

Johnson County Quick Reference For Health and Human Services

9/09

MAJOR SERVICE AREA	ASSISTANCE PROVIDED	PRIMARY AGENCY AND PHONE #	ADDITIONAL INFORMATION
I. AIDS/HIV	General support and referrals	ICARE/338-2135#	Case Management for persons with HIV.
	General support, counseling, referrals and advocacy	HIV Program/AIDS Consultation Service (UIHC) 356-8132	Case Management for persons who have HIV+ diagnosis.
	Counseling and confidential testing	Free Medical Clinic 337-4459#	By appointment only: Monday and Thursday evenings, 6:15 p.m.–8:30 p.m.
	Legal services	Iowa Legal Aid 351-6570	Low-income persons only. No criminal matters. M-F 8:30 a.m. – 5:00 p.m.
II. Burial	Help with the cost of burial	General Assistance 356-6090	Johnson County residents and non-residents who die in Johnson County who meet General Assistance guidelines.
	Help with the cost of burial	Veteran Affairs 356-6049#	Wartime veterans, their spouses, widows, and children under 18. Call for additional eligibility requirements during office hours, 8 a.m.-12, 12:30-4:30 p.m., M-F
III. Clothing	Vouchers for use at Goodwill and Crowded Closet	Crisis Center/351-0128#	\$15 first person, \$5 each additional person in household, once every six months, based on availability.
	Diapers 30 per household a month	Crisis Center/351-0128#	M-F 12 p.m.-4:30 p.m. plus emergencies; limit 30 all sizes per month based on availability.
	Emergency help with clothing needs	Salvation Army/337-3725#	Vouchers limited to receiving once every six months.
	Vouchers for children's clothing, and school supplies	School Children's Aid 688-1000 or contact your child's school	School-age children (eligible for free or reduced lunch program). Shoes, clothes, coats. Available during school year, once a year. M-F 7:30 a.m. -4:30 p.m.

This document is also available on the Johnson County Council of Governments' website:
www.jccog.org/documents/AGNCYCHT.pdf

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If YOU CANNOT FIND AN APPROPRIATE REFERRAL, PLEASE CALL THE CRISIS CENTER AT 351-0140* FOR ASSISTANCE.
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IV. Child Care (in emergency situations)	Information and referrals	Community Coordinated Child Care (4C's) 338-7684#	Information and assistance for people seeking childcare.
	Emergency Child Care 7 a.m. – 6 p.m., M-F	Hometies - A program of 4C's 341-0050	Temporary, short-term day care. Families must meet eligibility requirements.
	Care between 6:30 a.m.-6:30 p.m. M-F	Handicare/354-7641#	Offers support for children with special needs. Call regarding eligibility, fees and procedure.
V. Dental Services	Help in securing minimal dental services.	School Children's Aid 688-1000 or contact your child's school.	School-age children (eligible for free or reduced lunch program). Available during school year.
	Diagnostic, preventive emergency and restorative treatment.	Dental Services for Kids (UI) 335-7485#	Resident of Johnson County; up to 16 years old; no other coverage; income guidelines, depending on funding.
	Comprehensive Dental Services	Special Care Clinic (UI) 335-7372	Provides dental care to elderly people, medically complex and/or physically compromised adults, as well as adults who are homeless seen at College of Dentistry. Some funding available for residents of Johnson County
	Dental Services	Free Medical Clinic 337-4459#	Call the appointment line for an appointment (337-7909) at 8:30 a.m. on the first Friday of each month. Appointments taken until the month's clinics are full. Routine dental cleanings and check-ups are not available. 2009 Call Dates: 9/4, 10/2, 11/6, 12/4. 2010 Call Dates: 1/8, 2/5, 3/5, 4/2, 5/7, 6/4, 7/2, 8/6/, 9/3, 10/1, 11/5, 12/3
	Geriatric Mobile Dental Care		Provides comprehensive care to residents of nursing facilities in Johnson County.
VI. Family Violence	Shelter and support services	Domestic Violence Intervention Program (DVIP) 351-1043*	Victims of violence and their families 1-800-373-1043. Statewide counseling.

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VII. Food (see also XII. Meals)	Supplemental groceries (mostly non-perishable)	Crisis Center/351-0128#	M-F 12 p.m.-4:30 p.m. plus emergencies. One time per week maximum. Photo ID requested.
	Grocery vouchers	General Assistance 356-6050	Johnson County residents who meet General Assistance guidelines (not to supplement other state programs).
	Food vouchers	Veteran Affairs 356-6049#	Wartime veterans, their spouses, widows, and children under 18. Call for additional eligibility requirements.
	Food Pantry	Salvation Army 337-3725#	Mon-Fri, 1 p.m. – 5 p.m. Food boxes available for low-income individuals/families. Limited to receiving one box per month, with limits annually.
IX. Gambling Treatment	Prevention and treatment services for problem gamblers and concerned loved ones	Problem Gambling Services – a program of MECCA 248-4100 877-878-8870 (Toll free)	www.meccaservices.com/gambling
X. Glasses	Eyeglasses	Free Medical Clinic 337-4459#	Voucher program.
	Eye examinations and eye glasses.	School Children's Aid 688-1000, or contact your child's school.	School-age children (eligible for free or reduced lunch program). Available during school year
	Eye exams	General Assistance	Johnson County residents who meet guidelines.
XI. House Repair	Help in securing repairs	City of Iowa City Housing Rehabilitation 356-5246#	Iowa City residents/owner-occupied/ low-moderate income.
	Help in securing repairs and semi-skilled household chores	Elder Services, Inc. 338-0515#	Persons who are aged 60 and above who are Johnson County residents for Chore Services. Home repairs limited to residents of Iowa City.
XII. Legal Services	Legal counseling and representation on civil matters	Iowa Legal Aid 351-6570	Low-income persons only; no U of Iowa students. Referrals for ineligible persons. No criminal matters.
	Legal advice and representation	Student Legal Services 335-3276#	University of Iowa registered students only. M-F, 9 a.m. – noon and 1-4 p.m. By appointment only.

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XIII. Meals (see also VII. Food)	Lunch	Free Lunch Program 337-7917 (vol. coord.) or 358-6528 (director)	Wesley Center, 120 N. Dubuque St. Monday thru Saturday 12 p.m. – 1 p.m.
	Lunch	Senior Dining (Elderberry Café) Program/356-5212#	Persons age 60 and above and their spouses
	Lunch	Home-delivered Meals 356-5212#	Persons age 60 and above who are unable to prepare their own meals
	Supper/Lunch	Salvation Army 337-3725#	M, W, TH, F, Sat., 5-6 p.m. Tues. 4:30 p.m. – 5:30 p.m. Sun. 12:30 p.m. – 1:30 p.m.
XIV. Medical	Medical evaluation, treatment and medications	Free Medical Clinic 337-4459#	General Care Clinic: M and TH evenings. Call 337-7909 at noon on clinic days for a same day evening appointment. Chronic Care Clinic: T, 9 a.m. – 3 p.m. and TH, 9 – 11 a.m. Call 337-4459 for an appointment.
	Health Assessment	Visiting Nurse Association/337-9686	Skilled Nursing and therapies (with Dr's orders only – can help in referring to Dr.); Health Maintenance; Health Promotion – provide in-home health care assistance.
	Help in securing evaluation, treatment and medications	School Children's Aid 688-1000, or contact your child's school.	Prescription medicine for school-age children who are eligible for free or reduced lunch program. Available during school year
	Medication	General Assistance 356-6090	Johnson County residents who meet General Assistance guidelines
	Treatment and medication	Veteran Affairs 356-6049#	Wartime veterans, their spouses, widows and children under 18. Call for additional eligibility requirements.

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XIV. Medical (cont'd)	Hospital Emergency Room Services	Mercy Hospital 339-3600*	Will not be turned away because of inability to pay at the time. Inquire about help with the bill.
		U of I Hospitals & Clinics/356-2233*	Will not be turned away because of inability to pay at the time. Inquire about help with the bill.
		VA Medical Center 338-0581, Ext, 0*	Call to determine eligibility; urgent care center; (need to have served active duty in military).
	Routine care for children	Healthy Kids Community Care 631-3204 (appointment)	Free medical care to school-aged children without health insurance or without primary care provider. Tuesdays – South East Jr. High Thursdays – West High. Call for an appointment.
XV. Mental Illness and Mental Health	Therapy, counseling, support services.	Community Mental Health Center for Mid-Eastern Iowa 338-7884#	Call for an appointment.
	Therapy, counseling and group therapy	Psychiatric Outpatient Clinic, U of I Hospitals & Clinics/353-6314#	During business hours only; at other times call 356-1616* and ask for the Psychiatrist on-call.
	Therapy, counseling and support services	VA Medical Center 338-0581, Ext. 6000*	Call to determine eligibility.
	Suicide prevention/ intervention, Supportive listening and suicide survivor support group	Crisis Center 351-0140*	Suicide Survivors Support group meets 1 st Thursday, 7:00 p.m.-8:30 p.m. Suicide prevention training available.
	Assistance with Psychiatric Emergencies	Emergency Room, U of I Hospitals & Clinics 356-2233*	
	Counseling & outreach especially for homeless persons	Community Mental Health Center for Mid-Eastern Iowa 338-7884#	Call for information.

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XVI. Natural Disasters	Help for victims of fires and other natural disasters	Red Cross/337-2119#	Wednesday 9:30 a.m. – 1:30 p.m. During the week M-F 8:30 a.m.-4:30 p.m., your call will be redirected to the Cedar Rapids Office
		Salvation Army 337-3725#	M-F, 9:30 a.m. – 5 p.m.
XVII. Nursing Homes/ Health Care	Information and assistance	Tammy Miller, Linn County Department of Human Services 319-892-6700	
	Information and assistance for patients and their families	Mercy Hospital Hospital Social Workers 339-0300*	Between 8 a.m. and 4:30 p.m., ask that Continuing Care be paged.
		U of I Hospitals & Clinics, Social Patient and Family Services/356-2207	During business hours, 8 a.m. to 5 p.m. Assistance in nursing home placement
		VA Medical Center, Social Work Service 338-0581, ext. 0*	Business hours 8 a.m. -4:30 p.m.; ask for Medical Administrative Assistant.
XVIII. Rent Deposits (See section XXII. Shelter-Long Term for help with rent)	Revolving loan fund for security deposits	The Housing Fellowship 358-9212#	Short-term, no-interest loans of up to \$400 depending upon availability of funds. Must meet the "very-low" income guidelines, be seeking housing in Johnson County, and demonstrate ability to repay loan. \$35 application fee. Access to funds based on availability.
	Emergency funds (when available)	Crisis Center 351-0128#	Up to \$300 over a 12-month period to help with rent or utilities. Limited financial assistance available through lottery system held on Mondays. Applicants must be there at 11 a.m. Average \$100 available per household.

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XIX. Respite Care	Respite care	Elder Services, Inc. 338-0515#	Persons age 60 and above. Provide information and assistance. No hands-on care.
	Respite care	The Arc of Southeast Iowa/351-5017#	Individuals with mental retardation and other developmental disabilities
	Respite Care (must be pre-arranged)	Pathways Adult Day Health Center 339-6162#	Available to caregivers of challenged adults 18 and over; call regarding options and assistance available. M-F, 7:30 a.m. – 5:00 p.m.
XX. Runaways	A broad range of services for runaways	United Action for Youth 338-7518*	24-hour services for runaway youth, teens or parents of teens in crisis including families in conflict.
XXI. Sexual Assault	Counseling and support.	Rape Victim Advocacy Program Office 335-6000*	Crisis Line 335-6000* 1-800-284-7821 (RVAP state-wide)* 335-6001 for appointments
XXII. Shelter - Long Term	Rental assistance	General Assistance 356-6090	Johnson County residents who meet General Assistance guidelines
	Rental assistance	Veteran Affairs 356-6049#	Wartime veterans, their spouses, widows and children under 18. Call for additional eligibility requirements.
	Transitional & Permanent housing	HACAP/337-5765# MECCA/351-4357*	Clients must meet eligibility requirements
	Shelter	Four Oaks /337-4523*	Runaways, Homeless, and transitional, youth ages 11-17; group residential treatment center. (337-7538)

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XXIII. Shelter - Short Term	Shelter	Shelter House 351-0326#	Serves local, non-local, and transient individuals and families. Wait list begins at 5 p.m.
	Shelter	Domestic Violence Intervention Program (DVIP) 351-1043*	Victims of domestic violence and their families 1-800-373-1043 *(Statewide)
	Foster placement	Department of Human Services/356-6050	Children
	Shelter	Four Oaks Youth Homes/337-4523*	Youth ages 11 to 17
	Shelter referral	United Action for Youth (UAY) 338-7518*	Youth
	Assistance in locating shelter for hospital patients and their families	Mercy Hospital Hospital Social Workers 339-0300* 339-3688 - between 7 a.m. – 4:30 p.m.	
		U of I Hospitals & Clinics, Social Patient and Family Services 356-2207	During business hours 8 a.m. – 5 p.m.; at other times, call 356-1616* and ask for the Social Worker on-call.
		VA Medical Center, Social Work Service 339-7122	During business hours 8 am-4:30 pm; at other times, call 338-0581* and ask for the Medical Administrative Assistant.
XXIV. Substance Abuse	A wide range of substance abuse prevention and treatment services	MECCA/351-4357*	www.meccaservices.com
	Detoxification and referral for longer term care	VA Medical Center 338-0581*	Call to determine eligibility.

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XXV. Transportation	Iowa City bus tickets	Crisis Center/351-0128#	3 strip (1 ride) tickets per household per month
	Out-of-town bus tickets for transients	Crisis Center/351-0128#	No more than once per year; to next largest city; \$25 max. limit.
	Assistance in arranging transportation for patients (including those recently discharged) and their families	U of I Hospitals & Clinics, Social Patient and Family Services 356-2207	During business hours 8 a.m. -5 p.m.; at other times, call 356-1616* and ask for the Social Worker on-call.
		VA Medical Center, Social Work Service 338-0581*	During business hours 8 a.m. – 4:30 p.m.; ask for the Medical Administrative Assistant.
	Gas for transients	Crisis Center/351-0128#	Limited amount; vouchers only. Must have a valid driver's license. Limit of \$25.
	Gas for local persons	Salvation Army 337-3725#	Must have driver's license and auto registration. Gas is only available for a medical emergency, death in the family, or employment reasons. Pay stubs may be required. Limited, must qualify.
	Out-of-town bus tickets	Salvation Army 337-3725#	Limited to funerals or hospitalization of immediate family, within Iowa and six surrounding states. One-way tickets only.
	Minor car repairs for transients	Crisis Center/351-0128#	\$50 maximum
	Help with car repairs for local persons.	Salvation Army 337-3725#	Repairs must help facilitate transportation for a Johnson County resident for medical or employment reasons. \$60 maximum.
XXVI. Utilities	Help with gas, electric, water and heat bills	HACAP/337-5765#	Call for appointment.
		General Assistance 356-6090	Must have disconnect notice. Johnson County residents who meet General Assistance guidelines.
XXVII. Other	Laundry and showers	Salvation Army 337-3725#	M-F, 1-5 p.m.

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Sometimes persons in need face a whole group of issues arising from one aspect of their lives. In those cases, this list may be helpful.

Population Group/Issue	Agency	Telephone Number
Infants, Preschoolers, and School-Aged Children	4C's 1500 Sycamore St.	338-7684#
Teens (includes runaways)	United Action for Youth (UAY) – 410 Iowa Ave.	338-7518*
Senior Citizens (Persons Aged 60 and Above)	Elder Services, Inc. 1556 First Avenue S., Suite A	338-0515#
Persons with AIDS (or HIV+)	ICARE/MECCA – 438 Southgate	338-2135#
Persons with Mental Illness	Community Mental Health Center for Mid-Eastern Iowa – 507 E. College St.	338-7884#
	National Alliance for the Mentally Ill	337-5400
Persons with Mental Retardation and Other Developmental Disabilities	The Arc of Southeast Iowa 2620 Muscatine Avenue	351-5017#
Mental Health/Developmental Disabilities	Johnson County MH/DS Services 855 S. Dubuque St.	356-6090
Persons dealing with Substance Abuse Issues	MECCA – 430 Southgate Ave.	351-4357*
Veterans and their families	Veteran Affairs- 855 S. Dubuque St.	356-6049#
Victims of Violence/Abuse/Neglect: within the family children/dependent adult sexual assault	Domestic Violence Intervention Program (DVIP)	351-1043*
	Department of Human Services 855 S. Dubuque Street	339-6166*
	Rape Victim Advocacy Program (RVAP) 320 S. Linn St.	335-6000*

The Johnson County Council of Governments (JCCOG) gathered information for the Johnson County Quick Reference for Health and Human Services. Every effort has been made to ensure accuracy of these listings. If you find incorrect information or are aware of a resource that isn't listed, please contact JCCOG at 356-5242.

September, 2009

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