

## Emergency Community Resource Access – North Iowa

Updated March 25, 2020

### Health and Human Services:

- **United Way Resource Center – Call 2-1-1 or 515-246-6555**
- Cerro Gordo County DHS (Medicaid/Title 19, Child Care Assistance, Food Assistance) – 525 9<sup>th</sup> St SE, Mason City – 641-424-8641
  - Office is open with very limited staff available on site.
  - Applications still being accepted onsite, faxed or online at: <https://dhs.iowa.gov>
- Iowa Workforce Development – 600 S. Pierce Ave, Mason City – 641-422-1524
  - Serves Cerro Gordo, Floyd, Franklin, Hancock, Mitchell, Winnebago and Worth Counties
  - <https://www.iowaworkforcedevelopment.gov/updates-and-resources-about-covid-19>
- Iowa Legal Aid
  - They are open and working remotely. All phone lines are staffed. Any Civil issues affecting folks can be referred to the following link- <https://www.iowalegalaid.org/resource/2020-coronavirus-outbreak-what-you-need-to-know>

### COVID-19 Testing

- Drive up testing is available in Mason City 9 a.m.-5 p.m. Monday-Friday.
- If you feel you need to be tested, please call MercyOne Family Health Line at 641-428-7777 to determine if it's appropriate to be tested. They will direct further as needed.
- Further questions: Call 641-494-3546 or 641-494-3547 from 8 a.m. – 4:30 p.m. Monday thru Friday

### Emergency Food Access:

#### School District Food Access

- Central Springs – Breakfast and Lunch (Pick up is lunch for that day and breakfast for the next)
  - Pick up locations: Manly school, Nora Springs school, Hanlontown city park, Plymouth post office, Rock Falls mailboxes by the park
  - Pick up Monday thru Friday 11am – Noon
- Hampton-Dumont/CAL – "Grab & Go" Breakfast and Lunch (2 breakfasts and 2 lunches distributed)
  - Hampton distribution at high school (back entrance) Tuesday/Thursday/Sunday 5-7 pm
  - Dumont distribution at the bus barn Tuesday/Thursday/Sunday 5-7pm
  - CAL distribution in front of building – Sundays 2pm-4pm and Wednesday from 4:30pm-6pm
- Mason City - Curbside lunch and snack pick-up for children ages 1-18
  - \*\*\* As of Monday, March 30<sup>th</sup>, twice week schedule of grab and go meals
  - Available at Roosevelt Elementary and Harding Elementary & delivery
  - Hours 11:00 am – 1 pm. M-F – Monday (receive 2 meals for Mon-Tues; Wednesday 3 meals Wed- Thurs-Friday)
  - Deliveries will also be changed to a drop and knock system. Bags will be left at the door. Delivery staff will knock and leave (not waiting for an answer). If delivery is needed, please contact Sarah Mariner, Food Service Supervisor, at 641-421-4501.
- Clear Lake – Starting March 24<sup>th</sup> - Routes start at 11am
  - Breakfast and Lunch given every day
  - See Routes listed below (page 6)

### Meals

- Community Kitchen of North Iowa: 606 N Monroe Ave, Mason City – 641-424-2316
  - Carry out meals and bread pick up

- Lunch: Monday – Saturday pick up 10:45 a.m. - 12:30 p.m.
- Dinner: Monday-Thursday pick up 4:45 p.m. – 6 p.m.
- Meals on Wheels – Mason City – 641-380-0080
  - No changes currently
- Meals on Wheels in Clear Lake has been suspended.
- Elderbridge Agency on Aging – 1190 Briarstone Dr., Mason City – 641-424-0678
  - Clear Lake residents affected by the suspension of their Community Kitchen may call and have a two-week supply of frozen or shelf stable meals shipped to them.
  - Insecure Adults with disabilities or over the age of 60 – Call 800-243-0678 for assistance

#### Pantry Access

- Hawkeye Harvest Food Bank – 122 South Adams Ave, Mason City
  - **\*\* Change as of 3/20 \*\*** March food distribution regardless if registered clients or new to the Food Bank
    - Hours for Mon. 3/23, Tues. 3/24 and Wed. 3/25 will be 12-4 p.m.
    - **\*\*\*The Food Bank will close after 3/25/2020 to re-evaluate distribution needs\*\*\***
  - Clients are asked to come to the garage entrance and will receive a prepackaged box of food
  - Existing clients - bring your card. New clients - bring proof of income, proof of identity for all family members and proof of residence.
  - No food donations are being taken at this time. Monetary donations can be dropped off at the food bank or made online at [www.foodbankiowa.org](http://www.foodbankiowa.org)
- Clear Lake Ventura Food Pantry,
  - Open: Wednesday 5:00 p.m. – 7:00 p.m. and the 1<sup>st</sup> and 3<sup>rd</sup> Friday from 1:00 p.m. – 3:00 p.m.
  - We are offering a Drive through service for all of our registered clients where we will give them pre-made boxes/bags of food based on their family size.
  - Discontinued all of our Community Kitchen Dinners
  - Clear Lake recipients in need of meals may contact Elderbridge and have a two-week supply of frozen or shelf stable meals shipped to them.

#### Local Food Farms

- Healthy Harvest of North Iowa
  - <https://www.healthyharvestni.com/covid>

#### Transportation:

- Region 2 Bus Routes – 641-423-2262
  - No change in service offerings
- City of Mason City Bus –
  - **\*Effective 3/25/2020 – Northeast Route will be suspended. If you live along this route and need a ride, please call Region 2 (24 hours in advance) to schedule a ride.** All other Fixed Routes, Paratransit & Midnight Special – running as normal
  - Fares are being waved

#### Cerro Gordo County Organizations

- Cerro Gordo County General Assistance/Relief –220 N. Washington, Mason City – 641-421-3083
  - Applications are available in the courthouse entry – can be mailed or e-mailed. No in-person appointments at this time.
- Cerro Gordo County Social Services (Mental Health & Disability Services) – 3 4<sup>th</sup> St NE, Mason City – 641-210-7015
  - Open as normal, however they are asking people to call first.
  - Limiting face to face visits – Prefer requests by phone or e-mail

#### Children & Family Services:

- North Iowa Community Action

- All Head Start and Early Head Start programs are closed.
- EHS Home visitation, FaDSS, COPA, and PCA – virtual visits only
- WIC – Appointments are being staggered and only with individuals who are required to be seen. Otherwise contacts are being done by phone.
- Family Planning – by appointment only. If refills are needed, call 641-420-4311 and they will be taken to the building doors or can be mailed.
- Maternal/Child Health – services being provided through phone contact.
- First Five – Phone contact only
- Lutheran Services in Iowa – 2502 South Jefferson Ave – 641-423-1083
  - All services are being provided via tele-visits
  - Resources may be available on a case by case basis
- Child Care Services
  - childcare centers are open except GC4 (Garner). Family YMCA (MC)
  - Centers are accepting new kids at this time for essential staff. Spots are not guaranteed after the pandemic has ended.
  - Contact Brian Pauly [bpaulu@masoncity.net](mailto:bpaulu@masoncity.net), 641-420-0241 or Brandon Flugum [bflugum@cghealth.com](mailto:bflugum@cghealth.com), 641-590-1609.

## Health

- MercyOne Family Health Line – 641-428-7777 or 1-800-468-0050
- CG Public Health – 2570 4<sup>th</sup> St SW, Mason City – 641-494-9300
- Community Health Center of Mason City – 404 N. Federal, Mason City – 641-450-0601

## Medication

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

## Social Security

- Social Security Administration (Mason City office) – Phone #: 866-365-6708 - 625 Village Green Drive SW, Mason City
  - Social Security Administration offices are closed to the public. You can still apply for benefits, manage your account, and review information online at: <https://www.ssa.gov/onlineservices/>
  - You can also contact your local offices in an emergency.
  - General Services line for the entire country: 1-800-772-1213

## Mental Health

- Francis Lauer Shelter & Residential Adolescent Addiction Program – 50 N Eisenhower, Mason City - 641-423-7362
  - Shelter & Treatment programs are open – no visitors and no off-site travel
  - Partnership School & Day Programs – Currently Suspended
  - Out-patient Clinic – open and seeing patients in person AND telehealth. Front doors are to be locked and phone screening and confirmation of reason for entry will be required.
- Prairie Ridge Integrated Behavioral Healthcare – 320 N Eisenhower, Mason City - 641-424-2391
  - Residential Remains Open
  - Groups – suspended thru April 10
  - Individual services may be provided by telehealth and staff in the office
  - Integrated Health Home has discontinued face to face visits & are increasing the # of phone contacts. Treatment planning/staffing will be done via teleconference.
- Turning Leaf Counseling, Inc. – 103 E State St., Mason City - 641-421-2089

- Normal Hours of Operation –
- **As of 3/24/20, telehealth appointments only.**
- Iowa Warm Line – 1-844-775-WARM(9276) – **Residents of Franklin and Hardin Counties**
  - 2pm – 10 pm daily
  - Peer-run, telephone based, non-crisis, confidential listening line for anyone struggling with mental health or substance use issues.

#### Dental Access

- Offices are only seeing patients that are needing immediate/emergency care. (Broken teeth, pain, swelling, or an abscess)
- Contact your primary dental office if you have an existing appointment or if you are needing immediate/emergency care.
- If you do not have a dental home, Community Health Center of Mason City accepts all insurance types, as well as those that are uninsured. (Again, for emergency needs only at this time.)
  - Call their office at 641-450-0601

#### Community Services

- 43 North Iowa – 111 2<sup>nd</sup> St NE, Mason City – 641-423-3301
  - Affordables, Marketplace, JavaWorks and janitorial crews have been suspended
  - Transitional living and manufacturing operations are open but with restricted visitors and limited contacts
  - Temporarily suspended accepting new referrals to focus on current clients
- Caring Pregnancy Center – 830 15<sup>th</sup> St SW, Mason City - 641-424-2237
  - Available on an emergency basis only during normal business hours (call to set up)
  - Will continue to work with clients on basic necessities (diapers, wipes, formula)
- Crisis Intervention – 206 3<sup>rd</sup> St NE, Mason City – 641-424-9133
  - Business by phone as much as possible.
- Elderbridge Agency on Aging – 1190 Briarstone Dr., Mason City – 641-424-0678
  - Operations continue, but office is closed to the public
  - Direct services being provided over the phone
- North Iowa Community Action (VITA) tax preparation – 100 1<sup>st</sup> St NW, Suite 140 – 641-423-7766
  - Still taking appointments
  - Office doors are locked and you must arrive at the scheduled time to be let in
- North Iowa Community Action (LIHEAP) Energy Assistance – 641-423-7766
  - No in-person applications. Applications will be accepted via mail, e-mail, online or phone
  - Applications at: <https://portal.liheapia.net/> or from any NICA site
  - Winter moratorium has been extended to May 1, 2020 and applications for assistance have been extended to May 31, 2020.
- Salvation Army – 747 Village Green Dr, Mason City – 641-424-4031
  - Adult day-care is closed
  - No General assistance funds until April 1
  - Resource for diapers and adult diapers

#### Housing

- North Iowa Regional Housing Authority – 202 1<sup>st</sup> St SE, Mason City – 641-423-0897
  - Doors are closed to the public. Applications are available outside their door or online
  - Can be completed/submitted online, over the phone, or by dropping off outside their door
- Mason City Housing Authority (HUD) – 103 E State St, Suite 506, Mason City 641-421-2711
  - Office is closed/ Staff working from home. They will be checking the office/mail every day.
  - Housing Applications are available outside their door. Can be mailed back in or slid under the door.
- Northern Lights Shelter (Men's Shelter) – 307 N Monroe, Mason City – 641-380-0047
  - Accepting only those in a safety situation or in a place not meant for human habitation
  - Clients are being asked to stay on site, except for work, medical or emergencies.
  - Donations are being accepted, but must be left on the front porch, individuals not registered at the shelter will not be allowed in.

- New Beginnings House of Hope (Women & Children's Shelter) – 2 S. Adams St, Mason City 641-423-5920
  - Accepting only those in a safety situation or in a place not meant for human habitation
  - Clients are being asked to stay on site, except for work, medical or emergencies.
  - Donations are being accepted but must be left in the vestibule. Individuals not registered at the shelter will not be allowed in.

#### Employment Opportunities

- City of Mason City – Looking for Drivers for bus routes – need CDL with passenger endorsement - Contact City of Mason City for more information, 641-421-3600

#### Miscellaneous Information

- Driver's licenses, vehicle titles/registration/license plates
  - All driver's licenses and registrations that expired after January 17, 2020 will be considered valid until the public health emergency has been declared ended.
  - Transfer of vehicle titles done during this period of will be considered valid until the emergency is over.

#### Community Care Coordination Program-

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

## Clear Lake Emergency Food Program Implemented in Response to COVID-19 Pandemic School Closure

The Clear Lake Community School District will be implementing an emergency food program starting Tuesday, March 24, 2020. Meals will be available at the bus stops below. Meals will be delivered by bus drivers in a school vehicle (not a bus). Please pick up meals at the stop that is most convenient for you. There will be no pick up at Clear Creek. At this time, due to federal mandates, each child receiving a meal needs to be present for pick up. Parents do not need to be present if students are able to pick up the food items themselves. One free breakfast and one lunch is being provided for all children ages 1 to 18 living in Clear Lake. Our plan is to provide this service Monday through Friday while school is not in session. We will continue to monitor and assess this need as we respond to the COVID-19 Pandemic.

**Bus Routes** - All routes start delivery at 11:00 am.

<p><b><u>Route # 10</u></b></p> <ul style="list-style-type: none"> <li>• Corner of S. 3rd St. and 10th Ave. S.</li> <li>• Corner of S. 3rd St. and 5th Ave. S.</li> <li>• Corner of 16th Ave. N. and N 24th St.</li> </ul>	<p><b><u>Route #14</u></b></p> <ul style="list-style-type: none"> <li>• Corner of Glen Cove Dr. and Beach Dr.</li> <li>• Corner of Mars Hill Dr. and Glen Cove Dr.</li> <li>• West Side of the old Sunset School on Mars Hill Dr.</li> <li>• Corner of 17th St. W. and W. 6th Ave N.</li> </ul>
<p><b><u>Route #19</u></b></p> <ul style="list-style-type: none"> <li>• Corner of N. 6th St. and 10th Ave. N.</li> <li>• Corner of N. 7th St. and 14th Ave. N.</li> <li>• Corner of 12th Ave N. and N. 5th Pl.</li> <li>• Corner of Birch Ave. and Poplar St.</li> </ul>	<p><b><u>Route #24</u></b></p> <ul style="list-style-type: none"> <li>• North driveway at Green Meadows mobile home park</li> <li>• Entrance of Meadow Lake Apartments</li> </ul>
<p><b><u>Route #25</u></b></p> <ul style="list-style-type: none"> <li>• Corner of S. 8th St. and 2nd Ave. S.</li> <li>• Corner of S. 9th St. and 2nd Ave S.</li> <li>• Corner of Main Ave. and N. 9th St.</li> <li>• Corner of N. 9th St. and 1st Ave. N.</li> <li>• Corner of N. 4th St. and 2nd Ave. N.</li> <li>• Corner of 4th Ave. N. and North Shore Dr.</li> </ul>	<p><b><u>Route #28</u></b></p> <ul style="list-style-type: none"> <li>• Corner of S. 15th St. and 4th Ave. S.</li> <li>• Corner of S. 13th St. and Main Ave.</li> <li>• Corner of S. 18th St. and Main Ave.</li> <li>• Corner of S. 20th St. and Main Ave.</li> <li>• Corner of S. 21st St. and 1st Ave. S.</li> </ul>
<p><b><u>Route #29</u></b></p> <ul style="list-style-type: none"> <li>• Corner of 7th Ave N and 16th Ct</li> <li>• Oak Haven on 7th Ave N</li> <li>• Corner of 13th St and 7th Ave N</li> <li>• Corner Of N11th St and 7th Ave N</li> <li>• Corner of 9th and 7th Ave N</li> <li>• Corner of 8th St and 8th Ave N</li> <li>• Corner of N 7th St and 7th Ave N</li> </ul>	<p><b><u>Route #30</u></b></p> <ul style="list-style-type: none"> <li>• Corner of 3rd Pl. N. and 7th Ave. N.</li> <li>• Corner of Timberlane Dr. and W. 10th Ave. N.</li> <li>• Corner of N. 7th St. W. and W 12th Ave. N</li> </ul>