

Black Hawk County Resources

Updated January 2020

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Addiction Treatment Services

Pathways Behavioral Services

Address: 3362 University Ave, Waterloo, IA 50701

Phone: 319 235 6571

Hours: Monday-Thursday 7am-5pm, Friday 7am-Noon

Website: <http://pathwaysb.org>

Description: The mental health center clinical staff is comprised of psychiatrists, nurse practitioners, clinical social workers, and mental health counselors. Each provide a wide range of mental health services; including individual family marital counseling, school based programming, medication management and 24-hour emergency service.

Horizons Family Centered Recovery Program

3421 W. 9th St. Waterloo 5th floor

Phone: 319 272 2873

Website: www.mercyone.org. (Search for "Horizons" and select "MercyOne Horizons")

Description: An appointment is required.

Assisting for Aging Adults

AARP Foundation Worksearch- Senior Employment

Address: 223 E 4th St., Waterloo, IA 50703

Phone: 319 234 0206

Hours: Monday-Friday 8am-4pm

Website: www.aarpworksearch.org

Description: Provides employment assistance to older job seekers that are age 55+. Services include skills assessment, paid training opportunities, job search assistance, and community referrals. Walk-ins accepted, must be unemployed, 55 or older, and at poverty level.

Newel Post Senior Adult Day Services and Respite

Address: 1108 Tiffany Place, Waterloo, IA 50701

Phone: 319 234 1391

Hours: Monday-Friday 8am-4pm

Description: Provides day services for those that have special needs. Referrals are placed onto a waiting list. A health assessment and additional paperwork is required for approval.

Northeast Iowa Area Agency on Aging (Lifelong Links)

Address: 3840 W. 9th St. Waterloo, IA 50702

Phone: 866 468 7887 or (319) 874-6840

Hours: Monday-Friday 8-4:30

Website: <http://www.nei3a.org>

Description: Provides services to those that are legally disabled or over 60. Call to apply for services, gather intake information, or inquire about follow ups.

Retired & Senior Volunteer Program

Address: 2101 Kimball Ave #121, Waterloo, IA 50702

Phone: 319 272 2250

Hours: Call for hours of operation per location and/or to schedule an appointment.

Website: www.rsvpserves.com

Description: Services provided to engage those that are 55 or older with volunteering, tax programs, SHIP Services that assist with healthcare information (Medicare & Medicaid).

YWCA

Address: 425 Lafayette St., Waterloo, IA 50703

Phone: 319 234 7589

Description: Provides a variety of aquatic and land-based fitness classes and facilities at the YWCA; Some insurance plans accepted as well as financial assistance based on household income and size. Know Your Numbers assessments and follow-up offered to track numbers (BMI, blood pressure, etc.) Twice weekly chair based fitness classes at NEI3A senior center sites.

Behavioral and Mental Health

Black Hawk Grundy Mental Health Center

Address: 3251 West 9th St., Waterloo, IA 50702

Phone: 319 234 2893 or 1 800 583 1526

Hours: Monday-Friday 8am-5pm

Website: www.bhgmhc.com

Description: Mental health access program that provides information, referral, assessment, admission, case management, insurance verification, and easy access to mental health services both public and private. Call to schedule an appointment.

Catholic Charities

Address: 2101 Kimball Ave (Suite 138), Waterloo, IA 50702

Phone: 319 272 2080

Hours: By appointment

Website: <http://www.catholiccharitiesdubuque.org/our-locations>

Description: General counseling for families & individuals, marriage counseling, and individual counseling for adults and adolescents. Counseling is also offered for anxiety, depression, stress reduction, etc.

Bremwood Residential Treatment Center

Address: 106 16th St SW P.O. Box 848, Waverly, IA 50677

Phone: 319 352 2630

Website: www.siowa.org/residential/bremwood/

Families First Counseling Services

Address: 111 Plaza Circle, Waterloo, IA 50701

Phone: 319 433 0395

Hours: Monday-Friday 8am-4:30pm

Website: <https://www.families-first.net>

Description: Offers an in-home service to individuals with title 19 insurance (Iowa Medical Card). These services are designed to help individuals, children and adults, develop and enhance the skills needed to assist them as they cope with the day to day events.

Four Oaks

Address: 128 S. Barclay St., Waterloo, IA 50703

Phone: 319 233 5695

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

Description: Provides Behavioral Health Services, Family Connections, Foster Group Care Services, Functional Family Therapy, Iowa Aftercare Program, Integrated Health Home, Partnership for Safe Families, Safety and Permanency Services, Supervised Community Treatment, School-Based Programming.

Lutheran Services in Iowa (LSI)

Address: 904 West 4th St., Waterloo, IA 50702

Phone: 319 233 3579

Website: <http://lslowa.org>

Description: Provides a variety of services including: Behavioral Health Intervention Services, Community Programs, Early Childhood, Family Safety Risk and Permanency, Foster Care and

Adoption, Mental Health Services, Pediatric Integrated Health, Refugee Community Services, Residential Treatment, and Services for people with disabilities.

NAMI (National Alliance on Mental Illness) of Black Hawk County

Located at Allen Hospital: 1825 Logan Ave. Waterloo, IA 50703

Phone: 319-235-5263

Description: Provides advocacy, education, and mutual support through; free classes, support groups, and educational programs. Working with those affected by mental illness, including those that have mental illness in their partner or family members. To receive the bi-monthly newsletter-which includes a calendar of programs and services being provided, contact namibh@qwestoffice.net

Pathways Behavioral Services

Address: 3362 University Ave, Waterloo, IA 50701

Phone: 319 235 6571

Hours: Monday-Thursday 7am-5pm, Friday 7am-12pm

Website: <http://pathwaysb.org>

Description: Description: The mental health center clinical staff is comprised of psychiatrists, nurse practitioners, clinical social workers, and mental health counselors. Each provide a wide range of mental health services; including individual family marital counseling, school based programming, medication management and 24-hour emergency service.

1st Five Program

Address: 1407 Independence Ave. 5th Floor Waterloo, IA 50703

Phone: (319) 292-2213

Hours: Monday – Friday 8 AM – 4:30 PM

Website: <http://idph.iowa.gov/1stfive>

Description: 1st Five Healthy Mental Development Initiative is a program designed to serve families with children birth to 5 years old. 1st Five supports and educates medical providers on the importance of using screening tools to encourage early detection of developmental delays. Once a delay is identified, a referral is sent to 1st Five who then provides support and connects the family with community resources. 1st Five also assists families with increased risk factors such as food assistance, domestic abuse, substance abuse, transportation concerns, housing resources, childcare, parenting support and education, mental health needs, and more. Services provided by 1st Five are free and voluntary with no income or insurance requirements.

Child Care Assistance

Black Hawk County Department of Human Services

Address: 1407 Independence Ave #2, Waterloo, IA 50703

Phone: 319 291 2441

Hours: Monday-Friday 8am-4:30pm

Website: <http://dhs.iowa.gov/childcare>

Description: Child care services are provided to those participating in activities approved under the Promise Jobs Program, and those who receive FIP Assistance.

Child Care for Families Resource & Referral (CCF&R)

Address: 3675 University Ave, Waterloo, IA 50701

Phone: 1 800 475 0804 or (319) 233-0804

Website: www.lowaccrr.org

Hours: Monday- Friday 8-4:30pm

Description: CCR&R is available to assist families in selecting child care providers who best meet the needs of a child and their family.

YWCA

Address: 425 Lafayette St., Waterloo, IA 50703

Phone: 319 234 7589

Description: Licensed child care for elementary school aged children (ages 4 -12).

- Y's Kids Before & After School Child Care offered in the following elementary schools: Waterloo – Lincoln, Lowell, Lou Henry, Kingsley, Kittrell, Irving, Highland and Elk Run Heights; Cedar Falls – Lincoln, Hansen and North Cedar; and Hudson Elementary. Monday – Friday; 6:30 am until school day starts and from end of school day until 6:00 pm.
- After school child care offered at Waterloo Cunningham Monday – Friday; after school until 6:00 pm.
- Playdays, a full day program offered at YWCA during school year during regularly scheduled days of no school. Monday – Friday; 6:30 am – 6:00 pm.
- Summer Days, a full day, summer program, offered at the YWCA and at onr Waterloo Elementary School. Monday – Friday; 6:30 am – 6:00 pn.

There is a fee for child care services. Financial assistance is available for families with lower incomes and is based on household income and size. Families may also utilize DHS, JTPA, Head Start, etc. programming to participate.

Clothing & Household Furniture

Black Hawk County Community Services

Address: 1407 Independence Ave #2 (2nd Floor), Waterloo, IA 50703

Phone: 319 291 2624

Hours: Monday-Friday 8-4:30pm

Website: www.co.black-hawk.ia.us

Description: Referrals for clothing will be made to local agencies and organizations to meet the basic needs for clothing for Black Hawk County residents.

Eye of the Needle

Address: 2327 Falls Ave. Waterloo, IA 50701

Phone: 319 215 6151

Hours: Leave a message to make an appointment

Description: Provides clothing for newborns to adults, uniforms are also available for work and school. Household items, furniture, and linens are also provided. Source of income required for laundry vouchers.

Love INC of the Cedar Valley

Address: 4807 University Ave Suite 202, Cedar Falls, IA 50613

Phone: 319 266 1264

Clearing House Hours: Monday-Friday 9am-12pm

Website: <http://loveinccv.org>

Current list of resources: cleaning supplies, Essentials (hygiene, toilet paper, paper towels etc.) Household finishing, kitchen items

Saint Vincent de Paul Society

Address: 320 Broadway Ave, Waterloo, IA 50703

Phone: 319 232 3366

Hours: Monday-Friday 9-5pm

Social Service Hours: Monday-Friday 9-11:30am

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

Description: Provides assistance with furniture and clothing. Also assists with gas voucher, medication and rental assistance. For all vouchers besides clothing, the individual or family must request services between 9 and 11:30am.

Community Meals

Apostolic Pentecostal Church

Address: 1645 Downing Ave., Waterloo, IA 50701

Phone: 319 234 2920

Website: www.apcwaterloo.com

Meal: Last Thursday of the month 5-6pm

Cedar Falls Community Meals

Address: 723 Washington St., Cedar Falls, IA 50613

Phone: 319 266 1713

Meal: Every Tuesday from 4:30-6pm

Cedar Valley Hospitality House

Address: 1003 Mulberry St., Waterloo, IA 50703

Phone: 319 234 1311

Meal: Lunch is provided at 11:30am-12:30 each day. Must be homeless. Sox and sandwiches (food Sacks is provided Saturday 5-6pm

on Fridays from 5-6:30pm at 1003 Mulberry St.

Description: Food pantry items are available between 9am-4pm. Other services include: laundry, shower for those that are homeless..

Christian Fellowship Baptist Church Pantry

Address: 930 W 4th St., Waterloo, IA 50702

Phone: 319 232 2018

Pantry: 3rd Wednesday of each month from 5-6:30pm

Dinner with Neighbors - First UMC

Address: 614 Randolph St., Waterloo, IA 50702

Phone: 319 235 7088

Website: <http://waterloofirst.org>

Meal: 3rd Wednesday of the month from 5-6pm

First Baptist Church

Address: 434 Baltimore St., Waterloo, IA 50701

Phone: 319 234 1537

Meal: Last Wednesday of each month from 4:30-6pm

Harvest Vineyard Church Meal

Address: 715 E 4th St., Waterloo, IA 50703

Phone: 319 287 5711

Website: www.waterlooharvestvineyard.wordpress.com

Meal: Every other Saturday 9am-11am

Jesse Cosby Neighborhood Center: Senior Services

Address: 1112 Mobile St., Waterloo, IA 50703

Phone: 319 234 1793

Hours: Monday- Friday 8-3pm

Website: www.jessecosby.org

Description: Senior congregate. Home delivered meals are provided based on income and circumstances (Monday-Friday).

Kimball Ave. United Methodist Church

Address: 1207 Kimball Ave, Waterloo, IA 50702

Phone: 319 232 4103

Meal: Every Monday night from 4:30-6pm

Open Bible Church Meal

Address: 928 Jefferson St., Waterloo, IA 50703

Phone: 319 235 6765

Website: www.obcwaterloo.com

Meal: \$1 dinner, Wednesdays at 6pm

Queen of Peace

Address: 320 Mulberry St., Waterloo, IA 50703

Phone: 319 234 6744

Meal: Tuesdays from 4:30-6pm

The Salvation Army

Address: 89 Franklin St., Waterloo, IA 50703

Phone: 319 235 9358

Website: www.sawaterloo.org

Meal: Monday, Wed and Friday from 11:30-12:30pm

Pantry: Call for schedule

St. Luke's Episcopal Church

Address: 2410 Melrose Dr., Cedar Falls, IA 50613

Phone: 319 277 8520

Website: <http://stlukescf.org>

Pantry & Meal: 3rd Sunday of Month 5-6pm

St. Paul's UMC Meal

Address: 207 W. Louise St., Waterloo, IA 50704

Phone: 319 232 4790

Website: www.stpaulsumcwaterloo.com

Meal: 1st Wednesday night of the month from 5-6pm

Trinity American Lutheran Church

Address: 605 W. 4th St., Waterloo, IA 50702

Phone: 319 235 6269

Website: www.trinitywaterloo.org

Meal: 2nd Wednesday of the month from 4:30-6pm

Pantry: Call or set up an appointment.

Westminster Presbyterian Church Community Meal

Address: 1301 Kimball Ave, Waterloo, IA 50702

Phone: 319 234 5501

Meal: 1st Saturday of the month from 8-9am



DOING THE
MOST GOOD

Emergency Lodging & Shelter

Amani Community Services

2315 Falls Ave Waterloo, IA Phone: 319 232 5660
1073 Rockford Rd, Cedar Rapids, IA 319-804-0741
1900 John F Kennedy Rd, Dubuque IA 319-504-1283
Crisis Line-1-888-983-2533
Hours: M_F 8-5

www.amani-cs.org

Description: Amani Community Services is a culturally specific domestic violence and sexual assault agency serving African Americans in Black Hawk County.

Catholic Worker House

Address: 321 8th St., Waterloo, IA 50704
Phone: 319 232 2116
Hours: Monday-Friday 4pm-9am
Website: www.catholicworker.org

Cedar Valley Hospitality House

Address: 1003 Mulberry St., Waterloo, IA 50703
Phone: 319 234 1311
Hours: Monday-Sunday 9am-4pm
Website: www.cvhospitalityhouse.org

Description: Meal: Lunch is provided at 11:30am-12:30 each day. Must be homeless. Sox and Sandwiches (Food sack) is provided Friday from 5-6:30 at 1003 Mulberry St. Description: Food pantry items are available between 9am-4pm. Other services include: laundry, shower for those that are homeless.

Friends of the Family: Emergency Safe Shelter

Address: PO Box 784, Waverly, IA 50677
Phone: 319 352 1108 or Crisis line: 1 800 410 7233
Hours: Monday-Friday 8am-4:30pm, Crisis Line: 24/7
Website: www.fofia.org

Description: Women and children fleeing domestic or sexual violence are eligible for up to 30 days in Friends' House Emergency Shelter. Those staying in Friends' House receive crisis counseling, safety planning, case management, and other supportive services.

The Salvation Army-Housing Services

Address: 89 Franklin St., Waterloo, IA 50703
Phone: 319 235 9358
Website: www.sawaterloo.org

Description: The Salvation Army provides emergency shelter for those in crisis. Bed availability varies daily. The Women & Children's shelter is located at 603 S. Hackett Waterloo. The Men's Shelter is located at 149 Argyle St, Waterloo (behind the Main office). Open after 4pm
Referrals should call 319-232-0397

Employment Assistance

AARP Foundation Worksearch - Senior Employment

Address: 223 E 4th St., Waterloo, IA 50703

Phone: 319 234 0206

Hours: Monday-Friday 8am-4pm

Website: www.aarpworksearch.org

Description: Provides employment assistance to older job seekers 55+. Services include skill assessment, paid training opportunities, job search assistance, and community referrals. Walk-ins accepted, must be unemployed, 55 or older, and at poverty level.

Black Hawk Department of Human Services

Address: 1407 Independence Ave (2nd Floor), Waterloo, IA 50703

Phone: 319 291 2441

Hours: Monday-Friday 8-4:30pm

Website: <http://dhs.iowa.gov/node/1883>

Eastside Ministerial Alliance: Iowa Career Access Point (ICAP)

Address: 205 Adams St., Waterloo, IA 50703

Phone: 319 235 5580

Hours: Monday-Thursday 9am-5pm, Friday 9a-3p

Website: www.emacenter.org

Description: Provides computer usage to those who need to search & apply for jobs online. Also offer resume assistance & information about filing for unemployment claims.

Cedar Valley Hospitality House

Address: 1003 Mulberry St., Waterloo, IA 50703

Phone: 319 234 1311

Hours: Monday-Friday 9am-4pm

Description: Provides work space for those in need of a computer in search of jobs. Other services provided are: laundry, shower food is available during business hours.

Cedar Valley IowaWORKS Center

Address: 3420 University Ave, Waterloo, 50701

Phone: 319 235 2123

Hours: Monday, Tuesday, Thursday, & Friday 8:30am-4:30pm, Wednesday 9am-4:30pm

Website: www.iowaworkforce.org/region7/waterloo.htm

Description: Skills Development Area, Unemployment Insurance, Promise Jobs, Reemployment Services, Work Permits, Veterans Services, National Career Readiness Certificate (NCRC) & Workforce Investment Act Services.

Iowa Vocational Rehabilitation Services

Address: 3420 University Ave (Suite D), Waterloo, IA 50701

Phone: 319 234 0319

Hours: Monday-Friday 8am-4:30pm

Website: www.ivrs.iowa.gov

Description: Provides vocational services to individuals with disabilities. Schedule an appointment for services or more information.



Jesse Cosby Neighborhood Center: Employment Preparation & Placement

Address: 1112 Mobile St., Waterloo, IA 50703

Phone: 319 234 1793

Hours: Monday- Friday 8-4:30pm

Website: www.jessecosby.org

Description: Employment preparation and placement services for formerly incarcerated persons, for low income, or those seeking to improve their skills/experience. Be Strong Program is a 15 week course that provides parent education, budgeting classes, and a support group, participants can be paid based on attendance at the end of the program.

YWCA

Address: 425 Lafayette St., Waterloo, IA 50703

Phone: 319 234 7589

Description: Multicultural Services offers case management and English language instruction to immigrant and refugee individuals and families.

- Case management services include resource information and referral; translation; interpretation; school and education assistance and referral; employment resources; application completion (employment, unemployment, housing, education, social services, financial, etc.), immigration and legal referrals, etc.) Case management services are free and provided Mondays, 8:30 am – 3:00 pm; Tuesdays – Friday, *,30 am – 4:00 pm. Some fees may apply for large document preparation, translation and/or copying.
- English language instruction is year round and participation is open ended. The program is individualized to each participant, accounting for their individual literacy and language skill level as well as their immediate needs so as to be the most beneficial. Program includes information and referral to community resources. It is provided free to participants and includes childcare services and transportation to and from programming. Classes are Mondays 5:00 pm – 6:30 pm; Tuesdays 10:00 am – 11:30 am; Wednesdays 6:15 pm – 7:30 pm; Thursdays 10:00 am – 11:30 am.

Family & Individual Programs

Alternatives Pregnancy Center

Address: 1006 Decathlon Dr., Waterloo, IA 50701

Phone: 319 535 2720

Hours: Monday, Wednesday, & Thursdays 9am-5pm, Tuesdays 9am-6pm

Website: www.alternativescenter.org

Bremwood Residential Treatment Center

Address: 106 16th St., SW, Waverly, IA

Phone: 319 859 3547

Office Hours: 9-5pm

Website: <http://lsiowa.org/residential/bremwood/>

Eastside Ministerial Alliance: A.S.S.E.T.S. (Achieving Self-Sufficiency & Excellence Through Support)

Address: 205 Adams St., Waterloo, IA 50703

Phone: 319 235 5580

Hours: Monday-Thursday 9am-5p, Friday 9a-3p

Website: www.emacenter.org

Description: Helps families break the cycle of poverty by developing life-skills to achieve self-sufficiency. The program strives to promote economic stability, education/career development, and psychological health stabilization to help families overcome behaviors that perpetuate generational poverty.

Family & Children's Council

316 West Fifth Street, Suite A

Waterloo, Iowa 50701

Phone: 319.234.7600

Website: www.familyandchildrenscouncil.org

Description: Family & Children's Council is the local child abuse prevention council in Black Hawk County. The agency provides in-home and group-based parent education; coordinated intake in collaboration with area hospitals and agencies to connect new parents with resources and services; baby safety program to ensure that all children have safe places to sleep, safe ways to travel, and safe homes; sexual abuse prevention programming in the local schools; sexual abuse prevention programming for adults in the community through the Stewards of Children Program; speakers bureau; and, the What's Where in Parenting Resource Directory. All services and resources are offered at no cost to parents and caregivers residing in Black Hawk County.

Four Oaks

Address: 140 S. Barclay, Waterloo, IA 50703

Phone: 319 233 5695

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

Description: Provides Behavioral Health Services, Family Connections, Foster Group Care Services, Functional Family Therapy, Iowa Aftercare Program, Integrated Health Home, Partnership for Safe Families, Safety and Permanency Services, Supervised Community Treatment, School-Based Programming, and Sexual Abuse Treatment Program.

House Christian Community Development: House of Hope

Address: 306 Walnut St., Waterloo, IA 50703

Phone: 319 232 3823

Website: www.houseofhopeccd.org

Description: Christian based two year transitional housing program for single mothers experiencing homelessness. Providing support and individualized case management to each of the women to help them identify the steps necessary to achieve a safe, stable, and secure home for themselves & their children.

Love INC of the Cedar Valley

Address: 4807 University Ave Suite 202, Cedar Falls, IA 50613

Phone: 319 266 1264

Clearing House Hours: Monday, Wednesday, Friday 9am-12pm Assist with baby essentials (diapers, wipes, clothing, blankets etc. No formula

Website: <http://loveinccv.org>

Lutheran Services in Iowa (LSI)

Address: 904 West 4th St., Waterloo, IA 50702

Phone: 319 233 3579

Website: <http://lslowa.org>

Description: Provides a variety of services including: Behavioral Health Intervention Services, Community Programs, and Early Childhood Home Visitation HOPES for support, Family Safety Risk and Permanency, Foster Care and Adoption, Mental Health Services, Pediatric Integrated Health, Refugee Community Services, Residential Treatment, and Services for People with disabilities.

Jesse Cosby Neighborhood Center

Address: 1112 Mobile St., Waterloo, IA 50703

Phone: 319 234 1793

Hours: Monday- Friday 8-4:30pm

Website: www.jessecosby.org

Description: For Youth: Ages 13-16 can register and get paid for work at agencies and learn about financial literacy. For Adults and Families: Be Strong Program is a 15 week course that provides parent education, budgeting classes, and a support group, participants can be paid based on attendance at the end of the program. VOCA Program assists victims of crime, with deposit, rental, and utilities assistance. Senior meal program offers home delivered meals Monday through Friday.

North Star Community Services

Address: 3420 University Ave, Waterloo, IA 50701

Phone: 319 236 0901

Website: <http://northstarcs.org/main/page.asp?NavID=10>

Description: Provides day services for those that have special needs. Referrals are placed onto a waiting list, a health assessment and additional paperwork must be completed for approval.

Operation Threshold: Family Development & Self-Sufficiency Program (FaDSS)

Address: 1535 Lafayette St., Waterloo, IA 50703

Phone: 319 291 2065

Hours: Monday-Thursday 8am-5:30pm, Friday: 8am-Noon

Website: <http://www.operationthreshold.org/programs/blackhawk/wlc/>

Description: An intensive, voluntary, one-on-one case management program to assist families with transitioning from welfare to work. The program assists families through intensive case management including home visits, support, assessment, and goal setting. Operation Threshold also provides a program for low income pregnant, postpartum women, or parents with infants up to the age of 4.

Planned Parenthood

Address 2520 Melrose Drive Suite L, Cedar Falls, IA 50613

Phone: 877 811 7526

Website: <https://www.plannedparenthood.org/health-center/iowa/cedar-falls/50613/cedar-falls-center-2866-90380>

Description: Provides family planning services that include: STI/STD checks for men and women, birth control information visits and all methods of family planning, referrals are given out for cancer screenings and mammograms, adult and children education classes on a variety of topics they are facing. Planned Parenthood also offers consultations for adults or families such as Safe Touch, sexual awareness, birth control, safe sex, and sex education.

The Salvation Army-Pathway of Hope

Address: 89 Franklin St., Waterloo, IA 50703

Phone: 319 235 9358

Website: www.sawaterloo.org

Description: The Salvation Army's Pathway of Hope initiative serves as an intercessory program for families in poverty, helping break the cycle of generational poverty through an intense, strengths-based, comprehensive approach that acknowledges and addresses the different forms poverty takes. Participants become active partners in the service-provision process, engaging in their need resolution in a way that builds skills, confidence, and new ways of identifying and addressing issues. A case management that builds confidence. This program also assists with household supplies, cleaning supplies, baby supplies, etc.

Tri County Child and Family Development Council, Inc.

Address: 205 Adams St. Suite 2, Waterloo, IA 50703

Phone: 319 235 0383

Website: www.tricountychildandfamily.org/

Description: Provides before and after school programs, preschool for both center and at home. Provides year-round and school-year programs, prenatal care is also available.

Riverview Center

2055 Kimball Ave, Suite #355 Waterloo, IA 50702

www.riverviewcenter.org

Direct Number 319-939-9599

Hotline Number 888-557-0310

We provide free and confidential advocacy, therapy, and education services to individuals and families affected by sexual assault.

YWCA

Address: 425 Lafayette St., Waterloo, IA 50703

Phone: 319 234 7589

Description:

Parenting Education and Support –

- Parents Achieving Success with Support (PASS) is a strengths-based parent education and support program for parents aged 20-30 and their children, focused on increasing knowledge and skills regarding positive parenting, child development, healthy relationships, school readiness and self-sufficiency; and decreasing child abuse and/or neglect. PASS is provided free and includes meals, incentives, childcare services and transportation. Credentialed by Iowa Family Support Program. Meets second and fourth Wednesday of each month, 4:30 pm – 5:45 pm.

Child Care -

- Y's Kids Before & After School Child Care offered in the following elementary schools: Waterloo – Lincoln, Lowell, Lou Henry, Kingsley, Kittrell, Irving, Highland and Elk Run Heights; Cedar Falls – Lincoln, Hansen and North Cedar; and Hudson Elementary. Monday – Friday; 6:30 am until school day starts and from end of school day until 6:00 pm. After school child care offered at Waterloo Cunningham Monday – Friday; after school until 6:00 pm.
- Playdays, a full day program offered at YWCA during school year during regularly scheduled days of no school. Monday – Friday; 6:30 am – 6:00 pm.
- Summer Days, a full day, summer program, offered at the YWCA and at our Waterloo Elementary School. Monday – Friday; 6:30 am – 6:00 pm.

There is a fee for child care services. Financial assistance is available for families with lower incomes based on household income and size. Families may also utilize DHS, JTPA, Head Start, etc. programming to participate.

Youth Development –

- Wize Girlz is gender specific, age appropriate program designed to understand and support the needs and development of middle school-aged females. Focus includes personal development; leadership; career exploration; decision making; community service; physical and emotional health; and recreation. During the school year, Wize Girlz from each Waterloo middle school meet weekly after school at the YWCA and in summer, Wize Girlz is offered half days, Monday – Friday, 10:00 am – 2:00 pm. Transportation to and from programming is provided along with meals/snacks. Fees are: \$10 for school year program, \$25 for summer program.

Health & Wellness –

- Health & Wellness Services offers a wide array of classes and activities for persons ages 6 months through seniors to improve and/or maintain their health and wellness. Facilities include swimming pool, gym and Body Shop with cardio and weight equipment. Fees apply and Financial assistance is available for individuals and families with lower incomes, based on household income and size. Hours are: Mondays, Wednesdays, Fridays, 6:00 am – 7:00 pm; Tuesdays and Thursdays 6:00 am – 7:45 pm; Saturdays, 7:30 am – 3:00 pm.

Immigrant and Refugee Services -

Multicultural Services offers case management and English language instruction to immigrant and refugee individuals and families.

- Case management services include resource information and referral; translation; interpretation; school and education assistance and referral; employment resources;

application completion (employment, unemployment, housing, education, social services, financial, etc.), immigration and legal referrals, etc.) Case management services are free and provided Mondays, 8:30 am – 3:00 pm; Tuesdays – Friday, 8:30 am – 4:00 pm. Some fees may apply for large document preparation, translation and/or copying.

- English language instruction is year round and participation is open ended. The program is individualized to each participant, accounting for their individual literacy and language skill level as well as their immediate needs so as to be the most beneficial. Program includes information and referral to community resources. It is provided free to participants and includes childcare services and transportation to and from programming. Classes are Mondays 5:00 pm – 6:30 pm; Tuesdays 10:00 am – 11:30 am; Wednesdays 6:15 pm – 7:30 pm; Thursdays 10:00 am – 11:30 am.

Catholic Charities

319-272-2080

2101 Kimball Ave, Ste. 138, Waterloo

"Jail & Prison Ministry"

Through a vast network of volunteer mentors and support groups, Catholic Charities' Jail & Prison Ministry program strives to prepare and support ex-offenders as they work toward positive re-entry into family and community life.

1st Five Program

Address: 1407 Independence Ave. 5th Floor Waterloo, IA 50703

Phone: (319) 292-2213

Hours: Monday – Friday 8 AM – 4:30 PM

Website: <http://idph.iowa.gov/1stfive>

Description: 1st Five Healthy Mental Development Initiative is a program designed to serve families with children birth to 5 years old. 1st Five supports and educates medical providers on the importance of using screening tools to encourage early detection of developmental delays. Once a delay is identified, a referral is sent to 1st Five who then provides support and connects the family with community resources. 1st Five also assists families with increased risk factors such as food assistance, domestic abuse, substance abuse, transportation concerns, housing resources, childcare, parenting support and education, mental health needs, and more. Services provided by 1st Five are free and voluntary with no income or insurance requirements.

Big Brothers Big Sisters of Northeast Iowa

Address: 2530 University Ave., Ste 8, Waterloo, IA 50701

Phone: 319 235 9397

Website: iowabigs.org

Description: Big Brothers Big Sisters of Northeast Iowa is the premier one-to-one mentoring agency in Northeast Iowa. The mission is to build and support one-to-one relationships to ignite the biggest possible futures for youth. The vision is that all youth achieve their full potential. BBBSNEIA serves Littles (youth from 5-18) in one of the following programs: School Based Mentoring, Community Based Mentoring, Read to Succeed and Workbased program (where available) to establish professionally supported matches with Bigs (screened adult mentors).

Food Assistance & Pantries

Apostolic Pentecostal Church

Address: 1645 Downing Ave., Waterloo, IA 50701

Phone: 319 234 2920

Website: www.apcwaterloo.com

Pantry: Open the 3rd Tuesday 4:30-6pm and for emergency box by appointment

Black Hawk County Department of Human Services

Address: 1407 Independence Ave, Waterloo, IA 50703



Phone: 319 291 2441 or 1 877 937 3663
Hours: Monday-Friday 8:00am-4:30pm
Website: <http://dhs.iowa.gov/food-assistance>
Description: Food Assistance & Family Investment Program (FIP).

Northeast Iowa Food Bank

Address: 1605 Lafayette ST., Waterloo, IA 50704
Phone: 319 235 0507
Pantry Walk-Ins:

Current Clients: Make an appointment or come in during their time frame (2 weeks). Time frames change every month, PLEASE CALL if you do not know when your time frame is. Must have photo Identification at pick up.

Hours: Monday-Wednesday: 8:15-4:15pm Thursday: 10:15-2:30pm and 5:15-6:15pm and Friday: 8:15-11:15am

Past/New Clients: Clients that are new or have not received services in over 6 months are able to come in during these hours. Must have proof of Identification (photo ID) AND proof of address.

Hours: Monday-Wednesday: 12:30-4:15pm Thursday: 12:30-2:30pm and 5:15-6:15pm and Friday: 8:15-11:15am

Christian Fellowship Baptist Church Pantry

Address: 930 W 4th St., Waterloo, IA 50702
Phone: 319 235 2018
Pantry: 3rd Wednesday of each month from 5-6:30pm

Countryside Vineyard

Address: 3467 Lafayette Rd., Evansdale, IA 50707
Phone: 319 433 1368
Website: www.countrysidevineyard.org
Pantry: Every other Saturday 10:30am-11:30am

First Assembly of God

Address: 745 April St., Waterloo, IA 50701
Phone: 319 235 7729
Website: www.celebrationfirstassembly.com
Pantry: By appointment

Grace Baptist Church

Address: 3820 Hammond Ave, Waterloo, IA 50702
Phone: 319 233 6196
Website: www.gbcw.org
Pantry: By appointment

Harvest Vineyard Church Pantry

Address: 715 E 4th St., Waterloo, IA 50703
Phone: 319 287 5711
Website: www.waterlooharvestvineyard.wordpress.com
Pantry: Call for availability.

Jesse Cosby Neighborhood Center: Food Pantry & Voucher Program

Address: 1112 Mobile St., Waterloo, IA 50703

Phone: 319 234 1793

Hours: Monday- Friday 8-4:30pm

Website: www.jessecosby.org

Description: By partnering with the Northeast Iowa Food Bank, The Jesse Cosby Neighborhood Center operates a small food pantry to assist individuals & families who are experiencing food insecurity. Also provides Farmers Market coupons. Senior meal program offers home delivered meals Monday through Friday.

Nazareth Evangelical Lutheran Church

Address: 7401 University Ave, Cedar Falls, IA 50613

Phone: 319 266 7589

Website: www.nazarethlutheran.org

Pantry: Monday-Thursday, through Love Inc. Individuals and families must call Love Inc and make an appointment to pick up a food box between Monday and Thursday.

Operation Threshold

Address: 1535 Lafayette St., Waterloo, IA 50703

Phone: 319 291 2065

Hours: Monday-Thursday 8:00-5:30pm, Friday: 8:00am- Noon

Website: <http://www.operationthreshold.org/programs/blackhawk/wlc/>

Description: Women, Infants, and Children (WIC): Provides food assistance, nutrition education and referrals to pregnant and postpartum women, infants, and children up to age 5.

Saint Vincent de Paul Society

Address: 320 Broadway Ave, Waterloo, IA 50703

Phone: 319 232 3366

Office Hours: Monday-Friday 9-5pm

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

Pantry: Monday-Friday 9-11:30pm

The Salvation Army

Address 89 Franklin St., Waterloo IA 50703

Phone: 319 235 9358

Office Hours: Monday thru Friday 9-3 pm

Community Meal: Tuesday and Thursday 11:30 am – 12:30 pm

Pantry Giveaway: Volunteer run and donation based services. Supplies based on donations. Monday, Wednesday and Friday

St. Luke's Episcopal Pantry

Address: 2410 Melrose Dr., Cedar Falls, IA 50613

Phone: 319 277 8520

Website: <http://stlukescf.org>

Pantry & Meal: 3rd Sunday of Month 5-6pm

St. Patrick's of Cedar Falls

Address: 705 Main St., Cedar Falls, IA 50613

Phone: 319 266 3523

Website: www.saintpatrickcf.org

Hours: Monday 9-Noon Thursday 1-3pm

Pantry: By appointment. Emergency food boxes only. 1 box allowed per month for every 3 month period. Long term assistance is not provided.

St. Timothy's Food Closet

Address: 3220 Terrace Dr., Cedar Falls, IA 50613

Phone: 319 266 0464

Website: www.sttims-umc.org

Pantry: 3rd Friday of the month by appointment. ID required.

Trinity American Lutheran Church

Address: 605 W. 4th St., Waterloo, IA 50702

Phone: 319 235 6269

Website: www.trinitywaterloo.org

Meal: 2nd Wednesday of the month from 4:30-6pm

Pantry: Call or set up an appointment.

Women, Infants, & Children (WIC)

Address: 1535 Lafayette St., Waterloo, IA 50703

Phone: 319 291 2065

Hours: Monday-Tuesday 8am-5:30pm

Website: www.operationthreshold.org

Description: Provides food assistance, nutrition education and referrals to pregnant and post-partum women, infants and children up to age 5 through Operation Threshold.

Love INC of the Cedar Valley-Water Only

Address: 4807 University Ave Suite 202, Cedar Falls, IA 50613

Phone: 319 266 1264

Website: <http://loveinccv.org>

Grief Services

Cedar Valley Hospice

Address: 2001 Kimball Ave, Waterloo, IA 50702

Phone: 319 272 2002

Website: www.cvhospice.org

Description: Provides free services for all those that are experiencing loss of a loved one. Provides support for individuals and families. Group counseling is offered, support groups, education on grief, education for parents on addressing grief with their children/questions about death, and family meetings. Services include: Social support group, Grief retreat for youth, Grief for husbands, 8 Week Group, One-on-one support, and Survivors of Suicide-for individuals and families that have lost someone to suicide.

Compassus: Hospice, Palliative Care and In-Home Health

Address: 7009 Nordic Dr. Suite 110, Cedar Falls, 50613

Phone: 319 429 7129 or 319 243 3644

Website: <https://compassus.com>

Description: Hospice services that include follow-ups with relatives of the deceased. Providing services for those coping with death and loss. Short term sessions provided for face-to-face visits, over the phone and questions about the process of death; group sessions are also available.

Housing & Rent Assistance

Cedar Falls Housing Assistance

Address: 220 Clay St., Cedar Falls, IA 50613

Phone: 319 273 8606

Website: www.cedarfalls.com

Section 8 Housing Sign-up: Call for information

Description: Rent assistance payment and permanent housing for low income families or persons who are disabled and live in Cedar Falls.

Community Development - City of Waterloo

Address: 620 Mulberry St., Waterloo, IA, 50703

Phone: 319 291 4429

Website: www.cityofwaterlooiowa.com/communitydevelopment

Description: The Down Payment Assistance Program: provides funds to help low income, first time home buyers purchase an affordable home within their means. Also helps with emergency repairs (roof, furnace).

Community Housing Initiative

Address: 915 W. 4th St., Waterloo, IA 50702

Phone: 319 235 3000

Website: www.chihousing.com

Description: Provides Assistance for those with a documented disability. Assistance is provided for SSI application for those that are homeless and have a documented disability. Permanent Housing Program- provides housing for those that are homeless, with a long-term, documented disability.

Eastside Ministerial Alliance: Crisis Prevention, Intervention, & Referral Program

Address: 205 Adams St., Waterloo, IA 50703

Phone: 319 235 5580

Hours: Monday-Thursday 9am-5p, Friday 9a-3p

Website: www.emacenter.org

Description: Rent & mortgage assistance (assisting and connecting low income individuals and families with the resources, institutions, and agencies that can best serve them).

Evansdale Municipal Housing Authority

Address: 119 Morrell Court, Evansdale, IA 50707

Phone: 319 234 0385

Office Hours: Monday-Friday 8-5pm

Description: Public Housing is provided for families that work or live in Evansdale or Black Hawk County. All applications are done by appointments. Section 8: Rental assistance for low income persons in Evansdale.

House Christian Community Development: House of Hope

Address: 306 Walnut St., Waterloo, IA 50703

Phone: 319 232 3823

Website: www.houseofhopeccd.org

Description: Christian based two year transitional housing program for single mothers experiencing homelessness. Providing support and individualized case management to each of

the women to help them identify the steps necessary to achieve a safe, stable, and secure housing for themselves & their children.

Jesse Cosby Neighborhood Center: Crisis Assistance

Address: 1112 Mobile St., Waterloo, IA 50703

Phone: 319 234 1793

Hours: Monday- Friday 8-4:30pm

Website: www.jessecosby.org

Description: VOCA Program assists victims of crime, with deposit, rental, and utilities assistance.

Saint Vincent de Paul Society

Address: 320 Broadway Ave, Waterloo, IA 50703

Phone: 319 232 3366

Hours: Monday-Friday 9-5pm

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

Description: Assists low income clients with rent & mortgage payments.

The Salvation Army

Address: 89 Franklin St., Waterloo, IA 50703

Phone: 319 235 9358

Website: www.sawaterloo.org

Rent/Utilities and water Assistance: Tuesday and Thursday only from 9am-11am

Description: Provides financial assistance for those experiencing a crisis. After being placed on the waiting list, our Emergency Services Coordinator will call to schedule an appointment.

Waterloo Housing

Address: 620 Mulberry St., Waterloo, IA 50703

Phone: 319 233 0201

Hours: Monday-Friday 8am-5pm

Website: www.ci.waterloo.ia.us/housingauthority

Section 8 Housing Sign-up: Thursdays only 8am-4:30pm

Description: Rent assistance payment and permanent housing for low income families or persons who are disabled and live in Waterloo.

Immigrant and Refugee Services

EMBARC (Waterloo Office)

Address: 220 East 4th St., Waterloo, IA 50703

Phone: 319 382 0954

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

Lutheran Services in Iowa (LSI)

Address: 904 West 4th St., Waterloo, IA 50702

Phone: 319 233 3579

Website: <http://lslowa.org>

Description: Provides a variety of services including: Behavioral Health Intervention Services, Community Programs, Early Childhood, Family Safety Risk and Permanency, Foster Care and Adoption, Mental Health Services, Pediatric Integrated Health, Refugee Community Services, Residential Treatment, and Services for People with disabilities.

YWCA

Address: 425 Lafayette St., Waterloo, IA 50703

Phone: 319 234 7589

Description: Multicultural Services offers case management and English language instruction to immigrant and refugee individuals and families.

- Case management services include resource information and referral; translation; interpretation; school and education assistance and referral; employment resources; application completion (employment, unemployment, housing, education, social services, financial, etc.), immigration and legal referrals, etc.) Case management services are free and provided Mondays, 8:30 am – 3:00 pm; Tuesdays – Friday, 9:30 am – 4:00 pm. Some fees may apply for large document preparation, translation and/or copying.
- English language instruction is year round and participation is open ended. The program is individualized to each participant, accounting for their individual literacy and language skill level as well as their immediate needs so as to be the most beneficial. Program includes information and referral to community resources. It is provided free to participants and includes childcare services and transportation to and from programming. Classes are Mondays 5:00 pm – 6:30 pm; Tuesdays 10:00 am – 11:30 am; Wednesdays 6:15 pm – 7:30 pm; Thursdays 10:00 am – 11:30 am.

Catholic Charities

2101 Kimball Ave, Ste. 138, Waterloo

Phone: 319-272-2080

Immigrant & Refugee Services - we provide
"Immigration Legal Services"

Catholic Charities' immigration attorneys provide affordable legal services to help reunite families by assisting them in navigating the immigration system and advocating on their behalf. Consultations are free by appointment

Legal Assistance

Iowa Legal Aid

Address 607 Sycamore Street suite 304, Waterloo, IA 50703

Phone: 319 235-7008

Hours: Monday-Friday 8am-4:30pm

Website: www.iowalegalaid.org

Description: Free legal assistance on civil legal issues involving basic necessities for low-income individuals. Assistance ranges from providing counsel and advice, to representation before various agencies and courts.

Jesse Cosby Neighborhood Center: People's Law Clinic

Address: 1112 Mobile St., Waterloo, IA 50703

Phone: 319 234 1793

Hours: Monday- Friday 8-4:30pm

Website: www.jessecosby.org

Description: Offers legal consultation to low income individuals & families.

Medical Care Assistance

Allen College Engagement & Salvation Army Partnership (ACE-SAP): Free Medical Clinic

Address: 207 Logan Ave, Waterloo, IA 50703

Phone: 319 235 9358

Website: www.usc.salvationarmy.org/waterloo

Hours: Call for schedule

Description: Assists with a complete health history, full physical (health checkup), medications necessary for treatment, cholesterol & blood sugar screening, health education & referral, and immunizations as recommended.

Black Hawk County Community Services

Address: 1407 Independence Ave (2nd Floor), Waterloo, IA 50703

Phone: 319 291 2624

Hours: Monday-Friday 8-4:30pm

Website: www.co.black-hawk.ia.us

Description: Available for applicants in a disconnect situation. In considering payment of a utility bill, the applicant must have made a minimum of three payments or a reasonable effort during the moratorium towards the utility bill.

Black Hawk County Health Dept. Success Street School Health Clinics was created to help students be the best that they can be in school. The clinic provides medical services including sports physicals, and sick visits, mental health services, substance abuse assessments and counseling, pregnancy prevention education and other reproductive health education, domestic violence education and advocacy, and more. The clinic is open to Waterloo school students and Black Hawk County residents ages birth to 21 years old. Offices are located at East and West High Schools, and Carver Middle School.

Black Hawk County Department of Human Services

Address: 1407 Independence Ave, Waterloo, IA 50703

Phone: 319 291 2441

Hours: Monday-Friday 8am-4:30pm

Description: Medicaid (title 19) & Hawk-I

Nurses on Call

Address: 3421 W 9th St., Waterloo, IA 50702

Phone: 319 272 8292

Description: Provides free over the phone support in addressing symptoms and advising non-emergency health concerns.

People's Community Health Clinic

Address: 905 Franklin St., Waterloo, IA 50703

Phone: 319 272 4300

Website: www.peoples-clinic.com

Hours: Monday, Tuesday, & Fridays 8am-8pm

Planned Parenthood

Address: 2520 Melrose Drive Suite L, Cedar Falls, IA 50613

Phone: 877 811 7526

Website: <https://www.plannedparenthood.org/health-center/iowa/cedar-falls/50613/cedar-falls-center-2866-90380>

Description: Provides family planning services that include: STI/STD checks for men and women, birth control information visits and all methods of family planning, referrals are given out for cancer screenings and mammograms, adult and children education classes on a variety of topics they are facing. Planned Parenthood also offers consultations for adults or families such as Safe Touch, sexual awareness, birth control, safe sex, and sex education.

Saint Vincent de Paul Society

Address: 320 Broadway Ave, Waterloo, IA 50703

Phone: 319 232 3366

Hours: Monday-Friday 9-5pm

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

Description: Provides limited financial aid for prescription medications. Provides assistance for gas vouchers for medical appointments (such as to Iowa City or Rochester, MN).

Love INC of the Cedar Valley-Water Only

Address: 4807 University Ave Suite 202, Cedar Falls, IA 50613

Phone: 319 266 1264

Clearing House Hours: Monday, Wednesday, Friday 9am-12pm

Website: <http://loveinccv.org>

Please note that we help with eye care, appointments and glasses as well as medical supplies and equipment (wheelchairs, commodes, shower chairs, incontinence products etc.)

The Salvation Army

Address: 89 Franklin St., Waterloo, IA 50703

Phone: 319 235 9358

Website: www.sawaterloo.org

All Purpose Assistance: Tuesday and Thursday from 9am-11am

Description: Provides up to \$50 a year to help pay for prescriptions.

Referrals for eye-glasses

Services for Special Needs & Deaf Community

Cedar Valley Community Support Services

Address: 3121 Brockway Rd., Waterloo, IA 50701

Phone: 319 233 1288

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

Exceptional Persons Inc (EPI)

Address: 760 Ansborough Ave, Waterloo, IA 50704

Phone: 319 232 6671

Hours: 8am-5pm

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

Description: Provides a variety of options and services for those with special needs, including housing options.

Iowa Vocational Rehabilitation Services

Address: 3420 University Suite D, Waterloo, IA 50701

Phone: 319 234 0319

Hours: Monday-Friday 8am-4:30pm

Description: Provides vocational services to individuals with disabilities and special needs.

Lutheran Services in Iowa (LSI)

Address: 904 West 4th St., Waterloo, IA 50702

Phone: 319 233 3579

Website: <http://lslowa.org>

Description: Provides a variety of services including: Behavioral Health Intervention Services, Community Programs, Early Childhood, Family Safety Risk and Permanency, Foster Care and Adoption, Mental Health Services, Pediatric Integrated Health, Refugee Community Services, Residential Treatment, and Services for People with disabilities.

North Star Community Services

Address: 3420 University Ave, Waterloo, IA 50701

Phone: 319 236 0901

Website: <http://northstarcs.org/main/page.asp?NavID=10>

Description: Provides day services for those that have special needs. Referrals are placed onto a waiting list, a health assessment and additional paperwork must be completed for approval.

Retrieving Freedom, Inc.

Address: 1152 230th St., Waverly, IA 50677

Phone: 319 505 5949

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

Description: Provides Service Dogs for those with a disability. There is an application process and requirements that must be met.

1st Five Program

Address: 1407 Independence Ave. 5th Floor Waterloo, IA 50703

Phone: (319) 292-2213

Hours: Monday – Friday 8 AM – 4:30 PM

Website: <http://idph.iowa.gov/1stfive>

Description: 1st Five Healthy Mental Development Initiative is a program designed to serve families with children birth to 5 years old. 1st Five supports and educates medical providers on the importance of using screening tools to encourage early detection of developmental delays. Once a delay is identified, a referral is sent to 1st Five who then provides support and connects the family with community resources. 1st Five also assists families with increased risk factors such as food assistance, domestic abuse, substance abuse, transportation concerns, housing resources, childcare, parenting support and education, mental health needs, and more. Services provided by 1st Five are free and voluntary with no income or insurance requirements.

Transportation Assistance

Eastside Ministerial Alliance: Crisis Prevention, Intervention, & Referral Program

Address: 205 Adams St., Waterloo, IA 50703

Phone: 319 235 5580

Hours: Monday-Friday 9am-5pm

Website: www.emacenter.org

Description: Transportation assistance (Assisting & connecting low income individuals/families with the resources, institutions, and agencies that can best serve them).

Eye of the Needle

Address: 2327 Falls Ave. Waterloo, 50701

Hours: Monday, Wednesday-Friday: 9-4pm

Tuesday: 1:30-4pm

Description: Provides Bus Passes for those that qualify.

Jesse Cosby Neighborhood Center: Crisis Assistance

Address: 1112 Mobile St., Waterloo, IA 50703

Phone: 319 234 1793

Hours: Monday- Friday 8-4:30pm

Website: www.jessecosby.org

Description: Provides those in need with transportation assistance.

Love INC of the Cedar Valley

Address: 4807 University Ave Suite 202, Cedar Falls, IA 50613

Phone: 319 266 1264

Clearing House Hours: Monday, Wednesday, Friday 9am-12pm

Website: <http://loveinccv.org>

Description: Connecting those in the community to agencies, churches and resources to help meet their needs (food, clothing, transportation help, etc.). We assist with gas cards and bus passes for medical appointment, job interviews, and first week of work.

Saint Vincent de Paul Society

Address: 320 Broadway Ave, Waterloo, IA 50703

Phone: 319 232 3366

Hours: Monday-Friday 9-5pm

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

Description: Provides assistance for gas vouchers for medical appointments (such as to Iowa City or Rochester, MN)

The Salvation Army

Address: 89 Franklin St., Waterloo, IA 50703

Phone: 319 235 9358

Website: www.sawaterloo.org

All-Purpose Assistance: Monday-Friday from 9am-11am

Description: Provides financial assistance for gas vouchers for medical appointments to and from Iowa City.

Utilities & Energy Assistance

Black Hawk County Community Services

Address: 1407 Independence Ave (2nd Floor), Waterloo, IA 50703

Phone: 319 291 2624

Hours: Monday-Friday 8-4:30pm

Website: www.co.black-hawk.ia.us

Description: Available for applicants in a disconnect situation. In considering payment of a utility bill, the applicant must have made a minimum of three payments or a reasonable effort during the moratorium towards the utility bill.

Eastside Ministerial Alliance: Crisis Prevention, Intervention, & Referral Program

Address: 205 Adams St., Waterloo, IA 50703

Phone: 319 235 5580

Hours: Monday-Thursday 9am-5p, Friday 9a-3p

Website: www.emacenter.org

Description: Utilities assistance (assisting and connecting low income individuals and families with the resources, institution, and agencies that can best serve them).

Jesse Cosby Neighborhood Center: Crisis Assistance

Address: 1112 Mobile St., Waterloo, IA 50703

Phone: 319 234 1793

Hours: Monday- Friday 8-4:30pm

Website: www.jessecosby.org

Description: Provides financial assistance for those in need of utility assistance

Love INC of the Cedar Valley-Water Only

Address: 4807 University Ave Suite 202, Cedar Falls, IA 50613

Phone: 319 266 1264

Clearing House Hours: Monday, Wednesday, Friday 9am-12pm

Website: <http://loveinccv.org>

Description: Connecting those in the community to agencies, churches and resources to help meet their needs (food, clothing, transportation help, etc.).

Operation Threshold

Address: 1535 Lafayette St., Waterloo, IA 50703

Phone: 319 291 2065

Hours: Monday-Thursday 8:00am-5:30pm

Friday: 8:00 am- Noon

Website: <http://www.operationthreshold.org/programs/blackhawk/wlc/>

Description: Supplements the high cost of winter heating for low-income households and provides emergency furnace repairs or replacement for income qualifying homeowners.

Saint Vincent de Paul Society

Address: 320 Broadway Ave, Waterloo, IA 50703

Phone: 319 232 3366

Hours: Monday-Friday 9-5pm

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

Description: Provides utility assistance for those in need or those experiencing a crisis.

The Salvation Army-Emergency Service

Address: 89 Franklin St., Waterloo, IA 50703

Phone: 319 235 9358

All Purpose Assistance: Tuesday and Thursday from 9am-11am

Description: Provides financial assistance for those trying to pay on electric, water and gas.

Referrals are required by another social service agency. It's based on a first come first served.

Copies are required of rental agreement, utilities bill or shut off paperwork, ID financial statements.

Veterans Affairs

Black Hawk County Veterans Affairs Department

Address: 1407 Independence Ave (1st Floor), Waterloo, IA 50703

Phone: 319 291 2512

Hours: Monday-Friday 8-4:30pm

Website: www.co.black-hawk.ia.us/depts.veterans.html

Description: Assistance with food, shelter, utilities, dental, eyeglasses, medication, telephone, burial, clothing/furniture, education, home repairs, medical, and transportation.

HACAP

Phone: 319 270 7160

Description: Provides low-income households work to sustain current housing and utilities.

Programs for homeless households provide housing and resources to transition people from a homeless economic condition to self-sufficiency.

Iowa Works

Address: 3420 University Ave, Waterloo, IA 50701

Phone: 319 235 2123

Description: Assists veterans with the process of getting a job. Providing one-on-one support that connects veterans and transitioning service members to career opportunities.

YWCA

Address: 425 Lafayette St., Waterloo, IA 50703

Phone: 319 234 7589

Description: YWCA Health & Wellness Services offers a 15% discount on all fitness plans and classes to veterans and individuals currently serving in the military and their immediate families.

Requires proof of service when registering.

V.I.T.A. (Volunteer Income Tax Assistance)

Eastside Ministerial Alliance

Address: 205 Adams St., Waterloo, IA 50703

Phone: 319 235 5580

Hours: Call for hours

Website: www.emacenter.org

Description: Assists low-income individuals/families with tax preparation services free of charge. The goal of the program is to help families receive all of their tax refunds and build assets.

Operation Threshold

Address: 1535 Lafayette St., Waterloo, IA 50703

Phone: 319 291 2065

Hours: Monday-Thursday 8:00am-5:30pm

Friday: Call for hours

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

Description: This service is provided from late January through early March. Tax forms are prepared for free by trained volunteers for low-income families.

Retired & Senior Volunteer Program

Address: 2101 Kimball Ave. Suite 121, Waterloo, IA 50702

Phone: 319 272 2250

Website: www.rsvpserves.com

Hours: Call RSVP for specific information on hours of operation per location and/or to schedule an appointment.

Description: Trained RSVP volunteers provide tax preparation assistance for low-moderate incomes during tax season.

The Salvation Army

Address: 89 Franklin St., Waterloo, IA 50703

Phone: 319 235 9358

Website: www.usc.salvationarmy.org/waterloo

Hours: Call for hours

Description: Services to assist seniors and low-income families in preparing their tax returns. Services include property tax forms and rent reimbursements.

Other Assistance

Amerigroup Community Resource Link

Phone: 1 800 600 4441

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

Black Hawk County Extension Services

Address: 3420 University Ave Suite B, Waterloo, IA 50701

Phone: 319 234 6811

Description: Informational service about household issues; such as bedbugs, gardening, tree issues, foundation questions.

Love INC of the Cedar Valley

Address: 4807 University Ave Suite 202, Cedar Falls, IA 50613

Phone: 319 266 1264

Clearing House Hours: Monday, Wednesday, Friday 9am-12pm

Website: <http://loveinccv.org>

Description: Connecting those in the community to agencies, churches, and resources to help meet their needs (food, clothing, transportation help, etc.).

National Suicide Prevention Lifeline

Phone: 1 800 273 8255

Website: <http://suicidepreventionlifeline.org>

The Salvation Army

Address: 89 Franklin St., Waterloo, IA 50703

Phone: 319 235 9358

All Purpose Assistance: Monday-Friday from 9am-11am

Description: Provides financial assistance for those trying to obtain or renew their ID, purchase eyeglasses, gas voucher for medical appointments, and limited houseware item vouchers.

United Way 211

Phone: 1 866 469 2211 (toll-free) or 319 739 4211 (from a cell or pay phone)

Description: United Way 211 is a free, confidential service that connects individuals/families to community resources and the services they need.

YWCA

Address: 425 Lafayette St., Waterloo, IA 50703

Phone: 319 234 7589

Description: YWCA offers gender-specific character development and prevention programs for elementary and middle school aged females; before and after school child care and full day summer child care; case management, information and referral, translation/ interpretation, and English language instruction services for immigrant and refugee individuals and families; parenting education and support for young parents; and a wide variety of classes, activities and educational opportunities directed toward the health and wellness of women and their families. Please see other sections for more detailed descriptions, hours, etc.

Amani Community Services

2315 Falls Ave Waterloo, IA Phone: 319 232 5660
1073 Rockford Rd, Cedar Rapids, IA 319-804-0741
1900 John F Kennedy Rd, Dubuque IA 319-504-1283
Crisis Line-1-888-983-2533
Hours: M_F 8-5

www.amani-cs.org

Description: Amani Community Services is a culturally specific domestic violence and sexual assault agency serving African Americans in Black Hawk County.