IOWA
CAREGIVER RESOURCE GUIDE

AARP® Real Possibilities
Iowa

I love Caregivers™
Caregiving may be one of the most important roles you will ever take on in your life. You may have become a caregiver suddenly or perhaps your role has evolved over time. No matter where you are in the continuum of caregiving—starting to plan, helping to coordinate a big move, or taking care of a family member in your home—having resources at your fingertips will make the process easier.

With many organizations offering different types of help and services, it can be a challenge to sort out the specific type of help or services best suited for your needs. AARP developed this resource guide with you—the caregiver—in mind as a starting point to help you find the services and supports you need throughout your caregiving journey.

We hope this resource guide can assist you in the following ways:

> **Help you get the type of assistance you need.** This directory lists many government and nonprofit resources, which you can access both in-person and online.

> **Help you connect with others.** You’ll discover, if you have not already, that you’re a part of a community of caregivers and caregiver supporters. You are truly not alone.

> **Help take care of yourself.** This is vitally important but something that many caregivers often overlook. The act of caregiving can take a physical and mental toll on the caregiver. So, it’s important that you make self-care a top priority.
Tips to Find Services and Supports

Here are a few pointers to keep in mind as you begin to look for resources and support.

**Ask for help.**
Friends and family will often ask you if there is anything that they can do to help. Use your network and ask others to help you look for resources and information in your area.

**Keep track of your conversations.**
Keep a notebook of who you talked to. Write down names, phone numbers, and notes from each call. You never know when you will need the information down the road.

**If possible, use the Internet.**
The Internet is an easy and quick way to get information. Because information can vary, it is important not to rely on one site alone. Also, make sure the sponsoring organization is a reputable and reliable source of information.

**No one person or organization has all the answers.**
The person you get on the phone or the website you visit may have expertise in certain areas, but not in others. It is always smart to be prepared with other resources and organizations that can help.

**Talk to a real person.**
Many phone numbers will lead to voicemail. It’s important to leave a message, but don’t wait for someone to call you back. Keep in mind that some services have backlogs of calls to return. Keep calling back until you connect with someone who can help you. Usually a second request receives prompt attention.

**Use your creativity.**
Create your own personal resource network. This could include contacting community-based agencies to find out what kinds of support services are available in your area. Consider asking friends or other caregivers what resources they found to be useful.

**Write down your questions in advance.**
Before you call, write down specific questions and try to be as concrete and detailed as possible.

**Many services are local.**
Services can vary widely from state to state and region to region. Make sure you look for resources that provide services where you live.
LOCAL RESOURCES

Area Agencies on Aging
Provides information and referrals to older adults, adults with disabilities, veterans, and their caregivers, and coordinate a wide range of long-term living and community support services. Provides needed information and resources for caregivers.
(800) 532-3213
www.iowaaging.gov/area-agencies-aging

Elderbridge Agency on Aging
mtagesen@elderbridge.org
www.elderbridge.org

Mason City Office
22 North Georgia, Suite 216
Mason City, IA 50401
(641) 424-0678 or (800) 243-0678

Carroll Office
603 N. West St, Carroll, IA 51401
(712) 792-3512 or (800) 243-0678

Fort Dodge Office
308 Central Ave
Fort Dodge, IA 50501
(515) 955-5344 or (800) 243-0678

Spencer Office
714 10th Avenue East, P.O. Box 213
Spencer, IA 51301
(712) 262-1775 or (800) 243-0678

Northeast Iowa Area Agency on Aging
Counties Served: Allamakee, Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Hardin, Howard, Jackson, Marshall, Poweshiek, Tama and Winneshiek
NEI3A@NEI3A.org
www.NEI3A.org

Waterloo Office
2101 Kimball Avenue, Suite 320
Waterloo, IA 50702
(319) 272-2244 or (800) 779-8707

Decorah Office
808 River Street, Decorah, IA 52101
(563) 382-2941 or (800) 233-4603

Dubuque Office
Fountain Park Springs, Bldg. 2728
Asbury Rd. Dubuque, IA 52001
(563) 588-3970 or (888) 238-0831

Aging Resources of Central Iowa
Counties Served: Boone, Dallas, Jasper, Madison, Marion, Polk, Story and Warren
info@agingresources.com
www.agingresources.com

The Heritage Area Agency on Aging
Counties Served: Benton, Cedar, Iowa, Johnson, Jones, Linn and Washington
Ingrid.wensel@kirkwood.edu
www.heritageaaa.org

Milestones Area Agency on Aging
info@milestonesaaa.org
www.milestonesaaa.org

Connections Area Agency on Aging
Counties Served: Adair, Adams, Cass, Cherokee, Clarke, Decatur, Fremont, Harrison, Ida, Mills, Monona, Montgomery, Page, Plymouth, Pottawattamie, Ringgold, Shelby, Taylor, Union and Woodbury
info@connectionsaaa.org
www.southwest8.org
HEALTH & LONG TERM SERVICES & SUPPORTS

LifeLong Links
Iowa’s network of Aging and Disability Resources Centers, whose purpose is to expand and enhance the state’s information and referral resources for older adults, people with disabilities, veterans and caregivers as they begin to think about the plan for long-term independent living. Provides needed information and resources for caregivers.
lifelonglinks.org
1-866-468-7887

Iowa Medicaid and Department of Human Services (DHS)
Provides medically necessary healthcare coverage for financially needy, children, parents with children, people with disabilities, elderly people, and pregnant women. The goal is for members to live healthy, stable and self-sufficient lives.
Toll-free number: 1-800-338-8366
Des Moines Area: (515) 256-4606
dhs.iowa.gov/ime/about

Long-Term Care Ombudsman
Long-term care ombudsmen are advocates for residents of nursing homes, board and care homes and assisted living facilities. Ombudsmen provide information about how to find a facility and what to do to get quality care. They are trained to resolve problems and can assist you with complaints.
(515) 725-3333
510 E. 12th Street, Ste. 2
Des Moines, IA 50319

State Health Insurance Information Program (SHIIP)
The Senior Health Insurance Information Program has local Medicare counselors ready to help with Medicare enrollment, choosing a Medicare plan, and reviewing your plan or for income assistance.
1-800-351-4664 or 1-800-735-2942
www.TheRightCall.gov

Iowa Insurance Division
The Iowa insurance Division is equipped to help with any issues pertaining to access to, or sales and administration of health insurance benefits.
1-877-955-1212 | www.iid.state.ia.us

Senior Medicare Patrol (SMP)
SMPs empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.
(800) 432-2449 or (319) 874-6853 (local number)
ncreery@nei3a.org
www.IowaSMP.org

Iowa Drug Card
The Iowa Drug Card helps uninsured and under-insured Iowans to afford their prescription medications. This prescription assistance program is free, everyone is eligible and there is no enrollment process.
(877) 321-6755
www.iowadrugcard.com

Iowa Friends and Family Caregiver Program
The Iowa Department on Aging strives to improve the quality of life and care of older Iowans through advocacy, planning, policy development and the administration and support of statewide programs and services that promote health, safety, and long-term independence.
(800) 532-3213
www.iowaaging.gov/family-caregiver
FINANCIAL & LEGAL PROTECTION

Iowa Attorney General Consumer Protection Division

The Consumer Protection Division protects the public from fraud, deception, and unfair business practices. It also enforces laws that protect the buying public from false or misleading advertisements and deceptive sales practices.

consumer@ag.iowa.gov
(515) 281-5926 or
(888) 777-4590 (outside of the Des Moines metro area)
www.iowaattorneygeneral.org

Legal Hotline for Older Iowans

The Iowa Legal Aid is a nonprofit organization that provides critical legal assistance to low income and vulnerable Iowans who have nowhere else to turn.

1-800-992-8161 | IowaLegalAid.org

Adult Protective Services

Provides education about and investigates allegations of elder abuse and neglect. Forms of abuse include physical, sexual abuse, financial exploitation and emotional and verbal abuse.

1-800-362-2178
Hoover Bldg., 1305 E. Walnut Street, Des Moines, IA 50319
(515) 281-5392
cstack@dhs.state.ia.us

OTHER ISSUES

Iowa's CAAs are locally-based private, non-profit organizations that network with a wide-array of local organizations to enhance the opportunities for low-income Iowans (children and families) to meet basic needs and develop their own capacity to do so.

Low-Income Home Energy Assistance (LIHEAP)

The Low-Income Home Energy Assistance Program (LIHEAP) is designed to assist low income families meet the cost of home heating.

321 E. 12th Street, 2nd Floor
Des Moines, IA 50319
(515) 281-3861

Home Energy Savers Program

The Home Energy Savers (HES) program helps put energy efficiency upgrades within reach for Iowa families with a limited income.

1620 Pleasant St. Suite 214
Des Moines, IA 50314
(515) 244-0307
www.iowacommunityaction.org

Weatherization Assistance Program (WAP)

Federal grant program established to help reduce the heating and cooling costs for low income persons, particularly the elderly, disabled, and children, by improving the energy efficiency of their homes, thereby reducing the households' energy bills.

321 E. 12th Street, 2nd Floor
Des Moines, IA 50319
(515) 281-3861

Senior Housing Companies

Senior Housing Management offers independent living, assisted living and memory care communities in Iowa and across the Midwest.

208 35th St. Dr. SE Ste. 500
Cedar Rapids, IA 52403
(319) 363-6145
www.seniorhousingcompanies.com

Iowa Food Bank Association (IFBA)

The IFBA is a collaboration of Feeding America food banks and affiliates that serve each of Iowa's 99 counties. Together, the food banks serve over 1,000 non-profit organizations serving children, adults, and seniors.

www.iowafba.org

Iowa Department of Veteran Affairs

Provides Iowa's aged or disabled veterans with rehabilitative, residential and medical care and services.

1-800-827-1000 | www.va.gov

AARP Iowa

600 E. Court Ave.,
Des Moines, IA 50309
1-866-554-5378 | www.aarp.org/ia
NATIONAL RESOURCES

Alzheimer’s Association
Information and support for people with Alzheimer's disease and their caregivers. Operates a 24/7 helpline and care navigator tools.
www.alz.org | 1-800-272-3900

Alzheimers.gov
A free federal information resource about Alzheimer’s disease and related dementias.
www.alzheimers.gov

ARCH Respite Network
The ARCH National Respite Network includes the National Respite Locator, a service to help caregivers and professionals locate respite services in their community.
www.archrespite.org

Caregiver Action Network
Information, educational materials, and support for family caregivers.
www.caregiveraction.org

Eldercare Locator
A public service of the U.S. Administration on Aging that connects caregivers to local services and resources for older adults.
www.eldercare.gov | 1-800-677-1116

Family Caregiver Alliance
Tools and resources for family caregivers, including the Family Care Navigator, a state-by-state list of services and assistance.
www.caregiver.org 1-800-445-8106

Medicare
Provides information about the Medicare program and how to find Medicare plans and providers. Caregivers will also find a tool on the website to compare home health care agencies and nursing homes.
www.medicare.gov 1-800-633-4227

National Academy of Elder Law Attorneys
A professional association of attorneys who specialize in legal services for older adults and people with special needs. Find a database of elder law attorneys by state.
www.naela.org

The National Clearinghouse for Long-Term Care Information
Information and tools to help plan for future long-term care needs.
www.aging.gov

Social Security Administration
Information on retirement and disability benefits, including how to sign up for Social Security.
www.ssa.gov | 1-800-772-1213

Veterans Administration
Provides supports and services for families caring for veterans. Connects caregivers with local caregiver supports programs for veterans.
www.caregiver.va.gov 855-260-3274

AARP RESOURCES FOR CAREGIVERS

AARP Caregiving Resource Center
One-stop shop for tips, tools and resources to use while caring for a loved one.
www.aarp.org/caregiving
For Spanish visit www.aarp.org/cuidar

AARP Caregiving Support Line
Connects you directly with an information specialist who can talk with you about services and support available in your community.
1-877-333-5885
For Spanish call 1-888-971-2013
Monday-Friday, 7:00 a.m.–11:00 p.m., EST

Advance Directive Forms
Free, downloadable state-specific advance directive forms and instructions.
www.aarp.org/advancedirectives

I Heart Caregivers
An initiative to recognize family caregivers by providing them a place to share their stories and learn how they can help improve caregiver support in their state.
www.aarp.org/iheartcaregivers

Living Longer, Living Smarter
An educational series that helps caregivers and older adults create a plan for their future.
www.aarp.org/decide

AARP Benefits Quick Link
Find public benefits that can help you pay for food, medicine, health care, utilities and more by using AARP Foundation’s Benefits QuickLINK tools.
www.aarp.org/quicklink
AARP is the nation’s largest nonprofit, nonpartisan organization dedicated to empowering Americans 50 and older to choose how they live as they age. With nearly 38 million members and offices in every state, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands, AARP works to strengthen communities and advocate for what matters most to families with a focus on health security, financial stability and personal fulfillment. AARP also works for individuals in the marketplace by sparking new solutions and allowing carefully chosen, high-quality products and services to carry the AARP name. As a trusted source for news and information, AARP produces the nation’s largest circulation publications, *AARP The Magazine* and *AARP Bulletin*. To learn more, visit [www.aarp.org](http://www.aarp.org) or follow @AARP and @AARPadvocates on social media.