

# 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 (<https://iowaaging.gov/>)  
(515) 725-3333 or 800-532-3213

### Area Agencies on Aging

**Elderbridge Agency on Aging** - [www.elderbridge.org](http://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](http://www.NEI3A.org)**

**Decorah Office:**

607 Washington Street  
Decorah, IA 52101  
(800) 779-8707

Serving: Allamakee, Clayton, Fayette, Howard  
and Winneshiek

**Waterloo Office:**

3840 West 9th Street  
Waterloo, IA 50702  
(800) 779-8707

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  
(800) 779-8707

Serving: Delaware, Dubuque, and Jackson  
Counties

**Aging Resources of Central Iowa -  
[www.agingresources.com](http://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](http://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](http://www.connectionsaaa.org)**

**Sioux City Office:**

2301 Pierce Street  
Sioux City, IA 51104  
(800) 432-9209

Serving: Cherokee, Ida, Monona, Plymouth,  
and Woodbury Counties

**Creston Office:**

109 North Elm Street  
Creston, IA 50801  
(800) 432-9209

Serving: Adair, Adams, Clarke, Decatur,  
Ringgold, Taylor, and Union Counties

**Council Bluffs Office:**

231 South Main Street  
Council Bluffs, IA 51503  
(800) 432-9209

Serving: Cass, Fremont, Harrison, Mills, Mont-  
gomery, Page, Pottawattamie, and Shelby  
Counties

**Heritage Area Agency on Aging –  
[www.heritageaaa.org](http://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  
(<https://iowaaging.gov/state-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](http://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

(<https://ombudsman.iowa.gov>)

515-281-3592 or 888-426-6283

Funeral Consumers Alliance  
([www.funerals.org](http://www.funerals.org))

Iowa Department of Inspections, Appeals and Licensing  
(<http://dia.iowa.gov>)

Iowa Utilities Board – Consumer Services  
(<https://iub.iowa.gov>)

Utility consumer complaints: 515-725-7321 or  
877-565-4450;

non-complaint questions: 515-725-7300

Iowa Insurance Division

([www.iid.iowa.gov](http://www.iid.iowa.gov))

General questions: 515-654-6600

Iowa Civil Rights Commission

515-281-4121 or 800-457-4416

Internal Revenue Service ([www.irs.gov](http://www.irs.gov) )

800-829-1040

SHIIP – Senior Health Insurance Information Program ([www.shiip.iowa.gov](http://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

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

Senior Community Service Employment Program  
(<https://disabilitybenefits.iowa.gov/looking-for-employment/senior-community-service-employment-program>)

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](http://www.MyMedicare.gov))  
1-800-MEDICARE

## Legal Assistance

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

Iowa Legal Aid  
([www.iowalegalaid.org](http://www.iowalegalaid.org))  
800-532-1275 or (Español) 800-272-0008

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

Drake University Law School  
([www.law.drake.edu](http://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 50309  
1-800-532-1503  
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## IOWA DD Council

Preparation, Participation, Power

