

# OLDER ADULTS RESOURCES

2018

Name & Location	Phone Number	Days/Hours	Services Provided
<b>OLDER ADULT INFORMATION, REFERRAL, ASSISTANCE, &amp; CASE MANAGEMENT</b>			
<b>Aging Services, Inc. Aging Connection Care Coordination</b> 317 7 <sup>th</sup> Ave SE Suite 302B Cedar Rapids, Iowa 52401	398-3644	Monday - Friday 8:00 AM - 4:30 PM	Provides healthy aging programming, case management, chore services and home repairs, respite program, transportation for medical appointments, grocery store and food markets, elder abuse intervention, adult day health services, day habilitation services, and community education and outreach. Private pay service available to assist in determining needed services and recommend appropriate service providers in the area. A comprehensive assessment is completed to assist care coordinator in the development of an individualized care plan. Care Coordinator can assist with implementation of care plan along with monitoring and reassessment of services. <a href="http://www.agingservicesia.org">www.agingservicesia.org</a>
<b>Heritage Area Agency on Aging Aging &amp; Disability Resource Center</b> Kirkwood Community College 6301 Kirkwood Blvd SW Cedar Rapids, IA 52404	398-5559 or 800-332-5934	Monday - Friday 8:00 AM - 5:00 PM	The Heritage Agency on Aging helps to support independent living for older adults and persons living with a disability, ages 18 and over. Heritage is an Aging and Disability Resource Center that is connected to Iowa's LifeLong Links Program and provides information and referral, options counseling for long term care support, and family caregiver support. Additional services Heritage offers includes adult protective services, older worker employment program, older adult nutrition programs, scheduling SHIIP Counseling assistance, and case management. <a href="http://www.heritageaaa.org">www.heritageaaa.org</a>
<b>Linn County Department of Human Services – State Elderly Waiver Program</b> 411 3rd St SE, Suite 300 Cedar Rapids, IA 52401	892-6700	Monday - Friday 8:00 AM - 4:30 PM	Processes applications for Title 19 Medicaid Home Community Based Elderly Waiver, food assistance, In-Home Health Care, Medically Needy, Title 19 Medicaid Insurance and other services. Eligibility based on income/resources. <a href="http://www.dhs.state.ia.us">www.dhs.state.ia.us</a>
<b>Senior Guidance</b> Statewide	888-895-1295	24/7	Senior Guidance provides comprehensive resources on various senior living options, including: assisted living facilities, senior living communities, nursing homes, independent living communities, continuing care retirement communities (CCRC) and all other long term senior care options, including memory care such as Alzheimers or Dementia. <a href="https://www.seniorguidance.org/assisted-living/iowa/">https://www.seniorguidance.org/assisted-living/iowa/</a>

For more information regarding community resources, contact United Way 2-1-1 by phone at 2-1-1, 319-739-4211, or 1-866-469-2211.

You may also choose to search the new United Way 2-1-1 website for resources at [www.firstcallforhelpiowa.org](http://www.firstcallforhelpiowa.org).

To obtain a copy of the Resource Charts, go to [www.linncounty.org/communityservices](http://www.linncounty.org/communityservices) or contact Linn County Community Services at 892-5600.

For questions about the Resource Charts, contact Linn County Community Services 892-5600.

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<b>OLDER ADULT DAY HEALTH SERVICES</b>			
<b>Milestones Adult Day Health Center</b> 1725 O Ave NW Cedar Rapids, IA 52405	398-3647	Monday - Friday 6:45 AM - 5:45 PM	Day services for anyone over 18 who is physically or mentally challenged and may require supervision, increased social opportunities, nursing care, assistance with personal cares (bathing, hair care, nail care) nutrition and special diets or other daily living activities. Sliding fee schedule. Waiver provider. <a href="http://www.agingervicesia.org">www.agingervicesia.org</a>
<b>Milestones In Marion</b> 1080 Cardinal Dr Marion, IA 52302	373-3494	Monday - Friday 7:00 AM - 5:00 PM	Day services that promote community integration for anyone over 18 who is physically or mentally challenged and may require supervision, increased social opportunities, nursing care, assistance with personal cares (bathing, hair care, nail care) nutrition and special diets or other daily living activities. Sliding fee schedule. Waiver provider. <a href="http://www.agingervicesia.org">www.agingervicesia.org</a>
<b>OLDER ADULT CHORE SERVICES, HOME CARE AIDE AND RESPITE SERVICES</b>			
<b>Aging Services, Inc. Aging Connection Care Coordination</b> 317 7 <sup>th</sup> Ave SE Suite 302B Cedar Rapids, Iowa 52401	398-3644	Monday - Friday 8:00 AM - 4:30 PM	Provides healthy aging programing, case management, chore services and home repairs, respite program, transportation for medical appointments, grocery store and food markets, elder abuse intervention, adult day health services, day habilitation services, and community education and outreach. Private pay service available to assist in determining needed services and recommend appropriate service providers in the area. A comprehensive assessment is completed to assist care coordinator in the development of an individualized care plan. Care Coordinator can assist with implementation of care plan along with monitoring and reassessment of services. <a href="http://www.agingervicesia.org">www.agingervicesia.org</a>
<b>All Heart Home Health</b> 4403 1st Ave SE, Ste 310 Cedar Rapids, IA 52402	241-7560	Call for assistance Monday - Friday 8:00 AM - 5:00 PM Services provided 24/7 based on appointments	Providing homemaker, personal care assistance, skilled nursing, companion and respite care services. Private pay only. <a href="http://www.allheartstaffing.com">www.allheartstaffing.com</a>
<b>CarePro Health Services</b> 1014 5th Ave SE Cedar Rapids, IA 52403	363-4554	Monday - Friday, 8:00 AM - 5:00 PM	Home Health: in-home nursing, home infusion nursing and pharmacy services, and home health aides and homemakers <a href="http://www.careprohs.com">www.careprohs.com</a>
<b>CarePro Home Infusion</b> 402 10th St SE, Ste 700 Cedar Rapids, IA 52403	363-1284	Monday - Friday 8:30 AM - 5:15 PM Services provided 24/7 based on appointments	Provides care outside the hospital to patients who have acute and chronic conditions. Combines a high quality home infusion with specialty pharmacy services, to manage a range of complex conditions in the patient's home, physician's office, skilled nursing facility or at one of their ambulatory treatment centers. Therapy is supported by their team of specialized nurses and pharmacists. <a href="http://www.careprohs.com">www.careprohs.com</a>
<b>Comfort Care Medicare Inc</b> 4027 Glass Rd NE Cedar Rapids, IA 52402	294-3527	Monday - Friday 8:30 AM - 4:30 PM Services provided 24/7 based on appointments	Provides services such as bath and shower assistance, light housekeeping, laundry, meal prep, errands, as well as skilled needs such as physical therapy, rehabilitation, and IV therapy. <a href="http://www.comfortcareia.com">www.comfortcareia.com</a>

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<b>HomeChoice Senior Care</b> 5340 N. Park Place NE, Suite 202 Cedar Rapids, IA 52402	363-2721	Emergency line: 24/7 Monday - Friday 8:00 AM - 4:00 PM	Providing homemaker services, transportation services, personal care assistance, and companion and respite care services. Non-medical CDAC Elderly Waiver approved. RN on staff. <a href="http://www.homechoiceseniorcare.com">www.homechoiceseniorcare.com</a>
<b>Home Instead Senior Care</b> 373 Collins Rd NE, Suite 101 Cedar Rapids, IA 52402	247-0400	Monday - Friday 8:00 AM - 4:00 PM After hours 24-hour emergency line	Provides temporary relief of caregiving and provides assistance in meal preparation, companionship, medication reminders, respite care, transportation, light housekeeping and personal care. Overnight and 24-hour care available. Hourly rates available. <a href="http://www.homeinstead.com/468">www.homeinstead.com/468</a>
<b>Homewatch Caregivers</b> 3037 Center Point Rd NE, Ste 200 Cedar Rapids, IA 52402	364-2823	Services provided 24/7 Monday - Friday 8:00 AM - 4:30 PM	Provides temporary relief of the care giving and provides assistance in meal preparation, companionship, medication reminders, errand transportation, light housekeeping and personal care. Hourly rates available. <a href="http://www.homewatchcaregivers.com">www.homewatchcaregivers.com</a>
<b>Kindred At Home</b> 1067 N. Center Point Rd Hiawatha, IA 52233	393-4742	Monday - Friday 8:00 AM - 5:00 PM Services provided 24/7 based on appointments	Provides home health aide, nursing care, physical therapy, occupational therapy and speech therapy. Does not accept private pay. <a href="http://www.kindredathome.com">www.kindredathome.com</a>
<b>Linn County Home Health</b> 1240 26th Ave Ct. SW Cedar Rapids, IA 52404	892-5780	Monday - Friday 8:00 AM - 4:30 PM	Provides services including personal care, light housekeeping, grocery shopping and laundry to help older adults and persons with disabilities remain in their own home. Services provided on a sliding fee scale or through Medicaid (T-19) Waiver.
<b>Mercy Home Care</b> 2740 1 <sup>st</sup> Ave NE Cedar Rapids, IA 52402	398-6034	Nurse on-call 24/7 Monday - Friday, 8:00 AM - 4:30 PM	Mercy Home Care Services assists in the transition from the hospital to the patient's home and communicates with the patient's physician about progress. Helps frail, ill or disabled persons be self-sufficient. Provides rehabilitation services and provides respite care. <a href="http://www.mercycare.org/services/home-care/">www.mercycare.org/services/home-care/</a>
<b>Recover Health</b> 700 1st Ave NE, Suite 200 Cedar Rapids, IA 52401	373-6294	Monday - Friday 8:00 AM - 5:00 PM Services provided 24/7 based on appointments	A licensed Medicare-certified home health agency. Provides the following services: Skilled Nursing Services, Mental Health Services, Personal Care Services, Homemaker Services, Companion Services. <a href="http://www.recoverhealth.com">www.recoverhealth.com</a>
<b>SYNERGY HomeCare of Cedar Rapids</b> 1239 1st Ave SE, Suite D Cedar Rapids, IA 52402	775-2920	Call for assistance Services provided 24/7	Provide both short-term and long-term care assistance. Provide companionship, light housekeeping, meal planning and preparation, running errands, technology assistance, medication reminder & pickup, personal care, and more. Provide services in the home, hospital, long-term care facilities, and other places of residence. <a href="http://www.synergyhomecare.com/agencies/ia/cedar-rapids/ia01/">http://www.synergyhomecare.com/agencies/ia/cedar-rapids/ia01/</a>
<b>Therapy Solutions</b> 3315 First Ave SE Cedar Rapids, IA 52401	861-3322	Monday - Friday 8:00 AM - 5:00 PM Services provided 24/7 based on appointments	Provides Homemaker, Personal Care Assistance, Skilled Nursing, Respite in Home, Assisted Transportation and Friendly Visiting in the home, therapy, OT, PT and speech. <a href="http://www.therapysolutionscr.com">www.therapysolutionscr.com</a>
<b>To the Rescue</b> 139 40th St NE Cedar Rapids, IA 52402	826-6068	Monday - Friday 8:00 AM - 5:00 PM	Offers a wide variety of Personal, Home and Business services. In Home Medical Care, Non-Medical Personal Care, Specialty Care Repairs, Maintenance, Transportation, Remodeling and Construction, Landscaping and Yard Care, Cleaning Services. <a href="http://www.totherescue.net">www.totherescue.net</a>

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<b>UnityPoint At Home – Home Care</b> 600 Boyson Rd NE Ste 2 Cedar Rapids, IA 52402	369-7990	Monday - Friday 8:00 AM - 4:30 PM Services provided 24/7 based on appointments	A comprehensive home care service providing nursing care, physical therapy, occupational therapy, speech therapy, personal care and medical social services. Certified by Medicare, and is a Medicare and Medicaid provider. <a href="http://www.unitypoint.org/homecare">www.unitypoint.org/homecare</a>
<b>OLDER ADULT CONGREGATE MEALS, HOME DELIVERED MEALS &amp; OTHER OLDER ADULT FOOD ASSISTANCE</b>			
<b>Central City Senior Dining/Falcon Civic Center</b> 137 4 <sup>th</sup> St North Central City, IA 52214	438-6691	Monday - Friday at 12:00 PM	Provides a hot nutritious meal to seniors. Reservations required 24 hours in advance. Provides other senior activities. Congregate and home delivered.
<b>Ely Community Center</b> 1570 Rowley St. Ely, IA 52227	848-4140	Tuesday & Friday at 11:30 AM	Nutritious meals and socializing for seniors. Congregate and home delivered.
<b>Healthy Horizons Center/Oak Hill Jackson Community Church</b> 1202 10th St SE Cedar Rapids, IA 52403	398-3574	Monday - Friday at 11:30 AM	Senior dining. Hot nutritious meals for seniors. Reservations required in advance.
<b>Heritage Area Agency on Aging</b> 6301 Kirkwood Blvd SW Cedar Rapids, IA 52404	398-5559 or 800-332-5934	Monday - Friday 8:00 AM - 5:00 PM	Heritage funds and provides oversight to more than 15 meal sites in our seven county region. Call for nearest location. Nutritious senior dining and home delivered meals, and socialization for persons 60+ years and their spouses. Hot home delivered meals to homebound persons. Elderly Waiver meals provided for those who qualify. Contribution based for those 60+ years. Those under 60 pay full cost of meal. Prices may vary per location. Senior Farmer's Market Nutrition Program for Linn County eligible seniors available from June 1-August 1. <a href="http://www.heritageaaa.org">www.heritageaaa.org</a>
<b>Horizons Meals on Wheels</b> 819 5 <sup>th</sup> St SE Cedar Rapids, IA 52401	398-3574	Monday - Friday 8:00 AM - 5:00 PM Home Delivered Meals only 7 days a week	Hot noon meals, frozen meals, breakfast bags, and liquid supplements delivered to homes 7 days a week. Customized nutritional plans, freezable/microwavable containers and reliable delivery. Contribution-based for seniors age 60+. <a href="http://www.horizonsfamily.org">www.horizonsfamily.org</a>
<b>Mom's Meals</b> 3210 SE Corporate Woods Dr Ankeny, IA 50021	866-204-6111	Monday - Friday 8:00 AM - 6:00 PM	Provides a large choice of fresh, never frozen home delivered meals for persons through the Elderly Waiver, Ill & Handicapped Waiver and the AIDS/HIV Waiver. Menu includes culturally diverse meals and diabetic friendly meals. (Per meal cost charged.) <a href="http://www.momsmeals.com">www.momsmeals.com</a>
<b>Southeast Linn Community Center</b> 108 S. Washington St Lisbon, IA 52253	455-2844	8:00 AM - 3:00 PM Meals served: Monday - Friday at 12:00 PM Home delivery: 10:00 AM - 2:00 PM	Provides hot nutritious meals to seniors. Reservations required by calling 455-2844 by 1:00 p.m. Contribution based. Call for information about activities every day of the week. Home delivered meals to those age 60 or over. After school program Monday and Wednesday. Free clothing closet, free transportation to appointments.

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<b>OLDER ADULT FINANCIAL ASSISTANCE</b>			
<b>Cedar Rapids Water Department</b> 1111 Shaver Rd NE Cedar Rapids, IA 52402	286-5900	Monday - Friday 7:30 AM - 5:30 PM	Reduced water rates for persons over 62 or totally disabled and living in a single residence (no apartments or duplexes). Total household income \$21,000 or under. Application must be notarized. <a href="http://www.cedar-rapids.org/water">www.cedar-rapids.org/water</a>
<b>Hawkeye Area Community Action Program (HACAP)</b> P.O. Box 490 1515 Hawkeye Dr Hiawatha, Iowa 52233	393-7811	Monday - Friday 8:00 AM - 5:00 PM	The Weatherization Assistance Program is a federal grant program established to reduce long-term heating and cooling costs for low-income persons, particularly the elderly, disabled, and children, by improving the energy efficiency of their homes. Improved housing stocks, which maintain low utility costs, directly promote sustained self-sufficiency for participants. (LIHEAP) <a href="http://www.hacap.org">www.hacap.org</a>
<b>Horizons</b> 819 5th St SE Cedar Rapids, IA 52401	398-3943	Monday - Friday 8:00 AM - 5:00 PM	The money management program offers daily money management services to help low-income seniors who have difficulty budgeting, paying routine bills and keeping track of financial matters because of physical or mental impairments. The program promotes independent living for those who may be at risk of losing their independence due to an inability to manage their financial affairs. Volunteers are screened and reference checks are completed prior to being matched with clients.
<b>Iowa Department of Human Services</b> 411 3rd St SE, 3rd Floor Cedar Rapids, IA 52403	892-6700 Adult Services: 892-6800	Monday - Friday 8:00 AM - 3:30 PM Walk-ins: 2:30 PM - 3:30 PM	Processes applications for Elderly Waiver, food stamps, Medicaid, med-needy, and In-Home Health. Eligibility determined on basis of income and resources. Several programs pay for in-home services.
<b>Linn County Veterans Affairs</b> 1240 26th Ave Ct. SW Cedar Rapids, IA 52404	892-5160	Monday - Friday 7:30 AM - 4:00 PM	Provides Aid and Attendance Special Pension. This is a "pension benefit" and is not dependent upon service-related injuries for compensation. Aid and Attendance can help veterans and the deceased veteran's widow pay for their medical care. This benefit can help pay for care in home, nursing home, or assisted living facility. Eligibility is based on the veteran having served 90 consecutive days of active military services with at least 1 day during a war time period. Must have been an honorable discharge. Determination is based on income and assets.
<b>Marion Water Department</b> 1225 6 <sup>th</sup> Ave, Suite 150 Marion, IA 52302	743-6310	Monday - Friday 8:00 AM - 5:00 PM	For persons 65 or older in household, or total disability. Applications available for discounted garbage pick-up. Also, minimum waived for water and sewer if total household resources at \$22,695 or under, and only charge for what is used.
<b>National Council on Aging (NCOA)</b> 1901 L St NW, 4th Floor Washington DC, 20036	855-899-3778 or 800-373-4906	24/7	Millions of older Americans are eligible for, but not receiving benefits from existing federal, state and local programs. Ranging from heating and energy assistance to prescription savings programs to income supplements, there are many public programs available to seniors in need if they only knew about them and how to apply for them. Developed and maintained by The National Council on Aging (NCOA), BenefitsCheckUp is the nation's most comprehensive Web-based service to screen for benefits programs for seniors with limited income and resources. <a href="http://www.ncoa.org">www.ncoa.org</a> <a href="http://www.benefitscheckup.org">www.benefitscheckup.org</a>

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<b>Social Security Office</b> 3165 Williams Blvd SW Cedar Rapids, IA 52404	866-495-0088 (Local) 800-325-0778 TTY	Monday, Tuesday, Thursday, Friday 9:00 AM - 4:00 PM Wednesday 9:00 AM - 12:00 PM	Assists with inquiries on Social Security checks and benefits. Medicare and Supplemental Income (SSI) SSI benefits assist by providing monthly checks so anyone 65+ or blind or disabled can have a basic income of \$710 per month. A couple may receive \$1,066. Eligibility based on resources. <a href="http://www.ssa.gov">www.ssa.gov</a>
<b>Telecommunications Access Iowa</b> 6925 Hickman Rd Des Moines, IA 50322	515-282-5099 or 800-606-5099	Monday - Friday 8:00 AM - 5:00 PM	A program of the Iowa Utilities Board administered by Deaf Services Unlimited, Inc. provides assistance to seniors in selecting telephone equipment. Qualified individuals may receive a voucher for 95% off the average cost of standard telephone equipment. Household income guidelines apply. Not a low-income program. One person in household must make less than \$46,000. <a href="http://www.relayiowa.com/tai">www.relayiowa.com/tai</a>

**OLDER ADULT HEALTH & COUNSELING**

<b>Cedar Rapids Vision in Motion</b> 3235 Williams Parkway SW, Suite 1 Cedar Rapids, IA 52404	364-2311	Monday, Wednesday, Friday 9:00 AM - 5:00 PM Tuesday & Thursday 9:00 AM - 5:00 PM	Specializing in vision rehabilitation services, Cedar Rapids Vision In Motion offers a variety of vision assistive devices for sale as well as low vision occupational therapy and optometry services-all designed to help the low vision patient live the best life possible. <a href="http://www.crvim.com">www.crvim.com</a>
<b>Family Caregivers Center of Mercy</b> 901 8th Ave SE Cedar Rapids, IA 52401	221-8866	Monday - Friday 8:00 AM - 4:30 PM	The Family Caregivers Center of Mercy is a no cost resource for all caregivers caring for adults with chronic conditions like Alzheimer's, Parkinson's, diabetes, arthritis, heart, cancer, etc. The Center provides 1 on 1 interviews, access to hourly and overnight respite (with financial assistance for those who qualify), a resource library, task volunteers, educational sessions on a variety of topics including music, art and massage therapy. The goal is reduce the stress of the family caregiver, provide them support and connect them with existing community services. The Center is open to all family caregivers regardless of where they receive their medical care.
<b>Iowa Department for the Blind</b> 524 4th St Des Moines, IA 50309	515-281-1333 or 800-362-2587	Monday - Friday 8:00 AM - 4:30 PM	Services to the blind include training in techniques of blindness, rehabilitation, talking books, etc. Aids and appliances available either free of charge or at cost, also includes visually impaired. <a href="http://blind.iowa.gov">Http://blind.iowa.gov</a>
<b>Memory Disorders Clinic</b> 701 10th St SE Cedar Rapids, IA 52403	398-6435	Physician's referral required Call for appointment, Monday - Friday 7:30 AM - 4:00 PM	Evaluates and treats persons exhibiting signs of dementia, Alzheimer's disease, and other degenerative brain disorders. Following the evaluation, a conference is held with the patient, family members, clinic team and other referral sources as appropriate. Support group meets on the 4 <sup>th</sup> Tuesday of each month.
<b>Senior Health Insurance Information Program – SHIIP</b> 601 Locust St., 4th Floor Des Moines, IA 50309	800-351-4664 TTY 800-735-2942	Monday - Friday 8:00 AM - 5:00 PM	Assists seniors who have questions on Medicare, Medicare supplement insurance, Medicare Part D, long-term care insurance, and other health insurance issues. <a href="http://www.therighttocalliowa.gov">www.therighttocalliowa.gov</a>

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<b>UnityPoint at Home - Home Medical Equipment</b> 298 Blairs Ferry Rd NE Cedar Rapids, IA 52402	369-8686	Monday - Friday 8:00 AM - 5:00 PM, Tech on-call 24/7	Provides durable medical equipment, including CPAP and BiPAP machines, oxygen, hospital beds, orthotics, nebulizers, ostomy supplies, mobility equipment, and wound supplies. <a href="https://www.unitypoint.org/cedarrapids/home-medical-equipment.aspx">https://www.unitypoint.org/cedarrapids/home-medical-equipment.aspx</a>
<b>UnityPoint at Home Lifeline</b> 298 Blairs Ferry Rd NE Cedar Rapids, IA 52402	369-7065	Monday - Friday 8:00 AM - 5:00 PM	Provides personal emergency response systems. Landline, wireless and mobile devices are available. Also offers automatic fall detection buttons.
<b>OLDER ADULT SUPPORT &amp; ADVOCACY</b>			
<b>Alzheimer's Association of East Central IA</b> 317 7 <sup>th</sup> Ave SE Ste 402 Cedar Rapids, IA 52401	294-9699 or 24/7 Helpline 800-272-3900	Monday - Friday 8:00 AM - 4:30 PM The Alzheimer's Association 24/7 Helpline operates 24/7, in 140 languages	Resources and education for Alzheimer's or memory loss, medications, treatment options, caregiver tips, support groups, publications, educational programs and Safe Return program. <a href="http://www.alz.org/eci">www.alz.org/eci</a>
<b>American Association of Retired Persons (National) AARP - Corporate</b> 601 E. St NW Washington, DC 20049	888-687-2277 TTY 877-434-7598	Monday - Friday 7:00 AM - 11:00 PM (ET)	Advocate for the physical, social, economic and political benefit of older persons and become educated on the issues of seniors. <a href="http://www.aarp.org">www.aarp.org</a>
<b>Iowa Department on Aging</b> Jesse M. Parker Bldg. 510 East 12th St, Suite 2 Des Moines, IA 50319	515-725-3333 or 800-532-3313 TTY	Monday - Friday 8:00 AM - 4:30 PM	Provides advocacy, education and prevention services to older Iowans. Resources include health and education, housing and services, long-term care ombudsman and information on Area Agencies on Aging. <a href="http://www.aging.iowa.gov">www.aging.iowa.gov</a>
<b>Iowa Department of Inspections &amp; Appeals</b> Lucas State Office Bldg. 321 East 12th St, 3rd Floor Des Moines, IA 50319	515-281-4115	Monday - Friday 8:00 AM - 4:30 PM	Responsible for inspecting, licensing and/or certifying health care providers and suppliers, restaurants and grocery stores, social and charitable gambling operations, hotels and motels, and barber and beauty shops. In addition, DIA staff investigates alleged fraud in the State's public assistance programs and conducts contested case hearings to settle disputes between Iowans and various state government agencies. <a href="https://dia.iowa.gov">https://dia.iowa.gov</a>
<b>Legal Hotline for Older Iowans</b> 1111 9th St, Suite 230 Des Moines, IA 50314	800-992-8161 515-282-8161	Monday - Friday 8:30 AM - 5:00 PM	The Legal Hotline is a special project of Iowa Legal Aid that provides legal advice on civil issues to Iowans who are 60 or older and meet income and asset guidelines. <a href="http://www.iowalegalaid.org/hotline">www.iowalegalaid.org/hotline</a>
<b>Office of the State Long-Term Care Ombudsman</b> Jesse M. Parker Building 603 E 12th St, Suite 2 Des Moines, IA 50139	515-725-3333 or 866-236-1430	Monday - Friday 8:00 AM - 4:30 PM	The Office of the State Long-Term Care Ombudsman works to advocate for the rights and wishes of residents and tenants in long-term care, including those living in nursing facilities, residential care facilities, assisted living programs and elder group homes. The Long-Term Care Ombudsman can help answer questions about assisted living and elder group programs, nursing and residential care facilities, as well as the wide variety of issues that arise. In addition, the Long-Term Care Ombudsman supports the choices of residents and tenants and acts as an advocate.