New Hampton Resource Booklet

And Surrounding Communities

MercyOne New Hampton Medical Center in cooperation with Families Making Connections, Prairie Lakes Church, the Department of Public Health, MercyOne New Hampton Family Medicine, Fredericksburg Clinic, Colonial Manor, Linn Haven, and New Hampton Nursing and Rehab Center constructed this resource booklet for the purpose of community and staff use. The information in this book was the best available information at the time of release. For an online booklet with links visit: www.mercyone.org/newhampton and enter "Community Resource Guide" in the search function.

To make additions/corrections please contact: MercyOne New Hampton Medical Center Administrative Assistants at 641-394-1659 or 641-394-1660
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ABUSE/NEGLECT

CHILD ABUSE/NEGLECT REPORTING
Phone: 800-362-2178
Address: 1206 S. Main Street, Charles City, IA 50616

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

CEDAR VALLEY FRIENDS OF THE FAMILY
Website https://www.fofia.org/
Crisis Line: 800-410-7233 (SAFE) or 319-352-0037
Address: PO Box 784 Waverly, IA 50677

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

CHILD ABUSE PREVENTION COUNCIL
Chickasaw County:
    Phone: 641-394-2252
Floyd County:
    Website: http://childabuseprevfloyd.wix.com/home
    Phone: 641-228-8030
    Address: Meetings – Trinity Lutheran Church, 223 South Water St, New Hampton, IA 50659
            First Thursday of the month at 9:00 am

Child Abuse Prevention Councils in Chickasaw and Floyd are associated with Prevent Child Abuse Iowa. Our goal is to increase awareness of and combine efforts to reduce/prevent child abuse. Through the council, PCA Iowa partially funds programs such as Families Together, which provides in-home services for families with children 0-18 years of age.

Website: http://cishelps.org/
    Domestic Violence Crisis Line: 866-424-9133
    Sexual Assault Crisis Line: 800-479-9071

Floyd:
    Phone: 641-228-0015
    Address: 208 N. Main Street, Charles City, IA 50616

Mitchell:
    Phone: 641-832-8456
    Address: 415 Pleasant Street, Osage, IA 50461

The mission of Crisis Intervention Services is to provide victims of domestic abuse and sexual assault in North Central Iowa with confidential 24 hour services including shelter, safety, support, and education with the assistance of professional staff and trained volunteers. Their services include legal and medical advocacy, shelter, support groups, a 24-hour crisis hotline, counseling and community education.

DEPARTMENT OF HUMAN SERVICES
Phone: 641-228-5713
Address: 1206 S. Main Street, Charles City, IA 50616
HELPING SERVICES FOR YOUTH AND FAMILY
https://www.helpingservices.org/
563-387-1720
PO Box 372
Decorah, IA 52101

IOWA COALITION AGAINST DOMESTIC VIOLENCE
Website: http://icadv.org/
Domestic Violence Hotline: 800-942-0333

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

IOWA COALITION AGAINST SEXUAL ASSAULT
Website: http://www.iowacasa.org/
Iowa Hotline: 800-284-7821
Chickasaw
    Phone: 641-394-6287
Floyd
    Phone: 641-228-0015

Iowa CASA's mission is to unite people and organizations to promote a society free from sexual violence and to meet the diverse needs of survivors.

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

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

SHELTERS FOR ABUSED WOMEN
Chickasaw
    Cedar Valley Friends of the Family
    Phone: 880-410-7233 (SAFE) or 319-352-0037

Floyd and Mitchell
    Crisis Intervention Service
    Phone: 800-479-9071
ADULT SERVICES

CEDAR VALLEY FRIENDS OF THE FAMILY
Cedar Valley Friends of the Family provides free confidential services for persons affected by domestic violence and sexual abuse. Some of the services include a 24-hour crisis line, emergency shelter and transportation, crisis counseling, medical advocacy, legal advocacy, support groups, and transitional housing.
Website: https://www.fofia.org/
Crisis Line: 800-410-7233 (SAFE) or 319-352-0037
Address: PO Box 784 Waverly, IA 50677

DEPARTMENT OF HUMAN SERVICES
Phone: 641-228-5713
Address: 1206 S. Main Street, Charles City, IA 50616

HOPE HOUSE
805 Wisconsin Street
Charles City, IA 50616

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

MIGRANT AND MINORITY ADVOCACY
800-532-1275
http://iowalegalaid.org/

Iowa legal Aid is a non-profit 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.

ALZHEIMER'S/MEMORY CARE UNITS

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<td>Asse Haugen Home, Decorah (VA approved)</td>
<td>563-382-6281</td>
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<td>Cedar Health, Charles City</td>
<td>641-228-1612</td>
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<td>Chautauqua 11th Street, Charles City</td>
<td>641-228-2353</td>
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<td>Good Samaritan Nursing Center, West Union</td>
<td>563-422-3814</td>
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<td>Lexington Place, Keokuk</td>
<td>319-524-2456</td>
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<td>Patty Elwood Center, Cresco</td>
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CASH ASSISTANCE

CHICKASAW COUNTY ASSISTANCE
910 E Main Street
New Hampton, IA 50659
641-394-3426

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

NORTHEAST IOWA COMMUNITY ACTION CORPORATION (NEICAC)
910 East Main Street
New Hampton, IA 50659
641-394-2007

NEICAC provides LIHEAP (Low Income Home Energy Assistance Program) which offers assistance with heating bills during the winter months, emergency fuel deliveries and assistance with repairs or replacement of furnaces.

SALVATION ARMY
115 North Broadway Ave
New Hampton, IA 50659
641-394-4331

Provides emergency financial assistance (up to $40), emergency shelter and food and nutrition programs.
CHILDREN AND FAMILIES

BIG BROTHERS, BIG SISTERS OF NORTHEAST IOWA
25 ½ E Main Street, New Hampton, IA 50613
641-394-2414

BRIDGES MENTORING PROGRAM
www.bridgesmentoring.com
641-732-3566
PO Box 131, Osage, IA 50461

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

CARING CONNECTIONS MENTORING PROGRAM
(Combined with Big Brothers Big Sisters)
http://caringconnections-mac.yolasite.com/
641-257-6160
500 North Grand Avenue, Charles City, IA 50616

Community based mentoring program serving the Charles City, RRMR and Nora Springs school districts.

CATHOLIC CHARITIES
http://www.catholiccharitiesdubuque.org
641-424-9683

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

CEDAR RIVER COMPLEX
http://www.cedarrivercomplex.com/
641-832-3600
809 Sawyer Drive, Osage, IA 50461

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

CHICKASAW COUNTY ASSISTANCE
641-394-3426
910 East Main Street, New Hampton, IA 50659

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

CHICKASAW WELLNESS COMPLEX
http://www.wellnesscomplex.com/
641-394-5433
1050 West Hamilton, New Hampton, IA 50659

The CWC offers a variety of classes and programs for all ages at their wellness and recreational facility.
CHILD CARE RESOURCE AND REFERRAL
http://iowacrrr.org/
Providers: 641-394-4894
Parents: 855-299-0499
910 East Main Street, New Hampton, IA 50659

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

CHILD SUPPORT RECOVERY UNIT
https://secureapp.dhs.state.ia.us/CustomerWeb/
888-229-9223 or 641-424-1147
22 North Georgia, Mason City, IA 50401

Child Support Recovery Unit provides information about state assistance while enforcing child support payments. Be prepared to wait on hold for a short period as high volumes of calls are received each day.

CHILDREN AT HOME
888-IAKIDS1

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

CONNECTING FAMILIES
641-228-5713
112 East Spring Street, New Hampton, IA 50659

A parent and child interaction group offered in the community for the parents of children ages 0-10. The group is held on the second Monday of the month 5:30-7:00 pm. A meal is provided at each meeting at no cost to participants.

COURT APPOINTED SPECIAL ADVOCATE PROGRAM (CASA)
http://childadvocacy.iowa.gov/
Chickasaw: 800-242-5100   Kerry.Brennan@ida.iowa.gov
Floyd and Mitchell: 866-295-5262

The Court Appointed Special Advocate Program (CASA) commissions trained community volunteers to serve as an effective voice in court for abused and neglected children, strengthening efforts to ensure that each child is living in a safe, permanent, and nurturing home. CASA volunteers are appointed by a judge to assess all aspects of the assigned child's life, prepare detailed reports to the Court and monitor the Court's orders.

EARLY ACCESS (0-36 MONTHS)
http://www.aea267.k12.ia.us/
800-542-8375
3712 Cedar Heights Drive, Cedar Falls, IA 50613

Early Access is a partnership for families and children ages 0-3 to provide a working relationship between staff and parents to help identify, coordinate, and recognize necessary services for children to grow and develop. The family and providers work together to identify and address specific family concerns and priorities as they relate to the child's overall growth and development.
FADSS (FAMILY DEVELOPMENT AND SELF-SUFFICIENCY PROGRAM)
http://www.nicao-online.org/
Chickasaw: 641-394-2007 or 563-32-8436
910 East Main Street, New Hampton, IA 50659
Floyd and Mitchell: 800-873-1899
603 Beck Street, Charles City, IA 50616
FADSS is a voluntary support program for families who are enrolled in FIP (Family Investment Program) and who are working with PROMISE JOBS. The program includes home visits, family goal planning, family advocacy, and special needs.

FAMILIES FIRST COUNSELING SERVICES
http://www.families-first.net
319-433-0395
111 Plaza Circle, Waterloo, IA 50701
A family-centered service provider in north central Iowa. Services include individual services, family counseling, crisis intervention, and psychological testing.

FAMILY INVESTMENT PROGRAM
800-532-1275
Provides cash assistance to needy families as they become self-supporting so that children may be cared for in their own homes or in the homes of relatives.

FAMILIES TOGETHER/LSI
641-228-8030
PO Box 661, 705 3rd Avenue, Charles City, IA 50616
Families Together is an in-home visitation program dedicated to strengthening and preserving the family. Families Together staff can help with skill development to help cope with family demands, referrals to community resources, creative ways to interact with your child, guidance and support, and other services that are useful to area families. This is a voluntary and free service.

FAMILY PLANNING SERVICES
Chickasaw: 563-382-8436 305 Montgomery Street, Decorah, IA 52101
Floyd and Mitchell: 800-657-5856 200 Hardwood Drive, Charles City, IA 50616
Family planning services include birth control counseling and exams, pregnancy testing and counseling, pap smears, sexually transmitted disease treatment, and genetic counseling referrals.

FMC FAMILY SUPPORT
641-228-3853
603 Beck Street, Charles City, IA 50616
FMC Family Support is a home visitation program serving pregnant women and children age 0-3. Home visitors provide parent education, age appropriate toys and activities, guidance and support.

FOUR OAKS COMMUNITY BASED
641-423-3222 x 4803
980 South Iowa Avenue, Mason City, IA 50401
FRANCIS LAUER – A YSS ORGANIZATION
641-423-7362
50 North Eisenhower Avenue, Mason City, IA 50401
Francis Lauer provides services to children and families including:
Child Welfare Emergency Services/Shelter
Boys Day Program/Girls Day Program
Community Services
Outpatient Services

HEAD START
641-394-4512
201 North Locust Ave, New Hampton, IA 50659
Aims to provide comprehensive early childhood education, health, nutrition, and parent involvement services to low-income children and their families.

IFAPA (IOWA FOSTER AND ADOPTIVE PARENTS ASSOCIATION)
http://www.ifapa.org/
800-277-8145
6864 N.E. 14th Street, Suite 5, Ankeny, IA 50023
IFAPA empowers, supports, and advocates for foster, adoptive and kinship families in Iowa. IFAPA provides training, peer support and resources to promote safety, permanency, and well-being for Iowa's children.

INTEGRATED RESPONSE
641-228-0113
Integrated Response provides an intensive service option for community schools and the general public when responding to crisis contracts involving children who are at risk of out-of-home placement. The goal of this program is to decrease the number of family foster or shelter placements for youth, to prevent families from entering the traditional DHS/JCS services, and to be a potential referral source for those families whose abuse is not confirmed but have moderate to high risk for abuse.

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

IOWA KIDSNET
www.iowakidsnet.com
800-243-0756
Iowa KidsNet is a statewide partnership of six Iowa agencies dedicated to the safety and permanency of children and families through foster care, adoption and reunification with birth families. We offer free support services to foster and adoptive families.
LEARNING CONNECTION
641-390-1890
Various locations in Charles City, Osage, and St. Ansgar
The Learning Connection is a program that recognizes and supports parents as their child's first and most important
teacher. Weekly classes are offered in the Charles City, Osage, and St. Ansgar Community School Districts that enhance
children's development during the early years of life while strengthening families through the education and support of all
parents by encouraging the healthy growth and development of their children and preventing child abuse and neglect.

MATERNAL AND CHILD HEALTH PROGRAM
800-657-5856 for an appointment
1010 South Grand, Suite 1, Charles City, IA 50616

Chickasaw Maternal and Child Health Allen Women's Health Clinic
1-800-435-2640

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

PARENT PARTNERS
641-420-8706

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

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

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

SAFE HAVEN FOR NEWBORNS
http://safehaven.tv/states/iowa/
888-510-2229

The Safe Haven Act allows parents or someone else who has the parent's permission to leave a newborn up to the age of
14 days at a hospital or healthcare facility, which includes residential care setting, nursing facilities, and places for persons
with mental illness or mental retardation, without any fear of prosecution.

WIC-CHICKASAW (WOMEN, INFANTS, AND CHILDMREN)
Operation Threshold, Waterloo, IA
319-291-2065
Chickasaw County-3rd Thursday of the month
260 East Prospect Street
New Hampton, IA 50659
WIC (WOMEN, INFANTS AND CHILDREN) SUPPLEMENTAL FOOD PROGRAM
http://idph.iowa.gov/wic
800-657-5856
100 1st Street N.W. Suite 200, Mason City, IA 50401

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

YMCA
http://www.charlescityymca.com/
641-228-2254
800 Hulin Street, Charles City, IA 50616
COUNSELING AND MENTAL HEALTH SERVICES

CATHOLIC CHARITIES
http://www.catholiccharitiesdubuque.org
641-424-9683

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

CEDAR VALLEY MENTAL HEALTH CENTER
319-352-2064
111 10th Street, Waverly, IA 50677

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

COUNTY SOCIAL SERVICES
Chickasaw 641-394-3426
Floyd 641-257-6363
Mitchell 641-832-2615 x 30
24 North Chestnut Street, New Hampton, IA 50659

Provides financial support for mental health and disability services programs to individuals in North Central and Northeastern Iowa.

COUNSELING AND FAMILY CENTERED SERVICES
641-394-2505
951 N. Linn Ave. Suite 3
New Hampton, IA 50659

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

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

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

FRANCIS LAUER – A YSS ORGANIZATION
641-423-7362
50 North Eisenhower Avenue, Mason City, IA 50401
Francis Lauer provides services to children and families including:
Child Welfare Emergency Services/Shelter
Boys Day Program/Girls Day Program
Community Services
Outpatient Services
MENTAL HEALTH AMERICA  
http://mentalhealthamerica.net  
800-969-6642  

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

NORTHEAST IOWA FAMILY COUNSELING  
641-229-5002  
New Hampton, IA 50659  

PATHWAYS BEHAVIORAL AND MENTAL HEALTH SERVICES  
602 S. Washington Ave  
Fredericksburg, IA 50630  
563-237-5300  

SENIOR LIFE SOLUTIONS  
308 North Maple Ave  
New Hampton, IA 50659  
641-394-1627  

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

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

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

CHILDREN AT HOME
641-228-5713
1206 South Main Street, Charles City, IA 50616

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

PRAIRIE VIEW INC
641-394-2391
2275 South Linn Ave, New Hampton, IA 50659

Provides high quality services to persons with disabilities to support choice, growth, communication, and community participation. Services include residential treatment, supported community living and home and community-based care for individuals with intellectual disability and illness.

COMPREHENSIVE SYSTEMS
641-228-4842
1700 Clark Street, Charles City, IA 50616

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

COUNTY SOCIAL SERVICES
Chickasaw  641-394-3426
Floyd  641-257-6363
Mitchell  641-832-2615 x 30
260 East Prospect Street, New Hampton, IA 50659

Provides financial support for mental health and disability services programs to individuals in North Central and Northeastern Iowa.

IOWA VOCATIONAL REHABILITATION SERVICES (IVRS)
641-422-1551
600 South Pierce Ave, Mason City, IA 50402

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

NORTH STAR COMMUNITY SERVICES
Chickasaw:  641-394-4535
Floyd:  641-228-2837
951 North Linn, Suite 8, New Hampton, IA 50659

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

**CHARLES CITY**
- Home Care Medical Supply ......................................................... 641-228-7537

**CRESKO**
- Home Medical Equipment (Community Health Services) ..................... 563-547-2101
- Home Care Helping Hand .......................................................... 800-632-0056

**DECORAH**
- American Home Patient .................................................................. 563-382-8477

**MASON CITY**
- American Home Patient .................................................................. 641-423-7500
- MercyOne Home Care ..................................................................... 641-422-6444

**NEW HAMPTON**
- Bennett Pharmacy ........................................................................... 641-394-4156
- Shopko ............................................................................................ 641-394-4748

**WATERLOO**
- Allen Medical Equipment ............................................................... 319-833-6050
- American Home Patient ................................................................. 319-234-1705
- Aprea Health Care .......................................................................... 319-232-1525
- Kimball Ave. Drug ......................................................................... 319-234-6673
- Lincare ............................................................................................ 319-232-1770
- HyVee Home Medical/NuCara Home Medical Services ..................... 319-287-8087
EDUCATION

SCHOOL DISTRICTS

CENTRAL SPRINGS
http://www.centralsprings.net/
641-749-5309
509 N. Iowa Street, Nora Springs, IA 50458

CHARLES CITY
Public Schools
http://www.charlescityschools.org/
641-257-6500
500 North Grand Ave, Charles City, IA 50616

Carrie Lane Alternative School
641-426-5975
502 North Jackson Street, Charles City, IA 50616

FREDERICKSBURG
Sumner/Fredericksburg Middle and Elementary Schools
http://www.sfcougars.k12.ia.us/
563-237-5364
401 East High Street, Fredericksburg, IA 50630

NASHUA-PLAINFIELD
http://www.nashua-plainfield.k12.ia.us/
641-435-4835
612 Greeley Street, Nashua, IA 50658

NEW HAMPTON
http://www.new-hampton.k12.ia.us/
641-394-2134
710 West Main Street, New Hampton, IA 50659

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

OSAGE
https://www.osageschools.com/
641-732-5381
820 Sawyer Drive, Osage, IA 50461

RICEVILLE
641-985-2288
912 Woodland Ave, Riceville, IA 50466

SAINT ANSGAR
http://www.st-ansgar.k12.ia.us/
641-713-4681
206 East 8th Street, St. Ansgar, IA 50472
EARLY HEAD START, HEADSTART AND PRESCHOOL

CHILD CARE RESOURCE AND REFERRAL
http://iowacrr.org/
Providers: 641-394-4894
Parents: 855-299-0499
910 East Main Street, New Hampton, IA 50659

HEAD START
Charles City
641-228-4515
603 Beck Street, Charles City, IA 50616
New Hampton
641-394-4512
201 North Locust, New Hampton, IA 50659
Osage
641-494-1891
515 Chase, Osage, IA 50461

PRE SCHOOL
Central Preschool- Charles City
https://www.facebook.com/Central-Preschool-124186424280779/
641-228-6803
601 Milwaukee Street Suite 1, Charles City, IA 50616
New Hampton-The Learning Center
641-394-2517
206 West Main St, New Hampton, IA 50659
Rockford Preschool
http://www.rockford.k12.ia.us/
641-756-3508
1460 Highway 147, Rockford, IA 50468
St. John Christina Preschool-Charles City
http://sjcpreschool.org/
641-228-7274
200 South Main Street, Charles City, IA 50616

AEA EDUCATION AGENCIES

AEA 267
319-352-5991
106 16TH Street S.W., Waverly, IA 50677

EARLY ACCESS (0-36 MONTHS)
800-542-8375
3706 Cedar Heights Drive, Cedar Falls, IA 50613

KEYSTONE AEA-NEW HAMPTON FIELD OFFICE
641-394-2162
805 North Canty Avenue, New Hampton, IA 50659
COLLEGES AND CONTINUING EDUCATION

BUENA VISTA UNIVERSITY
800-383-2821
610 West 4th Street, Storm Lake, IA 50588
800-798-8764
500 College Drive, Mason City, IA 50401 (Located in the Activity Center)

HAWKEYE COMMUNITY COLLEGE
www.hawkeyecollege.edu
319-296-2320
1501 E. Orange Rd
Waterloo, IA 50704-8015

ISU EXTENSION AND OUTREACH
Chickasaw 641-394-2174
104 East Main Street, New Hampton, IA 50659
Floyd 641-228-1453
112 North Main Street, Charles City, IA 50616
Mitchell 641-732-5574
315 Main Street, Osage, IA 50461

PURDUE UNIVERSITY GLOBAL
641-423-2530
2570 4th St S.W., Mason City, IA 50401

NIACC GED PROGRAM
888-466-4222
500 College Drive, Mason City, IA 50401
641-228-4634
200 Harwood, Charles City, IA 50616

NICC-NORTHEAST IOWA COMMUNITY COLLEGE
563-562-3263
1625 Hwy 150
Calmar, IA 52132

NORTH IOWA AREA COMMUNITY COLLEGE
641-423-1264 or 888-466-4222
500 College Drive, Mason City, IA 50401

WARTBURG
800-772-2085
100 Wartburg Ave, Waverly, IA 50677

EDUCATIONAL OPPORTUNITY CENTER PROGRAM (EOC)
319-273-2311

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

ALTA VISTA PUBLIC LIBRARY
https://www.altavista.lib.ia.us/
641-364-6009
203 S White Ave, Alta Vista, IA 50603

CHARLES CITY PUBLIC LIBRARY
http://www.charles-city.lib.ia.us/
641-257-6319
106 Milwaukee Mall, Charles City, IA 50616

ELMA PUBLIC LIBRARY
https://www.elma.lib.ia.us/
641-393-8100
710 Busti Ave, Elma, IA 50628

FREDERICKSBURG PUBLIC LIBRARY
https://www.fredericksburg.lib.ia.us/
563-237-6498
138 W Main St, Fredericksburg, IA 50630

NASHUA PUBLIC LIBRARY
http://www.nashua.lib.ia.us/
641-435-4635
220 Brasher Street, Nashua, IA 50659

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

NORA SPRINGS PUBLIC LIBRARY
http://www.youseemore.com/nile/NoraSprings/
641-749-5569
45 North Hawkeye Ave, Nora Springs, IA 50458

OSAGE PUBLIC LIBRARY
https://sites.google.com/site/osagepl/
641-732-3323
406 East Main Street, Osage, IA 50461

ROCKFORD PUBLIC LIBRARY
http://www.rockford.lib.ia.us/
641-756-3725
202 West Main Ave, Rockford, IA 50468

RUDD PUBLIC LIBRARY
http://www.rudd.lib.ia.us/
641-395-2385
308 Chickasaw Street, Rudd, IA 50471
ELDERLY SERVICES

ABCM HEALTHY LIVING HOME CARE, A SERVICE OF COLONIAL MANOR OF ELMA
www.abcmcorp.com
641-430-6653
407 9th St. Elma, IA 50628

Providing a variety of services as needed for families and other caregivers in the Elma area and surrounding communities. Services include but not limited to homemaker, companionship, and personal care. Respite and transportation services are also available for clients.

ADULT ABUSE HOTLINE
http://dhs.iowa.gov/dependent_adult_abuse
800-362-2178

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

ALZHEIMER'S ASSOCIATION-GREATER IOWA CHAPTER
800-738-8071

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

CHARLES CITY FOSTER GRANDPARENT PROGRAM
641-257-6327
624 North Main Street, Charles City, IA 50401

The mission of the Foster Grandparent Program is to bring together an elderly person and a young child in specific ways that help each to grow in giving, caring, and learning. The Charles City Foster Grandparent Program (FGP) has been in existence in North Central Iowa for the past 40 years and sponsored by the City of Charles City for the past 22 years. They focus on helping children meet their developmental and educational needs in reading, spelling, mathematics, writing, and social skills. Foster grandparents volunteering in day care centers promote infant and toddler development in the area of trusting relationships with adults. This enables the children to grow up to believe in themselves and become confident learners. To be eligible for the Foster Grandparent Program you must be at least 55 years of age, meet an income guideline, and like being with and helping children.

CHICKASAW COUNTY PUBLIC HEALTH AND HOME CARE SERVICES
http://www.chickasawcoica.org/nursing
260 East Prospect St, New Hampton, IA 50659

Provides a variety of nursing services to citizens living in Chickasaw County. Chickasaw Public health believes that each client, family and the community have the right to high quality, safe and efficient home health care provided by competent nursing professionals within the constraints of available resources.
ELDERBRIDGE AGENCY ON AGING
http://www.elderbridge.org/
641-424-0678 or 800-243-0678
22 North Georgia Suite 216, Mason City, IA 50401

Elderbridge Agency on Aging provides free, one-on-one assistance to people with Medicare and their families via telephone and face-to-face sessions, public education presentations and other programs.

EXTENDED CARE FACILITIES
Chickasaw County
Linn Haven Rehab and Health Care (New Hampton Care Center)........... 641-394-3151
New Hampton Nursing and Rehabilitation Center .......................... 641-394-4153

Floyd County
Cedar Health (Charles City) Alzheimer's Unit ............................ 641-228-1612
Chautauqua Nursing (Charles City)
   Skilled Nursing Facility/Alzheimer's Unit (11th Street).............. 641-228-2583
   Skilled Nursing Facility (9th Street) .................................. 641-228-5351

Mitchell County
Faith Lutheran Home Inc. (Osage) ........................................ 641-732-5511
Good Samaritan Society (Osage) ......................................... 641-713-4912
Osage Rehab ................................................................. 641-732-5520
Riceville Community Rest Home ........................................ 641-985-2606

HOSPICE OF NORTH IOWA
641-428-6208
232 2nd Street S.E., Mason City, IA 50401

Hospice of North Iowa provides compassionate care for all those affected by end of life. Services include medical and nursing care, emotion and spiritual counseling, hospice aide service, volunteer services and bereavement follow-up. Hospice of North Iowa is a health care program that supports patients and their families in caring for their loved ones. Hospice care does not cure the disease, but provides comfort and relief from pain and other symptoms. People of all ages in the last months of life and with any disease may receive hospice care.

LEGAL HOTLINE FOR OLDER IOWANS
https://www.iowaaging.gov/legal-hotline-older-iowans
800-992-8161

The Legal Hotline provides legal advice and other services to Iowans who are 60 or older. You can get legal information and advice about most non-criminal issues, including: Consumer and Finance (home repairs, debt problems, telephone and utility issues), housing, family law, grandparent visitation and other issues, individual rights (guardianships, privacy, elder abuse), wills and life planning, health care (Medicaid, prescriptions, health care directives, and insurance), public benefits (social security, Medicaid, elderly property tax credit, energy assistance), nursing home and long term care (resident rights, paying for care). The Hotline's services are free and confidential.

LIFELONG LINKS
https://lifelonglinks.org/
866-468-7887

Iowa's resource for older adults, adults with disabilities, veterans and their caregivers who are planning for long-term independent living. The goal is to connect people to local service providers who can help maintain independence at home or in the community of patient's choice.
MEALS ON WHEELS
Charles City .............................................. 641-228-6830
New Hampton ......................................... 641-394-3173
MOMS Meals http://www.momsmeals.com 866-971-6667
Naomi's Kitchen http://www.naomiskitchen.com 319-665-4707
Sister's Home Style Entrees www.sisterentrees.com 515-332-1928

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

MEDICARE
Social Security Administration
General Information and Services
317 Washington Street, Decorah, IA 52101
319-382-2924 or 800-772-1213

For general Medicare information, ordering Medicare booklets, and information about health plans, you may contact the helpline 24 hours, 7 days a week for assistance.
800-633-4227
Medicare B Hotline 800-712-3000
https://www.medicare.gov/forms-help-and-resources/contact/contact-medicare.html

NORTHEAST IOWA AGENCY ON AGING
http://www.nei3a.org/
Decorah 563-382-2941 or 800-233-4603
Waterloo 319-272-2244 or 800-779-8707

NEI3A coordinates services for individuals to help them maintain the independence they desire. Services we provide include option counseling, case management, meal programs, caregiver support, respite services, consumer protection, evidence base health programs, and advocacy. The mission of HVAAA is to empower older persons to live safe and independent lives with dignity, purpose, and self-determination.

PUBLIC HEALTH/HOME HEALTH CARE
Chickasaw
http://www.chickasawhealth.org/
641-394-4053
260 East Prospect Street, New Hampton, IA 50659

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

Mitchell
http://www.mchcpsh.com/
641-832-3500
415 Pleasant Street, Suite 100, Osage, IA 50461

Home Health is dedicated to enabling people to be self-supporting and self-sufficient, stabilization of families, preventing inappropriate institutionalization, and protecting vulnerable children and adults. The Home Health Care Aide program provides a full range of supportive services in your home so you can go about your activities of daily living.
The Charles City Senior Center provide a number of resources and activities for senior citizens, including blood pressure clinics, fitness classes, income tax counseling, congregate meals, holiday gatherings and a number of other programs.

SOCIAL SECURITY ADMINISTRATION
Social Security Administration
800-772-1213 or 866-365-6708
625 Village Green Drive, Mason City, IA 50401

The Social Security Administration pays retirement, disability and survivors' benefits to workers and their families and administers the Supplemental Security Income program. They also issue Social Security numbers.
EMPLEYMENT

AARP-SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM
641-423-6827
600 South Pierce Ave, Mason City, IA 50401
Employment program through Iowa Workforce Development.

AMERICAN INDUSTRIAL STAFFING
www.ai-staffing.com
641-424-5277
610 South Washington Ave, Mason City, IA 50401
American Industrial Staffing is a temporary staffing agency that specializes in industrial staffing.

EXPRESS EMPLOYMENT PROFESSIONALS
www.expresspros.com/masoncityia
641-423-5613
1411 4th Street S.W. Mason City, IA 50401

IOWA VOCATIONAL REHABILITATION SERVICES (IVRS)
http://www.ivrs.iowa.gov/index.html
641-422-1551
600 South Pierce, Mason City, IA 50401

The Iowa Vocational Rehabilitation Services (IVRS) is a Partner agency with the Iowa Workforce Development Office One-Stop Center. IVRS provides counseling and guidance, training, and job placement assistance for persons identified as having a diagnosed disability.

IOWA WORKS CENTER
www.iowaworkforce.org
641-424-1524
60 South Pierce Ave, Mason City, IA 50401

KELLY SERVICES
www.kellyservices.us
641-421-7430
1314 4th Street S.W. Suite 105, Mason City, IA 50401

MANPOWER INC. JOBS
www.manpower.us
641-421-7430
1314 4th Street S.W. Suite 105, Mason City, IA 50401

MASTERSON STAFFING SOLUTIONS
www.mastersonstaffing.com
641-423-1830
202 1st St. S.E. #112, Mason City, IA 50401
PROMISE JOBS
https://www.iowaworkforcedevelopment.gov/promise-jobs
800-392-2230 or 641-422-1528
600 South Pierce Avenue, Mason City, IA 50401

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

UNEMPLOYMENT INSURANCE SERVICE CENTER
https://www.iowaworkforcedevelopment.gov/file-claim-unemployment-insurance-benefits
877-891-5344

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

BETHANY ALLIANCE CHURCH
http://www.bethanyalliance.com/
641-228-1318
1100 Clinton, Charles City, IA 50616

CALVARY BAPTIST CHURCH
http://bytheblood.org/
641-228-5362
703 Milwaukee Street, Charles City, IA 50616

COLWELL UNITED OF CHRIST CHURCH
641-257-1119

CONGREGATIONAL CHURCH
641-228-5310
502 North Jackson, Charles City, IA 50616

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

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

FIRST CHRISTIAN CHURCH
641-228-4479
807 S. Main, Charles City, IA 50616

FIRST WESLEYAN CHURCH
641-228-3182
913 South Main Street, Charles City, IA 50616

GOOD SHEPHERD CATHOLIC CLUSTER
641-394-2105
313 West Court Street, New Hampton, IA 50659

GRACE EPISCOPAL CHURCH
641-228-4519
902 5th Avenue, Charles City, IA 50616

HARVEST CHURCH
641-394-4380
481 South Linn Avenue, New Hampton, IA 50659

JORDAN RIVER CHURCH
641-257-1119
102 North Main Street, Charles City, IA 50616

MESSIAH LUTHERAN CHURCH
641-228-6772
705 3rd Avenue, Charles City, IA 50616

NEW HAMPTON UNITED METHODIST CHURCH
641-394-2893
201 North Locust Avenue, New Hampton, IA 50659
NEW LIFE COMMUNITY CHURCH
http://www.newlifecharlescity.com/
641-257-2000
1930 Gilbert Street, Charles City, IA 50616

PRAIRIE LAKES BAPTIST CHURCH
641-456-6880
234 South Linn Avenue, New Hampton, IA 50659

REDEEMER LUTHERAN CHURCH
641-394-2296
611 West Court Street, New Hampton, IA 50659

SAUDE JERICO LUTHERAN
https://saudejerico.com/
563) 569-8602
2949 Stevens Trl, Lawler, IA 52154

ST. JOHN'S LUTHERAN CHURCH
http://www.stjohncharlescity.org/
641-228-3397
200 South Main Street, Charles City, IA 50616

TEMPLE BAPTIST CHURCH
http://www.templebaptistcc.com/
641-228-4964
101 L, Charles City, IA 50616

TRINITY LUTHERAN CHURCH
http://trinitylutherannewhampton.org/home.aspx
641-394-2552
223 South Water Avenue, New Hampton, IA 50659

TRINITY UNITED METHODIST CHURCH
http://www.trinity50616.com/
641-228-5368
601 Milwaukee Street, Charles City, IA 50616

WEST ST. CHARLES UNITED METHODIST CHURCH
641-228-5723
2068 March Avenue, Charles City, IA 50616

ZION LUTHERAN CHURCH
641-364-2115
200 S. White Ave, Alta Vista, IA 50603
FINANCIAL ASSISTANCE

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

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

CHICKASAW COUNTY VETERANS AFFAIRS
641-394-3232
910 East Main Street, New Hampton, IA 50659

COMMUNITY ACTION 641-394-2007

CONSUMER CREDIT COUNSELING SERVICES OF NORTHEASTERN IOWA, INC
http://cccsia.org/
800-714-4388
23 3rd Street, N.W. Suite 100, Mason City, IA 50401

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

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

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

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

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

FREE BANKRUPTCY ADVICE 800-379-0985

FREE FINANCIAL COUNSELING
Schmitt@iastate.edu
641-512-0650

For more information, contact: ISU Extension Family Resource Management Program Specialist.

INDIVIDUAL HOSPITAL COUNTY RELIEF
641-394-3426 or 641-394-3556
24 North Chestnut, New Hampton, IA 50659

IOWA LEGAL AID AND MIGRANT AND MINORITY ADVOCACY
http://www.iowalegalaid.org/about-us
800-532-1275
22 North Georgia Avenue, Suite 2, Mason City, IA 50401
JUSTICE FOR OUR NEIGHBORS (A LEGAL DIVISION OF LEGAL AID)
515-255-9809
1001 Office Park Road, #121, West Des Moines, IA 50265

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

MITCHELL COUNTY GENERAL ASSISTANCE
641-832-2615 x 30
415 Pleasant Street, Osage, IA 50461

General assistance provides financial assistance to those in need with income restrictions.

NORTHEAST IOWA COMMUNITY ACTION
641-394-2007
910 East Main Street, New Hampton, IA 50659

NORTH IOWA COMMUNITY ACTION ORGANIZATION
641-423-7766 or 800-873-1899
1190 Briarstone Drive, Mason City, IA 50401

SHIPP ................................................................. 641-394-1626

SMALL BUSINESS DEVELOPMENT
http://www.niacc.edu/pappajohn/
641-422-4342
500 College Drive, Mason City, IA 50401

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

SOCIAL SECURITY OFFICE (Decorah) .............................................. 563-382-2924

STUDENT LOAN RELIEF ................................................. 855-693-3356

UNEMPLOYMENT COMPENSATION
http://www.iowaworkforce.org/
641-422-1524
600 South Pierce Avenue, Mason City, IA 50401

Unemployment insurance replaces part of the income workers lose when they become unemployed through no fault of their own. Anyone who is no longer working, or is working substantially fewer hours, and has worked and earned wages in work covered by unemployment insurance (this determination is made by Iowa Workforce Development) in the last 15-18 months may file an application for unemployment insurance benefits.

UNIVERSITY OF IOWA LEGAL CLINIC
319-335-9023

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

USDA RURAL DEVELOPMENT .............................................. 319-352-1715

VOCATIONAL REHAB .................................................. 712-262-9585
FOOD ASSISTANCE

CHICKASAW COUNTY FOOD PANTRY
641-394-5454
417 North Sherman Road, New Hampton, IA 50659

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

CHICKASAW COUNTY RELIEF
641-394-3426
910 East Main Street, New Hampton, IA 50659

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

MEALS ON WHEELS
641-228-6830

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

SALVATION ARMY
641-228-3397
200 South Main Street
Charles City, IA 50616

Provides emergency financial assistance (up to $40), emergency shelter, and food and nutrition programs.

SHARE IOWA PROGRAM
http://www.shareiowa.com
641-394-5906
112 East Spring Street, New Hampton, IA 50659

Share Iowa Program provides quality food packages at a reduced cost for those who join and volunteer their time. By volunteering at least two hours a month, you are eligible to purchase food packages provided. Food stamps are accepted. Orders need to be pre-purchased. Call or go online for delivery dates and times.

WOMEN, INFANTS, AND CHILDREN (WIC) SUPPLEMENTAL FOOD PROGRAM
http://www.Idph.state.ia.us/wic/families.asp

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

ABCM HEALTHY LIVING HOME CARE, A SERVICE OF COLONIAL MANOR OF ELMA

www.abcmcorp.com
641-430-6653
407 9th St. Elma, IA 50628

Providing a variety of services as needed for families and other caregivers in the Elma area and surrounding communities. Services include but not limited to homemaker, companionship, and personal care. Respite and transportation services are also available for clients.

ALLEN WOMEN’S HEALTH-UNITY POINT HEALTH

319-235-3941
1825 Logan Avenue, Waterloo, IA 50703

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

AMERICAN CANCER SOCIETY

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

The American Cancer Society (ACS) is committed to fighting cancer through balanced programs of research, education, patient service, advocacy, and rehabilitation. The ACS provides information and advocacy along with community programs of prevention and cancer control.

AMERICAN DIABETES ASSOCIATION

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

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

CARING PREGNANCY CENTER

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

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

CHARLES CITY FAMILY HEALTH CENTER

641-228-5151
1501 South Main Street, Suite 1, Charles City, IA 50616
CHICKASAW COUNTY PUBLIC HEALTH HOME CARE SERVICES
http://www.chickasawcoia.org/nursing/
641-394-4053
260 East Prospect Street, New Hampton, IA 50659

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

DENTAL SERVICE FOR CHILDREN (I-SMILE)
Chickasaw
319-415-5908
1407 Independence Ave, 5th Floor, Waterloo, IA 50703

Floyd/Mitchell
800-657-5856
100 1st Street N.W. Suite 200, Mason City, IA 50401

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

FAMILY PLANNING SERVICES
Chickasaw
641-394-2007 or 563-382-8436
910 East Main Street, New Hampton, IA 50659

Floyd and Mitchell
800-657-5856
100 1st Street N.W. Mason City, IA 50401

Family planning services include birth control counseling and exams, pregnancy testing and counseling, pap smears, sexually transmitted disease treatment, and genetic counseling referrals.

FLOYD COUNTY AREA FAMILY PRACTICE
641-257-1184
1501 South Main Street, Suite 6, Charles City, IA 50616

FLOYD COUNTY MEDICAL CENTER
http://www.fcmc.us.com/
641-228-6830
800 11th Street, Charles City, IA 50616

FCMC provides inpatient and skilled nursing care, as well as numerous outpatient services, including diabetic education, nutritional therapy, enterostomal therapy, physical therapy, speech and occupational therapy, laboratory, and radiology services. FCMC outpatient specialty clinic offers cardiology, endocrinology, ENT, nephrology, orthopedics, podiatry, and urology services.

FREDERICKSBURG FAMILY HEALTH CLINIC
Dr. Lucas Brinkman
563-237-5316
115 Schult Ridge Road, Fredericksburg, IA 50630

Fredericksburg Family Health Clinic is committed to providing patients with convenient access to high-quality health care.
HAWK-I HEALTH CARE COVERAGE FOR KIDS PROGRAM
http://www.hawk-i.org/
800-257-8563

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

HIV/AIDS HELPLINE
888-232-4636

24/7. Current information about organizations that provide HIV/AIDS, Viral Hepatitis, STI and TB services, education materials, and funding resources.

HOSPICE OF NORTH IOWA
800-297-4719 or 641-428-6208
232 2nd Street, S.E., Mason City, IA 50401

Hospice of North Iowa provides compassionate care for all those affected by end of life. Services include medical and nursing care, emotion and spiritual counseling, hospice aide service, volunteer services and bereavement follow-up. Hospice of North Iowa is a health care program that supports patients and their families in caring for their loved ones. Hospice care does not cure the disease, but provides comfort and relief from pain and other symptoms. People of all ages in the last months of life and with any disease may receive hospice care.

IOWA HEALTHY FAMILIES LINE
800-369-2229

24/7 Hotline to assist families with finding resources for childcare, birth control, domestic abuse, maternal and prenatal care, postpartum depression and STI.

IMMUNIZATION CLINIC
Chickasaw
http://www.chickasawhealth.org/
641-394-4053
260 East Prospect Street, New Hampton, IA 50659

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

Mitchell
http://www.mchhcph.com/
641-832-3500
415 Pleasant Street, Suite 100, Osage, IA 50461

Immunizations are medicines children get when they are very young. They protect children from getting many serious diseases and are administered by shots. The clinics provide necessary immunizations at a low cost. Please bring previous immunization records to clinics.

LIVING WITH HIV PROGRAM
800-657-5856
100 1st Street N.W. Suite 200, Mason City, IA 50401

The Living with HIV Program provides free support and information services to individuals diagnosed with HIV or AIDS, or those needing general information about HIV/AIDS. Consultations are confidential and vary depending on the needs of the individual.
MATERNAL HEALTH PROGRAM
800-657-5856 for an appointment
1010 South Grand, Suite 1, Charles City, IA 50616

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

MEDICAID/TITLE XIX
641-228-5713
1206 South Main Street, Charles City, IA 50616

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

MERCYONE FAMILY HEALTH LINE
http://www.mercynorthiowa.com/mercy-family-health-line
800-468-0050 or 641-428-7777

Mercy Family Health Line provides registered nurses on the line, day or night. Our nurses bring years of practical experience to your problems. The registered nurses at mercy Family Health Line are available to help with many health questions including physician referral, triage of symptoms, referrals to services within the hospital and the community and other general health questions.

MERCYONE NEW HAMPTON FAMILY MEDICINE
www.mercyone.org/newhampton
641-394-2151
308 North Maple Avenue, New Hampton, IA 50659
Rockford
http://mercynorthiowa.com/rockford
641-756-3303
702 East Main, Rockford, IA 50468

MERCYONE NEW HAMPTON MEDICAL CENTER
http://www.mercyone.org/newhampton
641-394-4121
308 North Maple Avenue, New Hampton, IA 50659

MERCYONE WATERLOO FAMILY MEDICINE
319-352-9500
217 20th Street N.W., Waverly IA, 50677
319-272-5000
2710 St. Francis Drive, Waterloo, IA 50702

Covenant Clinics are available in most metropolitan areas with clinics in other outlying areas. Services include anesthesiology, cardiology, Convenient Care, family practice, pain management, counseling, gastroenterology, geriatrics, gynecology, endocrinology, internal medicine, nephrology, occupational health, oncology/hematology, orthopedics, otolaryngology, pediatric, podiatry, surgery, urology and women's health.
MITCHELL COUNTY REGIONAL HEALTH CENTER
Main Location:
http://www.mcrhc.com/
641-732-6000
616 North 8th Street, Osage, IA 50461

Osage
http://www.mcrhc.com/osage-clinic
866-627-4280 or 641-732-6100
620 North 8th Street, Osage, IA 50461

Riceville
http://www.mcrhc.com/riceville-clinic
641-985-2122
109 Westward Drive, Riceville, IA 50466 (located at the Senior Living Complex)

St. Ansgar
http://www.mcrhc.com/st-ansgar-clinic
866-627-4281 or 641-736-4401
140 West 4th Street, Suite 1, St. Ansgar, IA 50472

Stacyville
http://www.mcrhc.com/stacyville-clinic
641-737-2406
411 South Broad Street, Stacyville, IA 50476

NASHUA CLINIC
http://www.waverlyhealthcenter.org/services/nashua.asp
641-435-4133
80 Amherst Boulevard, Suite 400, Nashua, IA 50658

NASHUA AREA MEDICAL CENTER
641-435-4181
109 Woodbridge Street, Nashua, IA 50658

NORTH IOWA DENTAL CLINIC FOR THE UNINSURED AND UNDERINSURED
641-428-7887 for appointments only
Mercy Medical Center-North Iowa 10000 4th Street S.W., Mason City, IA 50401

POISON CONTROL CENTER
http://www.aapcc.org/
800-222-1222
Services include 24-hour telephone guidance for poison emergencies, poison prevention education, hazard detection and elimination, and health care cost containment. Call immediately for assistance. If a victim is not breathing or is unconscious, call 911 immediately.
PUBLIC HEALTH/HOME HEALTH CARE
Chickasaw
http://www.chickasawhealth.org/
641-394-4053
260 East Prospect Street, New Hampton, IA 50659

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

Mitchell
http://www.mchhcph.com/
641-832-3500
415 Pleasant Street, Suite 100, Osage, IA 50461

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

REGIONAL HEALTH SERVICES OF HOWARD COUNTY
563-547-2101
235 Eighth Avenue West
Cresco, IA 52136

SU FAMILIA
866-783-2645

Su Familia offers Hispanic consumers free reliable and confidential health information in Spanish and English and helps navigate callers through the health system.

VETERANS CLINIC
800-351-4671
520 South Pierce, Suite 150, Mason City, IA 50401
319-235-1230
945 Tower Park Drive, Waterloo, IA 50701

Provides primary ambulatory care, tele-mental health and routine prescriptions processed through the mail for all qualified Veterans.

WIC (WOMEN, INFANTS, AND CHILDREN) SUPPLEMENTAL FOOD PROGRAM
http://idph.iowa.gov/wic
800-657-5856
100 1st Street N.W. Suite 200, Mason City, IA 50401

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

CEDAR VALLEY HOSPICE .......................................................... 319-352-1274
877-485-7081

HOSPICE OF NORTH IOWA (NASHUA ONLY) ............................. 877-574-4788

HOWARD COUNTY COMMUNITY HOSPICE ................................... 563-547-2989

PALMER HOME CARE SERVICES/HEART OF IOWA, WEST UNION ....... 563-422-6267

WINNESHIEK MEDICAL HOME HEALTH AND HOSPICE ............... 563-387-3024

ST CROIX HOSPICE ................................................................. 641-394-2700
855-278-2764

**HOUSING ASSISTANCE**

CHARLES CITY HOUSING AUTHORITY
641-228-6661
501 Cedar Terrace South, Charles City, IA 50616

The Charles City Housing and Redevelopment Authority's (CCHRA) goal is to improve the quality of life for clients by providing affordable housing and building community partnerships with other agencies to provide needed services. The Housing Authority is designed to administer housing assistance programs throughout the city including Section 8 housing.

CEDAR CREST APARTMENTS
641-228-7679
910 13th Street, Charles City, IA 50616

CLARKVIEW APARTMENTS
641-228-6319
2106 Clarkview Drive, Charles City, IA 50616

HIGHLAND TERRACE APARTMENTS
641-228-6319
2105 Clarkview Drive, Charles City, IA 50616

IOWA FORECLOSURE HOTLINE
877-622-4866

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

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

IOWA RENTAL HELP/HOMELESS PREVENTION AND RAPID RE-HOUSING (HPRP)
Chickasaw 641-394-2007
Floyd and Mitchell 641-424-4155 or 866-599-3155
305 Montgomery Street, Decorah, IA 52101

Provides temporary financial assistance and other services to either prevent households from becoming homeless or to help those experiencing homelessness to be re-housed and stabilized. HPRP is focused on housing for the homeless and households at risk of homelessness. Not everyone qualifies for assistance, and household must meet income guidelines and other program requirements in order to qualify for temporary assistance. Home visits are required.
NEW BEGINNINGS OF HOPE FOR WOMEN AND CHILDREN
http://northernlightsshelters.org/
641-423-5920
2 South Adams, Mason City, IA 50401

NORTH IOWA COMMUNITY ACTION (NICAO)
641-423-9028
218 5th Street, S.W., Mason City, IA 50401

FLOYD COUNTY OUTREACH
641-228-2893
603 Beck Street, Charles City, IA 50616

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

NORTHEAST IOWA COMMUNITY ACTION CORPORATION (NEICAC)
641-394-2007
910 East Main Street, New Hampton, IA 50659

NORTHERN LIGHTS HOMELESS SHELTER FOR MEN
http://northernlightsshelters.org/
641-380-0047
307 North Monroe Avenue, Mason City, IA 50401

NORTH IOWA REGIONAL HOUSING AUTHORITY
http://nirha.com/
641-423-0897
202 1st Street, S.E. Suite 203, Mason City, IA 50401

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

OUR BROTHER'S KEEPER
641-228-5368
601 Milwaukee Street, Charles City, IA 50626

Our Brother's Keeper is a Ministry of Trinity United Methodist Church. This ministry is completely funded by donations. Offer assistance with rent or utility bills to those who are in need in our Charles City Community. Clients are seen by appointment only. No deposits or phone bills. May only receive assistance one time per 12-month period. Must be a Charles City resident for a minimum of 6 months.

RURAL DEVELOPMENT HOUSING
641-435-4788
PO Box 129, 36 Chestnut Street, Nashua, IA 50658

For elderly and disabled people, Connor Management provides the latest technology in government housing management. They provide electronic transmission, complete accounting and yearly budgeting, scheduled preventative maintenance, tenant certification and re-certification, completion of all paperwork required by USDA, personal visits to project, and close contact with local boards and residents.
The Salvation Army provides emergency shelter, food, transportation and assistance for people in need.

**SOCIAL CONCERNS COUNCIL**
641-394-2604
1571 Pembroke Ave
New Hampton, IA 50659

Provides rent assistance.

**TRANSIENTS-CHARLES CITY POLICE STATION**
641-228-3366
105 Milwaukee Mall, Charles City, IA 50616

Contact the Police Station for information regarding temporary stay.

**TURNING POINT RURAL HOUSING PROJECT**
Cedar Valley Friends of the Family
[https://www.fofia.org/](https://www.fofia.org/)
800-410-7233 or 319-352-1108
PO Box 784, Waverly, IA 50677

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

IOWA VOCATIONAL REHABILITATION SERVICES (IVRS)
641-422-1551
600 South Pierce Ave, Mason City, IA 50401

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

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

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

PROMISE JOBS
800-392-2230 or 641-422-1524
600 South Pierce Ave, Mason City, IA 50401

Provides work and training services for people in families qualified for Family Investment Program. Services include assessment for job readiness, basic education, post-secondary education, parenting classes, life-skills training, mentoring and family development. The program also pays childcare expenses for people involved in these activities and transportation for participants in activities other than paid work.
FOR ALL EMERGENCY CALLS, CALL 911.
ALL NON-EMERGENCY NUMBERS ARE LISTED BELOW.

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

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

NORA SPRINGS POLICE
641-756-2335
45 North Hawkeye Avenue, Nora Springs, IA 50458

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

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

OSAGE POLICE
http://osagepd.org/
641-732-3777
432 Main Street, Osage, IA 50461

ST. ANSGAR POLICE
641-713-4767
111 South Mitchell Street, St. Ansgar, IA 50472

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

NEW HAMPTON POLICE
641-394-3241
22 South Locust Ave, New Hampton, IA 50659

NASHUA POLICE
641-435-2068
402 Main Street, Nashua, IA 50658
LEGAL RESOURCE

IOWA CHILD ADVOCACY BOARD
641-421-3080
220 North Washington Ave, Mason City, IA 50401

Court appointed Special Advocates are trained volunteers helping abused and neglected children have a voice in court.

IOWA CONCERN HOTLINE
800-447-1985

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

IOWA FORECLOSURE HOTLINE
877-622-4866

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

IOWA LEGAL AID AND MIGRANT AND MINORITY ADVOCACY
www.iowalegalaid.org
800-532-1275

Iowa Legal Aid is a non-profit organization providing legal assistance to low income and vulnerable Iowans.

IOWA PROTECTION AND ADVOCACY SERVICES
515-278-2502
400 East Court Avenue, Suite 300, Des Moines, IA 50310

JUSTICE FOR OUR NEIGHBORS (A LEGAL DIVISION OF LEGAL AID)
515-255-9809
1001 Office Park Road, 3121, West Des Moines, IA 50265

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

LEGAL HOTLINE FOR OLDER IOWANS
800-992-8161
Legal Hotline provides free and confidential service for Iowans 60 years and older who have questions about non-criminal legal matters.

MADD-MOTHERS AGAINST DRUNK DRIVING
http://www.madd.org/
877-MADD-HELP

MADD is a non-profit grass roots organization. Founded by a mother whose daughter was killed by a drunk driver, Mothers Against Drunk Driving (MADD) is the nation's largest non-profit working to protect families from drunk driving, drugged driving and underage drinking. MADD also supports drunk and drugged driving victims and survivors at no charge through local MADD victim advocates and our 24-hour Victim Helpline.
MASON CITY HUMAN RIGHTS
641-421-3618
10 1st Street NE, Mason City, IA 50401

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

NORTH IOWA DISPUTE SETTLEMENT CENTER
800-773-8710
Cerro Gordo County Courthouse, 220 North Washington, Mason City, IA 50401

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

The volunteer Income Tax Assistance Program (TITA) offers free tax help to low-to-moderate income (generally, $50,000.00 and below) people who cannot prepare their own tax returns. Certified volunteers sponsored by various organizations receive training to help prepare basic tax returns in communities across the country. Call to find closest office.
The Gay, Lesbian, Bisexual, Transgender, and Questioning (GLBTQ) National Help Center, founded in 1996, is a non-profit, tax-exempt organization that provides vital peer-support, community connections and resource information to people with questions regarding sexual orientation and/or gender identity.

The oldest and most comprehensive national organization of its type and scope in the United States, providing this critically needed service regardless of age or geographic location. The people who turn to us for help often live in rural and conservative parts of the country and are frequently feeling severely isolated, closeted and despairing, with literally no one else safe to talk to. We provide a safe environment on the phone or internet for people of all ages to discuss issues that they do not feel comfortable talking about anywhere else.

Is a first-of-its-kind digital presence, inclusive of videos, advice, and resources, dedicated exclusively toward helping parents understand their LGBTQ kids.

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

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

**LIFE LINES**

ALLAMAKEE/CLAYTON COUNTY RURAL ELECTRIC ........................................... 888-788-1551
BLACK HAWK COUNTY GOLDEN CARE LIFE LINE (ALLEN HOSPITAL) .... 319-235-3590
BREMER COUNTY CEDAR VALLEY MONITORING ........................................ 800-712-6600
HOWARD COUNTY HAWKEYE TR-COUNTY ELECTRIC FIRST CALL PROGRAM 563-547-3801
PHILLIPS LIFE LINE ..................................................................................... 800-242-1306

Ext. 4695
Hope House provides services based on AA principles. Meetings include Alcoholics Anonymous, Narcotics Anonymous, Co-dependency support group, and Emotions Anonymous.

MAYO REHAB (ROCHESTER) ................................................................. 507-255-4613

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

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

MERCYONE NORTH IOWA ACUTE REHAB UNIT.............................. 641-422-5600

MERCYONE WATERLOO HORIZONS
319-272-2873
2101 Kimball Ave, Suite 200
Waterloo, IA 50702

A family-centered recovery program for drug, alcohol and substance abusers and their families. A wide variety of trained professionals work together to facilitate the treatment program and coordinated approach that addresses the physical, emotional, and spiritual toll taken by drug, alcohol, and substance abuse.

MERCYONE WATERLOO REHAB .................................................... 319-272-7200

PATHWAYS BEHAVIORAL SERVICES-COUNSELING
563-237-5300
602 Washington Ave, Fredericksburg, IA 50630

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

PRAIRIE RIDGE ADDICTION TREATMENT SERVICES
641-228-1477
703 North Main Street, Suite 1, Charles City, IA 50616

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

UNITY POINT HEALTH WATERLOO ............................................ 319-235-3941

SHARPS DISPOSAL

MERCYONE NEW HAMPTON MEDICAL CENTER
641-394-4121
308 North Maple Ave, New Hampton, IA 50659
SOCIAL ORGANIZATION

AMERICAN LEGION POST 174
641-228-2936
PO Box 174, 1108 5th Street, Charles City, IA 50616

AMERICAN LEGION-NEW HAMPTON
641-394-3423

CARNEGIE CULTURAL CENTER
641-394-2354
7 North Water Street, New Hampton, IA 50659

CARRIE CHAPMAN CATT CHILDHOOD HOME – NATIONAL 19TH AMEND SOCIETY
www.catt.org
641-228-3336

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

CHARLES CITY AREA CHAMBER OF COMMERCE
http://www.charlescitychamber.com/
641-228-4234
401 North Main Street, Charles City, IA 50616

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

CHARLES CITY AREA DOLLARS FOR SCHOLARS
www.charlescity.dollarsforscholars.org
641-228-4237
PO Box 684, Charles City, IA 50616

CHARLES CITY AREA FARMERS MARKET
641-228-4234

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

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

CHARLES CITY LIONS CLUB
http://www.cclionsclub.org/
641-527-5683

CHARLES CITY ROTARY CLUB
Club meets Mondays 12:00 pm at the Elks Lodge 2111 Clark Street, Charles City
CHARLES THEATRE/STONY POINT PLAYERS
641-228-3281
405 North Main Street, Charles City, IA 50616

CHICKASAW ATHLETIC BOOSTER CLUB
641-394-5065
710 West Main Street, New Hampton, IA 50659

CHICKASAW COUNTY 4-H
641-394-2174
104 East Main Street, New Hampton, IA 50659

CHICKASAW COUNTY HISTORICAL SOCIETY
Lynn Edson 3009 Gilmore Ave, Ionia, IA 50645

FLOYD COUNTY CHILD ABUSE PREVENTION COUNCIL
http://childabuseprevfloyd.wix.com/home
641-228-8030
Meetings-Messiah Lutheran Church, 705 3rd Ave, Charles City, IA 50616
First Wednesday of the month 11:30-12:30 pm.

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

FLOYD COUNTY IZAAK WALTON LEAGUE
641-228-6378

FOSTER GRANDPARENTS, FLOYD COUNTY
641-257-6327

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

NEW HAMPTON ECONOMIC DEVELOPMENT
641-394-2437
112 East Spring Street, New Hampton, IA 50659

NEW HAMPTON KNIGHTS OF COLUMBUS
Holy Family Parish
641-394-2105

NEW HAMPTON LIONS CLUB
Club Meets 2nd and 4th Thursday each month at 6:30 pm
Pinicon Restaurant, New Hampton

NEW HAMPTON NEW HORIZONS
641-394-2021
15 West Main Street
New Hampton IA 50659
NEW HAMPTON ROTARY
Club meets Thursdays at Pinicon Restaurant, New Hampton at 12:00 pm.

OSAGE ROTARY CLUB
Club meets Wednesdays at 12:00 pm at the Kountry Kupboard in Osage

PAWS FLOYD COUNTY HUMANE SOCIETY
http://www.pawsonline.org/
641-257-0766
303 Shaw Ave, Charles City, IA 50616

RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)
www.niacc.edu/rsvp/
641-422-4303

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

UNITED WAY OF NORTH CENTRAL IOWA
http://www.unitedwaynci.org/
641-423-1774
2911 4th Street S.E. Mason City, IA 50401

VFW CHARLES CITY
641-228-4335
1505 North Grand Ave. Charles City, IA 50616

VFW ALTA VISTA
(641) 394-4094
206 S White Ave, Alta Vista, IA 50603

VFW CHICKASAW COUNTY
Contact person-Derwin Robinson 641-394-3718
ASK (Access for Special Kids) Resource Center is a parent training, information, and advocacy center for families of children with special needs across the state of Iowa. We are a family-drive, 501 (c) (3) non-profit organization whose mission is to empower individuals with disabilities and their family members.

ADULT ABUSE HOTLINE
http://dhs.iowa.gov/dependent_adult_abuse
800-362-2178

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

AEA 267 RIVER HILLS
800-542-8375
2700 Grand Boulevard, Cedar Falls, IA 50613

River Hills School is a public sponsored special school for students with moderate, severe, and profound developmental disabilities. The school serves students from age 3 through age 21.

AMERICANS WITH DISABILITIES ACT
http://www.gpadacenter.org
800-949-4232

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

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

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

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

Caption Call uses advanced technology and a communications assistant to quickly provide written captions of what callers say on a large, easy-to-read screen. It works like a regular telephone—simply dial and answer calls as usual—speak and listen using a phone handset like always.
CHILDREN AND ADULTS WITH ATTENTION DEFICIT DISORDER OF IOWA (CHADD)
http://www.chadd.org
563-263-8476

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

CHILDREN AT HOME PROGRAM
888-IAKIDS1

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

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

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

COUNTY SOCIAL SERVICES
Chickasaw
641-394-3426
260 East Prospect, New Hampton, IA 50659

Floyd
641-257-6140
1206 South Main Street, Charles City, IA 50616

Mitchell
641-832-2615
415 Pleasant Street, Osage, IA 50461

County Social Services provides financial support for mental health and disability services programs to individuals in North Central and Northeastern Iowa.

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

Disability Rights Education and Defense Fund, Inc. (DREDF) is national law and policy center dedicated to protecting and advancing the civil rights of people with disabilities through legislation, litigation, advocacy, technical assistance, and education and training of attorneys, advocates, persons with disabilities, and parents of children with disabilities.
EASTER SEAL SOCIETY
http://ia.easterseals.com/
515-289-1933
401 N.E. 66th Ave, Des Moines, IA 50313

Easter Seals mission is to provide exceptional services to ensure that all people with disabilities or special needs and their families have equal opportunities to live, learn, work and play in their communities. There is also Camp Sunnyside that is open for recreation to all members.

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

The Equal Employment Opportunity Commission (EEOC) provides legislation and advocacy to those experiencing discrimination in the workplace due to race, national origin, color, religion, ethnicity, or disability.

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

Iowa COMPASS is Iowa's free, statewide information and referral service for people with disabilities, their families, service providers, and other members of the community. They maintain information on over 5,500 local, state, and national agencies and programs.

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

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

IOWA VOCATIONAL REHABILITATION SERVICES (IVRS)
www.ivrs.iowa.gov
641-422-1551

A partner agency with Iowa Workforce Development who provides counseling, training and job placement assistance for individuals having a diagnosed disability.

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

The Job Accommodation Network's (JAN) mission is to facilitate the employment and retention of workers with disabilities by providing employers, employment providers, people with disabilities, their family members, and other interested parties with information on job accommodations, self-employment and small business opportunities, and related subjects.
The Learning Disability Association of America is a non-profit organization advocating for individuals with learning disabilities. The group is composed of educators, parents, family members, and individuals with learning disabilities. Support for parents, legislation, referrals and information, and adult issues are some of the services provided.

LIFELONG LINKS
www.lifelonglinks.org
866-468-7887

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

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

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

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

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

NATIONAL CALL CENTER FOR HOMELESS VETERANS
https://www.va.gov/HOMELESS/index.asp
877-24-3838

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

NEW HAMPTON MINISTERIAL ASSOCIATION TRANSIENT FUND
641-394-3121
116 North Chestnut, New Hampton, IA 50659

The Chickasaw County Sheriff's Department administers a voucher system by which the Association assists traveling persons with special needs. The vouchers are distributed only at the Sheriff’s Department. Note: Transient persons may access funds twice only per year.
NORTH STAR COMMUNITY SERVICES  
Chickasaw  
641-394-4535  
951 North Linn, Suite 8, New Hampton, IA 50659  

Floyd  
641-228-2837  
1110 North Grand Avenue, Charles City, IA 50616  

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

OPPORTUNITY VILLAGE  
http://www.oppvill.org/  
641-357-5277  
1200 North 9th Street West, Clear Lake, IA 50428  

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

OUTPATIENT VA CLINIC  
www.centraliowa.va.gov  

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

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

VETERAN'S CRISIS LINE  
www.veteranscrisisline.net  
800-273-8255  

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential toll-free hotline, online chat, or text. Veterans and their loved ones can call 1-800-273-8255 and Press 1, chat online, or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year. Support for deaf and hard of hearing individuals is available.
SUBSTANCE ABUSE

ACCESS TO RECOVERY SERVICES
641-257-1119

Christian based substance recovery services for individuals meeting governmental poverty guidelines.

AL-ANON/ALA-TEEN
http://www.al-anon.alateen.org/
888-4AL-ANON (888-425-2666)

The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength, and hope in order to solve their common problems. Al-Anon believe alcoholism is a family illness and that changed attitudes can aid recovery. Al-Anon has but one purpose: to help families of alcoholics. This is done by practicing the 12 Steps, by welcoming and giving comfort to families of alcoholics, and by giving understanding and encouragement to the alcoholic.

ALCOHOL/DRUG ABUSE HOTLINE
800-ALCOHOL (800-252-6465)

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

ALLEN COUNSELING CENTER
https://www.unitypoint.org/waterloo/employee-assistance-program.aspx
800-303-9996 or 319-235-3550
1825 Logan Avenue, Waterloo, IA 50703

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

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

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

CHICKASAW CONNECTIONS, INC
www.chickasawconnections.org
chickasawconnections@gmail.com

Chickasaw Connections coalition is a group of community members who have the common goal and belief to promote activities that support sage and healthy lifestyles in Chickasaw County. A key focus of the coalition involves preventing the consequences associated with alcohol and other drug use. All are welcome to join this initiative.

MERCYONE WATERLOO HORIZONS
https://www.wheatoniowa.org/locations/covenant-medical-center/
319-272-2873
3421 West 9th Street, Waterloo, IA 50702

MercyOne Waterloo Horizons is a family-centered recovery program for drug, alcohol, and substance abusers and their families. A wide variety of trained professionals work together to facilitate the treatment program and coordinated approach that addresses the physical, emotional, and spiritual toll taken by drug, alcohol, and substance abuse.
HAZELDEN FOUNDATION
http://www.hazelden.org/
800-257-7810

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

HOPE HOUSE
641-228-7453
805 Wisconsin Street, Charles City, IA 50616

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

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

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

PRAIRIE RIDGE INTEGRATED BEHAVIORAL HEALTHCARE
http://prairieridge.net/
641-228-1477
703 North Main Street, Suite 1, Charles City, IA 50616
866-429-2391 or 641-424-2391
320 North Eisenhower, Mason City, IA 50401

Prairie Ridge Integrated Behavioral Healthcare is a private, not-for-profit corporation providing quality substance abuse and gambling addiction treatment and prevention services to individuals and families throughout the Midwest. Our services are organized around individualized assessments in partnership with our customers to best meet the needs and wants of those seeking our services. A full range of evidence-based prevention and treatment options are available at multiple levels of care. Our mission is to prevent and reduce behavior health symptoms and associated stigma.

SAMHSA'S NATIONAL HELPLINE
https://findtreatment.samhsa.gov/locator/home
800-662-HELP (4357)

Also known as the Treatment referral routing Service is a confidential, free, 24-hour-a-day, 356-days-a-year, information service, in English and Spanish, for individuals and family members facing mental health and/or substance use disorders. This service provides referrals to local treatment facilities, support groups, and community-based organizations. Callers can also order free publications and other information.

QUITLINE
https://www.quitnow.net/iowa/
800-784-8669

The Iowa Department of Public Health (IDPH) is offering counseling to Iowa smokers who choose to make a quit attempt with Quitline. The program offers access to a trained Quit Coach who will help develop a quitting plan.
TRANSPORTATION/AMBULANCE

CHARLES CITY
Ambulance ................................................................. 641-228-4772
Taxi ................................................................. 641-228-6846

CRESCO
Ambulance ................................................................. 563-547-2101
Northeast Iowa Transit ............................................................. 866-382-4259

NEW HAMPTON
Ambulance ................................................................. 641-394-3121
Chickasaw Chassis ................................................................. 641-394-3173
As of September 10, 2018, the Chickasaw Event Center Chassis no longer has the ability to transport persons either to a care facility or from a care facility which involves an Emergency Room admission or discharge.

Cozy Van ................................................................. 866-322-9826
Northwest Iowa EMS (Jeremy McGrath) ............................................................. 641-229-1636

OTHERS
Adult Stabilizing Crisis Center (Secure Car) ............................................................. 319-291-2455 ext. 1
Curt's Cab ................................................................. 641-228-3345
Dolly's Taxi ................................................................. 319-242-2011
EARL Public Transit ................................................................. 319-233-5213
INRCOG-Iowa Northland Regional Council of Government ............................................................. 319-235-0311
Midwest Medical ................................................................. 641-201-8885
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MERCYONE NEW HAMPTON MEDICAL CENTER constructed this resource book for the purpose of community and staff use. The information in this book was the best available information at the time of release.

For an online booklet with links visit www.mercyone.org/newhampton and enter "Community Resource Guide" in the search function.

To make additions/corrections contact: MERCYONE NEW HAMPTON MEDICAL CENTER Administrative Assistants at 641-394-1659 or 641-394-1660