

Guardianship and Conservatorship in Iowa

Issues in Substitute Decision-Making

Resource Guide for Guardians and Conservators

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Advocacy

Iowa Department on Aging (<http://www.aging.iowa.gov/>)
(515) 725-3333 or 800-532-3213

Area Agencies on Aging

Elderbridge Agency on Aging - www.elderbridge.org

Serving: Audubon, Buena Vista, Calhoun, Carroll, Cerro Gordo, Clay, Crawford, Dickinson, Emmet, Floyd, Franklin, Greene, Guthrie, Hamilton, Hancock, Humboldt, Kossuth, Lyon, Mitchell, O'Brien, Osceola, Palo Alto, Pocahontas, Sac, Sioux, Webster, Winnebago, Worth, and Wright Counties

Mason City Office:

1190 Briarstone Drive, Suite 3
Mason City, IA 50401
(641) 424-0678 or (800) 243-0678

Carroll Office:

603 N West Street
Carroll, IA 51401
(712) 792-3512 or (800) 243-0678

Ft. Dodge Office:

308 Central Avenue
Fort Dodge, IA 50501
(515) 955-5244 or (800) 243-0678

Spencer Office:

714 10th Avenue East
Spencer, IA 51301
(712) 262-1775 or (800) 243-0678

**Northeast Iowa Area Agency on Aging
(NEI3A) - www.NEI3A.org**

Decorah Office:
607 Washington Street
Decorah, IA 52101
(563) 382-2941 or (800) 233-4603
Serving: Allamakee, Clayton, Fayette, Howard
and Winneshiek

Waterloo Office:
3840 West 9th Street
Waterloo, IA 50702
(319) 874-6840
Serving: Black Hawk, Bremer, Buchanan, But-
ler, Chickasaw, Grundy, Hardin, Marshall,
Poweshiek, and Tama Counties

Dubuque Office:
Fountain Park Springs Bldg.
2728 Asbury Road
Dubuque, IA 52001
(563) 588-3970 or (888) 238-0831
Serving: Delaware, Dubuque, and Jackson
Counties

**Aging Resources of Central Iowa -
www.agingresources.com**

Serving: Boone, Dallas, Jasper, Madison, Mari-
on, Polk, Story, and Warren Counties

Des Moines Office:
5835 Grand Avenue, Suite 106
Des Moines, IA 50312-1444
(515) 255-1310 or (800) 747-5352

**Milestones Area Agency on Aging –
www.milestonesaaa.org**

Davenport Office:
935 E 53rd Street
Davenport, IA 52807
(563) 324-9085 or (855) 410-6222
Serving: Clinton, Muscatine, and Scott Counties

Ottumwa Office:
623 East Pennsylvania Avenue
Ottumwa, IA 52501
(641) 682-2270 or (855) 410-6222
Serving: Appanoose, Davis, Jefferson, Keokuk,
Lucas, Mahaska, Monroe, Van Buren, Wapello
and Wayne Counties

Burlington Office:
509 Jefferson Street
Burlington, IA 52601
(319) 752-5433 or (855) 410-6222
Serving: Des Moines, Henry, Lee and Louisa
Counties

**Connections Area Agency on Aging –
www.connectionsaaa.org**

Sioux City Office:
2301 Pierce Street
Sioux City, IA 51104
(712) 279-6900 or (800) 432-9209
Serving: Cherokee, Ida, Monona, Plymouth,
and Woodbury Counties

Creston Office:
109 North Elm Street
Creston, IA 50801
(641) 782-4040 or (800) 432-9209
Serving: Adair, Adams, Clarke, Decatur,
Ringgold, Taylor, and Union Counties

Council Bluffs Office:
231 South Main Street
Council Bluffs, IA 51503
(712) 328-2540 or (800) 432-9209
Serving: Cass, Fremont, Harrison, Mills, Mont-
gomery, Page, Pottawattamie, and Shelby
Counties

**Heritage Area Agency on Aging –
www.heritageaaa.org**

6301 Kirkwood Boulevard, SW
Cedar Rapids, IA 52404
(319) 398-5559 or (800) 332-5934
Serving: Benton, Cedar, Iowa, Johnson, Jones,
Linn, and Washington Counties

Adult Protection

Iowa Elder Abuse Hotline
800-362-2178

Long Term Care Ombudsman
515-725-3308 or 866-236-1430

Attorney General of Iowa – Consumer Protection Division (www.iowaattorneygeneral.gov/about-us/divisions/consumer-protection)
515-281-5926 or 888-777-4590

Consumer

Better Business Bureau – (<https://www.bbb.org>)
800-222-1600

Office of Citizens' Aide/Ombudsman – Des Moines (<http://www.legis.iowa.gov/ombudsman/>)
515-281-3592 or 888-426-6283

Funeral Consumers Alliance
(www.funerals.org)
802-865-8300

Iowa Department of Inspections and Appeals
(<http://dia.iowa.gov>)
515-281-7102

Iowa Utilities Board – Consumer Services
(<https://iub.iowa.gov>)
Utility consumer complaints: 515-281-5979 or 877-565-4450;
non-complaint questions: 515-725-7300

Iowa Insurance Division
(www.iid.iowa.gov)
General questions: 515-281-5705
Consumer complaints: 515-281-4033
Life: 515-281-5705
Health: 515-281-5705
Property: 515-281-5705

Iowa Civil Rights Commission
515-281-4121 or 800-457-4416

Internal Revenue Service (www.irs.gov)
800-829-1040

SHIIP – Senior Health Insurance Information Program (www.shiip.iowa.gov)
800-351-4664

Social Security Administration
(<http://www.ssa.gov/>)
800-772-1213

Tax Counseling for the Elderly –
(<http://www.irs.gov/individuals/tax-counseling-for-the-elderly>)
800-906-9887

Volunteer Income Tax Assistance (VITA)
(<http://www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers>)
800-906-9887

Federal Department of Veterans Affairs – Disability Programs (www.va.gov/)
800-827-1000

Iowa Department of Veterans Affairs
(<https://va.iowa.gov/>)
515-252-4698 or 1-800-838-4692
Emergency Hotline 800-273-8255
VA Health Care Eligibility 877-222-8387

Employment

Experience Works (formerly Green Thumb Senior Community Service Employment Program)
(www.experienceworks.org)
703-522-7272 or 1-866-EXP-WRKS (397-9757)

Iowa Vocational Rehabilitation Services –
(<http://www.ivrs.iowa.gov>)
800-532-1486

Health

Hospice and Palliative Care Association of Iowa
515-243-1046

Alzheimer's Association Offices
800-272-3900

Medicare (www.MyMedicare.gov)
1-800-MEDICARE

Legal Assistance

Iowa State Bar Association
Lawyer Referral Service
(www.iowafindalawyer.com)
515-243-3179 or 800-457-3729

Iowa Legal Aid
(www.iowalegalaid.org)
800-532-1275 or (Español) 800-272-0008

Legal Hotline for Older Iowans
515-282-8161 or 800-992-8161

Elder Law Legal Clinic at Drake University Law
School (www.law.drake.edu)
515-271-3851

National Alliance for the Mentally Ill of Iowa
(<http://www.namiiowa.com>)

515-254-0417 or (800) 273-8255 Helpline

ARC of Iowa
515-210-6686 or 800-362-2927

Iowa Association of Community Providers
(<http://www.iowaproviders.org/>)

515-270-9495

Disability Rights Iowa
(<http://disabilityrightsowa.org/>)
515-278-2502 or 800-779-2502

These materials are a general summary of the law. They are not meant to completely explain all that you should know about guardianship and conservatorship. You should see a lawyer to get complete, correct and up-to-date legal advice. Iowa's law on guardianship and conservatorship is found in Iowa's Probate Code starting at section 633.551.

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Des Moines, Iowa 50314
1-800-532-1503
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