

As of 4.2.2020

Agency	Change in Service	Food Service
Dubuque Area Labor Harvest and Community Solutions for Eastern Iowa	N/A	These two programs have partnered to provide delivered groceries. To sign up for delivered meals call 1-833-587-8322, if you get voicemail please leave your information and that you are requesting delivered groceries.
Grace Point Church Food Pantry	N/A	Pantry is closed until further notice.
City of Dubuque	Working on securing space for shelters to quarantine individuals who may be showing signs or symptoms and/or positive for virus. Able to mobilize a temporary shelter within 8 hours of notification. Using guidelines from Health Department for mobilization of temporary shelter.	N/A
Dubuque Rescue Mission	Had to close thrift stores due to Governor's announcement. Still able to provide clothing to individuals and families in need.	Providing to go meals to around 200 people per day at this time. In need of to go containers, plastic silverware, serving cartons of milk, individually wrapped snacks.
University of Dubuque	n/a	Set up food pantry open to everyone from 11am-2pm Monday through Friday in the lower level of Peters Commons.

Iowa Legal Aid	<p>COVID-19 Legal Information Hotline that Iowa Legal Aid developed in partnership with the Iowa State Bar Association and the Polk County Volunteer Lawyer Project is going live tomorrow. The Hotline number is 1 (800) 332-0419. Iowans who have questions or who are experiencing legal problems due to the coronavirus/COVID-19 public health crisis now have an easy way to get legal advice. The Iowa COVID-19 Legal Information Hotline is a free service available to Iowans who are experiencing legal issues due to the COVID-19 emergency. Iowa Legal Aid is hosting the hotline and working closely with the Iowa State Bar Association and the Polk County Bar Association's Volunteer Lawyers Project, to get all Iowans access to the key legal information and advice they need during this crisis. Iowans experiencing any type of legal problem due to this crisis, such as facing eviction, being denied unemployment benefits, experiencing employment issues, or being a victim of identity theft, can call 1 (800) 332-0419. Callers will leave a message and Iowa Legal Aid staff will call them back to screen them for eligibility. Those who are eligible for Iowa Legal Aid's free legal services will be connected with one of our attorneys; those who are not eligible for services will be connected with volunteer attorneys through the Iowa State Bar Association and the Polk County Bar Association.</p>	
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<p>Regional Transit Authority</p>	<p>First and foremost, RTA is operating during normal business hours, as we are considered an essential service.</p>	<p>ridership due to the virus, we are looking at different and creative ways to assist the communities we serve. RTA has partnered with NEIAAA to deliver meals in all three counties. Additionally, we are investigating the potential to partner with local grocery stores to deliver online orders. Hy-Vee's Locust Street and Dodge Street locations in Dubuque are currently contracted with Door Dash for online grocery deliveries. I'm waiting on a call back from Jim Carney, Store Director for both locations, to discuss the possibility of RTA joining their efforts. I will contact Andy Hoppman, Store Director for the Asbury location if Jim is not interested in pursuing the service with RTA. I spoke with the Store Manager, James at Fareway in Manchester. There is a corporate meeting being held today, which his boss will be attending, as Vice President. Fareway does not have online orders for pick up or delivery</p>
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DuRide	N/A	<p>DuRide is doing shopping and delivery for our members, who are 65 and older who live in Asbury, Dubuque and East Dubuque. We are willing to provide this service at no charge to non-members in our service area.</p> <p>If you have anyone who needs some shopping assistance who is 65 and older, or disabled, please let me know.</p> <p>We have also partnered with the Salvation Army to deliver food pantry stock to age 65 and older or disabled.</p>
CDI Head Start	Office and Head Start Centers are closed as this time.	N/A
Department of Human Services	<p>All local offices closed. Information provided on doors on how to apply for benefits and to reach staff. Can still call local office to reach staff. To report a change or a suspected fraud situation call 1-877-347-5678. To report child or dependent adult abuse call 1-800-362-2178. You can apply for food assistance, FIP, and Medicaid online at dhs.iowa.gov</p>	N/A
Dyersville Food Pantry	N/A	<p>1st Ave. East (Lower Level) By Appointment Call: (563) 875-2897 or (563) 875-7826 •Service Areas: Dyersville, Earlville, Farley, Worthington, Petersburg, New Vienna •1st time - fill out form •Every 2 months</p>

Epworth Food Pantry	N/A	104 1st St. SE Food Giveaway 3rd Tuesday 4:30-6 Emergency call Karen (563) 513-9001 •All are welcome •1st time - ID required
Cascade Food Pantry	N/A	201 2nd Ave. SW Food Giveaway 3rd Thursday 3-5:30pm Emergency contact Dianna (563) 852-3285 •Proof of address required •Service Areas: Cascade, Temple Hill, Worthington
Holy Cross Food Pantry	N/A	938 Church St. (former City Hall Library) Monday 9-11 & Wednesday 4-6 (563) 870-2475 •Non-perishable items only (no refrigeration)
Luxemburg Food Pantry	N/A	202 S. Andres St. Call Roger (563) 590-6556 •Non-perishable items only (no refrigeration)
Balltown Food Pantry	N/A	468 Balltown Rd. St. Francis of Assisi Church Wednesday 8-10 & Thursday 4-6 or by Appt Sherri (563) 590-4777 •Non-perishable items only (no refrigeration)
Peosta Food Pantry	N/A	14868 W. Ridge Lane Crossroads Church of Peosta offices 8-4 Mon-Thurs or by appointment For appt call (563) 265-0163
Farley Food Pantry	N/A	202 2nd Ave SE St. Joseph's Catholic Church Basement Mon-Thurs 5-8pm & Fri 9-11am & 5-8pm Saturday 9-11am Questions/appt call (563) 580-1492

		300 Park Drive Call Lauren (563) 265-0163 or Gary (563) 542-5235 People can call and provide an address and list of needs. We will drop the items off on their doorstep to limit contact for everyone's safety.
Worthington Food Pantry	N/A	
Dubuque Visiting Nurse Association	Call ahead for services, is doing appointment only.	N/A
Crescent Community Health Center	Dental appointments only seeing urgent and acute care appointments. Have cancelled all hygienist appointments until further notice. For medical- patients must call for appointment first. Doing prescreening for all patients and staff upon arrival.	N/A
Iowa WORKS	IowaWORKS Centers are taking significant steps to follow the Iowa Department of Public Health's guidance for social distancing. Effective immediately, IowaWORKS offices will only be open to customers with an appointment, or to accept identity verification from customers applying for benefits. We encourage you to call or email us to receive assistance in the safety of your own home: uicclaimshelp@iwd.iowa.gov, or 866-239-0843.	N/A
Jule Transit System	IowaWORKS Centers are taking significant steps to follow the Iowa Department of Public Health's guidance for social distancing. Effective immediately, IowaWORKS offices will only be open to customers with an appointment, or to accept identity verification from customers applying for benefits. We encourage you to call or email us to receive assistance in the safety of your own home: uicclaimshelp@iwd.iowa.gov, or 866-239-0843.	N/A
Hillcrest- WIC	<ul style="list-style-type: none"> The WIC office is OPEN, but we are completing ALL appointments by phone. Congress has temporarily waived the physical presence requirement for families. This was great news to help keep staff and families safe. 	N/A

Multicultural Family Center	N/A	1157 Central Avenue (see below under food pantries) <ul style="list-style-type: none"> • Food Giveaway 4th Friday every other month, from 2-5 PM • 563-582-3681 • Proof of Iowa residency and ID required • Pre-registration 4th Saturday until full (up to 25 families)
Dubuque Food Pantry	N/A	1598 Jackson St., Dubuque Mon/Wed/Fri:1-4 Tues:9-12 <ul style="list-style-type: none"> •Referral required •Can receive every 60 days
Salvation Army	N/A	1099 Iowa St., Dubuque Mon-Fri: 9-12 & 1-3 •Referral required •Picture ID required •3-4 Months between visits •Must be 18 years old
St. Vincent De Paul	N/A	1351 Iowa St., Dubuque Tues/Thurs/Sat: 9-12 •Referral required •Every other month
Bernard Food Pantry	N/A	28914 46th Ave. 2nd Tuesday 4-5 <ul style="list-style-type: none"> •Bernard and Leisure Lake residents
Four Oaks Parents As Teachers	Four Oak's offices still remain open. We are prescreening anyone prior to coming into the office. Many of our community based/in home programs are currently telecommuting and providing services via technology. All programs are still taking referrals.	N/A

Unified Therapy Services	Our clinic is providing essential/post-opt/work comp face to face appointments right now and all other appointments for Speech, Occupational, and remaining Physical Therapy is being done by telehealth 7 days a week from 7 am - 7 pm. At this time, we are still providing free screenings via teleconferencing and adding to our caseload as needed.	N/A
Child Health Specialty Clinic	<p>closed their regional centers and no in person contact is occurring. Care Coordinators are working remotely and checking voice messages throughout the day. They will continue to engage families via telephone calls or email if necessary.</p> <p>All clinic appointments are being held via a virtual platform. Those families not comfortable with this or who may not have the available internet or data to support this type of visit have the option of a telephone call with our provider or can opt to have their appointment rescheduled.</p>	N/A
Amani Community Services	closed but all staff are working home remotely. Clients can call our after care number. 1.888.983.2533	N/A
Waypoint Services	working remotely but available for phone/video conferencing with clients. We can still have safety planning meetings with clients and are still taking referrals, but will be supporting from the phone. In the event of a hospital call request, our director will be assessing the situations as they come, to determine if it is safe for advocates to appear in person. We currently have one advocate working for Dubuque and Delaware county and we are currently hiring for the open advocate position.	N/A

Lutheran Services in Iowa	<p>still remain open for Therapy and Behavioral Health services. We are screening all clients and staff prior to coming into the office each day.</p> <p>We have started seeing clients that are unable to come to the office due to COVID 19 via Tele-therapy. We are also taking new clients for in office services and Tele-therapy.</p>	N/A
Families First	<p>Behavioral Health Intervention Services, Family Risk Safety Permanency Services along with In office Therapy are still functioning. We remain screening individuals before seeing clients/family's in their home or at the office however, our offices remain open at this time. We are working with IME and other State and Federal Officials in order to provide Telehealth services as an option for families hopefully in the near future.</p>	N/A
Helping Services	<p>As guidance surrounding COVID-19 continues to progress, Helping Services' has extended the closure of our local offices until at least Monday, May 4th. Our staff continues to work remotely and the Domestic Abuse Resource Line at 800-383-2988 remains staffed 24 hours a day. If you have questions about our work, please reach out to us at info@helpingservices.org.</p>	N/A
