

NUMBERS TO KNOW

Iowa Concern 1-800-447-1985
 **Financial questions, legal issues, family transitions (All hours, all days)

Poison Control 1-800-222-1222
 **Health concerns related to coming in contact with poison

ISU Answer Line 1-800-262-3804
 **Questions relating to home and family (M-F, 9-noon 1-4 pm)

National Runaway Switchboard 1-800-786-2929 (1-800-RUNAWAY)
 **A person can report oneself as a runaway, or report that a family member has runaway

Better Business Bureau, Des Moines 1-515-243-8137
 **Financial information

Consumer Protection Division
 Attorney General 1-515-281-5926
 Emergency 911
 **Consumer rights

Alliance for the Mentally Ill 1-800-950-6264 (1-800-950-NAMI)
 **Provides support, education, and information to families, friends, and individuals with a mental illness

ISU Extended & Continuing Education 1-800-262-0015
 **Off-Campus credit courses, non-credit conferences (M-F, 7:30am – 5pm)

Healthy Families 1-800-369-2229
 **Prenatal health care questions and information (all hours, all days)

Teen Line 1-800-443-8336
 **Personal and health-related information and referral (all hours, all days)

Veteran's Regional Office 1-800-827-1000
 **Information on benefits for veterans (Des Moines)

Veteran's Medical Center 1-800-316-8387
 **Medical care and mental health services (Sioux Falls)

Bets Off 1-800-BETSOFF or 1-800-238-7633
 **Hotline of Iowa Gambling Treatment Program. Gambling concerns for yourself or others.

RESOURCES FOR DICKINSON COUNTY FAMILIES

Compiled by:
 ISU Extension
 Dickinson County
 and
 Dickinson County
 Community Services
 2010



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712-336-0657

Iowa Substance Abuse Information Center
1-866-242-4111

National Institute on Drug Abuse Help Line
1-800-662-4357

Compass Pointe
710 Lake Street Suite 2
Spirit Lake, IA 51360
712-336-5281

TRANSPORTATION

Regional Transit Authority
522 10th Ave. E.
PO Box 1240
Spencer, IA 51301
1-800-358-5037
712-262-7920

VAC/RSVP
800 21st Street
Spirit Lake, IA 51360
712-336-4444
Contact: Christina Ostovic

Harley Rides
712-330-2587

Red's Rides
712-320-0383

Chopper Cab
712-330-6276

Boji Rids
877-332-2964

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Spirit Lake Veteran Affairs Home Health Care
1310 Lake Street
Spirit Lake, IA 51360
712-336-6425 or 712-336-6400
Contact: Susan Willette

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SUBSTANCE ABUSE

Alcoholics Anonymous
Spirit Lake

Contact: All are mandatory reports.

State Domestic Abuse Hotline

1-800-942-0333

CAASA

(Centers Against Abuse & Sexual Assault)

1-877-362-4612

Iowa Sexual Abuse Hotline

1-800-284-7821

FUEL ASSISTANCE

Upper Des Moines Opportunity

Great Lakes Mall

1575 18th St.

Spirit Lake, IA 51360

712-336-1112

www.udmo.com

Contact: Laurie Ruf or Deb Weir

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ABUSE

Child Abuse and Neglect Reporting

1-800-362-2178

Dickinson County Dept. Of Human Services

1802 Hill Avenue Suite 2401

Spirit Lake, IA 51360

712-336-2555

1-866-336-2555

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CHILDREN'S ISSUES

Child Abuse Hotline (to report abuse)

1-800-362-2178

Child Abuse Hotline

1-800-422-4453

Child Find of America

1-800-IAM-LOST

(1-800-426-5678)

Missing Children Help Center

1-800-USA-KIDS
(1-800-872-5437)

National Child Safety Council (Childwatch)

1-800-222-1464

Prevention of Child Abuse

1200 University, City View Plaza
Des Moines, IA 50314
515-281-8726

Runaway (National)

1-800-621-4000

Northwest Aging Association

714 10th Avenue East, PO Box 213
Spencer, IA 51301
1-800-242-5033
712-262-1775

Good Samaritan Society Home Care

Jct 9 & 71
Spirit Lake, IA 51360
712-336-3412
Contact: Robin Lock

VAC/RSVP

800 21st Street
Spirit Lake, IA 51360
712-336-4444
Contact: Christina Ostovic

Seniors and Lawman Together

% Dickinson County Sheriffs Office
Spirit Lake, IA 51360
712-336-2793

Social Security

1610 12th Avenue SW
Spencer, IA 51301
1-877-262-5350

SENIOR CITIZENS

AARP

1-800-523-5880
www.aarp.org

Dependent Adult Abuse

1-800-362-2178

Dinner Date

2100 Zenith Avenue
Spirit Lake, IA 51360
712-336-5247

Dickinson County Dept. of Human Services

1802 Hill Avenue Suite 2401
Spirit Lake, IA 51360
712-336-2555

Iowa Lakes S.C.O.R.E. Chapter

122 W. 5th Street
Spencer, IA 51301
712-262-3059

Lifeline at Lakes Regional Homecare

1003 21st Street
Milford, IA 51351
712-336-2682
Contact: Cheryl Mier

Meals on Wheels

800 21st Street
Spirit Lake, IA 51360
712-336-4444
Contact: Christina Ostovic

1-866-336-2555

Dickinson County Veterans Affairs

1802 Hill Ave. Suite 1508
Spirit Lake, IA 51360
712-336-0883
Contact: Ernie Cupp

Health Information Center

1-800-336-4797

Home Maker Health Aid

Lakes Regional Healthcare – Community Health Services
1003 21st Street
P.O. Box 500
Milford, IA 51360
712-338-9998/712-336-2682
Contact: Micki Kohorst
Public Health-Contact: Mary Dunleavy

Iowa Protection and Advocacy Services

3015 Merle Hay Rd., Suite 6
Des Moines, IA 50310
800-779-2502
www.ipna.org

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CHILDREN'S SERVICES

The Caring Program for Children

1-800-223-KIDS
(1-800-223-5437)

Child Health:

Children's Hospice Int. 1-800-242-4453
Children's Wish Foundation Int. 1-800-323-9474
Reye's Syndrome, Natl. Foundation 1-800-233-7393
Shriner's Hospital Referral Line 1-800-237-5055

Lakes Regional Healthcare – Public Health Services

1003 21st Street
P.O. Box 500
Milford, IA 51351
712-336-2682
Contact: Mary Dunleavy

Dickinson County Dept. Of Human Services

1802 Hill Avenue Suite 2401

Spirit Lake, IA 51360

712-336-2555
1-866-336-2555

Home Maker Health Aid

Lakes Regional Healthcare– Public Health Services
1003 21st Street
Milford, IA 51351
712-336-2682
Contact: Mary Dunleavy

Home Health Care

Lakes Regional Healthcare—Lakes Regional Community Health
1003 21st Street
PO Box 500
Milford, IA 51351
712-336-2682
Contact: Micki Kohorst

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K.I.D.S.

(Kommunity Involvement, Development and Support)
Prairie Lakes AEA 8
23 E. 7th St.
Spencer, IA 51301
712-262-4704

Good Samaritan Society Home Care

Jct 9 & 71
Spirit Lake, IA 51360
712-336-3412
Contact: Robin Lock

Seasons Center for Community Mental Health

710 Lake Street Suite 1
Spirit Lake, IA 51360
712-336-4464

Time-Out Nurseries

1306 32nd Street
Spirit Lake, IA 51360 (Business Mail Only)
712-336-1738
Contact: Amy Kueper and Jenni Cunningham

Chapco
1404 4th Street
Arnolds Park, IA 51331
712-332-2325
Contact: Wendy Barnard

Child Care Resource and Referral

Upper Des Moines Opportunity
101 Robbins Ave., Box 519
Graettinger, IA 51342-0519
800-245-6151
712-859-3885

Best Care for Better Babies

Lakes Regional Healthcare-Public Health Services
1003 21st Street
Milford, IA 51351
712-336-2682
Contact: Diane Zemple

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MEDICAL EQUIPMENT LOAN CLOSETS

Upper Des Moines
1575 18th Street
Spirit Lake, IA 51360
712-336-2682
Contact: Lauri Ruf or Deb Weir
www.udmo.com

American Legion Auxiliary
Bess and Bob Umscheid
514 P Avenue
Milford, IA 51351
712-338-2086

American Legion Auxiliary
Donald Von Ehwegen
Terril, IA 51364
712-853-6577

American Legion Auxiliary
Marilyn Kessler
Lake Park, IA 51347
712-832-3540

Good Samaritan Society Home Care
Jct 9 & 71
Spirit Lake, IA 51360
712-336-3412
Contact: Robin Lock

Iowa Compass
1-800-779-2001

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LEGAL SERVICES

Iowa Civil Rights Commission
515-281-4121
www.state.ia.us/government/crc

Iowa Concern
1-800-447-1985
www.extension.ia.state.edu/iowaconcern

Lawyer Referral Service of Iowa State Bar Association
1-800-532-1108

Iowa Legal Aid
506 Nebraska St.
Sioux City, IA 51101
712-277-8686
1-800-352-0017

University of Iowa Legal Clinic
College of Law
Iowa City, IA 52242
319-335-9034
www.law.uiowa.edu/legalclinic

Iowa Mediation Services
20 West 6th Street

Spencer, IA 51301
712-262-7007

1004 22nd Street
Milford, IA 51351
712-338-3333
cherish@milfordcable.com
www.cherishcenter.org

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Upper Des Moines Opportunity

Great Lakes Mall
1575 18th St.
Spirit Lake, IA 51360
712-336-1112
www.udmo.com

Contact: Laurie Ruf or Deb Weir

Priority #1

1600 15th Street
Spirit Lake, IA 51360
712-336-3488
Contact: Karen Byers
Contact: Ron Vincelli

YMCA Kinship

Youth Mentoring
1900 41st Street
Spirit Lake, IA 51360
712-336-9622

Contact: Norm Johnson

Lutheran Social Services of Iowa

Health Concerns
1812 24th Ave. W.
Spencer, IA 51301
712-262-9171

Cherish Center

Cherished Women/Cherished Kids (parent support for moms)
Dads of Cherished Kids (parent support for dads)
Cherish House (maternity home)

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CLOTHING

Upper Des Moines Opportunity

Great Lakes Mall
1575 18th St.
Spirit Lake, IA 51360
712-336-1112
www.udmo.com

Contact: Laurie Ruf or Deb Weir

St. Joseph Catholic Church

1309 Okoboji Ave.
Milford, IA 51351
712-338-2274
Contact: Father Danner

Thee Garage Sale

1004 22nd St.
Milford, IA 51351
712-338-3334
Children's Clothing
Household Furnishings

DISASTER ASSISTANCE

Joint Disaster

1802 Hill Ave. Suite 1202
Spirit Lake, IA 51360
712-336-3987
Contact: Mike Ehert

Red Cross
North Mall
1900 Grand Avenue
Spencer, IA 51301
712-262-1574

Salvation Army
1607 Ithaca Avenue
Spirit Lake, IA 51360
712-336-5776
Contact: Jeff Hanson

Cherish House Maternity Home for girls age 13-22
PO Box 1003
Okoboji, IA 51355
712-338-3333
cherish@milfordcable.com
www.cherishcenter.org

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Spirit Lake Veteran Affairs Clinic
1310 Lake Street
Spirit Lake, IA 51360
712-336-6400
Contact: Kendra Thilges

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HOUSING

Low-Rent Housing Agency
710 Lake Street Suite 5
Spirit Lake, IA 51360
712-336-2318
Contact: Barbara Carlson

Northwest Iowa Regional Housing Authority
919 2nd Ave. SW
P.O. Box 446
Spencer, IA 51301
712-262-7460

Riverwest Apartments
668 Terrace Park Blvd.
Milford, IA 51351
712-332-7228

Broadway Village Apartments
PO Box 283
Milford, IA 51351
712-338-9754

Discovery House
1411 Hill Avenue
PO Box 163
Spirit Lake, IA 51360
712-336-4740 or 712-336-5340
Contact: Julie Scheib

Murphy Management
208 E. State Street
Algona, IA 50511
515-295-2927

EDUCATION

Iowa New Choices Program
Iowa Lakes Community College
300 South 18th Street
Estherville, IA 51334
712-362-7931

G.E.D./Adult Basic Education
Iowa Lakes Community College
2008 Hill Ave
Spirit Lake, IA 51360
712-336-3439
Estherville - 1-800-242-5106
Emmetsburg - 1-800-242-5108

Headstart
101 Robbins Ave. P.O. Box 519
Graettinger, IA 51342
1-800-245-6151
712-859-3885

Iowa Lakes Community College
2008 Hill Ave.
Spirit Lake, IA 51360
712-336-3439
Estherville - 1-800-242-5106
Emmetsburg - 1-800-242-5108

ISU Extension - Dickinson County
1600 15th Street
Spirit Lake, IA 51360
712-336-3488
Contact: Karen Byers

ISU Extended and Continuing Education
1-800-262-0015
www.extension.iastate.edu

Prairie Lakes AEA
23 East 7th Street
Spencer, IA 51301
712-262-4704
1-866-540-3860

Iowa Legal Aid
506 Nebraska Street
Sioux City, IA 51101
1-800-352-0017
712-277-8686
www.iowalegalaid.org

Northwest Aging Association
714 10th Avenue East, PO Box 213
Spencer, IA 51301
1-800-242-5033
712-262-1775
www.nwaging.org

Compass Pointe Behavioral Health Services
710 Lake Street Suite 2
Spirit Lake, IA 51360
712-336-5281
www.adtu.org

Vocational Rehabilitation
P.O. Box 3093, 217 W 5th Street
Spencer, IA 51301
712-262-9585
Contact: Gerald Rath
www.dvrs.state.ia.us

Women, Infants & Children (WIC)

Upper Des Moines Opportunity
101 Robbins Avenue Box 519
Graettinger, IA 51342-0519
800-245-6151
712-859-3885

Northwest Aging Association

714 10th Avenue East
PO Box 213
Spencer, IA 51301
1-800-242-5033
712-262-1775
www.nwaging.org

Good Samaritan Society Home Care

Jct. 9 & 71
Spirit Lake, IA 51360
712-336-3412
Contact: Robin Lock
www.gentiva.com

Spencer Psychiatry and Counseling Services

2016 Hwy Blvd. South Suite
PO Box 680
Spencer, IA 51301
712-580-3882

National Alliance for the Mentally III

800-950-6264
www.nami.org

Parents Anonymous Helpline

800-345-5044

Merit Behavioral Care

1-800-955-6427

Iowa Hospice

1370 Lake Street
Spirit Lake, IA 51360
712-336-2941
866-752-4692

1-800-232-5463

www.afb.org

Medicaid/Title 19 - General Info.

Dickinson Co. Dept. of Human Services
1802 Hill Avenue Suite 2401
Spirit Lake, IA 51360
712-336-2555
1-866-336-2555
www.dhs.state.ia.us

Medicare

General Information
1-800-772-1213
Billing Questions
1-800-532-1285
www.medicare.gov

Planned Parenthood of Greater Iowa

1900 Grand Avenue
Spencer, IA 51301
712-262-1545
www.ppgi.org

Targeted Case Management

Seasons Center for Community Mental Health
201 E 11th St
Spencer, IA 51301
712-262-2922
Contact: Aaron McHone

Cherish Center

Cherished Women/Cherished Kids (parent support for moms)
Dad's of Cherished Kids (parent support for dads)
Earn While You Learn (Mentor Moms)
Parent Support Group for Parents Dealing with Teenage Pregnancy
1004 22nd Street
Milford, IA 51351
712-338-3333
cherish@milfordcable.com
www.cherishcenter.org
Contact: Jan Turner or Cathy Schmidt

Vision Impaired:

American Foundation for the Blind -

Dickinson County Veterans Affairs

1802 Hill Ave. Suite 1508

Spirit Lake, IA 51360
712-336-0883
Contact: Ernie Cupp

Dickinson County Community Services
1802 Hill Ave. Suite 2502
Spirit Lake, IA 51360
712-336-0775
Contact: Beth Will

Upper Des Moines Opportunity
Great Lakes Mall
1575 18th Street
Spirit Lake, IA 51360
712-336-1112
www.udmo.com
Contact: Laurie Ruf or Deb Weir

EMERGENCY NUMBERS

Ambulance, Fire, Police
911
712-336-2525

Spirit Lake Police Department
712-336-5776

Dickinson County Sheriff's Office
712-336-2793

Dickinson County Crime Stoppers
712-336-2345

Lakes Regional Health Care
712-336-1230

ILCC Rehabilitation Education & Services
300 S. 18th
Estherville, IA 51334
712-362-5433
217 W 5th Street
Spencer, IA 51301
712-262-9585

Iowa Work Force Development
217 W. 5th Street
Spencer, IA 51301
712-262-1971
1-800-798-7224

Workforce Investment Act (WIA)
217 W. 5th Street
Spencer, IA 51301
712-262-1971
800-798-7224

ECHO/PLUS, INC.
1808 Jackson Ave
Spirit Lake, IA 51360
712-336-4052
Contact: Dan Youngblut

Employment Connections
1710 Lincoln Avenue
Spirit Lake, IA 51360
712-336-2048

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Compass Pointe Behavioral Health Services
710 Lake Street Suite 2
Spirit Lake, IA 51360
712-336-5281
www.adtu.org

Hearing Impaired:
Hearing Aid Helpline 1-800-521-5247
Hearing & Speech - National Assoc. 1-800-638-8255
Hear Now (Financial Aid) 1-800-648-HEAR
(1-800-648-4327)

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EMPLOYMENT

Iowa Work Force Development
620 1ST Avenue South
Estherville, IA 51334
712-362-7327 phone
712-362-7742 fax

Helpline

1-800-EAR-WELL
(1-800-327-9355)

Dental, Iowa Association
515-282-7250

Deaf Services Commission of Iowa
515-281-3164
www.state.ia.us/government/dhr/dhs

Hearing Aid Bank, Lion's
515-752-4337

Iowa Compass for Disabled People
1-800-779-2001
www.medicine.uiowa.edu/iowacompass

Lutheran Social Services of Iowa
1812 24 Ave. W.
Spencer, IA 51301
712-262-9171
www.lsiowa.org

Seasons Center for Community Mental Health
710 Lake Street Suite 1
Spirit Lake, IA 51360
Spirit Lake – 712-336-4464
Spencer - 1-800-242-5101

Veterans Counseling Center
Sioux City
712-255-3808

Veteran's Affairs Medical Center
2501 West 22nd Street
Sioux Falls, SD
1-800-316-8387
www.va.gov

Dickinson County Central Point of Coordination
Dickinson County Community Services
1802 Hill Ave Suite 2502
Spirit Lake, IA 51360
712-336-0775
Contact: Beth Will

Lakes Regional Healthcare - Community Health Services/Hospice
1003 21st Street
PO Box 500
Milford, IA 51351
712-338-9998
Contact: Micki Kohorst

Dickinson Co. Dept. of Human Services
1802 Hill Avenue Suite 2401
Spirit Lake, IA 51360
712-336-2555
1-866-336-2555

Eye Care Project, National American Academy of Ophthalmol
1-800-222-3937

Family Crisis Line (24 hours)
Spirit Lake
712-336-1255
1-877-362-4612

Teen Health Line
1-800-443-8336

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HEALTH CONCERNS AND FAMILY COUNSELING

Alzheimer's and Related Disorders
1-800-621-0379

Child Health Specialty Clinics
1200 First Avenue East
Spencer, IA 51301
712-264-6362 or 712-264-6363
866-219-9119
www.medicine.uiowa.edu/chsc

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FINANCIAL ASSISTANCE

Dickinson County Community Services
1802 Hill Ave Suite 2502
Spirit Lake, IA 51360
712-336-0775
Contact: Beth Will

Dickinson County Dept. of Human Services
1802 Hill Avenue Suite 2401
Spirit Lake
712-336-2555 or 1-866-336-2555

Dickinson County Veterans Affairs
1802 Hill Ave. Suite 1508

Spirit Lake, IA 51360
712-336-0883
Contact: Ernie Cupp

Rural Development
Farm Service Agency
306 11th Street SW Plaza
Spencer, IA 51301
712-262-3173
Contact: Sheila Zobrist
1619 North Lake Street
Storm Lake, IA 50588
712-732-1851
Contact: Arnold Thomas

Social Security Administration
1610 12th Avenue SW
Spencer, IA 51301
1-800-772-1213
712-262-5350

Upper Des Moines Opportunity
Great Lakes Mall
1575 18th St.
Spirit Lake, IA 51360
712-336-1112
www.udmo.com
Contact: Laurie Ruf or Deb Weir

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FINANCIAL COUNSELING

Consumer Credit Counseling Service
206 6th St.
712-252-5666

Bill Payer Program
Dickinson County Community Services
1802 Hill Ave Suite 2502
Spirit Lake IA 51360
712-336-0775
Contact: Beth Will

Representative Payee Program
Dickinson County Community Services
1802 Hill Ave Suite 2502
Spirit Lake IA 51360
712-336-0775

Contact: Beth Will

Iowa Lakes S.C.O.R.E. Chapter
122 West 5th Street
Spencer, IA 51301
712-262-3059

ISU Extension - Dickinson County
Financial Management and Counseling
1600 15th Street
Spirit Lake, IA 51360
712-336-3488
Contact: Jan Burk

Cherish Center
Financial Peace
1004 22nd Street
Milford, IA 51351
712-338-3333
cherish@milfordcable.com
www.cherishcenter.org

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FOOD

Dickinson County Dept. of Human Services
1802 Hill Avenue Suite 2401
Spirit Lake, IA 51360
712-336-2555
1-866-336-2555

Dickinson County Food Pantry
Upper Des Moines Opportunity
Great Lakes Mall
1575 18th St.
Spirit Lake, IA 51360
712-336-1112
www.udmo.com
Contact: Laurie Ruf or Deb Weir

Dinner Date
2100 Zenith Avenue
Spirit Lake, IA 51360
712-336-5247

Meals on Wheels

800 21st Street
Spirit Lake, IA 51360
712-336-4444
Contact: Christina Ostovic

Women, Infants & Children (WIC)

Upper Des Moines Opportunity
101 Robbins Avenue Box 519
Graettinger, IA 51342-0519
800-245-6151-712-859-3885

Food Stamp Application Available Online

<http://www.yesfood.iowa.gov/>

Or Call-

1-877-937-3663