

Dear Care Connections Clients,

We want to inform you of an important change regarding behavioral health and disability services in Iowa. Due to the recent statewide reorganization, Care Connections of Northern Iowa will be closing all operations on June 30, 2025.

As part of this transition, Iowa Primary Care has been selected as the Administrative Services Organization responsible for overseeing behavioral health services statewide. Additionally, the Disability Access Points for our region have been determined as follows:

- Central Iowa Community Services will serve as the Disability Access Point for Clay, Palo Alto, Kossuth, Winnebago, and Worth Counties.
- Pottawattamie County has been designated as the Disability Access Point for Osceola County services.

At this time, we are actively working through transition planning and will provide further details as they become available. We understand that changes like this may bring questions, and we are committed to keeping you informed throughout this process.

If you have any questions or need assistance, please reach out to your service coordinator:

Service Coordinators:

- ☎ Marlee Christoffel – 712-264-3945 ext. 2
- ☎ Anna Miller – 712-264-3945 ext. 1

You are also welcome to contact:

- ☎ Jenn Dykshoorn – Client and Finance Director 712-264-3945 ext. 6
- ☎ Melissa Loehr – CEO 712-264-3945 ext. 4

We appreciate your patience and understanding during this transition and remain dedicated to ensuring a smooth process for all clients.

Sincerely,

Melissa Loehr
Chief Executive Officer
Care Connections of Northern Iowa

Clay · Kossuth · Osceola · Palo Alto · Winnebago · Worth

Care Connections of Northern Iowa exists to support improved access to behavioral healthcare through local resources to promote full citizenship for people with mental illness and intellectual disabilities.