

## SERVICE COORDINATION

Each county has a Service Coordinator that can help you navigate services, apply for programs, and connect you with other resources that may be available.

### IOWA WARM LINE 844-775-9276

**If you are not in crisis, but are struggling with a mental health or substance use issue and need someone to talk to, call the 24/7 Iowa Warm Line.**

The Warm Line can:

- Give support for individuals not requiring crisis management. Those in crisis are transferred to the Crisis Line for critical services.
- Provide empathetic, non-judgmental listening.
- Provide referrals to specialty resources and assistance in accessing services.
- Empower individuals to pursue health and well-being.



**CICS supports individuals and strengthens communities** by serving the unique needs of individuals with mental health and intellectual and other developmental disabilities in the following 15 Iowa counties.

CICS office hours are generally 8:00 a.m.-noon. and 12:30 p.m.-4:30 p.m., Monday through Friday. Call the CICS main phone number at 515-513-6870 to schedule an appointment with a Service Coordinator.

#### BOONE

900 W 3rd St.  
Boone, Iowa 50036

#### CERRO GORDO

5 S Delaware Ave.  
Mason City, Iowa 50401

#### FRANKLIN

123 1st Ave. SW  
Hampton, Iowa 50441

#### GREENE

114 N Chestnut St.  
Jefferson, Iowa 50129

#### HAMILTON

1610 Collins St., Ste. 3  
Webster City, Iowa 50595

#### HANCOCK

236 State St.  
Garner, Iowa 50438

#### HARDIN

1201 14th Ave.  
Eldora, Iowa 50627

#### JASPER

315 W 3rd St. N, Ste. 200  
Newton, Iowa 50208

#### MADISON

112 N John Wayne Dr.  
Winterset, Iowa 50273

#### MARSHALL

2501 S Center St., Ste. F  
Marshalltown, Iowa 50158

#### POWESHIEK

200 4th Ave. W, Ste. 202  
Grinnell, Iowa 50112

#### STORY

126 S Kellogg Ave., Ste. 001  
Ames, Iowa 50010

#### WARREN

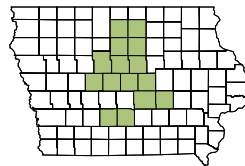
1007 S Jefferson Way  
Indianola, Iowa 50125

#### WEBSTER

308 Central Ave.  
Fort Dodge, Iowa 50501

#### WRIGHT

210 1st St. SW  
Clarion, Iowa 50525



[WWW.CICSMHDS.ORG](http://WWW.CICSMHDS.ORG)

**515-513-6870**

**Fax: 515-985-0587**

**[info@cicsmhds.org](mailto:info@cicsmhds.org)**

A 15-county region that works to develop support for people with **mental health concerns or developmental disabilities**.



**Supporting Individuals.  
Strengthening Communities.**



**CICS**

Supporting Individuals. Strengthening Communities.

[WWW.CICSMHDS.ORG](http://WWW.CICSMHDS.ORG)

## SERVICES AVAILABLE FOR ALL ADULTS AND CHILDREN

**Crisis Line** — Support on the telephone, anytime, day or night, for people looking for help with their emotions or mental health. 855-581-8111 or 988

**Warm Line** — A phone line staffed by individuals with lived experience who provide nonjudgemental, nondirective support to an individual experiencing stress and needing someone to talk to. 844-775-9276

**Mobile Crisis Response** — Teams of professionals provide on-site, mental health services for individuals or families experiencing a mental health crisis. They can respond wherever the crisis is occurring including where people live, work, attend school, or socialize. To access, call the Your Life Iowa Crisis Line 24/7 and request the mobile crisis team to be dispatched to your location.

**Community-Based Crisis Stabilization** — Short-term (5-day) services designed to stabilize individuals experiencing a mental health crisis in the community by providing daily psychiatric services where people live, work, attend school or socialize.

**Residential-Based Crisis Stabilization** — This service is similar to Community-Based Crisis Stabilization, but also provides a place to stay during a mental health crisis.

**Subacute Services** — A residential program offering psychiatric stabilization in order to prevent hospitalization, or as a transition after hospitalization. *(Available for adults only)*

**Crisis Outpatient Services** — Psychiatric evaluations, medication management, or therapy services for people experiencing a crisis.

**Services In Jail** — Individuals in county jails within the CICS region may receive psychiatric and therapy services, funding for psychiatric medication, and specialized service coordination services to assist with reconnecting to the community upon release.

*1 in 5 adults and 1 in 10 children  
experience brain health struggles.*

## 988 - National Suicide and Crisis Lifeline

**If you or someone you know is in crisis or simply doesn't know how to move forward, call or text 988**

Connect with a crisis counselor who can assist you, whether you're experiencing emotional distress or suicidal crisis, or whether you need guidance in helping a loved one through a crisis.

**Contact CICS to determine  
your eligibility and funding for  
the following services:**

### Outpatient Treatment Services for Adults and Children

**Psychiatry** — Mental health treatment services include evaluation, counseling, and mental health prescriptions.

### Community Living Services

Services that provide support and supervision, allowing you to become more independent in your own home. Services are also available to help support you when you are living with others in a group home setting. Personal support may include activities of daily living such as transportation, money management, meal or household assistance.

**Short-Term Rental and Utility Assistance** — Help paying rent and utilities in a time of crisis.

### Employment Services

Assistance with identifying, securing, and maintaining employment.

### Community Drop-In Centers for Adults

A place to gather with others to relax, learn, socialize, or participate in activities.

## 24-Hour Your Life Iowa Crisis Line/ CICS Mobile Crisis Response 855-581-8111

Answered by Foundation 2 Crisis Services

You can chat online anytime at  
[www.YOURLIFEIOWA.org](http://www.YOURLIFEIOWA.org) or by  
texting 855-895-8398.

### Additional Services for Adults and Children

**Justice Involved Services for Adults** — Specialized service coordination to reduce incarceration.

**Assertive Community Treatment (ACT) for Adults** — Multi-disciplinary team that provides support to individuals diagnosed with a serious and persistent mental illness.

**Intensive Psychiatric Rehabilitation for Adults** — Services designed to prevent or reduce the need for services in a hospital or residential setting, and to promote recovery.

**Mental Health Advocate for Adults and Children** — An individual who helps people with a civil commitment for mental health treatment.

**Respite for Adults and Children** — Support for caregivers to provide temporary relief for individuals and their families.

