

# UNDERSERVED POPULATIONS IN CERRO GORDO COUNTY, IOWA

Health Brief

*Populations who  
experience barriers  
to health care  
services*

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**Introduction**

The Cerro Gordo County Department of Public Health is committed to optimizing the health of all people in Cerro Gordo County. Through comprehension of the population served, Department employees are dedicated to improving health care for those whose health may be compromised by a lack of care responsive to needs. As noted in the Cerro Gordo County Community Health Assessment, several disparities related to race, ethnicity, income and other factors persist within the County borders. This special brief documents the comprehensive process undertaken to identify said populations.

**Process**

Several primary and secondary data sources were utilized to identify populations who lack access to health care. As part of the Mobilizing for Action in Planning and Partnership (MAPP) Community Health Assessment process, primary and secondary data was gathered and analyzed to 1.) identify populations in Cerro Gordo County that lack access to health care, 2) to identify perceived or real barriers to health care, and 3) to identify gaps in health care. Data sources used are in Table 1 below.

Table 1 Data Sources

Primary Data Sources	Secondary Data Sources
2015 Community Survey	Mercy North Iowa Emergency Department Usage (2015)
2015 Behavioral Health Strategy Session	Community Care Coordination Program Data (2014 & 2015)
2014 Mercy Listening Post	
2015 MAPP Steering Team Brainstorming Session	

Please see Appendix A for data source descriptions

**Data Results**

2015 Community Survey

Responses from two questions helped identify populations who lack access or experience barriers to health care.

- Community Survey Question #7 – where do you go for routine (regular) health care? 398 respondents
  - > 90.7% medical provider/doctor’s office
  - > 0.8% Urgent Care
  - > 1.5% ED
  - > 6.5% I don’t receive routine care
  - > .5% (other – chiropractor)
  
- Community Survey Question #9 – what do you feel prevents you from being healthier? 400 respondents
  - > 2% Lack of access to getting shots (vaccines)
  - > 5.3% Physical health is too poor
  - > 8.5% Other (limited health care providers, depression, no health insurance, cant’ afford dental, health care co-pay, money, anxiety, stress)

### 2015 Behavior Health Strategy Session

Local experts through their strategic planning process have identified several underserved populations and barriers to care:

- Underserved
  - › Those with mental health needs
  
- Barriers and gaps
  - › Patient has to travel to clinic - lack of in home-care
  - › Housing
  - › Transportation
  - › Access to a psychiatrist
  - › No weekend services
  - › Incarcerated patients with mental illness and regular medication usage

### 2014 Mercy Listening Post

Informal data was gathered through this conversational format through facilitated questions. One applicable question resulted in data that is useful to identifying underserved populations and barriers to care. Participants identified barriers and opportunities in ease of access to getting needed medical care and community resources.

- Underserved
  - › Under and uninsured
  
- Barriers and gaps
  - › Access to healthcare services is not user-friendly
  - › Access to primary care is not timely
  - › Access to dental health is limited for those without insurance
  - › Health insurance coverage is not comprehended
  - › Providers don't exchange information with each other (medication for chronic conditions)
  - › People have a victim viewpoint versus self-reliance

### 2015 MAPP Steering Team Brainstorming Session

The MAPP Steering Team with various community backgrounds brainstormed underserved populations based on people they serve. The results of that session are as follows.

- Underserved
  - › Transitioning Youth (junior high & high school student populations; those aging out of foster care)
  - › Unemployed
  - › Elderly
  - › Children
  - › Families with children with special needs/disabled
  - › Re-entry into community from treatment & prison
  - › Lower income and middle income persons
  - › Isolated individuals
  - › Homeless
  
- Barriers and gaps

- › Access to healthcare services is not user-friendly
- › Access to primary care is not timely
- › Access to dental health is limited for those without insurance
- › Health insurance coverage is not comprehended
- › Providers don't exchange information with each other (medication for chronic conditions)
- › People have a victim viewpoint versus self-reliance
- › None of the Cerro Gordo County medical clinics except for Urgent Care have extended hours
- › Patients are unable to schedule appointments at Mercy clinics for acute problems and use the emergency department

#### Emergency Department Usage

Mercy Medical Center North Iowa clinical data for a six month timeframe in 2015 indicated 37.8% of emergency room usage was for preventive care. Over-use of emergency room can indicate barriers to primary care including access to health providers at a convenient time for the patient. This also may increase wait time for emergent patient care.

#### Community Care Coordination Program Data

The Cerro Gordo County Community Care Coordination is a unique initiative that specifically works on identifying underserved populations and increasing access to health care services. Since 2014, this initiative has been improving the health system integration and collaboration across the continuum of care with a focus on safety net services. Project data (2014 & 2015) showed that in Cerro Gordo County several underserved populations were identified and targeted for the CCC initiative including those with:

- No health insurance
- Psychosocial issues
- Social determinants of health needs
- Recently incarcerated
- No steady employment or too low of a working wage

Through a team of stakeholders located at several community organizations that target and enroll vulnerable populations, several patient-identified barriers were discovered:

- Overwhelmed with life issues/social determinants of health
- Lack of knowing how to navigate healthcare
- Lack of knowing how to get access to community resources
- Didn't understand how the government state & local agencies work together: rules were an issue/laws/insurance
- Transportation with almost every patient
- Access to care

#### **Underserved Populations and Associated Barriers**

After careful analysis, several unique populations surfaced who are underserved due to perceived or real barriers to care. From the robust data above, categories of underserved populations and their associated barriers include:

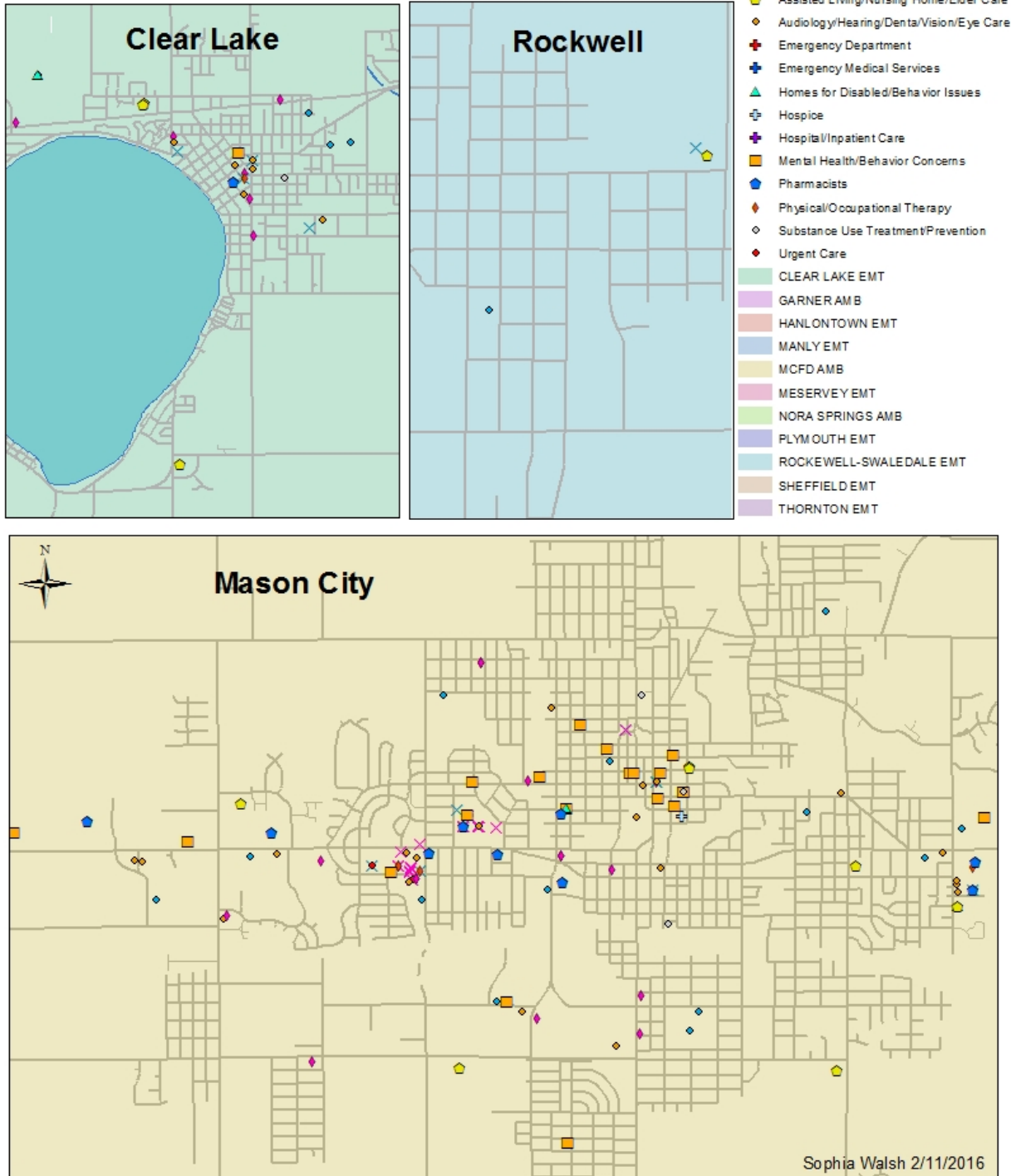
1. Cost as a barrier to accessing health care to include those with: no steady employment or with too low of a working wage, the un- or underinsured population, lower and middle income persons, and the elderly.
2. Other needs overshadow health to include those with: social determinants of health needs (e.g. transportation, housing, etc.) and homelessness.

3. Societally marginalized populations to include those: with mental health needs, isolated individuals including the aging population, those re-entering society from treatment or incarceration, persons aging out of foster care, the rural population and those with no English literacy or speaking skills.

These marginalized groups of persons in Cerro Gordo County live in a county where primary, mental and dental care access is high as measured by ratio of provider to person. The ratios are primary care physicians 561:1, dentists 1,614:1 and mental health providers 559:1 (County Health Rankings 2015). However, according to the U.S. Department of Health & Human Services, Health Resources & Services Administration (2015) Cerro Gordo County is still a designated shortage area in one of three categories. The Cerro Gordo County Catchment Area-02 is a designated shortage site for mental health. As part of the Community Health Assessment, the MAPP Steering Team conducted a deep dive regarding healthcare availability, brainstormed all available healthcare facilities in the County and found that there is an abundance of traditional and non-traditional healthcare sites (see Appendix B for the list). Healthcare categories include hospital/inpatient care, emergency department, ambulatory care primary and specialty, acupuncture and chiropractic, urgent care, physical and occupational therapy, acute and chronic disease prevention, non-clinic based acute and chronic disease care, other community-based care, dental, audiology/hearing, vision/eye care, mental health/behavior, substance use treatment and prevention, homes for disabled/behavior issues, pharmacy, emergency medical services, assisted living/nursing home/elder care, hospice and massage. Facilities number over 250 for Cerro Gordo County. The map on page 5 displays healthcare availability in the three largest cities within the County.

Analysis of this data shows that although there is an abundance of medical providers in Cerro Gordo County, most of those are limited to the three largest cities in the county. Residents who live in rural areas still need transportation to travel to provider offices. Urgent Care, the Free Health Clinic and emergency department availability along with the opening of a population based health clinic have removed barriers such as hours of operation, making appointments and payment in some cases; however, health outcome disparities persist (please see Community Health Assessment Report). Through efforts of multiple Cerro Gordo County based organizations, groups and individuals strategies have been developed and are underway to remove barriers to care and to ensure all Cerro Gordo County residents have access to and utilize health care.

# Health Care Availability in Cerro Gordo County



*Data Source Descriptions*

Community Survey

The 2015 Community Survey was conducted in October of 2015. It was created through a local public health partnership of 18 area counties and the Iowa Department of Public Health in an effort to gather and share similar data. The survey consisted of 16 substantive questions, 6 demographic questions, 1 open ended question and 1 survey source question. The survey was transferred to a Survey Monkey web-based format and was available in paper copy in several community locations. Approximately 420 people responded to the survey, of which 71.3% were female. The age range is outlined in Table 1 below and the race/ethnicity is in Table 2. The Health Department made efforts to include underrepresented populations by having the survey available at the Women, Infants & Child Clinics (WIC), at the Health Department Immunization Clinic, the alternative high school, mainstream high school and at senior centers. The survey was available through the month of October 2015. It was advertised with a local press release, social media, mass email distributions, web links, presentations, community and organizational newsletters, electronic mailing lists and personal invitations.

Table 1 Survey Respondent Race/Ethnicity

Options	Response Percent
<b>American Indian or Alaskan Native</b>	1.3%
<b>Asian / Pacific Islander</b>	0.3%
<b>Black or African American</b>	1.8%
<b>Hispanic American</b>	3.6%
<b>White / Caucasian</b>	88.3%
<b>Multiple ethnicity / Other</b>	4.8%

Table 2 Survey Respondent

Options	Response Percent
<b>0 to 18</b>	22.2%
<b>19 to 29</b>	7.3%
<b>30 to 39</b>	11.6%
<b>40 to 49</b>	15.6%
<b>50 to 59</b>	21.7%
<b>60 to 69</b>	14.1%
<b>70 to 79</b>	5.3%
<b>80 or older</b>	2.3%

Demographic characteristics indicate that several traditionally underrepresented groups like minority race and ethnicity and the older population are actually overrepresented.

### 2015 Behavior Health Strategy Session

Cerro Gordo County has a team of behavioral and health experts that regularly meet to provide direction and oversight for operational and strategic initiatives related to integrated mental and behavioral health in the community. Representatives from Wellsource, County Case Management, Cerro Gordo County Department of Public Health, law enforcement, Prairie Ridge Integrated Behavior Health, Mercy Medical Center inpatient mental health and North Iowa Transition Center. This team has been meeting throughout 2015 and 2016 to formulate a strategy to meet their purpose. As such they have conducted:

1. Internal performance analysis
2. External environmental analysis
3. Strategic initiative development
4. Implementation and communication.

In the near future, they will determine performance metrics and implement their plan. Throughout this process, they identified underserved populations and gaps in services.

### 2014 Mercy Listening Post

In 2014 and inspired by the University of Minnesota, Rochester Mayo Model of community listening sessions, Mercy North Iowa advertised five opportunities within Cerro Gordo County. The open conversation was led by the Community Benefit Officer and focused on four leading questions, one of which identified barriers and opportunities in ease of access to getting needed medical care and community resources. Attendance was minimal; however, those who attended engaged in vibrant conversation. This is completed as a part of community engagement for Mercy North Iowa and part of their Community Health Assessment Process.

### 2015 MAPP Steering Team Brainstorming Session

During the Community Health Assessment process, the MAPP Steering Team engaged in brainstorming to identify underserved populations, barriers to care and gaps in care. Members include those from Wellsource, Mason City Youth Task Force, Cerro Gordo County Department of Public Health, United Way, Prairie Ridge Integrated Behavior Health, Mercy Medical Center and North Iowa Community Action Organization.

### Mercy North Iowa Emergency Department Usage

Data was received from Mercy Medical Center North Iowa regarding Emergency Department usage from July through December 2015. Data was transmitted by a decision support analyst at Mercy.

### Community Care Coordination Program Data

The Cerro Gordo County Community Care Coordination is a unique initiative that specifically works on identifying underserved populations and increasing access to health care services. Since 2014, this initiative has been improving the health system integration and collaboration across the continuum of care with a focus on safety net services. Project data from two years (2014 & 2015) was utilized for this report. Community Care Coordination is a multi-agency initiative.



## Cerro Gordo County Availability of Health Care

<b>Hospital/Inpatient Care</b>			
Mercy Medical Center-North Iowa Hospital	1000 4th St SW	Mason City	50401
<b>Emergency Department</b>			
Emergency Department	1000 4th St SW	Mason City	50401
<b>Ambulatory Care Primary</b>			
Anchor Family Care	2800 4th St SW Ste 8	Mason City	50401
Broman and Jenkins Family Medicine	20 5th St NW	Mason City	50401
Community Action Maternal & Child Health	100 1st St NW Ste 200	Mason City	50401
Gabrielson Clinic for Women	501 17th St W	Clear Lake	50428
Dr Robert Gross	800 1st Ave N Ste 1	Clear Lake	50428
Infusion Care	560 US Hwy 18 E	Clear Lake	50428
Integrative Medicine Consultants	507 Main Ave	Clear Lake	50428
Lindstrom Family Practice	1327 6th St SW	Mason City	50401
Mason City Clinic	250 S Crescent Dr	Mason City	50401
Mercy Family Clinic Clear Lake	1410 6th Ave S	Clear Lake	50428
Mercy Family Clinic Forest Park	1010 4th St SW	Mason City	50401
Mercy Family Clinic Regency	621 S Illinois Ave	Mason City	50401
Mercy Family Residency	101 S Taylor Ave	Mason City	50401
Mercy Pediatric and Adolescent Clinic	418 N Shore Dr	Clear Lake	50428
Mercy Pediatric and Adolescent	910 N Eisenhower Ave	Mason City	50401

Clinic			
Mercy Women's Health Center	1631 4th St SW	Mason City	50401
North Iowa Family Health Care	100 1st St NW Ste 140	Mason City	50401
Veterans Association Outpatient Clinic	520 S Pierce Ave	Mason City	50401
West Fork Family Medicine	705 Elm St E	Rockwell	50469
Ambulatory Care Specialty			
Free Health Clinic	1327 6th St SW	Mason City	50401
Magnetic Resonance Services Partnership	1420 6th St SW	Mason City	50401
Mason City Clinic	250 S Crescent Dr	Mason City	50401
Mason City Clinic Ears, Nose and Throat	250 S Crescent Dr	Mason City	50401
Mason City Clinic General Surgery	250 S Crescent Dr	Mason City	50401
Mason City Clinic GI Dept.	250 S Crescent Dr	Mason City	50401
Mason City Clinic Heart Center	250 S Crescent Dr	Mason City	50401
Mason City Clinic MRI Ct Imaging	250 S Crescent Dr	Mason City	50401
Mason City Clinic Neurology	250 S Crescent Dr	Mason City	50401
Mason City Clinic Orthopedics	250 S Crescent Dr	Mason City	50401
Mason City Clinic Plastic and Reconstructive Surgery	250 S Crescent Dr	Mason City	50401
Mason City Clinic Podiatry	1010 4th St SW Ste 310	Mason City	50401
Mason City Clinic Psychiatry	250 S Crescent Dr	Mason City	50401
Mason City Clinic Radiology and Ultrasound	250 S Crescent Dr	Mason City	50401
Mason City Clinic Urology	250 S Crescent Dr	Mason City	50401
Mason City Clinic Vascular Surgery	250 S Crescent Dr	Mason City	50401
Mason City Surgery Center	990 4th St SW	Mason City	50401
Mercy Advanced Wound Center	1501 4th St SW	Mason City	50401
Mercy Bariatric Center	910 N Eisenhower Ave	Mason City	50401
Mercy Cancer Center	1000 4th St SW	Mason City	50401

Cerro Gordo County Department of Public Health

Mercy Cardiac Rehab	621 S Illinois Ave	Mason City	50401
Mercy Dermatology Clinic	1421 4th St SW	Mason City	50401
Mercy Diabetes Center	910 N Eisenhower Ave	Mason City	50401
Mercy Endocrinology	1000 4th St SW	Mason City	50401
Mercy Education Center	1000 4th St SW	Mason City	50401
Mercy Forest Park Imaging	1010 4th St SW	Mason City	50401
Mercy Health Works	1501 4th St SW	Mason City	50401
Mercy Heart and Vascular Institute	1000 4th St SW	Mason City	50401
Mercy Imaging Services	1000 4th St SW	Mason City	50401
Mercy Internal Medicine Clinic	1000 4th St SW	Mason City	50401
Mercy Kidney Center	910 N Eisenhower Ave	Mason City	50401
Mercy Neurology Services	1000 4th St SW	Mason City	50401
Mercy North Iowa Palliative Care	1000 4th St SW	Mason City	50401
Mercy Obstetrics and Gynecology Clinic	1010 4th St SW Ste 220	Mason City	50401
Mercy Rehabilitation Center	1501 4th St SW	Mason City	50401
Mercy Sleep Services	1000 4th St SW	Mason City	50401
Mercy Stroke Ctr	1000 4th St SW	Mason City	50401
Mercy Vascular Center	1000 4th St SW	Mason City	50401
Mercy Weight Management Clinic	910 N Eisenhower Ave	Mason City	50401
Neurosurgery of North Iowa	1010 4th St SW Ste 105	Mason City	50401
North Iowa Anesthesia Associates	1410 6th St SW	Mason City	50401
North Iowa Laser Skin Sltns	20 5th St NW	Mason City	50401
Pathology Associates	1408 6th St SW	Mason City	50401
Radiologists of North Iowa	1416 6th St SW	Mason City	50401
Vein Care Center of North Iowa	1306 4th St SW	Mason City	50401
University of Iowa Child Health Specialty Clinic	22 N Georgia Ave Ste 310	Mason City	50401
<b>Acupuncture &amp; Chiropractors</b>			
Acupuncture & Chiropractic Clinic	211 S 8th St	Clear Lake	50428

Acute Care Chiropractic	630 1st St NW	Mason City	50401
Clear Lake Chiropractic	614 Buddy Holly Pl	Clear Lake	50428
Cornish Family Chiropractic LLC	1911 4th St SW Ste C	Mason City	50401
Dornbier Chiropractic	1315 6th St SW	Mason City	50401
Dr Robert Friedrichs	940 N Tyler Ave	Mason City	50401
Haas Chiropractic Clinic	1403 S Federal Ave	Mason City	50401
Mason City Chiropractic	423 4TH St SW Ste A	Mason City	50401
Masters Chiropractic	100 1st St NW Ste 110	Mason City	50401
Optimum Health Chiropractic	506 Main Ave	Clear Lake	50428
Sande Chiropractic	1529 S Monroe Ave	Mason City	50401
Voortmann Chiropractic	1101 10th Ave N	Clear Lake	50428
We Care Chiropractic LLC	1524 US Hwy 18 W	Clear Lake	50428
Winchester Chiropractic	2227 19th St SW	Mason City	50401
Korey Zwiefel DC	518 S 8th St Ste 204	Clear Lake	50428
<b>Urgent Care</b>			
Free Health Clinic	1327 6th St SW	Mason City	50401
Urgent Care	1631 4th St SW	Mason City	50401
<b>Physical &amp; Occupational Therapy</b>			
Athletico - Clear Lake	7 S 8th St Ste C	Clear Lake	50428
Athletico - East	461 S Illinois Ave	Mason City	50401
Athletico - West	520 S Pierce Ave Ste #224	Mason City	50401
Mercy Home Therapy Shoppe	1501 4th St SW	Mason City	50401
Mercy Rehabilitation Services	1501 4th St SW	Mason City	50401
<b>Acute &amp; Chronic Disease Prevention (not clinic based)</b>			
Cerro Gordo County Public Health Diabetes Prevention	22 N Georgia Ave Ste 300	Mason City	50401
Cerro Gordo County Public Health Immunization Clinic	22 N Georgia Ave Ste 300	Mason City	50401

Cerro Gordo County Department of Public Health

Cerro Gordo County Public Health Sexually Transmitted Infection Testing & Counseling	22 N Georgia Ave Ste 300	Mason City	50401
Charlie Brown Westtown	600 1st St NW	Mason City	50401
Clear Creek	901 S 14th St	Clear Lake	50428
Clear Lake MS	1601 3rd Ave N	Clear Lake	50428
Clear Lake HS	125 N 20th St	Clear Lake	50428
Mason City Harding	1239 N Rhode Island Ave	Mason City	50401
Mason City HS and Alt	1700 4th St SE	Mason City	50401
Mason City Hoover	1123 8th St NW	Mason City	50401
Mason City JAMS	29 S Illinois Ave	Mason City	50401
Mason City Jefferson	1242 4th St SE	Mason City	50401
Mason City Lincoln	303 15th St SE	Mason City	50401
Mason City Roosevelt	313 15th St SE	Mason City	50401
Pine Crest	972 S Iowa Ave	Mason City	50401
Ventura	300 S Main	Ventura	50482
West Fork	210 2nd St S	Rockwell	50469
<b>Acute &amp; Chronic Disease Care (not clinic based)</b>			
Carson Home Care	710 S Pierce Ave	Mason City	50401
Cerro Gordo County Public Health Home Health Care	22 N Georgia Ave Ste 300	Mason City	50401
Community Action HIV Treatment	100 1st St NW Ste 200	Mason City	50401
Help at Home Senior Care	102 S York Ave	Mason City	50401
Mercy Home Health Care	910 N Eisenhower Ave	Mason City	50401
Renee's Loving Care	722 Main St	Osage	50461
<b>Other Community-Based Care</b>			
Adult Day Health Center	747 Village Green Dr SW	Mason City	50401
American Home Patient	630 S Monroe Ave	Mason City	50401
Caring Pregnancy Center	830 15th St SW #1	Mason City	50401

Cerro Gordo County Department of Public Health

CASA	220 N Washington Ave	Mason City	50401
Community Action Family Planning	100 1st St NW Ste 200	Mason City	50401
Community Action WIC	100 1st St NW Ste 200	Mason City	50401
Community Action Maternal and Child Health	100 1st St NW Ste 200	Mason City	50401
Crisis Intervention Services	206 3rd St NE	Mason City	50401
Elderbridge Agency on Aging	22 N Georgia Ave Ste 216	Mason City	50401
Family Connections	910 N Eisenhower Ave	Mason City	50401
Opportunity Village Autism Center	1200 N 9th St W	Clear Lake	50428
Quality Medical Supply	2471 4th St SW	Mason City	50401
Salvation Army	747 Village Green Dr SW	Mason City	50401
Telephone Reassurance at Good Shepherd	302 2nd St NE	Mason City	50401
<b>Dental</b>			
Alpha Orthodontics	1453 4th St SE	Mason City	50401
Aspen Dental	4199 4th St SW	Mason City	50401
Carney & Sorensen Family Dentistry	800 1st Ave N Ste 2	Clear Lake	50428
Central Park Dentistry	23 N Federal Ave	Mason City	50401
Children's Dental Center of Mason City	615 S Illinois Ave	Mason City	50401
Clear Lake Pediatric Dentistry	1601 4th Ave S	Clear Lake	50428
Community Action I-Smile	100 1st St NW Ste 200	Mason City	50401
Demro Orthodontics	655 S Illinois Ave	Mason City	50401
Dental Center of North Iowa	2800 4th St SW Ste 1	Mason City	50401
Family Dentistry	3223 4th St SW	Mason City	50401
Hardinger Dental	1339 6th St SW	Mason City	50401
Healthy Smiles of Mason City	422 S Pierce Ave Ste 104	Mason City	50401
Lake Dental Associates PC	102 N 5th St	Clear Lake	50428

Nettleton Dental Group	946 E State St	Mason City	50401
North Iowa Mercy Free Dental Clinic	1000 4th St SW	Mason City	50401
North Iowa Oral Surgery Associates	1530 S Monroe Ave	Mason City	50401
North Iowa Periodontics	1010 4th St SW Ste 300	Mason City	50401
Drs Polking and Polking	851 S Taft Ave	Mason City	50401
Scribbins Family Dentistry	108 S 4th St	Clear Lake	50428
<b>Audiology/Hearing</b>			
Audibel Hearing Centers	422 S Pierce Ave Ste 101	Mason City	50401
Beltone	202 1st St SE Ste 209	Mason City	50401
Clapsaddle Hearing Aid Center	604 Buddy Holly Pl Ste 101	Clear Lake	50428
Hearing Associates PC	250 S Crescent Dr Ste 100	Mason City	50401
Heritage Hearing Aide Center	100 1st St NW Ste 170	Mason City	50401
<b>Vision/Eye Care</b>			
All About Eyes	2261 4th St SW	Mason City	50401
Clear Lake Optometry	14 N 8th St	Clear Lake	50428
Clear View Eye Clinic	595 S Illinois Ave	Mason City	50401
Cole Vision Corp	1720 S Federal Ave	Mason City	50401
Eye Mart Optical	624 S Monroe Ave	Mason City	50401
Family Eyecare	1411 4th St SW	Mason City	50401
In Home Optics	510 S Pennsylvania Ave	Mason City	50401
Korthals & Associates	422 S Pierce Ave	Mason City	50401
North Iowa Eye Clinic	3121 4th St SW	Mason City	50401
Shopko Optical Center	615 S Monroe Ave	Mason City	50401
Village Green Optical	3121 4th St SW	Mason City	50401
Vision Center Walmart	4151 4th St SW	Mason City	50401
Visionworks	100 S Federal Ave Ste 202	Mason City	50401
<b>Mental Health/Behavior</b>			

<b>Concerns</b>			
Access Center	1000 1st St SW	Mason City	50401
Anastasi Counseling Services	1520 6th St SW	Mason City	50401
Anchor Family Health Center	2800 4th St SW Ste 8	Mason City	50401
Area Education Agency	1700 4th St SE	Mason City	50401
Avalon Center Counseling Services	22 N Georgia Ave Ste 102	Mason City	50401
Beje Clark Residential Center	818 15th St SW	Mason City	50401
Catholic Charities	600 1st St NW	Mason City	50401
Cerro Gordo County Department of Human Services	22 N Georgia Ave Ste 1	Mason City	50401
Child & Adolescent Integrated Health	9 2nd St NW	Mason City	50401
Cornerstone Counseling & Mediation Services	516 N Jefferson Ave	Mason City	50401
Crisis Intervention Services	206 3rd St NE	Mason City	50401
Doug Brink	202 1st St SE Ste 107	Mason City	50401
Pam Little	125 4th St NW	Mason City	50401
Four Oaks	80 N Eisenhower Ave	Mason City	50401
Francis Lauer Youth Services	50 N Eisenhower Ave	Mason City	50401
Healing House	600 2nd Ave N	Clear Lake	50428
Lutheran Social Services	2502 S Jefferson Ave	Mason City	50401
Mercy Behavioral Services	1000 4th St SW	Mason City	50401
North Iowa Therapy Associates	124 N Federal Ave	Mason City	50401
North Iowa Transition Center	408 1st St NW	Mason City	50401
North Iowa Transition Center SCL Program	115 2nd St NE	Mason City	50401
Turning Leaf Counseling	103 E State St Ste 524	Mason City	50401
Wellsource	235 S Eisenhower Ave	Mason City	50401
<b>Substance Use Treatment &amp; Prevention</b>			



Alcoholics Anonymous	207 8th Pl SE	Mason City	50401
Alcoholics Anonymous	1115 Main Ave	Clear Lake	50428
Cerro Gordo County Public Health Freedom from Smoking	22 N Georgia Ave Ste 300	Mason City	50401
Prairie Ridge Integrated Health	320 N Eisenhower Ave	Mason City	50401
Puttin' Sober	1115 E Main St	Clear Lake	50428
Puttin' Sober	721 N Federal Ave	Mason City	50401
<b>Homes for Disabled/Behavior Issues</b>			
Comprehensive Systems	695 S Illinois Ave	Mason City	50401
Opportunity Village	1200 N 9th St W	Clear Lake	50428
Transition Center	408 1st St NW	Mason City	50401
<b>Pharmacy</b>			
Houck Pharmacy	101 S Monroe Ave	Mason City	50401
Hy-Vee Drugstore	875 4th St SW	Mason City	50401
Hy-Vee East Pharmacy - East	531 S Illinois Ave	Mason City	50401
Hy-Vee West Pharmacy - West	2400 4th St SW	Mason City	50401
Mercy Family Pharmacy - Forest Park	1010 4th St SW	Mason City	50401
Mercy Family Pharmacy - Regency	621 S Illinois Ave	Mason City	50401
Mercy Family Pharmacy - Westside	910 N Eisenhower Ave	Mason City	50401
Mercy Long-term Care Pharmacy	910 N Eisenhower Ave	Mason City	50401
Shopko Pharmacy	615 S Monroe Ave	Mason City	50401
Target Pharmacy	3450 4th St SW	Mason City	50401
Thrifty White Pharmacy	2 N 4th St	Clear Lake	50428
Walgreen Drug Stores - Pharmacy	1251 4th St SW	Mason City	50401
Wal-Mart Pharmacy	4151 4th St SW	Mason City	50401
<b>Emergency Medical Services</b>	<b>Area Covered</b>		

<b>(name &amp; area they cover)</b>			
Clear Lake EMS Department		Clear Lake and Ventura	
Mason City EMS Department		most of Cerro Gordo except Clear Lake and Ventura, the east half of Worth County and Nora Springs in Floyd County	
<b>Assisted Living/Nursing Home/Elder Care</b>			
Apple Valley Assisted Living	405 27th Ave S	Clear Lake	50428
Cornerstone Assisted Living	300 2nd St NE	Mason City	50401
Court Yard Assisted Living	401 W 10th Ave N	Clear Lake	50428
Homestead Assisted Living	2501 W State St	Mason City	50401
Kentucky Ridge	2060 S Kentucky Ave	Mason City	50401
Mason City Group Home	695 S Illinois Ave	Mason City	50401
The Willow's	1000 N Eisenhower Ave	Mason City	50401
Willow Pointe Assisted Living	17396 Kingbird Ave	Mason City	50401
<b>Nursing Home</b>			
Good Shepherd Inc.	302 2nd St NE	Mason City	50401
Heritage Care Center	501 S Kentucky Ave	Mason City	50401
IIOF	1037 19th St SW	Mason City	50401
Oakwood Outpatient Therapy Ctr	400 US Hwy 18 W	Clear Lake	50428
Rockwell Community Nursing Hm	707 Elm St	Rockwell	50469
<b>Hospice</b>			
Hospice of North Iowa	232 2nd St SE	Mason City	50401
<b>Telephone-Based Service</b>			
Ask a Nurse			
Mercy Family Health Line	1000 4th St SW	Mason City	50401
<b>Massage</b>			
Aesthetic Touch Day Spa	4700 4th St SW Ste C	Mason City	50401

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Dornbier Chiropractic	1315 6th St SW	Mason City	50401
Deborah Friedrichs	940 N Tyler Ave	Mason City	50401
Mason City Chiropractic	423 4th St SW Ste A	Mason City	50401
Massage Therapy by Jo	505 S President Ave	Mason City	50401
Much Kneaded Massage by Glenda	1625 S Federal Ave	Mason City	50401
Sapphire Salon and Spa	825 S Taft Ave Ste 3	Mason City	50401