

## Emergency Community Resource Access – North Iowa

Updated November 25, 2020

### Health and Human Services:

- **United Way Resource Center – Call 2-1-1 or 515-246-6555**
- Iowa Multi-Lingual COVID-19 Phone Line (Refugee Alliance of Central Iowa) – 877-558-2609
  - Offering assistance in 20+ languages
  - Monday-Friday, 8:30am-5pm
  - Native Language Voicemail – 24hours/7days a week
- Cerro Gordo County DHS (Medicaid/Title 19, Child Care Assistance, Food Assistance) – 525 9<sup>th</sup> St SE, Mason City – 641-424-8641
  - Office is open with very limited staff available on site.
  - Applications still being accepted onsite, faxed or online at: <https://dhs.iowa.gov>
- Iowa Workforce Development – 600 S. Pierce Ave, Mason City – 641-422-1524
  - Serves Cerro Gordo, Floyd, Franklin, Hancock, Mitchell, Winnebago and Worth Counties
  - <https://www.iowaworkforcedevelopment.gov/updates-and-resources-about-covid-19>
- Iowa Legal Aid
  - They are open and working remotely. All phone lines are staffed. Any Civil issues affecting folks can be referred to the following link- <https://www.iowalegalaid.org/resource/2020-coronavirus-outbreak-what-you-need-to-know>
  - COVID-19 Legal Information Hotline – 1-800-332-0419 – 9am – 4pm, Monday thru Friday, to help answer legal questions directly tied to the crisis, such as facing eviction, denial of unemployment benefits, experiencing employment issues, or being a victim of identity theft. Call and leave a message and staff will call them back to screen for eligibility for their free program or connect them with a volunteer attorney.

### COVID-19 Testing

- Mason City –
  - MercyOne - Drive up testing is available in Mason City 12Noon – 4:30pm Monday-Friday.
    - If you feel you need to be tested, please call MercyOne Family Health Line at 641-428-7777 to determine if it's appropriate to be tested. They will direct further as needed.
    - Many MercyOne clinics now offer testing in their offices for persons experiencing symptoms. Please reach out to your primary care provider to schedule a visit. Walk-in testing is not available.
  - Community Health Center – **Testing Site: 1425 S Federal**, 8am-5pm - Monday-Friday – 641-450-0601
    - Appointments need to be made in advance.
    - **Enter the building from 15<sup>th</sup> St SE**, have the test administered and wait for the results
    - Accept Medicare, Medicaid, most private insurance and has a sliding scale for those who qualify
    - **Will be closed November 26 and 27**
  - Waypoint Medical – 1801 US-18, Clear Lake – 641-357-1999
    - Rapid Testing is available
    - Appointments need to be made in advance by contacting the office.
- New Hampton –
  - Drive up testing is available at MercyOne New Hampton Medical Center
  - If you feel you need to be tested, please call MercyOne New Hampton Family Medicine at 641-394-2151 to determine if it's appropriate to be tested. They will direct further as needed.
  - Further questions: Call 641-394-2151 – Hours: 8am-7:30pm Monday and Thursday/ 8am-5pm Tuesday, Wednesday and Friday/ 8am-11am Saturday

If you are uninsured and wish to apply for COVID-19 testing medical coverage, you may complete an Application for coverage [https://secureapp.dhs.state.ia.us/dhs\\_titan\\_public/covid/application](https://secureapp.dhs.state.ia.us/dhs_titan_public/covid/application) The health coverage you may get if you are found eligible will only pay for medical tests for COVID-19. It will not help you pay for other medical costs, including doctor visits, hospital care, or prescriptions.

### Anti-body Testing (By Appointment Only)

- LifeServe Blood Center – 4700 4<sup>th</sup> St SW, Suite E, Mason City – 1-800-287-4903
- Quick Care Urgent Care Clinic – 1420 4<sup>th</sup> St SW, Mason City – 641-450-7000

## Emergency Food Access:

### \*School District Food Access – See Page 9

#### Meals

- Community Kitchen of North Iowa: 606 N Monroe Ave, Mason City – 641-424-2316
  - Carry out meals and bread pick up
  - Lunch: Monday – Friday pick up 10:45 a.m. - 12:30 p.m.
  - Dinner: No Dinner until after Thanksgiving
- Elderbridge Agency on Aging – 1190 Briarstone Dr., Mason City – 641-424-0678
  - Food insecure adults with disabilities (18+) or over the age of 60 – Call 800-243-0678 for assistance
- Meals on Wheels
  - Mason City – 641-380-0080 - Monday-Friday, in town
  - Clear Lake – 641 -357-0690 – Monday-Friday, within city limits
  - Charles City – 641-257-4349 - Monday-Friday
  - New Hampton - 641-394-3173

#### Pantry Access

- Hawkeye Harvest Food Bank – 122 South Adams Ave, Mason City
  - Hours: Monday thru Friday 1-4pm
  - Clients are asked to wear a mask to enter the building. Only one person per household will enter.
  - Clients will be asked to wait outside until their number is called to enter the building.
  - For more information, call 641-424-3073
- Allison Food Pantry – 410 N Main St, Allison
  - Open 2<sup>nd</sup> or 3<sup>rd</sup> Saturday of the month 9-11am
  - Curbside To-Go
- Amy's Food Pantry – First United Methodist Church – 3<sup>rd</sup> St NW, Rockford
  - 3<sup>rd</sup> Saturday of every month
  - For families in the Rudd/Rockford/Marble Rock School District or Nora Springs
- Belmond Mobile Food Pantry – Trinity Lutheran Church, 304 3<sup>rd</sup> Ave, Belmond
  - 4<sup>th</sup> Tuesday (September 22<sup>nd</sup>) 2:30-4:30pm
- Britt Area Food Bank – 195 2<sup>nd</sup> St SW – Britt – 641-843-3064
- Clear Lake/Ventura Food Pantry, 641-357-3663
  - Open: Wednesday 5pm – 7pm /1<sup>st</sup> and 3<sup>rd</sup> Friday from 1pm – 3pm /Saturday 9am-11am
- Chickasaw County Food Pantry – 417 N Sherman Road, New Hampton
  - Friday mornings – 9 a.m. – 11 a.m.
  - Call for more information 641-394-5454
- Franklin County – 302 5<sup>th</sup> Ave NE, Hampton
  - Tuesday and Friday – 10am – Noon
  - Clients must call in advance (641-456-2456) and their box will be placed outside the door at the specified time.
- Floyd County – Messiah Food Pantry, 102 N Main St.
  - 12:00pm – 3:00pm Monday & Friday, 9:00am – 12:00pm Wednesday
  - \*\*Must be a Floyd County Resident. Must have a Photo ID with current local address. Income based guidelines. May only receive assistance once every 30 days.
  - Call for more information: Deb Lincoln 641-257-1119
- Floyd County – Bethany Alliance Church
  - Non-perishable foods on an emergency basis. Call 641-228-1318
  - Office Hours: 9:00am-12pm/1:00pm-3:00pm Monday- Friday
- Garner Mobile Food Pantry – United Methodist Church – 885 Maben
  - First Tuesday of the month (October 6<sup>th</sup>)
  - Pick up will be on the West side of the church (line up from South to North on Maben). Stay in your car and a volunteer will come to you.
- La Luz – 7 2<sup>nd</sup> Ave NE, Hampton – 641-892-1090
  - 1<sup>st</sup> and 3<sup>rd</sup> Mondays from 5-7pm

- Any other time, by appointment – call 641-892-1090
- Lake Mills Food Shelf – 101 S Mill St, Lake Mills – 641-567-3675
- Manly – Bethel United Methodist Church
  - Food and Personal Care/Hygiene items
  - If you cannot come during daytime hours, contact Pastor Cory Allare at 404-788-4997
- Mitchell County Food Bank – 415 Pleasant St, Osage – 641-732-4560
  - Open Tuesdays and Fridays – 10AM – 11:30 AM
  - Come to the door. People will be met by a volunteer that will ask for name, address and number of people in the household. They will then come back to the door with the food.
- Mohawk Market – Roosevelt School – 122 S Adams, Mason City
  - Contact Tara Truex 641-210-8659 or Dan Arjes 641-494-6002
  - Grocery/Food Bank for school population
  - Delivery only
  - Pre-Boxed groceries delivered 2 times/month
- Neighborhood Food Bank – 215 S 4<sup>th</sup> St, Forest City – 641-585-1360
- Osage – Prairie Lakes Church – 2011 Highway 9, Osage
  - Mobile Pantry
  - 4<sup>th</sup> Tuesday of each month – 5:30pm – 6:30pm
- West Fork Food Pantry – Zion St John’s Lutheran – 422 Sherman St, Sheffield – 641-892-4010
  - 1<sup>st</sup> Thursday of each month 10am – 12Noon
  - 3<sup>rd</sup> Thursday of each month 3:30 pm – 5:30pm
  - For Residents of Franklin County or the West Fork School District. Bring an ID or current bill to verify residency
- West Fork Wishes Pantry – West Fork Community Schools
  - For households with students in the West Fork Community Schools
  - Contact Shelley Sheppard at: shelly.sheppard@westforkschool.org
- Worth County Community Pantry – 829 Central Ave, Northwood (Northwood Comm Center) – 641-324-9976
  - Regular Pantry is Monday
  - Mobile Pantry 1<sup>st</sup> Tuesday of the month

**Grocery Store Delivery or Pick Up Options.**

- Aldi – 520 Village Green Dr SW, Mason City
  - Curbside pick up and delivery options
  - Shop.aldi.us
- Fareway
  - At Risk Shopping hour: 8 – 9am
  - New Hours as of November 27 – 8am-7pm
- HyVee – 875 4<sup>th</sup> St SW or 551 S Illinois Ave, Mason City
  - Online order for delivery or pickup (Aisles Online) www.hy-vee.com/grocery
  - At Risk Hours – 7 – 8am, Monday-Friday
- Target – 3450 4<sup>th</sup> St SW, Mason City
  - Pick up, Drive Up, and Delivery are all available
  - Order online at target.com
  - Elderly/At Risk Shopping 7am-8am – Tuesdays and Wednesdays
- Walmart – 4151 4<sup>th</sup> St SW, Mason City
  - Pick up at the store and delivery
  - Order online at [www.walmart.com/grocery](http://www.walmart.com/grocery)
  - Elderly/At Risk- In Store Shopping – 1 hour prior to open on Tuesdays

**Local Food Farms**

- Healthy Harvest of North Iowa
  - Complete listing of local food offerings: <https://www.healthyharvestni.com/find-local-food>

**Transportation:**

- Chickasaw Chassis – 641-394-3173
- City of Mason City Bus – 641-421-3616 (Paratransit – 641-423-2262, Midnight Special – 641-423-2262)
  - Transit runs 6:30am – 6:00pm, Monday-Friday
  - \*Effective 4/20/2020 – All passengers will be required to wear a face mask or alternative protective face covering while riding all transportation services or while in the transit station.
  - All Fixed Routes, Paratransit & Midnight Special – running as normal

- EARL Public Transit – 319-233-5213
- INRCOG – Iowa Northland Regional Council of Government – 319-235-0311
- My Community Ride – Contact: NICA Family Resource Center – 1-800-873-1899 or 641-423-7766
  - Transportation and Coordination for individuals that are at or below 200% of Federal Poverty Guidelines
  - Within Region 2 transit area
- Region 2 Bus Routes – 641-423-2262
- Wright County – run by Dart/MIDAS – (515)573-8145 or 1-800-BUS-RIDE

### County Organizations

- Cerro Gordo
  - Cerro Gordo County General Assistance/Relief –220 N. Washington, Mason City –641-421-3083  
Clients are being seen in person, however they are still trying to keep the number of people in the building limited. Applications are available in the courthouse entry – can be mailed or e-mailed
- County Social Services – General Support Hotline: 1-855-266-1257, [www.countysocialservices.org](http://www.countysocialservices.org)
  - CSS will help connect individuals in need to mental health services/providers for anyone in our service area who needs counseling.
  - CRISIS LINE: 855-581-8111, or text 855-895-8398, [www.yourlifeiowa.org](http://www.yourlifeiowa.org)
  - Cerro Gordo – 525 9<sup>th</sup> St SE, Suite #3, Mason City –641-210-7015
  - Chickasaw – 260 East Prospect St, New Hampton – 641-394-3426
  - **Hancock – 545 State St, Suite #1, Garner – 641-590-1799**
  - Floyd – 1206 S Main St, Suite D, Charles City – 641-257-6363
  - Mitchell – 415 Pleasant St, Osage – 641-832-2615
- **Northwest Iowa Care Connections – 215 W 4<sup>th</sup> St, Suite #6 – 712-264-3945**
  - **Mental health and disability services for Kossuth, Winnebago and Worth Counties**
  - **24 Hour CRISIS LINE: 844-345-4569**
  - **[nwiacareconnections.org](http://nwiacareconnections.org)**

### Children & Family Services:

- Lutheran Services in Iowa – 2502 South Jefferson Ave – 641-423-1083
  - All services are being provided via tele-visits through the end of the year.
  - Resources available on a case by case basis
- MercyOne Family Connections – 1000 4<sup>th</sup> St SW, Mason City – 641-428-2525
  - All services are being provided via tele-visits
  - Parent Education App available – YoMingo – Features tools and support for expecting and new parents, such as kick counters, contraction timers, feeding logs and more! [www.MercyOne.org/babyapp](http://www.MercyOne.org/babyapp) to register and set up an account. Mobile app is available as: myYomingo
- North Iowa Community Action - 100 1<sup>st</sup> St NW, Mason City, 641-423-5044 or 800-657-5856
  - Head Start and Early Head Start programs have started for the year. Staff are continuing to keep in contact with their families as much as possible. The administrative office is open for questions at 641-494-1891 or 866-836-3124
  - EHS Home visitation, FaDSS, COPA, and PCA – virtual visits only. All are continuing to accept new clients for their programs.
  - WIC – All appointments are being completed via the phone. Contact the office at 641-530-9131 to schedule an appointment.
  - Family Planning – If refills are needed, call 641-420-4311 and they will be taken to the building doors or can be mailed. For appointments or to speak to staff call 641-423-5044.
  - Maternal/Child Health –
    - Services being provided through phone contact at 641-423-5044 or 1-800-657-5856. Staff members are available to help families access services via care coordination and can also assist qualifying families obtain presumptive eligibility for Medicaid.
  - First Five – Phone contact only
  - I-Smile and I-Smile@School oral health services are currently being offered by some schools
    - Care Coordination services (particularly emergency dental services) continue to be offered through this program via telephone. Please contact Lezah Hanson at 641-530-1052
  - Child Care Nurse Consultant –
    - Assisting businesses with health and safety policies, health programs, health of personnel, and specific child health or safety issues. Contact Monica VerHelst at 641-530-0003.
  - Ryan White Living with HIV providing services by phone
    - Contact Carla (641-530-9131 or Linda (641-530-1702) for assistance.

### Child Care Services

- Centers are accepting new kids at this time for essential staff. Spots are not guaranteed after the pandemic has ended.
- Contact Brian Pauly [bpaul@masoncity.net](mailto:bpaul@masoncity.net), 641-420-0241 OR Brandon Flugum [bflugum@cghealth.com](mailto:bflugum@cghealth.com), 641-490-1609.
- Map for child care programs with vacancies – Iowa Department of Human Services along with Child Care Resource & Referral are updating this list.
- Child Care Resource & Referral – 855-244-5301 or [iowaccrr.org/families](http://iowaccrr.org/families)
  - Parent Referral Hotline – Parent Specialists offer referrals to parents for information on child care openings for in-home and center-based child care and no-cost education and guidance on selecting the best child care program for your families
  - 201 1<sup>st</sup> St SE, Suite 205, Mason City
  - 910 East Main St, New Hampton – 319-239-1072 – Serving Chickasaw, Floyd and Mitchell Counties

## Health

- CG Public Health – 2570 4<sup>th</sup> St SW, Mason City – 641-421-9300
- Chickasaw County Public Health – 260 East Prospect St, New Hampton – 641-394-4053
- Community Health Center of Mason City – 404 N. Federal, Mason City – 641-450-0601
- Franklin County Public Health – 1600 Central Ave E, Hampton – 641-456-5820
- MercyOne Family Health Line – 641-428-7777 or 1-800-468-0050
- Mitchell County Public Health – 641-832-3500
- **Winnebago County Public Health – 641-585-4763**

## Medication

- Order your refills early, give the pharmacy at least 5 days' notice before you need your medication. Some insurance plans are allowing early refills or 90-day supplies... but some are not. Your pharmacy will bill your insurance and be able to tell you if it is allowed for your plan. Please do not stockpile.
- Try to stay out of the pharmacy. Ask your pharmacy about their options to mail or deliver your prescriptions. If they have a drive-thru use that. Some pharmacies are offering a "curbside" pickup option when they are able. This will protect you from other patients who may be in the pharmacy and might be sick, and will also help protect others (including pharmacy staff)
- If you are ill, please do not go into your pharmacy. Use mail or delivery options, or have a family member, friend or neighbor pick up your prescription.
- If you need help with insulin or diabetic medications, please check <https://insulinhelp.org/> from the American Diabetes Association.

## Mental Health

- County Social Services – General Support Hotline: 1-855-266-1257, [www.countysocialservices.org](http://www.countysocialservices.org)
  - CSS will help connect individuals with supports needed and/or a provider for anyone in our service area who needs counseling. There is no cost to the individual for the service and no borders to their geographical area.
- COVID Recovery Iowa –
  - Iowa Warm (See below) Iowa Concern: 800-447-1985 Spanish Line: 531-800-3687
  - [www.covidrecoveryiowa.org](http://www.covidrecoveryiowa.org)
  - Free, confidential appointments to talk with counselors
- Francis Lauer Shelter & Residential Adolescent Addiction Program – 50 N Eisenhower, Mason City - 641-423-7362
  - Shelter & Treatment programs are open – Visitors are being allowed with in person screening and masks being worn.
  - All out-patient mental health counselors, substance abuse counselors and medication providers are still seeing patients via Telehealth. No patients being seen in person at this time.
  - Partnership School Program – running as the school year allows
- Iowa Compass – 844-902-3770 - University of Iowa Center for Disability and Development
  - Text: CHATBUDDY to 85511 OR email: [COVIDRecoveryIowa@iowacompass.org](mailto:COVIDRecoveryIowa@iowacompass.org)
  - Connecting people with disabilities and complex health-related needs to services and supports in their communities.
  - FREE, confidential counseling, social supports, COVID education and resources
  - Virtual Activity Calendar - [https://uihc.org/covid-recovery-iowa?\\_ga=2.20983228.682692352.1604703433-1400997632.1604703433](https://uihc.org/covid-recovery-iowa?_ga=2.20983228.682692352.1604703433-1400997632.1604703433).
- Iowa Warm Line – 1-844-775-WARM(9276) – **Residents of Franklin and Hardin Counties**
  - 2pm – 10 pm daily

- Peer-run, telephone based, non-crisis, confidential listening line for anyone struggling with mental health or substance use issues.
- MercyOne Behavioral Health – 1000 4<sup>th</sup> St SW, Mason City – 641-428-7797
  - Inpatient unit remains open for adults and adolescents.
  - Outpatient therapy sessions provided both onsite and with telehealth.
- Pathways Behavioral Services – 602 Washington Ave, Fredericksburg – 563-237-5300
  - Outpatient visits currently being done both in office and via tele-health
  - Still accepting referrals for inpatient treatment (Residential and Detox)
  - New Crisis Call Hotline for Butler and Chickasaw Counties –
    - Monday, Wednesday and Friday 10am-12Noon
    - Butler County: 641-220-6717
    - Chickasaw County: 641-229-0894
- Prairie Ridge Integrated Behavioral Healthcare – 320 N Eisenhower, Mason City - 641-424-2391
  - Prairie Ridge is open and seeing patients face to face
  - Residential is now accepting inpatients
  - Integrated Health Home still not doing face to face visits & have increased the # of phone contacts. Treatment planning/staffing will be done via teleconference
- Salvation Army Support Line– 641-424-4031 – ask to speak with a pastor
  - 9am – 3:30pm
  - For those that desire to pray with someone, share scripture, or just talk
  - Can help refer people to support services/counseling as needed.
- Senior Life Solutions –
  - In-person group therapy and home individual teletherapy sessions
  - Locations in:
    - Britt – 641-843-5300
    - Hampton – 641-456-5935
    - New Hampton – 641-394-1627
    - Osage – 641-732-6190
- Turning Leaf Counseling, Inc. – 103 E State St., Mason City - 641-421-2089
  - Normal Hours of Operation – Asking that patients call the desk to check-in and schedule future appointments
  - Doing telehealth sessions for anyone over the age of 6
  - No walk-ins at this time
- Veteran's Affairs – Crisis Line – 1-800-273-8255 (Press 1)
  - Covered 24/7
- Your Life Iowa – CRISIS LINE: 855-581-8111, or text 855-895-8398, [www.yourlifeiowa.org](http://www.yourlifeiowa.org)

### Dental Access

- If you do not have a dental home, Community Health Center of Mason City accepts all insurance types, as well as those that are uninsured. Office phone #: 641-450-0601

### Winter Clothing

Mason City –

- Children:
  - Coats for Kids – United Way of North Central Iowa
    - Call 641-423-1774 to schedule a pickup time
  - Washington Charlie Brown – 700 N Washington Ave – 641-423-6029
    - Call or stop in between 5:30am – 6:30pm Monday-Friday
    - Masks required
- Adults: Salvation Army - 747 Village Green Dr, Mason City – 641-424-4031
  - Vouchers available for winter wear

### Community Services

- 43 North Iowa – 111 2<sup>nd</sup> St NE, Mason City – 641-423-3301
  - Affordables – 315 N Delaware – 641-423-7071
    - Open Monday, Wednesday and Friday – 9am – 5pm
    - Donations accepted Tuesday and Thursday 9am – 4:30pm
  - Affordables Marketplace - 1225 S Harrison
    - Open Tuesday, Thursday and Saturday – 10:30am-4pm

- Manufacturing operations are open and gradually ramping up
- JobLink, RCF, and Hab Homes are accepting referrals
- **Aging Services Coalition of North Iowa – 103 E State St, Suite 800 – 641-423-4264**
  - One-time grant assistance (\$300/max) for assistance of an unexpected expense. Paid directly to the vendor, not the individual
  - Applicants must be 55 or over, income limits based on Elderly Waiver guidelines
  - Applications found at: [www.agingervicescoalition.com](http://www.agingervicescoalition.com)
  - To be returned, with bill/estimate, by mail or hand-delivered to: Treasurer, David Grooters – Aging Services Coalition of North Iowa, 103 E State St, Suite 800, Mason City, IA 50401
- **Caring Pregnancy Center – 830 15<sup>th</sup> St SW, Mason City - 641-424-2237**
  - Hours of operation: Monday & Tuesday: Noon-5pm, Thursday and Friday: 9am-2pm.
  - Asking that all clients wear masks and come alone (client only, no children who are mobile)
  - Evening hours available on the 1<sup>st</sup> & 3<sup>rd</sup> Tuesday – by appointment only
  - No group classes – still doing one-on-one
- **Crisis Intervention – 206 3<sup>rd</sup> St NE, Mason City – 641-424-9133**
  - Business by phone as much as possible
  - Sexual Assault Helpline: 641-424-9071
  - Domestic Abuse Helpline: 641-424-9133
  - Both numbers connect with our Mason City office during office hours (M-F, 8 am-4 pm). After hours, calls are answered by the statewide helpline. They can connect with the local on-call advocate if an in-person response is needed.
- **Elderbridge Agency on Aging – 1190 Briarstone Dr., Mason City – 641-424-0678**
  - Operations continue, but office is closed to the public
  - Direct services being provided over the phone
- **Floyd County – Crisis Intervention Services – 641-228-0015 or (24 hour 1-800-479-9071)**
  - Areas of Assistance: Victims of physical or domestic abuse, sexual assault, survivors of homicide victims, victims of violent crime, and human trafficking.
- **Iowa Compass – 844-902-3770 - University of Iowa Center for Disability and Development**
  - Text: CHATBUDDY to 85511 OR email: [COVIDRecoveryIowa@iowacompass.org](mailto:COVIDRecoveryIowa@iowacompass.org)
  - Connecting people with disabilities and complex health-related needs to services and supports in their communities.
  - FREE, confidential counseling, social supports, COVID education and resources
  - Virtual Activity Calendar - [https://uihc.org/covid-recovery-iowa?\\_ga=2.20983228.682692352.1604703433-1400997632.1604703433](https://uihc.org/covid-recovery-iowa?_ga=2.20983228.682692352.1604703433-1400997632.1604703433).
- **Iowa Immigrant Community Fund –**
  - Fund set up to help meet the needs of Iowans (Primarily immigrants who do not qualify for government assistance, farmworkers & meat processing plant workers)
  - May be used for bills due to loss of income, illness or other COVID-19 related impacts.
  - Applications can be obtained from: La Luz Centro Cultural (Hampton), Catholic Charities (Mason City, Decorah, Dubuque, Waterloo), Proteus, Inc. (Fort Dodge), NE Iowa Peace and Justice Center (Decorah) and AI Exito (Des Moines).
- **Iowa State Extension – Financial Counseling**
  - Individual financial educators can work one-on-one with clients on items such as budgeting, prioritizing bills, paying down debt, connecting with resources for reduced incomes and other personal finance topics
  - Can call Iowa Concern Hotline (800-447-1985) and leave a message or e-mail [schmitt@iastate.edu](mailto:schmitt@iastate.edu) with client's contact information and anything they might have shared.
  - COVID-19 Resources from ISU Extension: [www.extension.iastate.edu/humansciences/disaster-recovery](http://www.extension.iastate.edu/humansciences/disaster-recovery)
- **Mason City DOT office – New location – 2570 4<sup>th</sup> St SW, Mason City**
  - Online driver's license renewal is available at [iowadot.gov](http://iowadot.gov).
  - If you must come into the service center, you need to make an appointment either online at [iowadot.gov](http://iowadot.gov) or by calling: 641-423-8391.
  - NO WALK-INS at this time.
- **North Iowa Community Action (LIHEAP) Energy Assistance – 641-423-7766**
  - Enrollment for energy assistance – Now Open
  - Applications will be accepted via mail, e-mail, online or phone
  - Applications at: <https://portal.liheapia.net/> or from any NICA site
  - Crisis funds are still available at any time.
    - Butler and Franklin Counties: 319-278-4606
    - Cerro Gordo County: 641-423-7766
    - Floyd, Mitchell and Worth Counties: 641-228-2893

- Hancock, Kossuth and Winnebago Counties: 641-585-5863
- Northeast Iowa Community Action – 910 E Main St, New Hampton – 641-394-2007
- Salvation Army – 747 Village Green Dr, Mason City – 641-424-4031
  - Adult day-care is open Monday thru Thursday – social distancing is in effect
  - Office is open and just asking individuals to social distance where possible.
  - Toys for Tots and Christmas Food Distribution – December 14-18 by appointment only. Call the office (641)424-4031 for further questions.
- Veteran's Affairs
  - 24 Hour Nurse Help and Triage Line – 1-844-827-6855
  - Prescription Refills – 1-855-560-1717
  - Medication Questions: 1-800-294-8387 Ext 5832

### Housing

- Iowa Eviction and Foreclosure Prevention Program – 855-300-5885
  - [www.iowahousingrecovery.com](http://www.iowahousingrecovery.com)
  - Short-term relief to income-eligible renters/homeowners who are at risk of eviction or foreclosure
  - Rental Assistance for up to four months
  - Mortgage Payment Assistance
  - Application Deadline is December 4, 2020
- Mason City Housing Authority (HUD) – 103 E State St, Suite 506, Mason City 641-421-2711
  - Office is closed/ Staff working from home. They will be checking the office/mail every day.
  - Housing Applications are available outside their door. Can be mailed back in or slid under the door.
  - Currently assisting those who have applied on or before December 31, 2019
- New Beginnings House of Hope (Women & Children's Shelter) – 2 S. Adams St, Mason City 641-423-5920
  - Open to all client referrals
  - Donations are being accepted but must be left in the vestibule
- North Iowa Regional Housing Authority – 202 1<sup>st</sup> St SE, Mason City – 641-423-0897
  - 8am - 4:30pm Monday-Thursday, 8am - Noon Friday
  - Doors are closed to the public. Applications are available outside their door or online
  - Can be completed/submitted online, over the phone, or by dropping off outside their door
- Northern Lights Shelter (Men's Shelter) – 307 N Monroe, Mason City – 641-380-0047
  - Open to all client referrals
  - Donations are being accepted but must be left on the front porch.

### Social Security

- Social Security Administration (Mason City office) – Phone #: 866-365-6708 - 625 Village Green Drive SW, Mason City
  - Social Security Administration offices are open by appointment only, no walk-ins are allowed. Individuals can still apply for benefits, manage their account, and review information online at: <https://www.ssa.gov/onlineservices/>
  - You can also contact your local offices in an emergency.
  - General Services line for the entire country: 1-800-772-1213

### Employment Opportunities

- Iowa Workforce Development Temporary Jobs site: <https://www.iowaworkforcedevelopment.gov/temp-jobs>

### Miscellaneous Information

- COVID-19 Tool Kit
  - <http://www.commodityfoods.org/resources/Documents/Resources/COVID-19/COVID%20TOOLKIT%203.30.20.pdf>
- North Iowa Small Business Help Line – 641-422-4737 or [cares@niacc.edu](mailto:cares@niacc.edu)
  - Monday – Friday 9am – 4pm
  - Staff will answer questions from business owners about state and federal relief programs and options for their businesses. Also helping with tax questions and follow up questions.

### Community Care Coordination

- MercyOne Community Care Coordination Program – 641-428-7158
  - Connecting people with resources in Cerro Gordo County
  - Hours 8-4:30pm
  - Call 641-428-7158 (leave message if receive voicemail and day-time working number)



- E-mail: [NIcommunityresources@mercyhealth.com](mailto:NIcommunityresources@mercyhealth.com)
- Mitchell County Public Health – 641-832-3500
  - Connecting people with resources in Mitchell County
  - Mitchell County residents needing help with services (i.e. grocery pick up, pharmacy pickups)
- Wright County Public Health – 515-532-3461
  - Available for Wright County residents over 60 years old.
  - Assistance getting groceries, picking up medications, or running other errands

## School District Food Programs

**\*Note: On October 9, 2020, the USDA announced an extension of the funding for the school meal program until the end of the 2020-21 school year (June 30, 2021)**

- Charles City
  - ALL students will be covered by the extension to the Summer Food Service Program
  - School to You families will still have the delivery of breakfast and lunch as previously set up.
  - Immaculate Conception Catholic School meals will also be covered
- Clarksville
  - Beginning 9/22/2020, all enrolled students, including remote learners will receive free breakfast and lunch.
  - To schedule a time to pick up meals for remote learners or any other questions, contact Rebekah Moyer – 319-278-4278 or [rmoyer@clarksville.k12.ia.us](mailto:rmoyer@clarksville.k12.ia.us)
- Clear Lake
  - Extended Summer Meal Program
  - ALL currently enrolled Clear Lake students will be able to eat breakfast and lunch at no cost to them.
  - Remote learners can order meals through the parent portal in the school store. Meals are to be picked up at the High School between 10:30-11am
  - Questions can be directed to Misty Binstock, Foodservice Director at 641-355-5609 or [mbinstock@clearlakeschools.org](mailto:mbinstock@clearlakeschools.org)
- Garner Hayfield Ventura
  - Effective September 10, 2020, all children enrolled in GHV School District will be served free meals as an extension of the USDA Summer Food Service Program
  - Continues through December 31 or until funding runs out
  - Questions contact the district office at 641-923-2718
- Hampton-Dumont/CAL –
  - Participating in the Extended USDA Summer Food Program
  - ALL Hampton-Dumont/CAL students are eligible for free breakfast and lunch.
  - Students doing virtual learning are also able to have grab and go meals (Pick up times/locations were set up with parents at conferences. Contact the school if you need to sign up)
  - Questions can call the district office 641-456-2175
- Forest City –
  - All students under 18 enrolled in the Forest City School District will receive a free meal (breakfast and/or lunch).
  - Any questions should be directed to Glenda Keough at [gkeough@forestcity.k12.ia.us](mailto:gkeough@forestcity.k12.ia.us).
- Mason City -
  - Participating in USDA Extended Summer Food Program
  - ALL Mason City youth are eligible for free breakfast and lunch
  - Grab and Go meals are available for students doing virtual learning- Pick up at Roosevelt Elementary 11-11:30am Monday-Friday.
  - Questions can contact Food Service Supervisor, Sarah Mariner at 641-421-4501 or [samariner@masoncityschools.org](mailto:samariner@masoncityschools.org)
- North Butler
  - USDA has provided immediate short-term support for families by offering free meals for all children enrolled in North Butler Schools
  - To sign up to be on the weekly delivery list, e-mail: [kim.marshall@northbutler.org](mailto:kim.marshall@northbutler.org) with the information:
    - Student's name
    - Hybrid or remote
    - Address for meals to be delivered to.
  - Must be signed up by Monday at 8am to start receiving meals for that week.
- Northwood-Kensett
  - Participating in the reinstated Summer Food Service Program through December 31, 2020 or until funding is depleted.
  - All Northwood-Kensett students will be able to eat breakfast and lunch at no cost

- West Fork School District
  - Extended Summer Food Service Program
  - ALL West Fork students are eligible for free breakfast and lunch until December 31<sup>st</sup> or when funds run out
  - Students doing virtual learning are also able to have grab and go meals (Pick up times set up by the school. Contact them to set this up)