



STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR
DES MOINES SERVICE AREA
PAT PENNING, SERVICE AREA MANAGER

DEAR CONSUMER:

PART OF THE APPLICATION PROCESS FOR THE HOME AND COMMUNITY BASED ELDERLY WAIVER PROGRAM IS FOR THE CONSUMER TO SELECT A CASE MANAGEMENT AGENCY. GENERALLY, SERVICES PROVIDED BY THE CASE MANAGEMENT AGENCY INCLUDE THE FOLLOWING:

- ASSESSING SERVICE NEEDS
DEVELOPING, WITH THE CONSUMER, AN APPROPRIATE INDIVIDUAL PROGRAM PLAN
ASSISTING THE CONSUMER IN OBTAINING NEEDED SERVICES.
MONITORING THE PROVISION OF SERVICES AND THE CONSUMER'S PROGRESS.
ADVOCATING ON BEHALF OF THE CONSUMER.

CONTACT ONE OR MORE OF THE FOLLOWING AGENCIES TO DETERMINE THE AVAILABILITY OF CASE MANAGEMENT SERVICES. WHEN YOU HAVE SELECTED AN AGENCY, AND THE CASE MANAGEMENT AGENCY HAS AGREED TO PROVIDE SERVICES TO YOU, CIRCLE THE AGENCY'S NAME ON THIS FORM, PRINT YOUR NAME & DATE IN THE SPACE PROVIDED AND RETURN THE FORM TO YOUR WORKER.

CASE MANAGEMENT AGENCIES SERVING ELDERLY WAIVER CUSTOMERS IN POLK COUNTY
CIRCLE ONE

AGING ADVOCATES CASE MGMT.
100 E. EUCLID, STE. 113
DES MOINES, IA 50313
CONTACT PERSON: DEB REICK 244-3070

AGING RESOURCES OF CENTRAL IOWA
5835 GRAND AVENUE, SUITE 106
DES MOINES, IA 50312
CONTACT PERSON: CAROL SCHMIDT 633-9525

NAME \_\_\_\_\_ DATE \_\_\_\_\_
(PRINT NAME)

RIVER PLACE OFFICE
2309 Euclid Avenue
Des Moines, IA 50310-5703
Phone 725-2600 Fax 725-2899

CARPENTER OFFICE
1900 Carpenter
Des Moines, IA 50314-1309
Phone 286-3555 Fax 286-2132

EAST OFFICE
1740 Garfield
Des Moines, IA 50316-2646
Phone 286-3270 Fax 286-3383

POLK COUNTY OFFICES