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| BABY/<br>PREGNANCY<br>ASSISTANCE                                                                                      | PHONE                                                                   | ADDRESS                                | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Alternatives<br>Pregnancy Center                                                                                      | 535-2720                                                                | 1006<br>Decathlon Dr,<br>Waterloo      | Offers free pregnancy tests, ultrasounds, and STI testing. Free parenting program for men and women, women must be pregnant or parents must have a baby less than 1 year old. Information about fetal development, pregnancy, labor, parenting, and baby care. Will receive free baby clothes, diapers, formula, maternity clothes, and personal care items at every visit. You can call or text the number given M, W, Th from 9:00-5:00 or Tues 9:00-6:00. |
| Birthright                                                                                                            | 277-2000                                                                | 4113 University<br>Ave, Cedar<br>Falls | Offers free in-person pregnancy tests, referral services, maternity and baby items, and 24/7 online chat for support at <a href="http://birthright.org/cedarfalls">birthright.org/cedarfalls</a> . Open Monday 1-3 pm, Wednesday 10-12 pm, Thursday 4-6 pm, and Saturday 10-12 pm.                                                                                                                                                                           |
| Healthy<br>Opportunities for<br>Parents to<br>Experience<br>Success<br>(HOPES) –<br>through Lutheran<br>Services Iowa | Riley<br>Schaes<br>420-0548<br><br>Or other<br>referrals at<br>830-9478 |                                        | In-home visitation program for families with children ages prenatal to 4 years. A family support worker visits the family regularly in their home to provide parent education, developmental screenings, improved access to community resources and support.                                                                                                                                                                                                 |
| Nest Program<br>through Operation<br>Threshold                                                                        | 292-1805                                                                | 1535 Lafayette<br>St, Waterloo         | Incentive-based parent education program for <b>income-eligible</b> families. Promotes building healthy habits. Nest is available for pregnant women, postpartum mothers, and their children up to 5 years of age. Blackhawk county residents only.                                                                                                                                                                                                          |
| WIC (Women,<br>Infants, Children)                                                                                     | 233-1851                                                                | 1535 Lafayette<br>St, Waterloo         | Mon-Tue 8:00-5:30. Provides food assistance, nutrition education, and referrals to pregnancy & postpartum women and infants and children up to age 5.                                                                                                                                                                                                                                                                                                        |

| CHILD CARE ASSISTANCE                                | PHONE    | ADDRESS                                            | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------|----------|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Black Hawk<br>Department of<br>Human Services        | 291-2441 | 1407<br>Independence<br>Ave, Waterloo<br>1st floor | Mon-Fri 8:00-4:30 pm. Childcare services are provided to people participating in activities approved under the Promise Jobs Program and people who receive FIP assistance. Apply online at <a href="https://hhs.iowa.gov">hhs.iowa.gov</a> under childcare assistance.                                        |
| Boys and Girls<br>Club of the<br>Cedar Valley        | 234-2839 | 515 Lime Street,<br>Waterloo                       | No cost after school programming for youth ages 6-18.                                                                                                                                                                                                                                                         |
| Early Head Start<br>/ Head Start                     | 235-0383 | 840-844 W. 4th<br>Street, Waterloo                 | Childcare and educational programs for parents working or attending school. Early Head Start serves from prenatal through age 3. Head Start is 3-4 years old. Center based and home based options for qualifying parents. More information at <a href="https://teamtricity.org/">https://teamtricity.org/</a> |
| Iowa Child Care<br>Resource &<br>Referral<br>(CCR&R) | 233-0804 | 3675 University<br>Ave, Waterloo                   | Mon- Fri 8:00-5:00pm. Available to assist families in selecting child care providers who meet the needs of a child and their family. Resources at <a href="https://iowaccrr.org">iowaccrr.org</a>                                                                                                             |
| Salvation Army                                       | 235-9358 | 89 Franklin<br>Street, Waterloo                    | After School Program - Monday through Thursday 3:00 p.m. to 7:00 p.m.<br>Kids Summer Day Camp - Monday through Thursday 11:00 a.m. to 5:00 p.m.                                                                                                                                                               |
| YMCA                                                 | 233-3531 | 669 S Hackett                                      | Childcare resources like before and after school programs.                                                                                                                                                                                                                                                    |
| YWCA                                                 | 234-7589 | 425 Lafayette<br>St., Waterloo                     | Y Kids Before & After School Child Care as well as Summer Daze for summer break offered. Some programs connected to specific school districts. More information through call or online at <a href="https://ywcabhc.org/programs/childcare">ywcabhc.org/programs/childcare</a>                                 |

| CLOTHING                     | PHONE        | ADDRESS                                                     | DESCRIPTION OF SERVICES                                                                                                                                                                                         |
|------------------------------|--------------|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cedar Valley Outreach Thrift | 433-8893     | 1109 E 4th St<br>Waterloo                                   | Cheap or free clothing and other essentials.<br>Open 11am-5pm Monday-Saturday                                                                                                                                   |
| Eye of the Needle            | 215-6151     | Waterloo                                                    | Provides clothing, household items, blankets, gas cards, emergency food, and pots/pans/dishes. Good source for school-mandated and work uniforms. Call for an appointment. See facebook for upcoming events.    |
| Kaden's Kloset               | CF: 266-9686 | United Church of Christ<br>9204 University Ave, Cedar Falls | Provides children's clothing <b>primarily for foster and adopted children</b> , but willing to help other families in need as well.<br>CF: By appointment.                                                      |
| World Grace Project          | 308-8572     |                                                             | Clothing, household items for immigrants, refugees, and those in need<br><a href="http://worldgraceproject.org/booking">worldgraceproject.org/booking</a><br>- Help furnish home, clothing and takes donations! |

| COUNSELING/<br>MENTAL<br>HEALTH                                                                                             | PHONE                    | ADDRESS                                                       | DESCRIPTION OF SERVICES                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>988 Lifeline:</b> for Mental Health or Suicide needs<br>Call, Text, Chat through computer, Deaf/Hard of Hearing services |                          |                                                               |                                                                                                                                                                                                                                              |
| Adult Crisis Stabilization Center                                                                                           | 319-291-2455 ext. 4      | 1440 W Dunkerton Rd Waterloo                                  | This is a short term (5 day) program for people in a mental health crisis. They accept walk-ins or referrals.                                                                                                                                |
| Bakari Behavioral Health, Inc                                                                                               | 883-3067                 | 515 Beech St. Waterloo                                        | Bakari is a behavioral health provider with licensed therapists and professional counselors.                                                                                                                                                 |
| Black Hawk Grundy Mental Health                                                                                             | 234-2893 or 800-583-1526 | 3251 W 9th Street, Waterloo                                   | By appointment only: In-office therapy/counseling for children, adolescents, adults, and the elderly. Evaluation services, emergency services, consultation, medication evaluation and management services, and home health services.        |
| Candeo Counseling Center                                                                                                    | 255-5660                 | 4615 Chadwick Rd, Cedar Falls                                 | Faith-based counseling. Provides mental health and marriage/family counseling for people of all ages. They work with both insured and uninsured clients to provide affordable counseling.                                                    |
| Catholic Charities                                                                                                          | 272-2080                 | 2101 Kimball Ave (suite 128), Waterloo                        | By appointment only: General counseling for families, individuals, marriage counseling, and individual counseling for adults and adolescents. Counseling for anxiety, depression, stress reduction, etc., tele-health and in-person options. |
| Cedar Circle Mental Health & Wellness                                                                                       | 252-8718                 | 4506 Chadwick Rd. Cedar Falls                                 | Provides medication management, preventative care, and counseling services                                                                                                                                                                   |
| Conditt: Psychological Services                                                                                             | 277-1020                 | 2708 Bicentennial Dr., Cedar Falls                            | Provides medication management, preventative care, and counseling services                                                                                                                                                                   |
| Elevate                                                                                                                     | (833) 370-0719           | 604 Lafayette St (2nd floor of the Fowler building), Waterloo | Mental health and substance abuse counseling. Helps all people and all ages, regardless of insurance status. Have scheduled appointments and 24-hour crisis services, both over the phone and in person.                                     |
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| Families First Counseling Services                              | 433-0395     | 111 Plaza Cir, Waterloo                   | By appointment only: In-office or in-home therapy/ counseling for children, adolescents, and adults. In-home counseling for youth and adults. Communication skills, anger management, conflict resolution, coping skills, decision making, ADHD, oppositional defiant disorder, sexual abuse, and crisis intervention.                  |
| Four Oaks                                                       | 233 - 5695   | 128 S Barclay St. Waterloo                | Programs for behavioral health, family connections, foster groups, functional family therapy, Iowa Aftercare, integrated health in the home, safety and permanency plans, supervised community treatment, and school-based activities.                                                                                                  |
| Heart and Solutions                                             | 800.531.4236 | 227 E San Marnan Dr., Waterloo            | Provides mental health counseling, family and marriage counseling, and behavioral health intervention services (BHIS). BHIS is a free in-home service for children on Title 19, ages 4-18, and their families.                                                                                                                          |
| Lutheran Services in Iowa (LSI)                                 | 233.3579     | 304 South St., Waterloo                   | Provides a variety of services including: Behavioral Health Intervention Services, Community Programs, Early Childhood, Family Safety Risk and Permanency, Foster Care and Adoption, Mental Health Services, Pediatric Integrated Health, Refugee Community Services, Residential Treatment, and Services for people with disabilities. |
| NAMI of Black Hawk County (National Alliance on Mental Illness) | 235-5263     | Allen Hospital, 1825 Logan Ave., Waterloo | The agency works with people who have mental illness, their families, partners, and friends. It offers advocacy, education, and mutual support through free classes, support groups, and educational programs.                                                                                                                          |
| Pathways Behavioral Services                                    | 235.6571     | 3362 University Ave., Waterloo            | Provides a wide range of mental health services, including individual, family, and marital counseling, school-based programming, mediation management, and 24-hour emergency services. Info at <a href="http://pathwaysb.org">pathwaysb.org</a>                                                                                         |
| Peoples Community Health Clinic                                 | 874 - 3000   | 905 Franklin St., Waterloo                | Medication management and counseling for behavioral health and mental health conditions, including integrated behavioral health services within our primary care services.                                                                                                                                                              |

| <b>DISABILITY SERVICES</b>               | <b>PHONE</b>                       | <b>ADDRESS</b>                         | <b>DESCRIPTION OF SERVICES</b>                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------|------------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The Arc Cedar Valley                     | 232-0437                           | 760 Ansborough Ave, Waterloo           | Program designed to connect families and individuals to community services and resources. This includes inclusion programs at school, employment, and housing.                                                                                                                                                                                                                         |
| Balance Autism                           | 242-7642                           | 815 Tower Park Dr, Waterloo            | Empower the individual with the support they need to achieve real-world goals. Meet their needs, bringing together compassionate people, creative solutions, and scientifically proven methods to make a lasting impact. Services offered: Clinic-based applied behavior analysis, consultation and training, family training and coaching, and supported community living (children). |
| Cedar Valley Community Support Services  | 233-1288                           | 3121 Brockway Rd., Waterloo            | Supportive Community Living Services, Transitional/Daily Services, Day Habilitation Programming, and CVCSS Club are drop-in community center sites focused on assisting others with the acquisition, retention, or improvement of self-help, socialization, and adaptive skills.                                                                                                       |
| DisABLEd Workers LLC - A Path to Success | (877) 737-9987                     | 2715 Terrace Drive, Cedar Falls        | Many resources involve work, income, benefits, programs for treatment, support systems, and more. Find more at <a href="http://aptsuccess.com">aptsuccess.com</a>                                                                                                                                                                                                                      |
| Eastern Iowa Disability Alliance         | 892-5671<br>Or<br>Joni at 325-5908 |                                        | District 7 covers Black Hawk county, connecting to services, assistance with signing up for government resources, etc., and focuses on older adults and people with disabilities                                                                                                                                                                                                       |
| Exceptional Persons, Inc. (EPI)          | 232-6671                           | 760 Ansborough Ave, Waterloo           | Services and programs support from your home and community, personal wellness and health, employment opportunities, childcare, and payee services.                                                                                                                                                                                                                                     |
| Iowa Vocational Rehabilitation Services  | 234-0319                           | 3420 University Ave, Suite D, Waterloo | Employment program for individuals with disabilities. Schedule an appointment for services or more information. Office open Monday - Friday, 8-4:30pm.<br>More info and application <a href="http://workforce.iowa.gov/vr">workforce.iowa.gov/vr</a>                                                                                                                                   |

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| Lighthouse Autism Center                         | (574) 387-4313 | 3032 Ansborough Ave Ste A, Waterloo         | ABA Therapy, Speech Therapy, Diagnostic Testing, Learning Programs, Parent Support, Social Skills Groups, Lighthouse Fusion, and much more.                                                                                                   |
| North Star Community Services                    | 236-0901       | 3420 University Avenue, Waterloo            | Programs for individuals with disabilities like supported community living, Day Habilitation for personal physical, mental, emotional, social, and financial skills, and Adult Day services for those 50+.                                    |
| Social Security Disability                       | 888-456-9554   | 3121 Greyhound Dr, Waterloo                 | Only individuals who have a disability and meet medical criteria qualify for benefits under either program. Process can be long and involves multiple appeals. WILL be denied first time.                                                     |
| Restore Independent Mobility Inc.                | 319-348-5363   | 119 E Main St. Denver                       | Works with individuals with limited mobility to do everyday tasks. Focused on making mobility equipment inexpensive and available to everyone who needs it. Call or email <a href="mailto:rimwaverly@gmail.com">rimwaverly@gmail.com</a>      |
| Retrieving Freedom, INC                          | 505.5949       | 1152 230th St., Waverly                     | Provides Service Dogs or those with a disability. There is an application process and requirements that must be met.                                                                                                                          |
| Black Hawk County Public Health 1st Five Program | 292.2213       | 1407 Independence Ave., 5th Floor, Waterloo | Referral by medical providers - 1st Five is for families with children birth to 5 years old. 1st Five supports and educates medical providers on the importance of using screening tools to encourage early detection of developmental delays |

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| St. John's Lutheran Church | Jenny (319) 268-0615 | 715 College St, Cedar Falls | A ramp to loan for temporary basis - call for availability |
|----------------------------|----------------------|-----------------------------|------------------------------------------------------------|

| EDUCATION                                | PHONE    | ADDRESS                               | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                              |
|------------------------------------------|----------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cedar Valley Iowa Works                  | 291-2546 | 3420 University Ave, Waterloo         | Cedar Valley Iowa Works offers vocational and training related services to youth, adults, and displaced workers including work readiness workshops, employment assistance, and retraining opportunities.                                                                                                             |
| Educational Opportunity Center (EOC)     | 273-4772 | 800 Sycamore St, Waterloo             | High school equivalency certification, career planning and counseling, managing money, academic advising, assistance in applying for financial aid, assistance in completing admissions applications - all FREE services. <b>Offices not open to the public but they are taking phone calls or zoom appointments</b> |
| Promise Jobs Program                     | 235-2123 | 3420 University Ave. STE. B, Waterloo | GED, English as a second language, vocational classroom training, post-secondary education, parenting skills training                                                                                                                                                                                                |
| YWCA - Latino and Multicultural Services | 234-7589 | 425 Lafayette St, Waterloo            | <b>English classes for Latina women.</b> Also provides community resource info, community activities, wellness info, and group support. Free transportation and child care. Classes are ongoing and you can begin at any time.<br>Mondays: 5-6:30pm<br>Wednesdays: 6:15-7:30pm<br>Thursdays: 10-11:30am              |

| EMPLOYMENT ASSISTANCE                                                       | PHONE    | ADDRESS                                     | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------|----------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AARP Foundation - Senior Employment Program                                 | 234-0206 | 223 E 4th St. Waterloo                      | Monday-Friday 8:00-5:00pm. Provides employment assistance to older job seekers 55+. Services include skill assessment, paid training opportunities, job search assistance and community referral.                                                                                                                                                                                                                                                         |
| Cedar Valley IowaWORKS Center                                               | 235-2123 | 3420 University Ave, Waterloo               | Monday, Tuesday, Thursday, Friday from 8:30-4:30 and Wednesday from 9:00-4:30. Skills Development Area, Unemployment Insurance, Promise Jobs, Reemployment Services, Work Permits, Veterans Services.<br>– Iowa Workforce Development contributes to the economic security of Iowa's workers, businesses and communities through a comprehensive statewide system of employment services, education and regulation of health, safety and employment laws. |
| Hawkeye Community College                                                   | 291-2705 | 3420 University Ave, Waterloo               | GAP tuition assistance program. Short-term training in areas including transportation, healthcare, maintenance, information technology, and more. Covers tuition, books, testing fees, and equipment.                                                                                                                                                                                                                                                     |
| Iowa Department of Health & Human Services - Black Hawk County Job Training | 291-2441 | 1407 Independence Ave (2nd floor), Waterloo | Job training: SNAP Employment and Training program, PROMISE Jobs(provides work and training services to FIP participants), Refugee Service, Iowa Workforce Development.                                                                                                                                                                                                                                                                                   |
| Iowa Vocational Rehabilitation Services                                     | 234-0319 | 3420 University Ave., (suite D), Waterloo   | Provides vocational services to individuals with disabilities. schedule an appointment for services or more information.                                                                                                                                                                                                                                                                                                                                  |
| Jesse Cosby: Employment Preparation & Placement                             | 234-1793 | 1112 Mobile St. Waterloo                    | Monday-Friday 8:00-4:30 pm. Employment preparation & placement services for unskilled, low income, or formerly incarcerated persons.                                                                                                                                                                                                                                                                                                                      |
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| Masterson Staffing Solutions             | 233-1119                             | 3630 University Ave, Suite A/B, Waterloo | Specializes in recruiting and staffing for a range of light industrial jobs including production, distribution, manufacturing, and more. Will work with people who have records.                                                                                                                                                                                                     |
| Promise Jobs Program                     | 235-2123                             | 3420 University Ave. STE. B, Waterloo    | Orientation, assessment, job-seeking skills, group and individual job search, job placement, job development, high school completion, adult basic education, GED, English as a second language, vocational classroom training, post-secondary education, work experience, unpaid community service, parenting skills training, monitored employment, unemployed parent work program. |
| One City - Momentum                      | 334-0623                             | 907 Independence Ave., Waterloo          | Offers a proven successful, six-week rigorous life transformation and workforce development program from One City United that mines talent in Waterloo and the surrounding communities.                                                                                                                                                                                              |
| YWCA - Latino and Multicultural Services | 234-7589<br>(Cyndi Ritter - English) | 425 Lafayette St, Waterloo               | Provides services to non-English speaking families or those working with the Latino community. Services include translation, interpretation, referrals, and job assistance. Call for an appointment.<br>Mondays & Tuesdays: 9-3:30pm<br>Wednesdays, Thursdays, & Fridays: 9-5pm                                                                                                      |

## FINDING A HOUSE OR KEEPING A HOME

| Home Repair                                 | PHONE        | ADDRESS                             | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------|--------------|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Community Development-City of Waterloo      | 291-4429     | 620 Mulberry St, Waterloo Suite 202 | Assists with emergency repairs (roof, furnace) that are an immediate threat to health, safety, or well-being. Must have owned property for at least one year, must be listed as the deed holder, must be current on all mortgage payments and property taxes, property must be a single family residence, not located in a flood plain, and household income must fall below the 80% mark. <b>Funds will have to be paid back over a period of time.</b> |
| Green Iowa                                  | 273-7233     | UNI CEEE 109, Cedar Falls           | Free home energy audits and free weatherization materials. <b>Fill out online energy audit at <a href="https://www.greeniowaamericorps.org/energyaudit">https://www.greeniowaamericorps.org/energyaudit</a></b>                                                                                                                                                                                                                                          |
| Iowa Heartland Habitat for Humanity         | 235-9946     | 4107 Hammond Ave, Waterloo          | Programs for home owners and those booking to own. Home repair options only for those who own the property and lived there for more than 6-months. Available for Black Hawk, Bremer, Butler, and Buchanan counties.                                                                                                                                                                                                                                      |
| Northeast Iowa Area Agency on Aging (NEI3A) | 800-779-8707 | 3840 W 9th St, Waterloo             | Can contribute financially for home modification projects like wheelchair ramps, bathroom remodels, lowering appliances, and other modifications that can help someone stay in their home. Can also help with furnace and water heater replacement. Income-based clients must be over age of 60.                                                                                                                                                         |

## FINDING A HOUSE OR KEEPING A HOME

| Housing                                         | PHONE                | ADDRESS                                                  | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------|----------------------|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Catholic Worker House                           | 232-2116             | 321 E 8th ST<br>Waterloo                                 | Provides housing for people, preferably families. Only a few houses are available. Call to see current availability. They also post often on their Facebook page.                                                                                                                                                                                                                                        |
| CF Housing Assistance                           | 273-8606             | 220 Clay St,<br>Cedar Falls                              | Office hours Monday thru Thursday 8am to 2pm; online application and requirements list at <a href="http://cedarfalls.com/1063/Housing-Assistance">cedarfalls.com/1063/Housing-Assistance</a>                                                                                                                                                                                                             |
| Community Housing Initiative                    | 235-3000             | 915 W 4th St.,<br>Waterloo                               | Provides Assistance for those with a documented <b>disability</b> . Assistance is provided for SSI applications for those who are homeless and have a documented disability. Permanent Housing Program - provides housing for those who are homeless, with a long-term, documented disability.                                                                                                           |
| Iowa Heartland Habitat for Humanity             | 235-9946             | 4107<br>Hammond<br>Ave, Waterloo                         | Programs for homeowners and those looking to own. "Blue Prints" offers assistance in purchasing a house on the market. Available for Black Hawk, Bremer, Butler, and Buchanan counties.                                                                                                                                                                                                                  |
| Operation Threshold- City of Waterloo TRBA      | 291-2065             | 1535 Lafayette St, Waterloo                              | Operation Threshold offers Tenant-Based Rental Assistance (TBRA) to help families and individuals find safe, decent, and affordable housing. The agency also owns and manages rental units in both Independence and Waterloo. TBRA provides eligible participants with the full rental deposit and 70% of the first month's rent for housing units within the City of Waterloo. Must be income eligible. |
| Section 8 (Waterloo)<br>Section 8 (Cedar Falls) | 233-0201<br>273-8669 | 620 Mulberry St, Waterloo<br>220 Clay St,<br>Cedar Falls | Provides housing assistance subsidy payments (vouchers) on a limited basis. Amount of the voucher depends on household income. Applications are accepted on a walk-in basis only. Wait lists up to 4 years. Preference given to single parents, disabled persons, and persons over the age of 62. Photo ID & SS card required.                                                                           |

## FINDING A HOUSE OR KEEPING A HOME

| Rent/Utility Assistance                   | PHONE    | ADDRESS                                         | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------|----------|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Black Hawk County Community Services      | 883-3005 | 1407 Independence Ave.<br>Waterloo              | Community Services helps people who need help with rent, utilities, and burial assistance. The assistance program is designed to provide <b>short-term emergency</b> type assistance to persons lacking the resources to meet their basic needs for energy and shelter.                                                                                      |
| Black Hawk Commission of Veterans Affairs | 291-2512 | 1407 Independence Ave,<br>Waterloo<br>1st floor | By appointment, Monday - Friday from 8:00-4:30. Typically will grant 50% of one month's rent as long as they are experiencing financial hardship at no fault of their own.                                                                                                                                                                                   |
| Eastside Ministerial Alliance (EMA)       | 235-5580 | 205 Adams St. #1,<br>Waterloo                   | Switches schedules with Operational Threshold, Rent and Water assistance done Nov - April and Utilities done April - Nov. Based on income eligibility and depends on how many people live in the household. <b>Shares funds with Operation Threshold and Jesse Cosby.</b><br><b>Hours:</b> Monday - Friday 9:00-3:00pm but Friday takes no clients           |
| Jesse Cosby Neighborhood Center           | 234-1793 | 1112 Mobile St, Waterloo                        | Can assist with financial support 3x in a fiscal year (July 1st-June 30th). <b>Shares funds with EMA and Operation Threshold.</b> Must provide documentation of situations and events that may have contributed to the need, e.g. eviction notice.<br>- rent and utility assistance for those 200% under poverty (depends on how many people live household) |
| Evansdale Municipal Housing Authority     | 234-0385 | 119 Morrell Court,<br>Evansdale                 | Rental assistance for low income persons. Must live or work in Evansdale or Black Hawk County. Call to see if you are eligible and if the waiting list is open.                                                                                                                                                                                              |
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| LIHEAP<br>(Low-Income Home Energy Assistance Program) |          |                                                       | federally funded program designed to assist qualifying low-income Iowa households in the payment of a portion of their residential heating costs for the winter heating season, to encourage regular utility payments, to promote energy awareness, and to encourage reduction of energy usage through energy efficiency, client education, and weatherization. Find more info <a href="https://hhs.iowa.gov">hhs.iowa.gov</a>                                                                                                                                                     |
| Operation Threshold                                   | 291-2065 | 1535 Lafayette St, Waterloo<br>operationthreshold.org | Administers the Low-Income Home Energy Assistance Program (LIHEAP) for winter energy assistance. LIHEAP supplements the high cost of winter heating for low-income households and provides emergency furnace repairs or replacement for income-qualifying homeowners. Households with income levels at or below 175% of the poverty level are eligible for benefits. Must fill out a form found on their website or pick up a form placed outside of their office. <b>Check online to see when the form is due.</b> Office Hours:<br>Mon-Thurs: 8:00-5:30 pm<br>Fri: 8:00-12:00 pm |
| Salvation Army                                        | 235-9358 | 89 Franklin St, Waterloo                              | The Salvation Army can assist with rent and utilities (up to \$200 in 12 months) if funding is available and eligibility requirements are met. Can also assist with deposits.                                                                                                                                                                                                                                                                                                                                                                                                      |
| St. Vincent DePaul                                    | 232-3366 |                                                       | Can assist with rent and water assistance 1x per 12 months. <b>Call for assistance.</b><br>Mon Wed Fri 9am-12pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Waterloo Housing Authority                            | 233-0201 | 620 Mulberry St #102, Waterloo                        | Participates in the Section 8 Housing Choice Voucher. Office open Mon-Fri 8:00-5:00. Section 8 sign up: Thursdays 8:00-4:00 (all adults bring SS cards and IDs) <b>Must make an appointment.</b> Provides rent assistance payment & permanent housing for low income families and people who are disabled.                                                                                                                                                                                                                                                                         |

## FINDING A HOUSE OR KEEPING A HOME

| Shelter                                    | PHONE                                       | ADDRESS                                      | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------|---------------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amani Community Services                   | 232.5660<br>Crisis Line<br>888.983.<br>2533 | 2315 Falls Ave,<br>Waterloo                  | Amani Community Services is a culturally specific domestic violence and sexual assault agency serving African Americans in Black Hawk County                                                                                                                                                                                |
| Black Hawk Commission of Veterans Affairs  | 319.232.<br>5660                            | 1407 Independence Ave, Waterloo<br>1st floor | By appointment, Monday - Friday from 8:00-4:30                                                                                                                                                                                                                                                                              |
| Cedar Valley Hospitality House             | 234-1311                                    | 1003 Mulberry St,<br>Waterloo                | Provides coffee, showers, clean clothes and shoes, laundry services, and referral to community services. Open Monday-Friday from 9:00 to 4:00 pm. A light meal is served from 11:30 to 12:30 Monday-Friday.                                                                                                                 |
| Friends of the Family                      | 234.0232<br>800.410.<br>7233                | 1009 Peoples Square,<br>Waterloo             | <b>Women and children</b> fleeing domestic or sexual violence are eligible for up to 30 days in Friends' House Emergency Shelter. Those staying in Friends' House receive crisis counseling, safety planning, case management, and other supportive services.                                                               |
| House of Hope                              | 232-3823                                    | 845 W 4th St,<br>Waterloo                    | <b>Mothers with children.</b> Must work towards being employed or in school. Program is for women with motivation to work towards the goal of stability. Can stay up to two years at minimal rent cost. Program fee costs \$250 a month with a \$50 deposit. Applications accepted; expect waiting list. Hours: 8:00-4:00pm |
| Salvation Army - <b>Men's</b>              | 236-0058                                    | 149 Argyle St, Waterloo                      | Shelter for up to 30 days. Availability changes often. Closed during the day, open at 4:00 pm - 8:45 am. Call for info.                                                                                                                                                                                                     |
| Salvation Army - <b>Women and Children</b> | 232-0397                                    | 603 S Hackett Rd,<br>Waterloo, IA 50701      | Shelter for up to 30 days. Availability changes often. Closed during the day, open at 4:00 pm - 8:45 am. Call for info.                                                                                                                                                                                                     |
| Waterloo Warming Center                    | 215-0766                                    | 1022 W 5th St                                | Open 8:00pm-7:00am daily from January 17, 2021 to March 31, 2021. Overnight warming center for those in a homeless/unsheltered situation.                                                                                                                                                                                   |

| FOOD -<br>COMMUNITY<br>MEALS                                         | PHONE    | ADDRESS                        | DESCRIPTION OF SERVICE                                                                                        |
|----------------------------------------------------------------------|----------|--------------------------------|---------------------------------------------------------------------------------------------------------------|
| Catholic Worker House                                                | 232-2116 | 321 E 8th St,<br>Waterloo      | Mondays, Wednesdays, & Thursdays,<br>6:00pm for anyone                                                        |
| Cedar Falls<br>Community Meals<br>- First United<br>Methodist Church | 266-1713 | 718 Clay St, Cedar<br>Falls    | Every Tuesday 4:30-6:00pm                                                                                     |
| Cedar Falls<br>Senior Center                                         | 277-1900 | 528 Main St, Cedar<br>Falls    | For those 60+. Tuesdays and Thursdays at<br>11:45 a.m <b>Must make reservation - call</b>                     |
| Celebration First<br>Assembly of God                                 | 235-7729 | 745 April St.,<br>Waterloo     | Community Meal/snacks: Wednesday<br>evening, Sunday 8:45am-9:45am                                             |
| Crossroads<br>Community<br>Church of the<br>Nazarene                 | 233-4359 | 3622 Hammond<br>Ave., Waterloo | 1st and 3rd and 5th Thursday of the month<br>5:00pm                                                           |
| First Baptist<br>Church                                              | 234-1537 | 434 Baltimore St.<br>Waterloo  | Last Wednesday of each month 4:30-6:00<br>pm. Except November and December.                                   |
| First Presbyterian<br>Church                                         | 233-6145 | 505 Franklin St.,<br>Waterloo  | Every Sunday 4:00-6:00PM                                                                                      |
| Harvest Vineyard<br>Church Meal                                      | 287-5711 | 715 E 4th St.,<br>Waterloo     | 2nd Saturday 9:00 - 11:00 am, pancake<br>breakfast                                                            |
| Hope City Church                                                     | 252-4127 | 118 High St.,<br>Waterloo      | last Tuesday of the month 5:30 - 6:30 pm                                                                      |
| Impact Church of<br>Hope                                             | 233.7664 | 710 Broadway St.,<br>Waterloo  | 3rd Tuesday of each month 4:30pm-6pm                                                                          |
| Jesse Cosby<br>Neighborhood<br>Center                                | 234-1793 | 1112 Mobile St,<br>Waterloo    | For those 60+. Meals served 11-12:30,<br>Monday - Thursday.                                                   |
| Kimball Ave<br>United Methodist<br>Church                            | 232-4103 | 1207 Kimball Ave.,<br>Waterloo | every 4th Monday of the month, 4:30-6:00<br>pm                                                                |
| Queen of Peace                                                       |          | 118 High St.,<br>Waterloo      | Takeout dinner every Tuesday 4pm-5pm<br>SERVED AT HOPE CITY but by Queen of<br>Peace volunteers as of 2/23/26 |
| Salvation Army -<br>Community Meal                                   | 235-9358 | 89 Franklin St,<br>Waterloo    | Mon, Wed & Fri 11:30am-12:30pm                                                                                |

| FOOD - ASSISTANCE                           | PHONE             | ADDRESS                                                 | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------|-------------------|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Black Hawk Commission of Veterans Affairs   | 291-2512          | 1407 Independence Ave #1, Waterloo 1st floor            | <b>Veterans only.</b> Monetary assistance for emergency needs. By appointment, Monday - Friday from 8:00-4:30.                                                                                                                                                                                                                                                                              |
| SNAP / Food Stamps                          | 291-2441          | 1407 Independence Ave, Waterloo (Black Hawk County DHS) | Food Assistance Program provides Electronic Benefit Transfer (EBT) cards that can be used to buy groceries.                                                                                                                                                                                                                                                                                 |
| Mom's Meals (formerly Meals on Wheels)      | 877-508-6667      |                                                         | Refrigerated, home-delivered meals. Can call NE Iowa Area Agency on Aging (800-779-8707) to determine if they qualify.<br><b>How to qualify</b> (at least one of these):<br>-Over 65 or Disabled<br>-Requires assistance with grocery shopping and/or preparing meals<br>-On Medicaid/Medicare or a member of a Health Insurance Plan that offers a paid meal benefit                       |
| Northeast Iowa Area Agency on Aging (NEI3A) | 800-423-2449      | 3840 W 9th St, Waterloo, IA                             | In order to qualify for Meals on Wheels delivery, the client must be 60+ years old and homebound. If they can still get around, NEI3A would have them go to a senior center for the meal (listed under Community Meals). Those who qualify for delivery will have a volunteer bring a hot meal Monday-Friday at lunch. Some individuals qualify for Saturday and Sunday deliveries as well. |
| Northeast Iowa Food Bank                    | 235-0507, ext 102 | 1605 Lafayette, Waterloo                                | The Food Pantry provides crisis and supplemental food assistance to families and individuals in Black Hawk County. Limit 2 visits per calendar month<br><b>Pantry Hours:</b><br>Monday-Thursday 9:00AM-3:00PM<br>Friday 8-11AM                                                                                                                                                              |
| Salvation Army                              | 235-9358          | 89 Franklin St, Waterloo                                | Thurs 11:30am-12:30pm. Need ID and proof of number in household.                                                                                                                                                                                                                                                                                                                            |

| FOOD - PANTRY                                               | PHONE       | ADDRESS                                                | DESCRIPTION OF SERVICES                                                                                                             |
|-------------------------------------------------------------|-------------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Apostolic Pentecostal Church                                | 234-2920    | 1645 Downing Ave, Waterloo                             | 3rd Sunday of the month 4:00pm-5:00pm<br>Any holiday occurring on the 3rd sunday will push back for 4th sunday of month             |
| Black Hawk Commission of Veterans Affairs                   | 291-2512    | 1407 Independence Ave, Waterloo<br>1st floor           | Everyday at 8:30-4:00 pm for <b>veterans and widows of veterans.</b>                                                                |
| Cedar Valley Food Pantry                                    | 235-0507    | 1605 Lafayette St, Waterloo, IA 50703                  | Mon-Thurs 9:00am-3:00pm, Fri 9:00am-12:00pm                                                                                         |
| Countryside Vineyard                                        | 888-681-248 | 3467 Lafayette Rd, Evansdale, IA                       | 1st and 3rd Saturdays of the month, 10-11am                                                                                         |
| Crossroads Community Church                                 | 233-4359    | 3622 Hammond Ave., Waterloo                            | Thursday walk-in from 9:00 - 3:00, call ahead if possible (frozen food)                                                             |
| Good Shepherd Church                                        | 234-7256    | 501 E. Donald St. Waterloo                             | Small food pantry cabinet outside the church. Mobile Food Pantry w/Hope City in Good Shepherd parking lot second Thursday at 5:15pm |
| Grace Baptist Church                                        | 233-6196    | 3820 Hammond Ave., Waterloo                            | By appointment through Love INC or calling church directly<br>Monday-Thursday 9:00-3:30 pm. Supplies a few meals.                   |
| Hope City CV - Pantry of Hope                               | 252-4127    | 118 High St., Waterloo                                 | Tuesday 5:00pm-6:00pm, Saturday 12:00pm-1:00pm <b>Call first</b>                                                                    |
| Jesse Cosby Neighborhood Center                             | 234-1793    | 1112 Mobile St., Waterloo                              | small food pantry box outside the center open 24/7                                                                                  |
| Matthew 25 Food Pantry                                      | 277-3036    | St Patrick's Catholic Church, 705 Main St, Cedar Falls | Mon 9am-12pm, Thurs 1pm-4pm by appointment only, call first<br>healthy food, personal care items, and household items               |
| North Cedar Nazarene Food Pantry and Disaster Relief Center | 239-9136    | 1210 W Lone Tree Rd., Cedar Falls                      | Every other Tuesday 12:00pm-2:00pm; check facebook for any updates                                                                  |

|                                                       |          |                                  |                                                                                                                                                                                                 |
|-------------------------------------------------------|----------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Salvation Army<br>Pantry                              | 235-9358 | 89 Franklin St,<br>Waterloo      | Thurs 11:30am-12:30pm                                                                                                                                                                           |
| St. Luke's<br>Episcopal                               | 277-8520 | 2410 Melrose Dr,<br>Cedar Falls  | 2nd and 4th Wednesday each month from<br>4:30-5:30 pm                                                                                                                                           |
| St. Timothy's<br>UMC Food<br>Closet                   | 266-0464 | 3220 Terrace Dr.,<br>Cedar Falls | 3rd Friday of the month by appointment<br>12:30 - 4:00 pm                                                                                                                                       |
| Union<br>Missionary<br>Baptist Church                 | 235-1213 | 209 Jackson St,<br>Waterloo      | Tues & Thurs 11:00am-1:00pm<br>Call ahead preferred                                                                                                                                             |
| Waterloo First<br>United<br>Methodist<br>Church- Nook | 235-7088 | 614 Randolph St.,<br>Waterloo    | Thursday 9:30am-10:30am, 2nd Sat<br>10:00am-11:00am<br>fresh and shelf stable food available to all who<br>need food. Enter the church from the Randolph<br>St. entrance; just follow the signs |
| Westminster<br>Presbyterian<br>Church                 | 234-5501 | 1301 Kimball Ave,<br>Waterloo    | 1st Saturday from 9-11am, 3rd Thursday<br>from 4:30- 6:00pm. Guests are asked to drive<br>to the back of the church and get in line, staying<br>in their car.                                   |

| FOSTER CARE SUPPORT | PHONE    | ADDRESS                      | DESCRIPTION OF SERVICES                                      |
|---------------------|----------|------------------------------|--------------------------------------------------------------|
| Cedar Valley Angels | 214-0099 | 304 South Street<br>Waterloo | Resources and support for foster care children and families. |

| FURNITURE                    | PHONE                             | ADDRESS/ WEBSITE                                                                                 | DESCRIPTION OF SERVICES                                                                                                                                                                                                               |
|------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Goodwill                     | CF:<br>277-0040<br>W:<br>252-4274 | 4318 University Ave,<br>Cedar Falls<br>220 E 4th St, Waterloo                                    | Cheaper prices on donated items                                                                                                                                                                                                       |
| Habitat for Humanity ReStore | 883-3331                          | 4107 Hammond Ave                                                                                 | Tuesday–Friday 9:30 am–5:30 pm<br>Saturday 9:00 am–3:00 pm<br>Closed Sunday and Monday<br>Nonprofit home improvement store and donation center that sells new and used building supplies and donated home goods at discounted prices. |
| Neighborhood Home            | 235.9621                          | 2410 Crossroads Blvd. Waterloo<br><a href="http://neighborhoodhome.com">neighborhoodhome.com</a> | Offers discounts on many furniture items.                                                                                                                                                                                             |
| One Vision Thrift Store      | 427-6746                          | 2060 Sovia Dr Suite 115, Waterloo                                                                | Store takes clothing, kitchen items, linens, furniture, decor items, electronics, small appliances, etc.                                                                                                                              |
| Salvation Army Thrift Store  | (515) 243-0784                    | 6322 University Ave Suite A, Cedar Falls                                                         | Cheaper prices on donated items                                                                                                                                                                                                       |
| Stuff Etc.                   | 233-8009                          | 1210 Flammang Dr, Waterloo                                                                       | Cheaper prices on donated items                                                                                                                                                                                                       |
| Unclaimed Freight Furniture  |                                   | <a href="http://unclaimedfreightfurniture.com">unclaimedfreightfurniture.com</a>                 | Offers full-service delivery, door drop off, and pick up. Located in Sioux City but great deals are found online.                                                                                                                     |

| IMMIGRANT/<br>REFUGEE                                            | PHONE    | ADDRESS                                          | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------|----------|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Catholic Charities                                               | 272.2080 | 1425 Kimball Ave.,<br>Waterloo                   | Immigration attorneys provide affordable legal services to help reunite families by assisting them in navigating the immigration system and advocating on their behalf. Consultations are free by appointment.                                                                                                                                                                         |
| Cedar Valley Alliance for Immigrants and Refugee Rights (CVAIRR) | 486-1479 |                                                  | Provides free, brief, spiritual and emotional supportive services for immigrants, refugees, advocates, and allies. Run by volunteer teachers with training through CVAIRR supervisors. Bilingual services offered. Use email to contact sescvair@gmail.com.                                                                                                                            |
| EMBRAC                                                           | 214-0178 | 20 W. 5th St.<br>Floor 4.<br>Waterloo            | Advocacy, education, and community development - EMBARC offers support and resources for refugees in need, including a wide range of educational and healthcare programs, as well as access to housing, food, job opportunities, mentoring, and more.                                                                                                                                  |
| RiverARC                                                         | 529.5024 | 1211 Lois Ln, Waterloo                           | Provide immigration legal services to immigrant families.                                                                                                                                                                                                                                                                                                                              |
| Operation Threshold                                              | 291-2065 | 1525 Lafayette,<br>Waterloo                      | This agency offers education and services to help people meet their basic needs and become self-sufficient. Please contact the agency by phone or visit the website for a full and current listing of programs. All Operation Threshold programs have <b>Spanish, Bosnian, Burmese and French interpreters available (by appointment)</b> .                                            |
| World Grace Project                                              | 308-8572 | 114 Randolph W. - 1st<br>United Methodist Church | World Grace Project empowers indigenous leaders to resource, develop and integrate our refugee and immigrant communities toward self-sufficiency in the Cedar Valley. <a href="http://worldgraceproject.org">worldgraceproject.org</a><br>- Help furnish home and takes used cribs                                                                                                     |
| YWCA                                                             | 234-7589 | 425 Lafayette St., Waterloo                      | MULTICULTURAL SERVICES Offers case management services and support to immigrant and refugee individuals and families at no cost Monday - Friday. LARS (ENGLISH CLASS) Language, Advocacy, Resources and Support (LARS or English Class) is an open-ended English instruction class. Provided at no charge, two times a week; with transportation and childcare are also provided free. |

| LEGAL SERVICES                    | PHONE                        | ADDRESS                                                 | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                                             |
|-----------------------------------|------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Crime Victim Compensation Program | 515-281-5044 or 800-373-5044 | 321 E 12th St, Lucas Building, Ground Floor, Des Moines | Helps victims with costs related to crime injuries, both physical and emotional. Not tax-based; paid for through criminal fees. Expect 8-10 week wait period.                                                                                                                                                                       |
| Iowa Legal Aid                    | 800-532-1275                 | 607 Sycamore St, Ste 206, Waterloo                      | Free legal help with civil law problems for eligible low-income Iowans. Call Monday - Friday 9-11am and 1:30-3:30pm (except Thursday afternoon). Can apply online at <a href="http://iowalegalaid.org">iowalegalaid.org</a><br>Iowans age 60+, call the Legal Hotline for Older Iowans at 1-800-992-8161, Monday - Friday 9-4:30pm. |
| Jesse Cosby: People's Law Clinic  | 234-1793                     | 1112 Mobile St, Waterloo                                | Monday-Friday 8:00am-4:30pm. Offers legal consultation to low income individuals & families. Posted twice a month (call for more info)                                                                                                                                                                                              |

| MEDICAL ASSISTANCE                        | PHONE    | ADDRESS                                      | DESCRIPTION OF SERVICES                                                                                              |
|-------------------------------------------|----------|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Black Hawk Commission of Veterans Affairs | 291-2512 | 1407 Independence Ave, Waterloo First floor  | Call for an appointment. Health care provided to those who meet criteria. Also provide dental care (emergency only). |
| Black Hawk County Community Services      | 291-2624 | 1407 Independence Ave, Waterloo Second Floor | Mon-Fri 8:00-4:30 pm Call for eligibility.                                                                           |
| NuCara                                    | 287-8087 | 1113 Ansborough Ave, Waterloo                | Wide range of mobility equipment available. Call or look online                                                      |

| MEDICAL CLINIC                                | PHONE    | ADDRESS                                    | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------|----------|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Allen Community Engagement ( <b>ACE-SAP</b> ) | 235-9358 | 207 Logan Ave, Waterloo                    | Free clinic provide many services. No appointment necessary. Call number ahead of time for clinic hours. Online search for <b>DeBonis Free Clinic</b> for schedule and services.                                                                                                                                  |
| Allen's Women's Health Clinic                 | 235-5090 | 233 Vold Dr, Waterloo                      | Provide a variety of women's health and wellness needs, prenatal education, support, and connection to community resources.                                                                                                                                                                                       |
| Black Hawk County Public Health               | 291-2413 | 1407 Independence Ave, 5th Floor, Waterloo | BHCPH offers a variety of programs which include basic health needs such as cancer screenings, oral health services, vaccinations, and STI/HIV screenings.                                                                                                                                                        |
| People's Clinic                               | 874-3000 | 905 Franklin Street, Waterloo              | Peoples Community Health Clinic, Inc. (PCHC) is a private, non-profit, Federally Qualified Health Center. Medical and dental care to anyone, regardless of age, race, nationality, employment, health insurance, income or location of residence. Call to schedule an appointment.                                |
| Success Street Clinic                         | 433.2780 |                                            | School-based mental health program for grades K-12 in the Waterloo Community School District. Health care services, substance abuse services, reproductive health services, and referral assistance available for ages 0-21. Many are eligible for reduced fee or free services. Medicaid and insurance accepted. |

| OLDER<br>ADULT<br>SERVICES                   | PHONE            | ADDRESS                               | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------|------------------|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Jesse<br>Cosby                               | 234-1793         | 1112 Mobile<br>St, Waterloo           | Provide a variety of senior support services for over 60 - social gatherings (meal), Meals on Wheels, events and activities such as exercise groups, Bible study, quilting, and trips. Community Garden, IT help, health and wellness assistance, classes about fraud.                                                      |
| Northeast<br>Iowa Area<br>Agency on<br>Aging | 800-779-<br>8707 | 3840 W 9th<br>St, Waterloo            | Connects older adults, caregivers, and persons with disabilities to the services they need to remain independent. Counselors help individuals to make informed choices about their long-term care supports and services by providing information about available resources, assisting with planning, and accessing services |
| Right at<br>Home                             | 260-2222         | 3731<br>Pheasant<br>Lane,<br>Waterloo | Transportation, in-home care, help arranging other care, dementia and Alzheimer's, speciality and nursing care.                                                                                                                                                                                                             |

| <b>TAX ASSISTANCE</b>                  | <b>PHONE</b>                                               | <b>ADDRESS</b>                                                            | <b>DESCRIPTION OF SERVICES</b>                                                                                                                                                                               |
|----------------------------------------|------------------------------------------------------------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AARP Tax-Aide Program                  | 800-244-7431                                               | 207 Logan St,<br>Waterloo<br>Chapel side of<br>Salvation<br>Army building | 8:30-2:30 pm on Mondays and Wednesdays.<br>Walk-ins only. Call for a list of required documents.                                                                                                             |
| Iowa Legal Aid                         | 800-532-1275                                               | 607 Sycamore St, Suite 304,<br>Waterloo                                   | Free legal help for eligible low-income Iowans with civil law problems. Call Mon-Fri 9:00-11:00am and 1:30-3:30pm (except Thursday afternoon). Apply online at any time. Office is open Mon-Fri 8:30-4:30pm. |
| VITA - Volunteer Income Tax Assistance | Questions (UNI): 273-2394<br>Schedule Appt: 1-800-244-7431 | 1305 W 27th St, Cedar Falls<br>Curris Business Building, Room 223         | Free tax help. Monday's 6:00-8:00pm and Wednesday's 3:00-5:00pm. Call United Way of Cedar Valley (1-800-244-7431) to make an appt. Available to households whose income is \$56K or less.                    |

| TELEPHONE ASSISTANCE and PLANS      | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lifeline Support                    | Provides a discount of at least \$9.25 per month (\$34.25 for tribal lands) on phone or internet services.<br>Check eligibility at <a href="http://lifelinesupport.org">lifelinesupport.org</a> ‘<br>Eligibility: Generally based on household income (135% or less than federal poverty guidelines) or participation in programs like SNAP, Medicaid, or SSI.                                |
| SafeLink Wireless and Life Wireless | Prominent providers offering free monthly data, talk, and text, sometimes including a free smartphone. <a href="http://safelinkwireless.com">safelinkwireless.com</a> and <a href="http://lifewireless.com">lifewireless.com</a><br>Eligibility: Generally based on household income (135% or less than federal poverty guidelines) or participation in programs like SNAP, Medicaid, or SSI. |
| Tello                               | Offers highly customizable, low-cost plans (e.g., 2GB data + unlimited talk/text for ~\$10/month). <a href="http://tello.com">tello.com</a>                                                                                                                                                                                                                                                   |
| Mint Mobile                         | Known for affordable, prepaid bulk-month plans. Sales go on all the time for 10-15\$ plans                                                                                                                                                                                                                                                                                                    |
| Visible                             | 25\$ lowest cost option <a href="http://visible.com">visible.com</a>                                                                                                                                                                                                                                                                                                                          |
| TextNow                             | FREE number, wireless, or discounted phones (supported b advertisers)                                                                                                                                                                                                                                                                                                                         |
| FreedomPop                          | For <b>seniors</b> - low as 10\$/month                                                                                                                                                                                                                                                                                                                                                        |

| TRANSPORTATION SERVICES                       | PHONE                                           | ADDRESS                                                                                 | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------|-------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| OnBoard Public Transportation                 | 319-233-5213<br>or<br>1-800-369-3022.           | Black Hawk, Bremer, Buchanan, Butler, Chickasaw, and Grundy Counties in Northeast Iowa. | <b>Transit Hours of Operation:</b><br>Monday-Friday, 6:30 a.m.-6:00 p.m.<br><b>Office hours for Reservations/Information:</b><br>Monday-Friday, 8:00 a.m.-4:00 p.m.<br><b>Cost for Rides:</b> \$2.00/mile (minimum \$8.00/one-way trip)                                                                                                                                                                                                                         |
| Cedar Valley Bicycle Collective               | 427-2012                                        | 219 W 4th St, Waterloo                                                                  | A volunteer-driven community bike resource. Has a program for helping individuals earn a bike through volunteering.                                                                                                                                                                                                                                                                                                                                             |
| Non-Emergency Medical Transportation (NEMT)   | 866-572-7662<br><br>Schedule at<br>877-271-4819 | Call for assistance                                                                     | Provides transportation to medical appointments. <b>Must be an eligible Medicare or Medicaid recipient who is a member of one of Access2Care's contracted health plan or government clients.</b> At least a 3-day notice is preferred. Also offer a gas reimbursement to those with vehicles so long as the reimbursement is approved at least 3 days in advance of the appointment. Please use other ways to get rides before requesting Access2Care services. |
| Northeast Iowa Area Agency on Aging (NEI3A)   | 800-779-8707                                    | 3840 W 9th St, Waterloo, IA                                                             | Can provide transportation to doctor appointments. Sometimes can provide transportation to the pharmacy or grocery store. Must be over the age of 60.                                                                                                                                                                                                                                                                                                           |
| Waterloo Metropolitan Transit Authority (MET) | 234-5714                                        | 1515 Black Hawk St, Waterloo                                                            | Bus routes through Waterloo and Cedar Falls. Also administer Paratransit for those whose condition or disability prevents them from utilizing the normal bus routes. Call for eligibility requirements                                                                                                                                                                                                                                                          |

| VETERANS                                | PHONE    | ADDRESS                          | DESCRIPTION OF SERVICES                                                                                                                                                             |
|-----------------------------------------|----------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Americans For Independent Living (AFIL) | 232-2552 | 4020 University Ave.<br>Waterloo | Resource center: transitional housing, home modification, furniture for veterans                                                                                                    |
| Veterans Affairs                        | 291-2512 | 1210 Idaho Street<br>Waterloo    | providing emergency assistance with basic needs through relief funds or helping to file claims for Federal VA benefits (service work), or just providing information and referrals. |

| VICTIM SUPPORT SERVICES     | PHONE                        | ADDRESS                                   | DESCRIPTION OF SERVICES                                                                                                                                                                                                                                                           |
|-----------------------------|------------------------------|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amani Community Services    | 232-5660                     | 2315 Falls Ave, Suite 1, Waterloo         | Provides <b>culturally specific services to African Americans</b> in Black Hawk and Linn Counties. Services offered are counseling, outreach services, prevention services, legal and personal advocacy, and children's programming.                                              |
| Friends of the Family       | 319-352-0037<br>800-410-7233 | Multiple offices - main office in Waverly | Assists individuals in crisis due to homelessness, domestic violence, sexual assault, and human trafficking. Homeless prevention/rapid rehousing: Victims who are homeless due to domestic or sexual assault may be eligible for financial assistance to meet safe housing needs. |
| Iowa Domestic Abuse Program | 800-485-8151                 | 527 E. 5th St., Waterloo                  | The goal of this program is to <u>prevent further battering</u> by teaching alternative behaviors to violence. The program involves 24 weeks of two-hour sessions, and weekly homework.                                                                                           |
| Waypoint                    | 800-208-0388<br>365.1458     | 318 Fifth Street SE, Cedar Rapids         | Serves several counties including Black Hawk. Provides information or immediate crisis counseling to victims/survivors of domestic violence or their family or friends.                                                                                                           |

| SEXUAL ASSAULT SERVICES | PHONE                                                                   | ADDRESS                         | DESCRIPTION OF SERVICES                                                                                                                                                  |
|-------------------------|-------------------------------------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Riverview Center        | Crisis hotline: 888-557-0310<br>Non-Emergency Waterloo office: 939-9599 | 2055 Kimball Ave #355, Waterloo | Services include a 24-hour crisis hotline, legal, medical and social service advocacy, long- and short-term counseling, transition and basic needs assistance, and more. |