monday-Friday 8:00 am - 4:30 pm)

Toll free 1-888-221-3724

Website <https://humanrights.iowa.gov/cas/ds>

Iowa Peer Support and Family Peer Support Training Program

The Iowa Peer Support and Family Peer Support Training Program provides comprehensive training for Iowa's peer support workforce including the development of statewide networks and continuing education opportunities. This program is a collaboration among CHSC, the University of Iowa National Resource Center for Family Centered Practice, *ASK Resource Center*, and the National Alliance on Mental Illness Iowa.

- ▶ A Peer Support Specialist is an individual who is personally living well in recovery from a serious mental illness.

- ▶ A Family Peer Support Specialist is a parent or primary caregiver of a child with an emotional, behavioral, or mental health disorder. They work with families who also have children with serious mental health disorders.

CONTACT

Child Health Specialty Clinics
100 Hawkins Drive
Iowa City, IA 52242

Phone 866-219-9119

Fax 319-356-3715

Website <https://iowapeersupporttraining.org/>

Iowa Protection & Advocacy

See "*Disability Rights IOWA (DRI)*" on page 36

Iowa Regional Transit Authorities

The Iowa Department of Transportation distributes state and federal public transit assistance to public transit systems that have been duly designated as a single administrative agency (transit system). There are 35 such public transit systems in Iowa, both urban and rural.

Public Transit Agency Maps and a listing of public transit agencies in Iowa and their contact information is available at:

<https://iowadot.gov/transit/iowa-Transit-services/Transit-agency-maps-and-listings>

Iowa Statewide Vision Services (Iowa Braille School)

The Statewide System for Vision Services provides a full continuum of services for students who are blind or visually impaired with the focus of these services on serving the needs of students in general education and in the least restrictive environment. Services are provided directly to students as well as technical assistance, consultation and collaboration with other educators serving students that are blind or visually impaired. The *Iowa Department of Education*, the *Iowa Department for the Blind*, and the *Area Education Agencies* are partners in delivering these services.

PRIMARY SERVICES INCLUDE

- ▶ Teachers of the Visually Impaired-itinerant services who can provide Braille instruction, literacy instruction, math instruction, and assistance with educational accommodations and modifications

- ▶ Orientation and Mobility Specialist-itinerant services who can provide instruction in orientation skills, mobility skills, and expanded core curriculum
- ▶ Deafblind technical assistance team who provides consultation and assistance with educational accommodations and modifications
- ▶ Consultants who can assist with math, STEM, literacy, early childhood education, family services, assistive technology, Deafblind services, transition, and additional needs
- ▶ Assistive Device Center that offers consultation, device demonstrations and loans, and assistance with accommodations
- ▶ Low Vision Clinics that offer screening, assessment, accommodations, and equipment
- ▶ Expanded Learning Opportunities including expanded core curriculum, summer schools, and camps
- ▶ Professional Development Opportunities for teachers, including a summer institute and spring and fall conferences
- ▶ Educational services on the campus at Iowa Braille and Sight Saving School, including goal focused short term educational programs, a residential component with emphasis on independent living and areas of the expanded core curriculum, athletic and activity programs, demonstration classrooms, and transition services

CONTACT

Iowa Educational Services for the Blind & Visually Impaired
3501 Harry Langdon Blvd
Council Bluffs, IA 51503

Phone 712-309-0678

Website <https://www.iowa-braille.k12.ia.us/vnews/display.v/SEC/About%20Us%7CStatewide%20Services>

Iowa Vocational Rehabilitation Services (IVRS)

Iowa Vocational Rehabilitation Services (IVRS) funds and provides a variety of employment supports and training programs to assist individuals who experience a disability in achieving their employment and economic goals.

Programs focus on service delivery that assists individuals to prepare for, obtain, retain, and advance in employment. For those who have been determined eligible, it is an individualized program that delivers employment services based on your unique individualized employment plan.

IVRS approaches what they do in collaboration with job candidates, business partners, community providers, and One Stop Core Partners. Their goal is employment for our job candidates that meets the needs and interests of job candidates as well as the needs of business partners. They have an increasing presence in our secondary school systems as they facilitate transition services for students with disabilities in efforts to prepare a Future Ready Iowa Workforce.

SERVICES INCLUDE

- ▶ Disability Determination Services
- ▶ Independent Living Services
- ▶ Self-Employment Program
- ▶ Ticket to Work and Benefits Planning

Job Candidate Handbook (downloadable): <https://www.ivrs.iowa.gov/agency-services/job-candidate-handbook>

Tools for Job Candidates: <https://www.ivrs.iowa.gov/agency-services/tools-job-candidates>

Apply for services online: <https://www.ivrs.iowa.gov/agency-services/apply-services>

CONTACT

Iowa Vocational Rehabilitation Services
510 East 12th Street
Des Moines, IA 50319

Phone 1-800-532-1486 (Mon-Fri 8:00 AM - 4:30 PM)

Iowa Disability Determination Services 1-800-532-1223 ext. 5

Iowa Warm Line

The Iowa Warm Line is a peer-run, telephone based, non-crisis and confidential listening line for anyone struggling with mental health or substance abuse issues. *The Warm Line* is staffed by individuals who have been through a similar journey and are in recovery themselves.

SERVICES

Benton, Bremer, Buchanan, Delaware, Dubuque, Iowa, Johnson, Jones, and Linn Counties.
Calls are answered seven days a week from 5:00 PM to 10:00 PM.

The Warm Line can:

- ▶ Give support to individuals not requiring crisis management; those in crisis are transferred to the Crisis Line for critical services.
- ▶ Provide an empathic, non-judgmental listener.
- ▶ Provide community resources and assistance in accessing services.
- ▶ Help empower individuals pursuing their own directives.

CONTACT

Toll-free phone 1-844-775-9276

Available 7 days a week from 5:00 PM to 10:00 PM

Iowans with Disabilities in Action

Iowans with Disabilities in Action, the DD Council's (*The Iowa Developmental Disabilities Council*) non-partisan, statewide political action campaign dedicated to generating greater civic and political participation among people with disabilities.

Advocacy trainings will provide you with the resources and tools you need to effectively deliver your message.

TRAINING SERVICES

The trainings will include an overview of the legislative process, message development, building momentum in your community and how to effectively reach out to your legislators, including:

- ▶ 12 Steps to Successful Advocacy: <https://idaction.org/documents/cms/docs/ID-Action-12-Steps-to-Successful-Advocacy.pdf>
- ▶ Advocacy Toolkit: https://idaction.org/documents/cms/docs/2019-ID-Action-Advocacy-Toolkit_Web.pdf
- ▶ Message Worksheet: <https://idaction.org/documents/cms/docs/ID-Action-Message-Worksheet.pdf>

Make Your Mark Self-Advocacy Conference – an annual conference to help those who want to be more involved get started, and those who are already active to continue to develop their skills. Presentations focus on developing leadership skills to increase civic and political participation among Iowans with disabilities.

Learn more: <https://idaction.org/make-your-mark-conference/>

CONTACT

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

Iowa Advocacy Connection Newsletter <https://idaction.org/newsletters/#all>

Iowa's Technical Assistance and Behavior Supports (I-TABS)

The Iowa's Technical Assistance and Behavior Supports (I-TABS) Program, funded by *Iowa Medicaid*, provides specialized training and technical assistance to Medicaid provider agencies and stakeholders who support Iowans who are Medicaid eligible.

I-TABS builds community capacity to appropriately meet the serious behavioral needs of individuals with disabilities to avoid or reduce more restrictive facility placement. Services include peer reviews of behavior support plans, systems, and self-management plans which are not currently resulting in the behavior change they were designed to create. Services also include small and large-group trainings and presentations.

CONTACT

Woodward State Resource Center

Phone 515-438-3309

Email ssmith7@dhs.state.ia.us

L

LifeLong Links

See *"Aging and Disability Resource Centers"* on page 22

M

Managed Care Ombudsman Program

The Managed Care Ombudsman Program advocates for the rights and needs of Medicaid managed care members in Iowa who live or receive care in a health care facility, assisted living program or elder group home, as well as members enrolled in one of Medicaid's seven home and community-based services (HCBS) waiver programs (AIDS/HIV, Brain Injury, Children's Mental Health, Elderly, Health and Disability, Intellectual Disability and Physical Disability).

If you are a Medicaid managed member who receives long-term care in a facility or is enrolled in a home and community-based waiver services (HCBS) program, you may file a complaint about your managed care experiences with the Managed Care Ombudsman Program.

CONTACT

Managed Care Ombudsman
510 East 12th Street, Suite 2
Des Moines, IA 50319

Phone 866-236-1430

Email ManagedCareOmbudsman@iowa.gov

Website <https://www.iowaaging.gov/state-long-term-care-ombudsman/managed-care-ombudsman-program>

Medicaid for Employed Persons with Disabilities (MEPD)

Medicaid for Employed People with Disabilities (MEPD) is a Medicaid coverage group to allow persons with disabilities to work and continue to have access to medical assistance. MEPD members receive all Iowa Medicaid benefits and prescription services are included for

members who do not have Medicare An individual with disabilities who have earned income can get Medicaid when the person:

- ▶ Is under age 65
- ▶ Is considered to be disabled based on SSI medical criteria for disability
- ▶ Has earned income from employment or self-employment
- ▶ Meets general SSI-related Medicaid eligibility requirements
- ▶ Is not eligible for any other Medicaid coverage group other than QMB (Qualified Medicare Beneficiary), SLMB (Specified Low Income Medicare Beneficiary), or Medically Needy
- ▶ Has resources less than \$12,000 for an individual and \$13,000 for a couple
- ▶ Has net family income less than 250% of the federal poverty level
- ▶ Pays any premium due for the monthly eligibility (If the individual's monthly gross income is over 150% of the federal poverty level, they will have to pay a premium based on their monthly income.)

To find out if you can qualify for MEPD, you must fill out a Medicaid application and submit it to the Iowa Department of Human Services.

For more detailed information about who is eligible for Iowa Medicaid, go to:

<https://dhs.iowa.gov/ime/members/who-receives-medicaid>

TO APPLY FOR MEDICAID:

- ▶ **Online:** <https://dhsservices.iowa.gov/apsspssp/ssp.portal>
- ▶ OR **Call** 1-855-889-7985, Monday-Friday, 7:00 AM to 6:00 PM
- ▶ OR Go online and **print an application** to complete and mail it to the address shown on the application
- ▶ OR **Call and request a printed application** be mailed to you to complete and return
- ▶ OR **Apply in person** at your local county DHS office

IOWA MEDICAID MEMBER SERVICES

(Monday to Friday from 8 a.m. to 5 p.m.)

- ▶ **Call toll free** 1-800-338-8366
- ▶ **or call** 515-256-4606 (Des Moines Area)
- ▶ **For telephone accessibility assistance** if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.
- ▶ **En español, Llame al** 1-800-735-2942, a Relay Iowa TTY (teléfono de texto para personas con problemas de audición, del habla y ceguera) si necesita asistencia telefónicamente.
- ▶ **Online** <https://dhs.iowa.gov/ime/members>

Medicaid Managed Care Organizations (MCO)

A managed care organization (MCO) is a health plan that delivers health care through a team of professionals providing for a member's physical health, behavioral health and long-term care needs. The goal is to improve coordination and quality of care. Iowa currently has two MCOs for Medicaid members: Amerigroup and Iowa Total Care. You may also see Iowa's Medicaid Managed Care program referred to as Iowa Health Link. Medicaid members are able to choose the MCO that best fits their health care needs.

CONTACT

Amerigroup Iowa, Inc. (an Anthem company)

Member Services **Phone:** 800-600-4441

Member Services **Email:** MPSWeb@amerigroup.com

Website: www.myamerigroup.com/IA

Member **Handbook:** https://www.myamerigroup.com/ia/iaia_caidd_memberhandbook_eng.pdf

List of **In-Network Providers:** <http://amerigroup.prismisp.com/>

Iowa Total Care (a Centene company)

Member Services **Phone:** 833-404-1061

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

Member **Handbook:** https://www.iowatotalcare.com/content/dam/centene/iowa-total-care/PDF/1-ITC_Member_Handbook_FINAL_508%20COMPLIANT.pdf

List of **In-Network Providers:** <https://www.iowatotalcare.com/members/medicaid/find-a-doctor.html>

If you have questions, you can go to the Frequently Asked Questions page or read the Iowa Health Link Member Handbook in English or Spanish on the Iowa Health Link page at: <https://dhs.iowa.gov/iahealthlink>

Mental Health and Disability Services Providers (Accredited)

A list of all mental health and disability services providers in Iowa that have been accredited by the *Iowa Department of Human Services*, Division of Mental Health and Disability Services is available online (as a PDF document) at:

https://dhs.iowa.gov/sites/default/files/MHDDAccreditedProviders_30.pdf?080620200219

The list includes accredited Case Management, Community Mental Health Center, Mental Health Service, Supported Community Living, and Intensive Psychiatric Rehabilitation providers.

Mental Health and Disability Services (MHDS) Regions

Iowa's community-based, person-centered mental health and disability services system provides locally delivered services, regionally managed with statewide standards. Local access to mental health and disability services for adults is provided either by counties organized into a regional service system or by an individual county that is exempted from joining a region. Adult residents of Iowa have access to mental health and disability services regardless of where they live in the state.

Regional leaders, guided by the regional management plan, coordinate quality community services that support individuals with disabilities in obtaining their maximum independence. The regions fund certain non-Medicaid services, which may be available to individuals who don't qualify for Medicaid, who haven't yet been approved, are on the waiver waiting list, or who are on Medicaid but cannot get all of their needs met through Medicaid services.

The regional administrator or disability services coordinators in each region are also good sources of information about providers, resources, and programs available in their area.

IOWA HAS 14 MHDS REGIONS

Central Iowa Community Services (CICS)

Serving: Boone, Franklin, Greene, Hamilton, Hardin, Jasper, Madison, Marshall, Poweshiek, Story, and Warren counties.

Call: 641-456-2128

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

County Rural Offices of Social Services (CROSS)

Serving: Decatur, Clarke, Lucas, Marion, Monroe, Ringgold, and Wayne counties.

Call: 641-828-2238

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

County Social Services (CSS)

Serving: Allamakee, Black Hawk, Butler, Cerro Gordo, Chickasaw, Clayton, Emmet, Fayette, Floyd, Grundy, Hancock, Howard, Humboldt, Mitchell, Pocahontas, Tama, Webster, Winneshiek, and Wright counties.

Call: 319-505-3964

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

Eastern Iowa MHDS Region

Serving: Cedar, Clinton, Jackson, Muscatine, and Scott counties.

Call: 563-326-8723

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

Heart of Iowa Region

Serving: Audubon, Guthrie, and Dallas counties.

Call: 515-993-1736

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

Mental Health and Disability Services of the East Central Region (MHDS-ECR)

Serving: Benton, Bremer, Buchanan, Delaware, Dubuque, Iowa, Johnson, Jones, and Linn counties.

Call: 563-239-0013

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

Northwest Iowa Care Connections

Serving: Clay, Kossuth, Osceola, Palo Alto, Winnebago, and Worth counties

Call: 712-264-3945

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

Polk County MHDS Region

Serving: Polk County

Call: 515-243-0867

Website: <https://pchsia.org/services-3-col/first-service>

Rolling Hills Community Services Region

Serving: Buena Vista, Calhoun, Carroll, Cherokee, Crawford, Ida, Sac, and Woodbury counties.

Call: 712-749-2556

Website: https://www.bvcountyiowa.com/index.php/rolling_hills_community_services_region/

Sioux Rivers Mental Health and Disabilities Services

Serving: Dickinson, Lyon, O'Brien, Plymouth, and Sioux counties.

Call: 712-737-2999

Website: <https://www.siouxrivers.com/>

South Central Behavioral Health Region

Serving: Appanoose, Davis, Mahaska, and Wapello counties.

Call: 641-683-4576

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

Southeast Iowa Link (SEIL)

Serving: Des Moines, Henry, Jefferson, Keokuk, Lee, Louisa, Washington, and Van Buren counties.

Call: 319-524-1052

Website: <https://www.southeastiowalink.net/>

Southern Hills Regional Mental Health

Serving: Adair, Adams, Taylor, and Union counties.

Call: 712-525-1337

Website: <https://behavioralhealthcoalition.org/southern-hills-mental-health-region/>

Southwest Iowa MHDS Region

Serving: Cass, Fremont, Harrison, Mills, Monona, Montgomery, Page, Pottawattamie, and Shelby counties.

Call: 712-328-5643

Website: <https://swiamhds.com/>

The following additional information on Iowa's Mental Health and Disability Services system is available online at: <https://dhs.iowa.gov/mhds-providers/providers-regions/regions>

- ▶ Map of Approved MHDS Regions
- ▶ Regional CEO Contacts
- ▶ Regional Coordinators of Adult Disability Services
- ▶ Regional Coordinators of Children's Behavioral Health Services
- ▶ DHS Community Systems Consultants (CSC Staff)
- ▶ Regional Services Waiting List

Money Follows the Person (MFP) Program

MFP is a federal grant program from the *Centers for Medicare and Medicaid Services (CMS)* that helps persons in qualifying Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/ID facilities), including Iowa's State Resource Centers, to move into their own homes in the community of their choice. Grant funds provide funding for the transition services and enhanced supports needed for the first year after they transition into the community.

MFP assistance is available to individuals with a diagnosis of an Intellectual Disability or Brain Injury who has lived in an ICF/ID or a Nursing Facility for at least three months. The individual must express an interest moving from the ICF/ID or Nursing Facility into the community.

- ▶ **MFP online:** <https://dhs.iowa.gov/ime/members/medicaid-a-to-z/mfp>
- ▶ **MFP Brochure:** Living in Communities of your Choice - overview of the MFP Program for those interested in transitioning from an ICF/ID or Nursing Facility to a home in the community of their choice: https://dhs.iowa.gov/sites/default/files/Comm_433.pdf?071320201834
- ▶ **MFP Transition Planning Guide** – a road map and resource guide to aid in transition planning for persons moving from ICF/ID facilities into the community: https://dhs.iowa.gov/sites/default/files/Transition%20Guidebook_Web.C.pdf?071320201835
- ▶ **MFP Referral Information:** https://dhs.iowa.gov/sites/default/files/470-5151-Money_Follows_the_Person_Referral_Information_0718.pdf?071320201835

CONTACT

Lindsey Robertson, MFP coordinator

Phone 515-256-4637

Email lrobert1@dhs.state.ia.us

Mental Health First Aid Training

Mental Health First Aid is a public education program that helps people identify, understand, and respond to signs of mental illnesses and substance use disorders. Mental Health First

Aid USA is managed, operated, and disseminated by three national authorities the National Council for Community Behavioral Healthcare, the Maryland Department of Health and Mental Hygiene, and the Missouri Department of Mental Health.

In Iowa, Mental Health First Aid is coordinated by the *Iowa Department of Human Services, Division of Mental Health and Disability Services*. Iowa currently has 90 instructors statewide.

Mental Health First Aid is offered in the form of an interactive 8-hour course that presents an overview of mental illness and substance use disorders and introduces participants to risk factors and warning signs of mental health problems, builds understanding of their impact, and overviews common treatments. Those who take the course learn skills, resources and knowledge to help an individual in crisis connect with appropriate professional, peer, social, and self-help care.

Groups of individuals who have benefited from MHFA include: primary care professionals, employers and business leaders, faith communities, school personnel and educators, state police and corrections officers, nursing home staff, mental health authorities, state policymakers, volunteers, young people, families and the general public.

If you are interested in learning more about MHFA, would like to become certified as a trainer, or learn how your agency can participate in training:

CONTACT

Iowa Department of Human Services
Division of Mental Health and Disability Services

Phone 515-281-3128 or 515-242-5880

Email khyatt@dhs.state.ia.us or llarkin@dhs.state.ia.us

Mental Health First Aid resources:

<https://dhs.iowa.gov/mhds-providers/tools-trainings-and-resources/mental-health-first-aid>

N

NAMI (National Alliance on Mental Illness) of Iowa

NAMI Iowa works to provide the tools needed by friends, families and persons with mental illness of all ages. Resources include information, support groups, education, outreach, and advocacy.

Support Groups – NAMI offers support groups throughout the state. To Find a NAMI group near you: <https://namiiowa.org/find-a-nami-near-you/>

Learning – Classes are available throughout the state along with connections to resources that give you the tools you need:

- ▶ Family-to-Family Education - a free 12-week course for family members and family caregivers of individuals with severe mental illness. The course is taught by trained family members.
- ▶ NAMI Basic Education – a free course for parents of school age children.
- ▶ Peer-to-Peer Education – a free course for persons with mental illness.

Learn more: <https://namiiowa.org/educational-classes/family/>

Find a NAMI group near you: <https://namiiowa.org/find-a-nami-near-you/>

CONTACT

NAMI Iowa
3839 Merle Hay Road, Suite 229
Des Moines, IA 50310

Phone 515-254-0417 (Monday-Friday from 8:30 a.m. to 4:30 p.m. – not a crisis line)

Email info@namiiowa.org

NAMI Helpline 800-273-8255

Facebook www.facebook.com/NAMIIowa

Twitter <https://twitter.com/namiiowa>

Website <https://namiiowa.org>

O

Occupational Therapy Assistive Technology Lab and Services at St. Ambrose University

This is a resource for students, healthcare providers, clinicians, teachers, potential clients, caregivers, and community members to help them serve others in need by improving function in their life roles. Person-centered, occupation-based, health and wellness training, physical environment modifications, and assistive technology for daily living are emphasized.

This includes virtual tours of Jim's Place, an accessible home showcasing adaptations for independent living in the home. Virtual tours of Jim's Place at <https://info.sau.edu/jimsplace/>

The St. Ambrose University Occupational Therapy Department also offers a practical outreach and assistive technology program and a lending library.

CONTACT

Lynn Kilburg, DHSc, MBA, OTR/L, Program Chair
Occupational Therapy

Center for Health Sciences Education
518 West Locust Street
Davenport, IA 52804

Phone 563-333-6277

Email OT@sau.edu

Office of Consumer Affairs (OCA)

The Office of Consumer Affairs (OCA) was created to provide a voice within state government for people with serious mental illness and parents of children with serious emotional disorders. NAMI Iowa is the provider in Iowa through a contract managed by the *Iowa Department of Human Services (DHS)*.

The OCA is a contact for people regarding issues and challenges around serious mental illness and serious emotional disorder. The OCA has a statewide advisory committee made up of peers and parents that meets regularly and provides feedback to the state. The OCA provides education, awareness and training opportunities through the website, social media and in-person gatherings.

OBJECTIVES

The objectives of the Iowa Office of Consumer Affairs are:

- ▶ Serve as a statewide resource for information, referrals, community education, individual education, problem-solving and system navigation.
- ▶ Provide input on the development and implementation of policies and programs impacting behavioral health services and systems in Iowa.
- ▶ Provide an advocacy voice to stakeholder groups throughout the state with the goal of promoting awareness of the concerns, perspectives and vision of persons and families with behavioral health recovery and disabilities challenges.
- ▶ Assist DHS staff and contractors with disseminating information and gathering feedback from end users of behavioral health services and systems in Iowa.

CONTACT

Office of Consumer Affairs/NAMI Iowa
3939 Merle Hay Road, Suite 229
Des Moines, Iowa 50310

Phone 855-OCA-IOWA (855-622-4692)

Email info@ocaiowa.org

Emily Berry, OCA Director

Phone 515-254-0417 ext. 207

Email Emily@namiiowa.org

Website www.ocaiowa.org

Facebook /ocaiowa

Office of Persons with Disabilities

The Office of Persons with Disabilities exists with the Iowa Department of Human Rights (DHR) to promote the employment of Iowans with disabilities and reduce barriers to employment by providing employers and citizens with disabilities. DHR's mission is to ensure basic rights, freedoms, and opportunities for all by empowering underrepresented Iowans and eliminating economic, social, and cultural barriers.

The Office of Persons with Disabilities provides information and referral, assessment and guidance, training, and advocacy services in the areas of employment, housing accessibility, transportation, education, programs and services.

All services are free of charge.

Downloadable Guides

- ▶ [Disability Rights Guide \(English\)](#)
- ▶ [Guía de derechos de los Discapacitados](#) (Disability Rights Guide, Spanish)
- ▶ [Americans with Disabilities Act Title 1 Guide](#) (English)
- ▶ [La Ley de Estadounidenses con Discapacidades](#) (Title 1 Guide, Spanish)

CONTACT

Iowa Department of Human Rights
321 East 12th Street
Des Moines, IA 50319

Phone 515-242-5655 (Monday-Friday 8:00 am - 4:30 pm)

Website <https://humanrights.iowa.gov/cas/pd>

Office of Public Guardian

The Office of Public Guardian, within the Iowa Department of Aging, may act as an individual's guardian; conservator; attorney-in-fact under a health care power of attorney document; agent under a financial power of attorney document; personal representative; or representative payee.

The mission of the Office of Public Guardian is to preserve individual independence through a person-centered process by:

- ▶ Providing education,
- ▶ Providing assistance to public and private substitute decision makers,
- ▶ When necessary, assisting in substitute decision-making proceedings, and
- ▶ Providing substitute decision-making services in the least restrictive manner.

The Office of Public Guardian will only be appointed by the court as the substitute decision maker of last resort when no family members or friends of the individual are available and

willing to serve. To be eligible, an individual must be an Iowa resident who is at least 18 years old and:

- ▶ Have no appropriate or responsible person available to serve as a substitute decision maker;
- or
- ▶ Be without adequate resources to compensate a substitute decision maker.

“A Guide to Substitute Decision Making in Iowa” is available to read or download here:
https://iowaaging.gov/sites/default/files/field-page-docs/OSDM_Brochure.pdf

CONTACT

Office of Public Guardian
510 East 12th Street, Suite 2
Des Moines, IA 50319

Phone 515-725-3333 or 800-532-3213

Website <https://www.iowaaging.gov/programs-services/elder-justice-adult-protective-services/office-public-guardian>

Office of the State Long-Term Care Ombudsman

OSLTCO is an independent entity within the *Iowa Department on Aging* to protect the health, safety, welfare and rights of individuals residing in long-term care facilities by investigating complaints, seeking resolutions to problems and providing advocacy with the goal of enhancing quality of life and care.

ACTIVITIES

- ▶ Resolving complaints made by or on behalf of residents/tenants of long-term care facilities,
- ▶ Educating consumers and long-term care providers about residents' rights and good care practices,
- ▶ Promoting community involvement through volunteer opportunities,
- ▶ Providing information to the public on nursing facilities and other long-term care facilities, residents' rights and legislative and policy issues,
- ▶ Advocating for residents' rights and quality care in nursing facilities, residential care facilities and assisted living programs. and
- ▶ Promoting the development of citizen organizations, family councils and resident councils.

Contact your Local Long-Term Care Ombudsman if you are a:

- ▶ Resident or tenant of a nursing facility, residential care facility, assisted living program or elder group home

- ▶ Family member or friend of a long-term care resident or tenant
- ▶ Person who is interested in the welfare of residents or tenants
- ▶ Person or family considering long-term care placement
- ▶ Long-term care administrator or employee with a concern about a resident at their facility
- ▶ Looking for assistance with an involuntary discharge

CONTACT

Office of the State Long-Term Care Ombudsman
510 East 12th Street, Suite 2
Des Moines, IA 50319

Phone 515-725-3308 or 866-236-1430

Olmstead Consumer Task Force (OCTF)

The Olmstead Consumer Taskforce is a statewide advocacy group of individuals with disabilities, family members, and other stakeholders who support the full inclusion of people with disabilities in housing, employment, transportation, healthcare, and other areas. The OCTF works with individuals, families, state agencies, providers, and others to provide input ensuring that legislation, changes in administrative rule, and other public policies and programs promote the full inclusion of individuals with disabilities in all aspects of life in the community.

The OCTF meets six times a year. All meetings are open to the public and all are welcome.

Meeting dates, agendas, and minutes are available at:

<http://olmsteadrealchoicesia.org/meetings/2020-meeting-dates-and-materials/>

If you would like to be added to the email contact list for meeting information, go to:

<http://olmsteadrealchoicesia.org/meetings/2020-meeting-dates-and-materials/>

and enter your name and email address under “Mailing List” in the right-side bar.

CONTACT

Email anne-crotty@uiowa.edu

Phone 319-356-8796

Website <http://olmsteadrealchoicesia.org/>

P

Possibilities Newsletter

“Possibilities in Education and Training” is a quarterly publication of the Center for Disabilities and Development, Iowa’s University Center for Excellence on Disabilities at the University of Iowa Children’s Hospital in Iowa City. It is an outreach initiative of the Conner Training Connection, a program funded by the *Iowa Department of Human Services (DHS)* to support the transition of individuals with disabilities from congregate to community-based settings.

Each issue of Possibilities highlights:

- ▶ Stories of individuals with disabilities who have transitioned from facility-based care to living in the community
- ▶ What’s new in the Disability Resource Library

Archived copies are available online at: <http://www.disabilitytraining.org/our-newsletter/>

CONTACT

To subscribe to Possibilities, contact:

University of Iowa Health Care
Center for Disabilities and Development
100 Hawkins Drive, Room S277
Iowa City IA 52242-1011

Phone 319-353-6448

Email michael-hoenig@uiowa.edu

Prader-Willi Syndrome Association of Iowa

The Prader-Willi Syndrome Association (PWSA) of Iowa is an independent, volunteer organization whose mission is to Educate, Support, and Advocate for persons with Prader-Willi Syndrome, their families, and professionals in meeting the challenges of this disability. PWSA provides education, promotes and funds research, and offers financial and other supports to enhance the quality of life of those affected by Prader-Willi syndrome.

PWSA OF IOWA

- ▶ Sponsors trainings and conferences
- ▶ Distributes pamphlets and informational materials at conferences and workshops across the state.
- ▶ Conducts 2-3 support meetings a year.
- ▶ Publishes a newsletter 4 times a year.
- ▶ Acts as an advocate for persons with Prader-Willi Syndrome by participating in residential and educational planning meetings, providing phone consultation and sharing correspondence that assist in education those who support these individuals.
- ▶ Connects families and professionals to resources available in their community.

- ▶ Participates in committees and coalitions that support the needs of persons with PWS.
- ▶ Provides yearly camp scholarships.

CONTACT

Online contact form: <http://www.pwsaiowa.org/contact>

R

Regional Autism Assistance Program (RAP)

The Regional Autism Assistance Program connects families to services for their child with Autism Spectrum Disorder (ASD). Care Coordination RAP teams help Iowa families access ASD services in their local area. They coordinate care based on each family's needs and goals. RAP teams use standardized screening tools to identify children at risk for ASD and help families find diagnostic services. RAP teams are committed to ensuring that all Iowans 0-21 years old with ASD have access to care coordination services and family to family support in their community.

RAP team members who work with families include:

- ▶ Advanced Registered Nurse Practitioners (ARNPs)
- ▶ Registered Nurses (RNs)
- ▶ Family Navigators (FNs)

RAP teams can help families:

- ▶ Connect to autism information
- ▶ Communicate with diagnostic facilities and health care providers
- ▶ Explore insurance coverage and payment options for Applied Behavioral Analysis and other needs
- ▶ Navigate the education system
- ▶ Find an advocacy or family support group

RAP also provides technical assistance and training on evidence-based screening and assessment tools to medical home providers, Area Education Agencies, and other early intervention community providers.

CONTACT

Iowa Regional Autism Assistance Program (RAP)
Child Health Specialty Clinics
University of Iowa

100 Hawkins Drive, 247 CDD
Iowa City, IA 52242

Toll-free 1-866-219-9119, extension 2

Email iowa-RAP@uiowa.edu

Website www.chsciowa.org/regional-autism-assistance-program

S

Social Security Administration (SSA)

Social Security Administration (SSA) is a Federal government program that provides assistance through Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI). Both programs provide a minimum monthly income in the form of cash payment to persons who meet disability and income thresholds.

Iowans with physical or mental impairments apply for benefits directly to the SSA.

APPLY

You can apply for SSDI or SSI benefits through Social Security in one of three ways:

- ▶ **Online** at www.ssa.org/benefits/disability
- ▶ By **telephone** at 800-772-1213 (TTY 800-325-0778) or
- ▶ **In-person** at your local SSA Office

Free Disability Case Review: 844-549-3811

Special Olympics Iowa

Special Olympics is Iowa's largest sports organization for people with intellectual disabilities. Since 1968, SOIA has provided quality games and competitions for children and adults with intellectual disabilities. Today SOIA serves more than 14,000 athletes and Unified Sports partners from across the state and provides athletes with education and experiences that build up their confidence and self-esteem. Through the power of sports, people with intellectual disabilities discover new strengths and abilities, skills and success - on the playing field and in life. They also inspire people in their communities and elsewhere to open their hearts to a wider world of human talents and potential.

SOIA offers competition in 23 Olympic-type sports throughout the year on a state and regional level. Everyone is invited to become involved in our programs by becoming an athlete, coach, spectator, volunteer, or sponsor.

Special Olympics Iowa is divided into 11 areas geographical areas. Each area is similar in population and representation in activities.

SOIA also provides a monthly electronic newsletter to keep athletes, families, coaches, volunteers, corporate partners and the community informed about important happenings within the organization.

CONTACT

More information at: <https://www.soiowa.org/>

Regional field services: <https://www.soiowa.org/competitions/area-competitions/>

Newsletter: <https://www.soiowa.org/about-us/newsletter/>

State Resource Centers at Woodward and Glenwood

Iowa has two State Resource Centers in Glenwood and Woodward that provide a full range of active treatment and habilitation services to individuals with severe intellectual disabilities. The Resource Centers prepare and support individuals to live safe, successful lives in the home and community of their choice.

The *Iowa Department of Human Services (DHS)* is identifying new strategies to enhance its commitment to ensuring individuals with intellectual and developmental disabilities have access to the least restrictive setting to support high quality of life.

For more information, read

Building the Community 2020: Community Integration Strategic Plan at:
https://dhs.iowa.gov/news_initiatives/community_integration_strategic_plan

For more information about **Woodward Resource Center (WRC)**, visit:
<https://dhs.iowa.gov/mhds/disability-services/resource-centers/woodward>

CONTACT

Woodward Resource Center

Online <https://dhs.iowa.gov/mhds/disability-services/resource-centers/woodward>

General information or to reach a specific person or department: 515-438-2600

Services information:

Social Services Department
Woodward Resource Center
1251 334th Street, Woodward, IA 50276
Phone 515-438-3511

To apply to WRC, call the DHS Help Desk at 866-347-7782

Glenwood Resource Center

Online <https://dhs.iowa.gov/mhds/disability-services/resource-centers/glenwood>

General information or to reach a specific person or department: 712-527-4811.

Services information:

Social Service Department
Glenwood Resource Center
711 South Vine Street, Glenwood, IA 51534

To apply to GRC, call the DHS Help Desk at 866-347-7782

Statewide Crisis Line (Your Life Iowa)

CONTACT

Call 855-581-8111

Text 855-895-8398

Your Life Iowa provides information and referral, counseling, crisis service coordination, and linkages to crisis screening and mental health services 24 hours a day, including:

- ▶ Crisis Screening - a process to determine what crisis response service is appropriate to resolve the presenting crisis.
- ▶ Crisis Stabilization Community-Based Services - short-term services provided where the individual lives, works or socializes designed to de-escalate a crisis situation and stabilize an individual following a mental health crisis.
- ▶ Crisis Stabilization Residential Services - short-term living arrangements designed to de-escalate a crisis situation and stabilize an individual following a mental health crisis.
- ▶ Mobile Response - an on-site, face-to-face mental health service for individuals experiencing a crisis. Mobile response staff are able to intervene wherever the crisis is occurring.
- ▶ Twenty-Three Hour Observation and Holding - a secure and protected, medically staffed, psychiatrically supervised treatment environment where eligible individuals can stay up to 23 hours.
- ▶ *The Warm Line* - a telephone line staffed by individuals with lived experience who provide nonjudgmental, nondirective support to an individual experiencing a crisis.

Statewide Independent Living Council (SILC)

The SILC is a federally mandated, Governor-appointed Council that operates as an independent non-profit corporation. The majority of SILC members are persons with disabilities who do not work for a *Center for Independent Living (CIL)* or a State agency.

The role of the Council is to plan for the coordination and expansion of independent living services in Iowa. The SILC has the responsibility to plan, in collaboration with the CILs, for the coordination and expansion of independent living services in Iowa and to promote the development of a statewide network of *Centers for Independent Living (CILs)*. This includes collaborating with the CILs and other partners to advocate for the services and resources that individuals with disabilities need to be able to live independently in the community of their choice, and not be forced to live in an institution such as a nursing home.

The SILC and the CILs are also responsible for developing the State Plan for Independent Living (SPIL) every three years.

The SILC does not provide any direct services to individuals with disabilities, but works with their partners in the Iowa Independent Living Network who provide a variety of direct independent living services:

- ▶ Iowa's six *Centers for Independent Living* (CILs)
- ▶ Iowa Vocational Rehabilitation Services (IVRS)
- ▶ Iowa Department for the Blind (IDB)

CONTACT

Iowa Statewide Independent Living Council (SILC)
300 East Locust, Suite 330
Des Moines, Iowa 50309

Local Office Phone 515-282-0275

Toll-Free Phone 1-877-466-7442

TTY Use Relay Iowa for TTY

E-Mail dawn@iowasilc.org

Website <https://iowasilc.org/>

T

Targeted Case Management

Targeted Case Management is a service available through the *Medicaid Fee for Service (FFS)* program to help facilitate the community-based service planning process. (Medicaid Managed Care Organization members received case management services through their MCO.)

Case Managers work with individuals and their families, service providers, and other agencies to integrate services from multiple providers and funding streams into an integrated plan of care.

DHS TCM is statewide, with 15 offices throughout Iowa, and is able to serve anyone, anywhere in Iowa who meets criteria for services and is a participant in the Medicaid Fee for Service Program.

WHO THEY SERVE

- ▶ Individuals served on the Intellectual Disability Waiver
- ▶ Individuals served on the Brain Injury Waiver
- ▶ Individuals served on the Health and Disability Wavier
- ▶ Individuals served on the Physical Disability Waiver

- ▶ Individuals served on the AIDs Waiver
- ▶ Individuals served on the Elderly Waver
- ▶ Individuals who meet the criteria for development disability and also for targeted case management

The primary goal of community-based services is to provide the support services necessary for individuals with disabilities to live healthy and safe lives at home and be a part of their community. Services are delivered at home, via a person-centered plan in the community and the setting of their choice.

Case Managers work with individuals and their families to coordinate medical social, educational, housing needs, transportation, vocational and other necessary services and supports into an integrated plan of care.

RESPONSIBILITIES

- ▶ Assistance with navigating the service system and gaining access to services
- ▶ Coordination of services using multiple serve providers /agencies; establishing crisis plans to meet the health and safety needs of the consumers served
- ▶ Securing/managing funding for services
- ▶ Working with the individual, their parent(s), guardian, and other members of the service team to develop an individualized integrated care plan
- ▶ Coordination and monitoring of ongoing services; monitoring progress towards goals in the care plan as well as the health and safety of each consumer served
- ▶ Monitoring the individual to assess the health, safety, and wellbeing of the individual

CONTACT

Call 515-281-7163

Email kjordan@dhs.state.ia.us or palger@dhs.state.ia.us

TCM Website <https://dhs.iowa.gov/mhds/disability-services/targeted-case-management>

U

United Spinal Association – Iowa Chapter

United Spinal Association - Iowa Chapter (USA-IA) is a community of people living with spinal cord injury/disease/disorder, medical professionals, family members, and caregivers. They provide information and support programs for lowans with spinal cord injuries or disorders, including families and caregivers, and providers.

ACTIVITIES AND SERVICES

- ▶ Hosting annual events and programs that promote mobility, networking and socialization
Event examples: bowling outings, sports & recreation expo, social dinners

Program examples: free equipment rental, peer mentoring

- Providing members with statewide information, pertinent to people with spinal cord injury, disease, or disorder.

Examples: newsletter, website, Facebook

- Creating a community for people impacted by spinal cord injury, disease, or disorder.

Examples: resource center, advocacy & outreach, peer connections, community awareness, partnering with other state organizations

CONTACT

7625 Goodman Drive,
Urbandale, IA 50322

Phone 515-554-9759

Website <https://unitedspinal.org/chapter/iowa-chapter-of-united-spinal-association/>

U.S. Department of Housing and Urban Development (HUD)

The U.S. Department of Housing and Urban Development (HUD) is a federal agency responsible for housing and rental assistance programs, providing information on tenant and landlord rights, investigating complaints about housing discrimination, and enforcing fair housing laws.

RESIDENTIAL ASSISTANCE

For Information on Rental Assistance Programs, go to:

https://www.hud.gov/topics/rental_assistance

HOUSING CHOICE VOUCHER PROGRAM

The Housing Choice Voucher Program is the federal government's major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, townhouses and apartments.

For more information go to:

https://www.hud.gov/topics/housing_choice_voucher_program_section_8

HOUSING FOR PERSONS WITH DISABILITIES

For Information on Housing for Persons with Disabilities go to:

https://www.hud.gov/topics/information_for_disabled_persons

To file a federal fair housing complaint go to:

https://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint

To find a HUD local office near you go to:

https://www.hud.gov/program_offices/field_policy_mgt/localoffices

Or call: 202-708-1112 or TTY: 202 -708-1455

W

Work Incentives Planning and Assistance (WIPA)

Work Incentives Planning and Assistance (WIPA) is a grant-funded program sponsored by the Social Security Administration that provides accurate information, work incentives, benefits planning and assistance to Social Security beneficiaries who receive Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI), and who want to pursue gainful employment or self-employment.

COMMUNITY WORK INCENTIVES COORDINATORS (CWICS)

Disability Rights IOWA (DRI) has two dedicated staff members who provide WIPA services and are certified Community Work Incentives Coordinators (CWICs). They focus on you, your choices, your future, and especially your work goals.

CWICs disseminate accurate information to beneficiaries receiving Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) and the work incentives available under these programs, including:

- ▶ Providing in-depth counseling about benefits and the effect of work on those benefits
- ▶ Conducting outreach efforts to beneficiaries of SSI and SSDI (and their families) who are potentially eligible to participate in federal or state Work Incentives programs
- ▶ Working in cooperation with federal, state and private agencies and nonprofit organizations that serve SSI and SSDI beneficiaries with disabilities

This information will help individuals to make informed choices about employment or self-employment including:

- ▶ How available work incentives can facilitate their transition into the workforce
- ▶ Information on the impact of earnings on other support programs, such as:
 - Temporary Assistance for Needy Families (TANF)
 - Food Stamps
 - Federal Housing
 - Unemployment Insurance
 - Worker's Compensation
 - Earned Income Tax Credit
 - Health Insurance

CONTACT

Website <https://iowawipa.com/>

Phone 1-866-968-7842

WIPA Project Director: Mistie Johnson

WIPA Coordinator: Tammy Crouch

Des Moines location

Disability Rights Iowa

666 Walnut Street, Suite 1440

Des Moines, IA 50309

Phone (Des Moines) 515-564-0330

Ottumwa location

705 W Main St

Ottumwa, IA 52501

Phone (Ottumwa): 641-682-3403

Y

Your Life Iowa

Your Life Iowa is a source of everyday life support for Iowans who are facing a problem with alcohol, drugs, gambling, mental health or suicidal thoughts or others who care about them. *The Iowa Department of Public Health* has created [YourLifeIowa.org](https://yourlifeiowa.org) so Iowans can call, text, or live chat online to get reliable information and treatment options and find nearby help.

INFORMATION AND REFERRAL

Your Life Iowa can provide information or referral for:

- ▶ Alcohol/Drug Treatment
- ▶ Community Mental Health Centers (CMHC)
- ▶ Drinking Driver Education Classes
- ▶ Mental Health Services
- ▶ Prevention Resources
- ▶ Problem Gambling Treatment
- ▶ Substance Use Evaluation

Your Life Iowa is Iowa's statewide crisis line and help is available 24 hours a day.

FOR IMMEDIATE ASSISTANCE

Call 855-581-8111

Text 855-895-8398

Online <https://yourlifeiowa.org/> and **select "Live Chat"**