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2022



IowaWORKS

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Mississippi Valley Workforce Area

Burlington IowaWORKS Center

550 South Gear Avenue, Suite 35, West Burlington, IA

**ASSISTIVE TECHNOLOGY,
PARTNERS, REFERRAL PROCESS,
AND COMMUNITY RESOURCES**

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Assistive Technology Accommodations Notice

BURLINGTON CENTER ACCOMMODATIONS AVAILABLE

- Adjustable Height Table*
- Adjustable Keyboard Tray
- Trackball Mouse
- Large Print Keyboard
- Large Computer Monitor
- Screen Reader*
- Screen Magnifier*
- Headphones
- Handheld Magnifiers
- Assistive Listening System*
- Text to Speech Device*
- ASL Remote Services*
- LEP Remote Services*
- Closed Captioning
- Language Line*
- Alternative Materials
- Note Takers
- Virtual Appointments
- Private Spaces
- Virtual Lobby

*Additional instructions provided at the end of the document.

Other accommodations can be made upon request.

HOW TO REQUEST

Accommodations can be requested at the front desk from any available staff and will be provided upon request. The accommodation will be set up immediately or in a reasonable time frame to ensure all customers have equal access to programs and services.

ASSISTIVE TECHNOLOGY LIST AND LOCATION

Located On Skills Floor/Computers

- Adjustable Height Table (instructions provided)
- Adjustable Keyboard Tray (instructions provided)
- Trackball Mouse
- Large Print Keyboard
- Large Computer Monitor
- Screen Reader – NVDA (instructions provided)
- Screen Magnifier – Windows Magnifier (instructions provided)

Available Upon Request -

- Noise Canceling Headphones
- Handheld Magnifiers
- Assistive Listening System
- Text to Speech Device – C-Pen (instructions provided)
- Virtual Lobby (iPad and various apps)
- ASL Remote Services (instructions provided)
- LEP Remote Services (instructions provided)
- Closed Captioning
- Babel Notices/Language Line

Onsite Accommodations

- Alternative Materials - Large Print, Braille, Audio
- Sign Language Interpreters
- Note Takers
- Virtual Appointments -
- Readers
- Private Spaces

ASSISTIVE TECHNOLOGY INSTRUCTIONS

Screen Magnifier – Skills Floor Computers

1. Username: RR-(location)-Narrator (example: RR-BR-Narrator)
2. Password: Customer1
3. Once logged in under these credentials you have access to the Screen Magnifier
4. Double click on Screen Magnifier and adjust magnification, it will now be on and usable to read anything displayed on the computer screen.

Assistive Listening System - Sound PKT D1 EH Pocketalker

1. Place lanyard around your neck.
2. Turn on Pocketalker with the volume wheel but don't turn all the way up.
3. Plug in disposable earbuds and insert in ears.
4. Slowly adjust the volume up until it is a comfortable volume.
5. The tone wheel can be adjusted to clear up the sound.

Text-to-Speech Device – C-Pen

Full User's Guide https://cpenfiles.blob.core.windows.net/manualer/cpen600C_800C_EN.pdf

1. Optionally, you can plug in disposable earbuds and place earbuds in your ears.
2. Press the on button
3. Hold at a slight angle until the light comes on and move across text
4. Lift device and the pen will read the scanned text out loud
5. Press the middle button to repeat the line of text
6. When done, hold power button and follow instructions to power off.

Screen Reader – Skills Floor Computers

1. Username: RR-(location)-Narrator (example: RR-BR-Narrator)
2. Password: Customer1
3. Once logged in you have access to the Screen Reader (NVDA)

Full list of NDVA Shortcuts: https://dequeuniversity.com/screenreaders/nvda-keyboard-shortcuts#nvda-nvda_shortcut_keys

1. Browse Mode: Browse mode is used when reading documents or webpages.

2. Focus Mode: Focus mode is used when the user enters a form or other fields that require user input.
3. NDVA automatically switches between the modes, but the user can toggle them by using Insert + Space Bar.
4. Turn on Speech Viewer: enabling Speech Viewer opens a window that shows everything NDVA states. This is useful for sighted users learning NVDA for testing purposes.
Enable it under Tools in the NDVA Menu

*Note these shortcut keys are for NVDA's desktop keyboard layout settings, some shortcuts are different when using NDVA's laptop keyboard layout setting.

The Basics Task	Command
Turn NVDA on	Control + Alt + N
Turn NVDA off	Insert + Q
Stop reading	Control
Start reading continuously from this point on	Insert + Down Arrow
Read next item	Down Arrow
Read next <i>focusable</i> item (e.g., link, button)	Tab
Activate link	Enter
Activate button	Enter or Space Bar
Go to next heading	H
Go to next heading of level [1-6]	1-6
List all headings	Insert + F7
Go to next landmark/region	D
Show list of all links/headings/form fields/buttons	Insert + F7
Go to next table	T
Navigate table cells	Ctrl + Alt + Arrow Keys
Go to next list	L
Go to next list item	I
Go to next graphic	G
List all links	Insert + F7
Go to next link	K
Go to next unvisited link	U
Go to next visited link	V
Read entire foreground window (e.g., for dialogs)	Insert + B
Announce title of the current foreground window	Insert + T
Toggle between radio buttons,	Arrow Keys
Go back to previous heading/landmark/table	Shift + [H, D, T, Tab, etc.]

ASL Remote Services

ASL Video Remote Interpretation email: aslври@handsupcommunications.com

Phone: 319-213-9920

LEP Remote Services

Spoken Language Video Remote Interpretation email: vrispoken@handsupcommunications.com

Phone: 319-213-9920

Language Line

1. Dial into the toll-free interpretation line 888-338-7394
2. Enter Account Number, followed by # sign
3. Select whether a 3rd party call is needed
4. Select Language by Entering the Corresponding Number
5. If the language you need is not listed in the options, Enter “9” for all other languages
6. If you need to speak with a customer service rep. prior to being connected with the interpreter, enter “9”
7. Follow Additional Prompts (if applicable)

REQUESTS FOR ADDITIONAL ACCOMMODATIONS

Request an In-Person Sign Language Interpreter

ASL or Foreign/Spoken Language On-site, Translation, and Live Captioning

Website: <https://handsupcommunications.com/locations/cedar-rapids-ia/services/video-remote-interpreting/>

Phone: 319-213-9920

E-mail: scheduling@handsupcommunications.com

Iowa Department for the Blind

Website: <https://blind.iowa.gov/>

Self-referrals: <https://iowadepblind.wufoo.com/forms/zvrywj80kfnxfj/>

Aids & Device Resource List: <https://blind.iowa.gov/aids-devices-resource-list-1>

Braille requests: Karen Cunningham – karen.cunningham@blind.state.ia.us

Audio requests: Leslie Heinzler – leslie.heinzler@blind.state.ia.us

Phone: 515-281-1333 | 800-362-2587

E-Mail: contact@blind.state.ia.us

Iowa Vocational Rehabilitation Services

Website: <https://ivrs.iowa.gov/>

Phone: 800-532-1486 | 319-753-2231

Email: info@iowa.gov

Easter Seals

Website: www.easterseals.com/ia

Phone: 515-289-1933

Email: info@eastersealsia.org

BURLINGTON Iowa *WORKS* PARTNERS

Iowa*WORKS* Centers must provide access to all required WIOA one-stop partners. Customers must have access to these programs, services, and activities during regular business hours. For WIOA partners not co-located through the Iowa*WORKS* Centers must have either cross-trained staff at the Center or a direct technology linkage must be available. A “direct linkage” means providing direct connection at the Iowa*WORKS* Center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.

Listed below are the WIOA required workforce partners in the Mississippi Valley Workforce Area. This information provides staff a direct linkage to all partner programs and is provided as a quick reference guide for populations served, brief summary of services provided, and contact information for each program. If you have any further questions about the specific program, you can contact the person listed below. Participant referrals are required to be made through the One Stop Operator referral form in addition to providing the participant a direct linkage to each program as provided below.

Title I Adult/Dislocated Worker

Population Served: Adults with barriers to employment and Dislocated Workers

Services Provided: Basic/Individualized Career Services, Tuition Assistance, Work Based Learning, and Support Services

Contact: Shannon Weaver

Email: Shannon.weaver@iwd.iowa.gov

Phone: 319-753-1671 ext. 30450

Title I Youth

Population Served: Youth ages 14-24 with a barrier to employment

Services Provided: Work experience, tuition assistance, work readiness activities.

Contact: Shannon Weaver

Email: Shannon.weaver@iwd.iowa.gov

Phone: 319-753-1671 ext. 30450

Adult Education and Literacy (AEL)

Population Served: Individuals without a high school diploma or who have limited English language proficiency

Services Provided: HiSET and English as a Second Language Classes

Contact: Martha Bell

Email: mbell@scc Iowa.edu

Phone: 319-208-5254

Website: [Click here](#)

Title III Wagner Peyser

Population Served: Anyone in need and willing to participate

Services Provided: Basic labor exchange services such as job referrals, labor market information, and job search assistance.

Contact: Tim Snyder

Email: Timothy.Snyder@iwd.iowa.gov

Phone: 319-753-1671 ext. 30411

Vocational Rehabilitation Services

Population Served: People with disabilities

Services Provided: Rehabilitation services include training, support services, transition services from school to work, personal care assistance, technology services, job placement, post-employment services, supported employment, and independent living services.

Contact: Cindy Whalen

Email: Cynthia.whalen@iowa.gov

Phone: 319-753-2231

Iowa Department for the Blind

Population Served: People who are visually impaired/blind

Services Provided: Independent living skills, work readiness training, tuition assistance, assistance with accommodations and job placement.

Contact: Travis Robinson

Email: Travis.Robinson@blind.state.ia.us

Phone: 515-981-8439

Website: <https://blind.iowa.gov/department-programs>

Re-Entry

Population Served: Ex-offenders

Services Provided: Transition from incarceration-life in prison, jail, or juvenile justice facilities-to-life in the community or require assistance in overcoming barriers to employment resulting from a record of arrests or convictions.

Contact: Tim Snyder

Email: Timothy.Snyder@iwd.iowa.gov

Phone: 319-753-1671 ext. 30411

RESEA

Population Served: Individuals receiving unemployment

Services Provided: Support in the development of an individual reemployment plan, customized career and labor market information, enrollment in Wagner-Peyser and information and access to other AJC services and resources that support the claimant's return to work.

Contact: Matt Auliff

Email: Matthew.Auliff@iwd.iowa.gov

Phone: 319-365—9474 ext. 31129

Promise Jobs (TANF)

Population Served: FIP participants

Services Provided: Support services, education, job training, employment activities and Temporary cash assistance

Contact: Jill Malmer

Email: jill.malmer@iwd.iowa.gov

Phone: 563-445-3200 ext. 43320

Veterans Services

Population Served: Veteran or spouse of an eligible Veteran with a significant barrier to employment

Services Provided: Individualized career and training-related services.

Contact: Tim Snyder

Email: Timothy.Snyder@iwd.iowa.gov

Phone: 319-753-1671 ext. 30411

Career and Technical Education

Population Served: Students

Services Provided: Develop more fully the academic, career, and technical skills of secondary and postsecondary students who elect to enroll in career and technical education programs.

Contact: Dr. Ashlee Spannagel

Email: aspannagel@scc Iowa.edu

Phone: 319-208-5380

Website: <https://www.scc Iowa.edu/conted/index.aspx>

Trade

Population Served: Employees affected by a businesses certified Trade petition

Services Provided: Services include re-employment services, job search allowances, relocation allowances, funded training, weekly trade readjustment allowances for eligible workers who have exhausted their Unemployment Compensation benefits and are in training, Alternative Trade Adjustment Assistance/Re-employed Trade Adjustment Assistance, and On-the- job training

Contact: Tim Snyder

Email: Timothy.Snyder@iwd.iowa.gov

Phone: 319-753-1671 ext. 30411

Unemployment

Population Served: Workers who have lost their job through no fault of their own

Services Provided: The benefits include a maximum weekly amount for 16 weeks if eligible.

Contact: Tim Snyder

Email: Timothy.Snyder@iwd.iowa.gov

Phone: 319-753-1671 ext. 30411

Migrant and Seasonal Farmworkers

Population Served: Migrant and seasonal farm workers who are U.S. citizens

Services Provided: Services include farmworker housing assistance, career counseling, work experience, classroom training, on the job training, job search assistance, and emergency assistance to address the immediate needs of the farmworker and family.

Contact: Emily Meister

Email: emilym@proteusinc.net

Phone: 319-541-5744

Website: <https://www.proteusinc.net/about/contact-us/>

AARP (Senior Community Service Employment Program)

Population Served: Low-income, unemployed individuals aged 55 years and older.

Services Provided: Provides subsidized, part-time work experience for a limited time.

Contact: Angela Richardson

Email: arichardson@aarp.org

Phone: 563-396-1587

Job Corps

Population Served: Youth 16-24

Services Provided: Help students complete their education, obtain career technical skills and gain employment, provides transitional support services, such as help finding employment, housing, childcare, and transportation.

Contact: Shiloh Seim

Email: Seim.shiloh@jobcorps.org

Phone: 641-631-6891

Website: <https://www.jobcorps.gov/recruiting/enrollment-interest>

Ticket to Work

Population Served: Social Security disability beneficiaries (persons who receive SSI or SSDI) age 18 through 64 who want to work with free job support.

Services Provided: Job coaching, job counseling, training, benefits counseling and job placement.

Contact: Tim Snyder

Email: Timothy.Snyder@jwd.iowa.gov

Phone: 319-753-1671 ext. 30411

MVWA PARTNER REFERRAL FORM

The following is a brief explanation of how to use the Microsoft form referral system for the Mississippi Valley Workforce Area.

One of the most important parts of improving the integration and communication among our partners is to have a simple and effective system for making interagency referrals. We are introducing a Microsoft form to input all of the details for a referral and then send it off to the appropriate contact in our partner agencies. If you ever have a question about the form or the process, please do not hesitate to contact the One Stop Operator with any questions or concerns that you have.

To use this form, you do not need to have an Outlook address, or access to Teams. All you have to do is keep the referral form hyperlink (below) bookmarked on your computer so that it's readily available for whenever you need to make a referral to another partner agency.

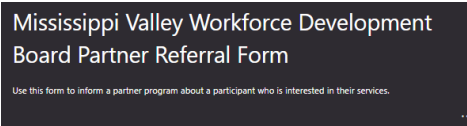
Link to MVWA Referral Form

Clicking on the link takes you to the form: [Link to MVWA Referral Form](#) or copy paste the following URL: <https://forms.office.com/r/q2dsad8Jtd>

If the hyperlink directs you to a message asking you to update your browser, do the following: Right click on the hyperlink, select "Copy Hyperlink", and paste it into your URL box in your browser. Once the form comes up, bookmark it.

Form Instructions

The first fields you come to will collect the personal details and contact information for the customer; these items will give the recipient of the referral the information they will need to reach out to the customer. Any question with an asterisk is a required field. (First name, last name, DOB, gender, email, phone, are all required fields; address and preferred method of communication are not required. If a customer doesn't have email, enter something like none@none.com as a placeholder).



*** Required**

Customer Information

1. Customer First Name *****

2. Customer Last Name *****

3. Date of Birth *****

4. Customer Gender *****

Female
 Male
 Prefer not to say
 Other...

5. Customer E-mail Address *****

such as abc@abc.com (If customer has no email address, enter none@none.com)

The next question (Veteran or eligible spouse) is required. Knowing the answer to this question may help a service provider determine a client's possible eligibility quicker.

Veteran or Eligible Spouse *****

Yes
 No

County of residence is required, and it will determine what follows on the form. Some programs have a presence in multiple locations; identifying where the client lives ensures we are making the referral to the appropriate location. Selecting Des Moines, Henry, Lee or Louisa counties will send you to a page with referral choices for Burlington-centered programs, and choosing Clinton, Jackson, Muscatine or Scott counties sends you to a page giving you Davenport-centered programs. (If the client lives in a surrounding county, such as Rock Island County in the Davenport area or Henderson County in the Burlington area, use the buttons at the bottom to make your selection.)

Mississippi Valley Workforce Development Board Partner Referral Form

* Required

Des Moines, Henry, Lee, or Louisa County

11. Which County Does Customer Reside? *

Clinton

Des Moines

Henry

Jackson

Lee

Louisa

Muscatine

Scott

Other (Davenport area)

Other (Burlington area)

Next

12. Refer Customer to Programs/Agencies Burlington *

Please select all applicable programs/agencies.

WIOA Title I Adult/Dislocated Worker

WIOA Title I Youth

Southeastern Iowa Community College AEL (ABE, HSED/HSC/HISET, ESL/ELL/ESOL)

Southeastern Iowa Community College Career and Technical Education

Iowa Department for the Blind

Burlington Area Iowa Vocational Rehabilitation Services

Burlington IowaWORKS

Burlington Area Business Services Team

Burlington Area Iowa Workforce Development (Trade, Unemployment, Re-Entry)

Burlington Area Ticket to Work

Burlington Area Veterans

AARP (Senior Community Service Employment Program)

Job Corps

Native American Programs

PROTEUS, Inc. (Migrant and Seasonal Farmworkers)

Back Next

Mississippi Valley Workforce Development Board Partner Referral Form

* Required

Clinton, Jackson, Muscatine, or Scott County

11. Which County Does Customer Reside? *

Clinton

Des Moines

Henry

Jackson

Lee

Louisa

Muscatine

Scott

Other (Davenport area)

Other (Burlington area)

Next

12. Refer Customer to Programs/Agencies Davenport Area *

Please select all applicable programs/agencies.

WIOA Title I Adult/Dislocated Worker

WIOA Title I Youth

Eastern Iowa Community College AEL (ABE, HSED/HSC/HISET, ESL/ELL/ESOL)

Eastern Iowa Community College Career and Technical Education

Iowa Department for the Blind

Iowa Vocational Rehabilitation Services

IowaWORKS

Business Services Team

Iowa Workforce Development (Trade, Unemployment, Re-Entry)

Ticket to Work

Veterans

AARP (Senior Community Service Employment Program)

Job Corps

Native American Programs

PROTEUS, Inc. (Migrant and Seasonal Farmworkers)

Back Next

This form allows you to make referrals to more than one HSC program at a time, so if for example you want to refer an individual to AEL and Voc Rehab, that can be done on the same form. Select the program(s) to which you want to refer the individual and hit “next”. You now are given a choice of

several services (below). There is no limit to the number of services you can select on this part of the form. You will also see a list of possible situations that could indicate a customer's need for additional services, accommodations, or assistance. Please indicate if any of these statements apply to your customer and then provide the details in the next question. Again, this information is not required, but it may prove to be helpful.

Mississippi Valley Workforce Development Board Partner Referral Form

* Required

Referral Service Questions

13. Referral Services
Please select all applicable services this customer is interested in.

- Job Search and Placement Assistance
- Work-Based Learning
- Training (including high school completion)
- Veterans Services
- Basic Career Services
- Individualized Services
- Workshops
- Unemployment Insurance Assistance
- Other (i.e. Ticket to Work, TRADE, etc)

14. Select All That Apply

- This customer has low vision or is legally blind.
- This customer will require reasonable accommodations.
- This customer will require an interpreter or translator.

15. Accommodations/interpreter or Translator
If applicable, please describe accommodations needed or specify languages.

Client will need assistive technology to complete workshops and/or training

The next question regarding age is required. If you click “Yes”, indicating that the individual is under 18, the next page will be two required data points relating to contact information for their parent or legal guardian. If you click “No” indicating that they are 18 or over, these questions will not appear.

Under 18 Years Old

16. Is the customer under the age of 18? *

Yes

No

17. Full Name of Parent or Legal Guardian *

John Doe

18. Legal Guardian's 10-Digit Phone Number *

Please enter using the following format ###-###-####

555-555-1214

Back Next

Back Next

Once you have completed the age/guardian section, you will proceed to this screen asking you to enter your information about the referring staff person and agency (you). Enter your name, email, and agency/program name. Make sure the customer (or their parent/guardian) has agreed either verbally or in writing to have their information shared among our partner agencies and then select the release authorization agreement option.

Mississippi Valley Workforce Development Board Partner Referral Form

* Required

Staff Information

19. Full Name of Staff Making Referral
Please specify what types of accommodations will be needed.

20. Staff Email
such as abc@abc.com

21. Agency of Staff Making Referral

22. Release Authorization
By selecting this you affirm that you have collected the required release authorization from participant. This authorization is good for 30 days from the date the referral is submitted.
This customer has given authorization of their affiliated account information to be released among partner agencies of the Mississippi Valley Workforce Area.

23. Please enter any additional information that you feel would be helpful

When you click submit, you may be asked to complete a “Captcha” verification. Once you do, you will see a page that indicates your response has been recorded. The designated person (for instance in our first example we chose SCC AEL so it would be Martha Bell) will receive an email notification of the referral, you will receive a notification, and the client will also receive a notification.

On the backside of this system sits a spreadsheet into which all referrals flow. It will be the OSO’s job to monitor and maintain the spreadsheet and ensure that referrals are given appropriate follow-up.

Again, if you have any questions at all please do not hesitate to contact the MVWA OSO, Robert Ryan. Thank you.

DES MOINES COUNTY RESOURCES

Access a comprehensive Des Moines County Resource Guide at: <http://caofseia.org/resources/>. For a complete resource listing by zip code and to sort by category: visit www.AuntBertha.com. Aunt Bertha provides categorized resource listings for food, housing, goods, transit, health, money, care, education, work and legal services. Or call 211 to find local resources for food, mental health, and assistance with housing and utility expenses.

Childcare

Organization Name: Iowa Department of Human Services

Description: Dependent care assistance

Phone: 1-866-448-4605

Address: 560 Division St # 200, Burlington, IA 52601

Website: <https://dhs.iowa.gov/a-z-services>

Clothing and Household Items

Organization Name: Goodwill

Description: Access to clothing, household goods, job training and placement services.

Phone: 319-208-0290

Address: 165 West Burlington Ave West Burlington, IA 52655

Website: <https://www.goodwillheartland.org/>

Organization Name: Church of the Nazarene

Description: Free clothing

Phone: 319-752-4245

Address: 1015 S. Roosevelt Burlington, IA

Website: <https://www.iowanazarene.org/burlington-first>

Organization Name: Donation Connection

Description: Free clothing, household and personal hygiene items

Phone: 319-520-0863

Address: 3138 Sunnyside Ave., Burlington, IA 52601

Website: https://www.facebook.com/Donation-Connection-100125088844915/?ref=page_internal

Food

Organization Name: Lend a Paw Food Pantry

Description: Food pantry open Wednesdays from 3-6

Phone: 319-435-1151

Address: 2132 Madison Ave., Burlington, IA 52601 (old James Madison Middle School)

Website: <https://www.facebook.com/LendAPawPantry/>

Organization Name: St Vincent de Paul

Description: food pantry

Phone: 319-752-9332

Address: 700 Division Street, Burlington, IA 52601

Website: <https://dmcountycatholic.org/need-help/st-vincent-de-paul-food-pantry>

Housing

Organization Name: Transitions DMC

Description: Homeless shelter, meals and connections to other resources available

Phone: (319) 209-2217

Address: 515 S Main Street, Burlington, IA 52601

Website: <https://www.transitionsdmc.org>

Organization Name: Burlington Area Homeless Shelter

Description: Short-term shelter

Phone: 319-754-6791

Address: 123 N Marshall St, Burlington, IA 52601

Website: <https://www.facebook.com/burlingtonareahomelessshelter/>

Organization Name: Iowa State Housing Authority

Description: Subsidies for low-income housing, access public housing programs, and learn about other resources.

Phone: 319-753-5109

Address: 218 North 3rd Street, Ste 309, Burlington, Iowa, 52601

Website: <http://www.seirha.com/>

General Assistance

Organization Name: Community Action of Southeast Iowa

Description: Offer a wide variety of programs, visit their website for a complete list.

Phone: 319-753-0193

Address: 2850 Mt. Pleasant St., Suite 108, Burlington, IA 52601

Website: <https://caofseia.org/services/>

Mental Health

Organization Name: Young House Family Services

Description: Programs offered include mental health therapy, substance abuse treatment, in-home parenting skills and behavioral health services.

Phone: 319-752-4000

Address: 400 S. Broadway St. West Burlington, IA

Website: <https://www.younghouse.org/services/>

Organization Name: Alcohol and Drug Dependency Services (ADDS) of Southeast Iowa

Description: Provides prevention and treatment for substance use disorder.

Phone: 319-753-6567

Address: 1340 Mt. Pleasant Street, Burlington, IA 52601

Website: <https://addsiowa.org/>

Transportation

Organization Name: SEIBUS

Description: Providing on-demand and scheduled ride services

Phone: 1-866-753-5107

Address: 211 North Gear Avenue, West Burlington, IA 52655

Website: <https://www.seibus.org/>

Organization Name: Burlington Urban Service

Description: Burlington Urban Service provides Public Transit service 6 days a week for the Cities of Burlington and West Burlington.

Phone: 319-753-8162

Address: 3150 Division St, Burlington, IA 52601

Website: <https://www.burlingtoniowa.org/2265/Burlington-Urban-Service-BUS>

Educational Assistance

Organization Name: Southeastern Community College: GAP Tuition Assistance Program

Description: This program provides need-based financial support for tuition and other eligible costs for approved, short-termed non-credit training opportunities focused on employment.

Phone: 319-208-5200

Address: Southeastern Community College, PACE Programs, 1500 West Agency St., West Burlington, Iowa 52655

Website: https://www.scciowa.edu/conted/pace/pace_main.aspx

Organization Name: Federal Student Aid

Description: Pell grants and other government assistance programs

Phone: N/A

Address: N/A

Website: <https://studentaid.gov/h/apply-for-aid/fafsa>

Healthcare

Organization Name: Iowa Department of Human Services (Medicaid)

Description: Apply for financial assist for health care, find health providers. Medicaid, Family Planning Program, Hawki.

Phone: 319-754-4622

Address: 460 Division St, Ste. 200, Burlington, IA 52601

Website: <https://dhs.iowa.gov/>

Organization Name: Community Health Centers of Southeast Iowa

Description: Provide quality comprehensive healthcare accessible to all.

Phone: 319-768-5858

Address: 1223 S. Gear Ave. Ste 108, West Burlington, IA 52655

Website: <https://www.chcseia.com/>

HENRY COUNTY RESOURCES

Access a list of Henry County resource is available at: <http://caofseia.org/resources/>. For a complete resource listing by zip code and to sort by category: visit www.AuntBertha.com. Aunt Bertha provides categorized resource listings for food, housing, goods, transit, health, money, care, education, work and legal services. Or call 211 to find local resources for food, mental health, and assistance with housing and utility expenses.

Childcare

Organization Name: Iowa Department of Human Services

Description: Dependent care assistance.

Phone: 319-986-5157

Address: 205 W. Madison St., Mt. Pleasant, IA 52641

Website: <https://dhs.iowa.gov/childcare/providers>

Organization Name: Head Start Preschool & Early Head Start Childcare

Description: Providing educational & social activities, nutritious meals and medical & dental screenings, at no cost, to qualifying low-income children ages 0 to 5.

Phone: 319-385-2310

Address: 1303 W. Washington, Mt. Pleasant, IA 52641

Website: www.iowaheadstart.com

Clothing and Household Items

Organization Name: Quarter Maybe More Store - Fellowship Cup

Description: Sells secondhand household goods, furniture, and clothing. Open to everyone.

Phone: 319-385-3262

Address: 112 N. Jefferson St., Mt. Pleasant, IA 52641

Website: www.thefellowshipcup.org

Food

Organization Name: Fellowship Cup

Description: Monday - Friday 8am-4:30pm. Food pantry that serves individuals/families who are residents of Henry County and holiday meals for the needy. *Community Meal:* Wednesdays at 11:30am. Open to everyone.

Phone: 319-385-3242

Address: 203 N. Jefferson St., Mt. Pleasant, IA 52641

Website: www.thefellowshipcup.org

Organization Name: WACO Food Pantry

Description: Crawfordsville Community Church.

Phone: 319-461-0532

Address: 105 N. Chestnut St., Crawfordsville, IA 52621

Website: <https://www.facebook.com/WACO-Community-Food-Pantry-110859707318336/>

Organization Name: Winfield Food Pantry

Description: Winfield Methodist Church.

Phone: 319-257-6741

Address: 204 E. Pine St., Winfield, IA 52659

Website: <https://www.facebook.com/WMU.UMC/>

Housing

Organization Name: Henry County Habitat for Humanity

Description: Home ownership program that seeks to eliminate poverty housing by making decent shelter a matter of conscience and action.

Phone: 319-931-0656

Address: P.O. Box 1584, Fairfield, IA 52556

Website: <http://www.henrycountyiowahabitat.org/home.html>

Organization Name: USDA Rural Development

Description: Provides rental assistance, loans, and grants for home purchase and home repairs.

Phone: 319-986-5800

Address: 709 S. Iris St., Ste 103, Mt. Pleasant, IA 52641

Website: www.usda.gov/topics/rural/housing-assistance

General Assistance

Organization Name: Community Action of Southeast Iowa

Description: Offer a wide variety of programs to meet basic needs, visit their website for a complete list.

Phone: 319-385-2310

Address: 1303 W. Washington St., Mt. Pleasant, IA 52641

Website: <https://caofseia.org/services/>

Organization Name: Henry County General Assistance

Description: Provides residents of Henry County with temporary financial assistance for basic needs such as rent, utility, burial, or limited medical assistance.

Phone: 319-385-0790

Address: 106 E. Clay St., Ste 102, Mt. Pleasant, IA 52641

Website: www.henrycountyiowa.us/offices/genassistance

Mental Health

Iowa Crisis Counseling Helpline

800-332-4224

Your Life Iowa - <https://yourlifeiowa.org/>

855-581-8111

Organization Name: CHOICES Drop-In Center

Description: CHOICES is a consumer run drop-in center that provides a critically important social support for persons with psychiatric needs.

Phone: 319-201-1064

Address: 211 W. Monroe, Mt. Pleasant, IA 52641

Website: N/A

Organization Name: Henry County Coordinator for Disability Services

Description: Provides funding assistance and referrals for mental health, intellectual disability, and developmental disability related services.

Phone: 319-385-4050

Address: 106 E. Clay St., Ste 102, Mt. Pleasant, IA 52641

Website: www.henrycountyiowa.us/offices/cpc

Transportation

Organization Name: SEIBUS

Description: Providing on-demand and scheduled ride services

Phone: 1-866-753-5107

Address: 211 North Gear Avenue, West Burlington, IA 52655

Website: <https://www.seibus.org/>

Organization Name: RSVP Retired Senior Volunteer Program – The Fellowship Cup

Description: Provides medical transportation for seniors and those with disabilities. Call at least 48 hours in advance.

Phone: 319-385-3242

Address: 203 N. Jefferson St., Mt. Pleasant, IA 52641

Website: www.thefellowshipcup.org/rsvp

Educational Assistance

Organization Name: GAP Tuition Assistance Program

Description: This program provides need-based financial support for tuition and other eligible costs for approved, short-termed non-credit training opportunities focused on employment and select credit courses.

Phone: 319-208-5375

Address: Southeastern Community College, Gap Tuition Assistance Program, 610 N. 4th St. Suite 220, Burlington, Iowa 52601

Website: <https://www.scciowa.edu/conted/fundassist.aspx>

Organization Name: Federal Student Aid

Description: Pell grants and other government assistance programs

Phone: N/A

Address: N/A

Website: <https://studentaid.gov/h/apply-for-aid/fafsa>

Organization Name: ISU Extension and Outreach – Henry County

Description: Information and educational programs on aging, childcare, child development, consumer decisions, financial management, family relationships, leadership, nutrition, parent education, and youth.

Phone: 319-385-8126

Address: 127 N. Main St., Mt. Pleasant, IA 52641

Website: www.extension.iastate.edu/henry

Healthcare

Organization Name: Iowa Department of Human Services (Medicaid)

Description: Apply for financial assist for health care, find health providers. Medicaid, Family Planning Program, Hawki.

Phone: 319-986-5157

Address: Address: 205 W Madison St, Mt Pleasant, IA 52641

Website: <https://dhs.iowa.gov/>

Organization Name: Henry County Public Health

Description: Provides access to multiple community health programs.

Phone: 319-385-0779

Address: 106 N. Jackson St., Ste 103, Mt. Pleasant, IA 52641

Website: www.henrycountyiowa.us/offices/publichealth

LEE COUNTY RESOURCES

Access a comprehensive Lee County Resource Guide at: <http://caofseia.org/resources/>. For a Complete Resource Listing by Zip Code and to sort by category: visit www.AuntBertha.com. Aunt Bertha provides categorized resource listings for food, housing, goods, transit, health, money, care, education, work and legal services. Or call 211 to find local resources for food, mental health, and assistance with housing and utility expenses.

Childcare

Organization Name: Iowa Department of Human Services

Description: Dependent care assistance

Phone: 1-866-448-4605

Address: 933 Ave H, Ft Madison, IA 52627
307 Bank St, Keokuk IA 52632

Website: <https://dhs.iowa.gov/childcare/providers>

Organization Name: Head Start Preschool & Early Head Start Childcare

Description: Head Start and Early Head Start providing educational & social activities, nutritious meals and snacks and medical & dental screenings, at no cost, to qualifying low-income children ages 0 to five.

Phone: see below with address

Address: 3433 Ave O, Ft Madison, IA 52627	319-372-4471
1020 34th St, Ft Madison, IA 52627	319-372-5462
220 S 22nd St. Keokuk, IA 52632	319-524-6383

Website: <http://caofseia.org/services/head-start/>

Clothing and Household Items

Organization Name: Goodwill

Description: Access to clothing, household goods, job training and placement services.

Phone: 319-208-0290

Address: 226 Main St, Keokuk, IA 52632

Website: <https://www.goodwillheartland.org/>

Organization Name: Salvation Army

Description: Low-cost clothing and household goods.

Phone: see below with address

Address: 1415 Ave M, Ft Madison, IA 52627
31 S 30th St, Keokuk, IA 52632

319-372-2770
319-524-6164

Website: <https://centralusa.salvationarmy.org/keokuk/>

Organization Name: Acts 2:45 Closet

Description: Acts 2:45 Closet is a mission of a small group of caring, friendly and non-judgmental people here to help anyone in need in the tristate area.

Phone: 319-470-3154; 319-795-0200

Address: 329 Main St Keokuk, IA 52632

Website: <https://www.facebook.com/act245closet/>

Organization Name: Seventh Day Adventist Church

Description: Clothes give away: Tuesdays 9:00 am to 1:00 pm and Sundays Noon to 2:00 pm

Phone: 319-372-3291

Address: 1700 Avenue I, Ft Madison, IA 52627

Website: <http://fortmadisonia.adventistchurch.org/>

Food

Organization Name: End of the Month Meals – St John’s United Church

Description: M-F 5:00-6:00 the last full week of every month. Dinners are free.

Phone: 319-372-1688

Address: 501 10th St, Ft Madison, IA 52627

Website: N/A

Organization Name: First Baptist Church

Description: Food pantry every Sun around 11:30 & 3rd Th 9:00-2:00. Enter at door w/ ramp.

Phone: 319-524-3684

Address: 25 N 8th St, Keokuk, IA 52632

Website: <https://keokukfbc.org/notices>

Organization Name: Fort Madison Food Pantry

Description: Fort Madison Food Pantry is a nonprofit, all volunteer tax-exempt food pantry that has worked to serve the needs of our neighbors in the Lee County area since 1984.

Phone: 319-372-8071

Address: 3421 Avenue L, Fort Madison, IA 52627

Website: <https://fmpantry.com/>

Organization Name: God's Way Christian Center

Description: Soup kitchen, emergency grocery, clothing closet.

Phone: 319-524-2525

Address: 226 Main Street, Keokuk, IA 52632

Website: <https://www.facebook.com/godswaychristiancenter/>

Housing

Organization Name: Emma Cornelis Hospitality House

Description: Temporary housing for those who are homeless.

Phone: 319-372-3983

Address: 2733 Ave N, Ft Madison, IA 52627

Website: none

Organization Name: God's Way Christian Center

Description: Homeless shelter.

Phone: 319-524-8329

Address: 1629 Des Moines St, P.O. Box 962, Keokuk, IA 52632

Website: <https://www.facebook.com/godswaychristiancenter/>

Organization Name: Serenity House Keokuk Emergency Shelter

Description: For men and women leaving domestic violence.

Phone: 319-850-8633

Crisis Line: 800-693-1399

Website: <https://dvi Iowa.org/> or <https://www.facebook.com/iowadvip/>

Organization Name: Ft Madison Housing Authority

Description: Subsidies for low-income housing, access public housing programs, and learn about other resources.

Phone: [319-372-6083](tel:319-372-6083)

Address: 1102 48th St, Ft Madison, IA 52627

Website: <https://www.fortmadison-ia.com/390/Fort-Madison-Housing-Authority>

Organization Name: Keokuk Housing Authority

Description: Subsidies for low-income housing, access public housing programs, and learn about other resources.

Phone: [319-524-4386](tel:319-524-4386)

Address: 111 S. 2nd St, Keokuk, IA 52632

Website: http://www.homelessnessinamerica.com/html/Low_Income_Housing/Iowa/#gsc.tab=0

General Assistance

Organization Name: Community Services Office/General Relief

Description: May include rent, medical, funeral and/or transportation assistance.

Phone: 319-372-5681

Address: 307 Bank St, Keokuk, IA 52632

Website: <https://leecounty.org/pview.aspx?id=20933&catid=26>

Organization Name: Neighborhood Centers: Community Action of Southeast Iowa

Description: Variety of assistance programs.

Phone: see below in address

Address: Eichacker Center- 3433 Ave O, Ft Madison, IA 52627 319-372-4476
Marie Tallarico Center- 220 S 22nd St, Keokuk, IA 52632 319-524-6383

Website: <http://caofseia.org/>

Mental Health

Iowa Crisis Counseling Helpline 800-332-4224

Your Life Iowa - <https://yourlifeiowa.org/> 855-581-8111

Organization Name: Young House Family Services

Description: Programs offered include mental health therapy, substance abuse treatment, in-home parenting skills and behavioral health services.

Phone: 319-524-2386

Address: 629 Blondeau, Suite 201, Keokuk, IA 52632

Website: <https://www.younghouse.org/services/>

Organization Name: Counseling Associates Inc

Description: Serving adults with serious mental illness.

Phone: see below in address

Address: 1225 Ave H, Ft Madison, IA 52627 319-372-7689
1522 Morgan Street Keokuk, IA 52632 319-524-0510

Website: <https://www.counselingassociatesonline.com/>

Transportation

Organization Name: SEIBUS

Description: Providing on-demand and scheduled ride services

Phone: 1-866-753-5107

Address: 211 North Gear Avenue, West Burlington, IA 52655

Website: <https://www.seibus.org/>

Organization Name: Salvation Army

Description: May provide emergency assistance for transportation expenses.

Phone: see below with address

Address: 1415 Ave M, Ft Madison, IA 52627. 319-372-2770
31 S 30th St, Keokuk, IA 52632 319-524-6164

Website: <https://centralusa.salvationarmy.org/keokuk/>

Educational Assistance

Organization Name: GAP Tuition Assistance Program

Description: This program provides need-based financial support for tuition and other eligible costs for approved, short-termed non-credit training opportunities focused on employment and select credit courses.

Phone: 319-208-5375

Address: Southeastern Community College, Gap Tuition Assistance Program, 610 N. 4th St.
Suite 220, Burlington, Iowa 52601

Website: <https://www.scciowa.edu/conted/fundassist.aspx>

Organization Name: Federal Student Aid

Description: Pell grants and other government assistance programs

Phone: N/A **Address:** N/A

Website: <https://studentaid.gov/h/apply-for-aid/fafsa>

Organization Name: Goodwill Helms Career Center

Description: Provide job seekers with computer and internet access, computer skills training, job search help, resume assistance and business connections. Center is located inside the Goodwill store and services are free and open to the public.

Phone: 319-208-0290

Address: 226 Main St, Keokuk, IA 52632

Website: <https://www.goodwillheartland.org/>

Healthcare

Organization Name: Iowa Department of Human Services (Medicaid)

Description: Apply for financial assist for health care, find health providers. Medicaid, Family Planning Program, Hawki.

Phone: see below in address

Address: 933 Ave H, Ft Madison, IA 52627

319-372-3651

307 Bank St, Keokuk, IA 52632

319-524-1052

Website: <https://dhs.iowa.gov/>

Organization Name: Community Health Centers of Southeast Iowa

Description: Provide quality comprehensive healthcare accessible to all.

Phone: 319-524-5734

Address: 400 N 17th St, Keokuk, IA 52632

General Health

1620 Main St, Keokuk, IA 52632

Dental

Website: <https://www.chcseia.com/>

Organization Name: My Care Walk-In Clinic

Description: Our Walk-In Clinic is available for the care of non-emergency conditions.

M-F 10:00-6:00; Sat 8:00-2:00

Phone: 319-376-2134

Address: 5409 Ave O, Suite 1, Ft Madison, IA 52627

Website: <https://www.greatriverhealth.org/health-services/walk-in-clinic/>

LOUISA COUNTY RESOURCES

Access a comprehensive Louisa County Resource Guide at: <http://caofseia.org/resources/>. For a Complete Resource Listing by Zip Code and to sort by category: visit www.AuntBertha.com. Aunt Bertha provides categorized resource listings for food, housing, goods, transit, health, money, care, education, work and legal services. Or call 211 to find local resources for food, mental health, and assistance with housing and utility expenses.

Childcare

Organization Name: Iowa Department of Human Services

Description: Dependent care assistance; by appointment only

Phone: 1-866-448-4605; 563-263-9302

Address: 12635 County Road G56, Wapello, IA 52641

Website: <https://dhs.iowa.gov/childcare/providers>

Organization Name: Head Start Preschool & Early Head Start Childcare

Description: Head Start and Early Head Start providing educational & social activities, nutritious meals and snacks and medical & dental screenings, at no cost, to qualifying low-income children ages 0 to five.

Phone: 319-523-3827

Address: 506 Townsend Ave Wapello, IA 52653

Website: <https://www.countyoffice.org/louisa-co-head-start-wapello-ia-a69/>

Clothing and Household Items

Organization Name: Clothes Depot

Description: The Clothes Depot is a clothing pantry available at the Presbyterian Church in Wapello. It is open on the 1st & 3rd Saturdays of each month from 10:00am-12:00pm and the 2nd and 4th Wednesday from 4:30pm-6:00pm.

Phone: 319-523-6991

Address: Presbyterian Church, 127 N. Main Street, Wapello, Iowa 52653

Website: <https://www.goodwillheartland.org/>

Organization Name: Clothes Closet – Morning Sun

Description: The Clothes Closet is a clothing pantry located at the United Methodist Church in Morning Sun, Iowa. It is open Thursdays from 2:00pm-5:00pm.

Phone: 319-868-4120 | 319-868-4168

Address: United Methodist Church, 106 E. Division Street, Morning Sun, IA 52640

Website: <https://morningsunoakvilleumchurch.aboundant.com/>

Organization Name: Clothes Closet – Columbus Junction

Description: The Clothes Closet is a clothing pantry located at the United Methodist Church in Columbus Junction. It is open Mondays-Thursdays from 9:00am-12:30pm.

Phone: 319-728-2669

Address: United Methodist Church, 517 2nd Street, Columbus Junction, IA 52738

Website: <http://www.umc.org/>

Food

Organization Name: South Eastern Louisa County Food Pantry

Description: Mondays 10AM-12PM

Phone: 319-523-5125

Address: 503 Franklin St. Wapello, IA 52653 / 407 Washington St., Wapello, IA 52653

Website:

Organization Name: Community Action of Southeast Iowa Louisa County Food Pantry

Description: Tuesdays-Thursdays 8AM-4:30PM.

Phone: 319-728-2314

Address: 202 East Access Road, Columbus Junction, IA 52738

Website: <https://caofseia.org/>

Organization Name: Morning Sun Food Pantry – Presbyterian Church

Description: Thursdays 1PM-5PM.

Phone: 319-868-7695

Address: 15 E Division St, Morning Sun, IA 52640

Website: <http://www.msfulpc.com/>

Housing

Organization Name: Louisa County Community Services

Description: Assistance could include food, rent, shelter, emergency medical, transportation, utilities and burial.

Phone: 319-523-5125

Address: 503 Franklin St, Wapello, IA 52653

Website: <https://louisacountyia.gov/government/departments-a-f/louisa-county-community-services/>

General Assistance

Organization Name: Louisa County Community Action

Description: May include rent, medical, funeral and/or transportation assistance.

Phone: 319-728-2314

Address: 202 E. Access St. Ste. D, PO Box 29, Columbus Junction, IA 52738

Website: <https://caofseia.org/>

Organization Name: Louisa County Community Services

Description: Assistance could include food, rent, shelter, emergency medical, transportation, utilities and burial.

Phone: 319-523-5125

Address: 503 Franklin St, Wapello, IA 52653

Website: <https://louisacountyia.gov/government/departments-a-f/louisa-county-community-services/>

Organization Name: ISU Extension, Louisa County

Description: We offer education for Families, professionals and volunteers to build health families through nutrition and health, development and resource management.

Phone: 319-523-2371

Address: 317 Van Buren St. Wapello, IA 52653

Website: www.extension.iastate.edu/louisa

Mental Health

Iowa Crisis Counseling Helpline

800-332-4224

Organization Name: Alcohol and Drug Dependency Services (ADDS) of Southeast Iowa

Description: Provides prevention, substance use disorder and problem gambling treatment services.

Phone: 319-523-8436

Address: 304 US Hwy. 61 Wapello, IA 52653

Website: <https://addsiowa.org/>

Organization Name: Louisa County Community Services

Description: Local access point for Southeast Iowa Link mental health and disability services.

Phone: 319-523-5125

Address: 503 Franklin St, Wapello, IA 52653

Website: <https://louisacountyia.gov/government/departments-a-f/louisa-county-community-services/>

Transportation

Organization Name: SEIBUS

Description: Providing on-demand and scheduled ride services

Phone: 1-866-753-5107

Address: 211 North Gear Avenue, West Burlington, IA 52655

Website: <https://www.seibus.org/>

Organization Name: Port Louisa Transport

Description: Public transportation for non-emergency medical – waiver – airport – private pay – door-to-door service.

Phone: 319-523-6006

Address: 1150 Industrial Park Road, Wapello, Iowa 52653

Website: <https://portlouisatransport.com/>

Educational Assistance

Organization Name: GAP Tuition Assistance Program

Description: This program provides need-based financial support for tuition and other eligible costs for approved, short-termed non-credit training opportunities focused on employment and select credit courses.

Phone: see below in address

Address: Southeastern Community College, Gap Tuition Assistance Program, 610 N. 4th St.
Suite 220, Burlington, Iowa 52601 319-
208-5375

EICC Urban Campus, 101 West Third Street, Davenport, IA 52801 563-336-5243

Website: <https://www.scciowa.edu/conted/fundassist.aspx>

<https://www.eicc.edu/future-students/financial-aid/reskilling-tuition-program.aspx>

Organization Name: Federal Student Aid

Description: Pell grants and other government assistance programs

Phone: N/A **Address:** N/A

Website: <https://studentaid.gov/h/apply-for-aid/fafsa>

Healthcare

Organization Name: Iowa Department of Human Services (Medicaid)

Description: Apply for financial assist for health care, find health providers. Medicaid, Family Planning Program, Hawki. By appointment only.

Phone: 563-263-9302

Address: 12635 County Road G56, Wapello, IA 52641

Website: <https://dhs.iowa.gov/>

Organization Name: Louisa County Public Health

Description: Provide nurses and home health aides, who take care of individuals in their homes, immunization clinics for children and adults, blood pressure clinics and Environmental Health Services.

Phone: 319-523-3981

Address: 805 James L Hodges Ave. Wapello, IA 52653

Website: <https://www.louisacountypublichealth.com/>

Organization Name: Community Health Centers of SE Iowa

Description: Provides affordable, comprehensive, primary health care. Especially to those individuals and families with limited resources or other barriers to health care.

Phone: 319-728-7400

Address: 2409 Spring St. Columbus City, IA 52737

Website: www.cheseia.com