

Guiding Iowans to services and supports

COMPASS

A Program of University of Iowa Health Care
Center for Disabilities and Development

Iowa Compass 1st Quarter Report

SFY 2026: July – September 2025

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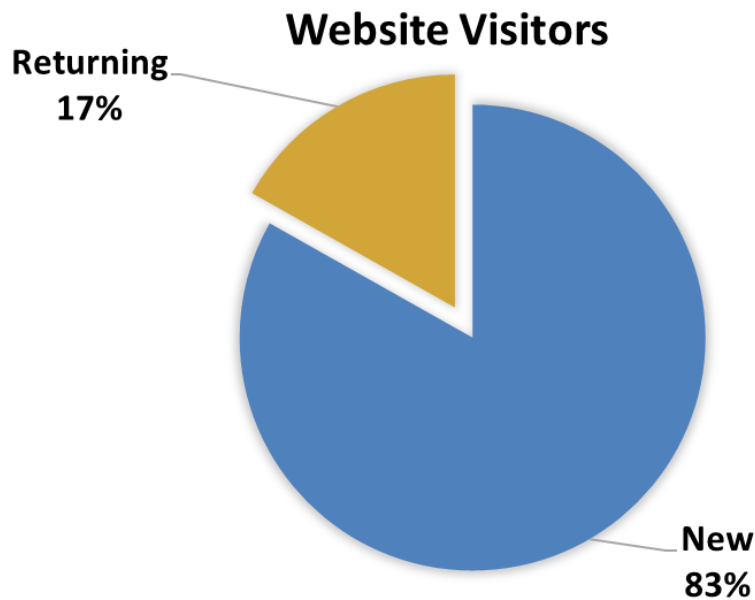
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Iowa Compass Data

Iowa Compass received a total of 448 contacts and 11,501 website database searches this quarter. The average time spent by Community Resource Specialists working with individuals was 36 minutes.

Website Usage

Eighty-three percent (83%) of website users were new and 17% were returning users.

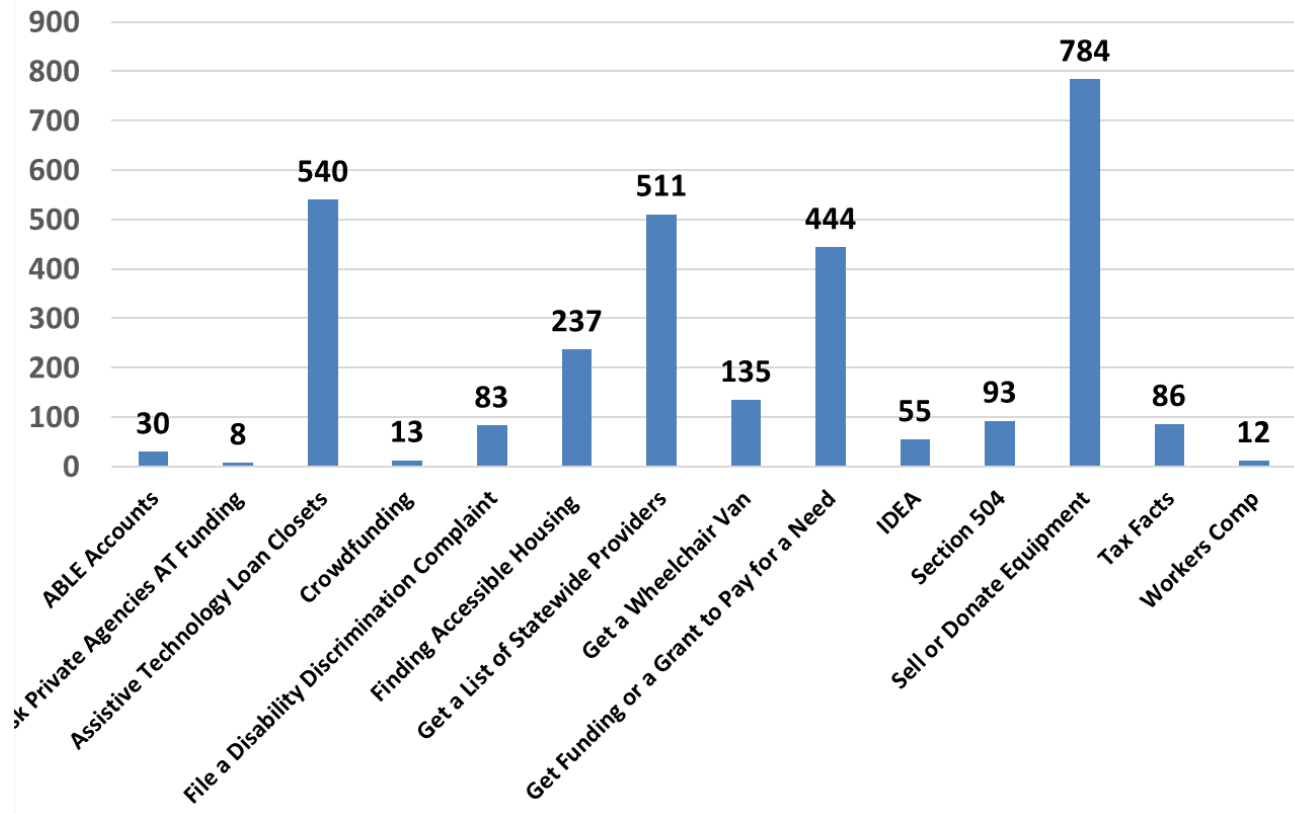


Website and Tip Sheet Views

There were 11,589 pageviews this quarter. The average time each website user spent was 8 minutes.

The top-viewed tip sheets were about selling or donating assistive technology equipment, assistive technology loan closets, and getting a list of statewide service providers.

Tip Sheets Views



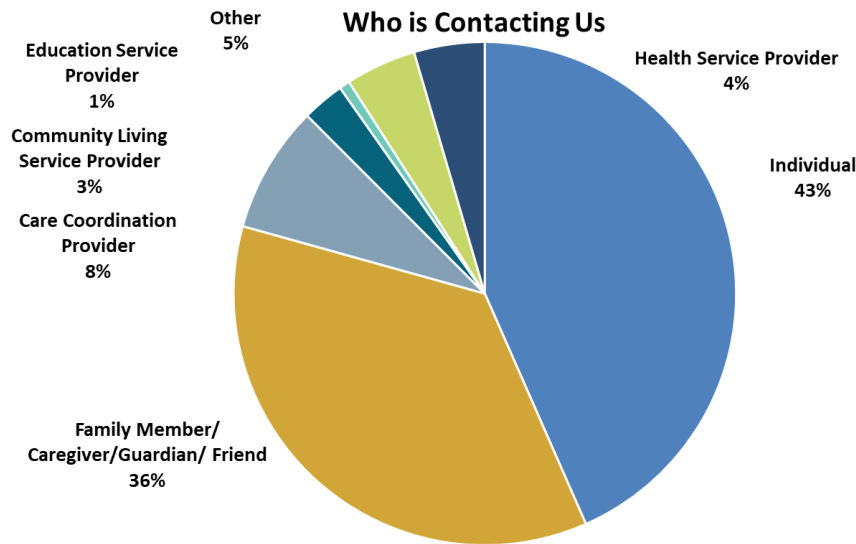
County	DAP District	AAA District	Contacts	Searches	Totals
Adair	WISC 4	Connections 6	1	0	1
Adams	WISC 4	Connections 6	1	1	2
Allamakee	CICS 3	NEI3A 2	4	13	17
Appanoose	CICS 6	Milestones 5	4	15	19
Audubon	WISC 4	Elderbridge 1	2	0	2
Benton	CICS 6	Heritage 4	2	297	299
Black Hawk	ECI 7	NEI3A 2	22	27	49
Boone	BH&DS 5	Aging Resources 3	4	7	11
Bremer	CICS 3	NEI3A 2	5	4	9
Buchanan	ECI 7	NEI3A 2	2	6	8
Buena Vista	WISC 1	Elderbridge 1	0	11	11
Butler	CICS 3	NEI3A 2	2	14	16
Calhoun	CICS 2	Elderbridge 1	0	5	5
Carroll	WISC 1	Elderbridge 1	1	18	19
Cass	WISC 4	Connections 6	0	2	2
Cedar	ECI 7	Heritage 4	2	181	183

Cerro Gordo	CICS 3	Elderbridge 1	7	10	17
Cherokee	WISC 1	Connections 6	2	2	4
Chickasaw	CICS 3	NEI3A 2	2	1	3
Clarke	BH&DS 5	Connections 6	0	3	3
Clay	CICS 2	Elderbridge 1	2	6	8
Clayton	CICS 3	NEI3A 2	8	3	11
Clinton	ECI 7	Milestones 5	6	11	17
Crawford	WISC 1	Elderbridge 1	0	2	2
Dallas	BH&DS 5	Aging Resources 3	13	11	24
Davis	CICS 6	Milestones 5	0	10	10
Decatur	BH&DS 5	Connections 6	0	5	5
Delaware	ECI 7	NEI3A 2	3	3	6
Des Moines	ECI 7	Milestones 5	5	16	21
Dickinson	CICS 2	Elderbridge 1	2	14	16
Dubuque	ECI 7	NEI3A 2	23	18	41
Emmet	CICS 2	Elderbridge 1	0	4	4
Fayette	CICS 3	NEI3A 2	2	6	8
Floyd	CICS 3	Elderbridge 1	1	5	6
Franklin	CICS 3	Elderbridge 1	0	10	10
Fremont	WISC 4	Connections 6	2	3	5
Greene	BH&DS 5	Elderbridge 1	1	4	5
Grundy	CICS 3	NEI3A 2	0	64	64
Guthrie	WISC 4	Elderbridge 1	3	10	13
Hamilton	BH&DS 5	Elderbridge 1	1	1	2
Hancock	CICS 2	Elderbridge 1	1	0	1
Hardin	CICS 3	NEI3A 2	6	3	9
Harrison	WISC 1	Connections 6	0	4	4
Henry	CICS 6	Milestones 5	3	1265	1268
Howard	CICS 3	NEI3A 2	1	18	19
Humboldt	CICS 2	Elderbridge 1	2	5	7
Ida	WISC 1	Connections 6	1	8	9
Iowa	CICS 6	Heritage 4	3	345	348
Jackson	ECI 7	NEI3A 2	2	7	9
Jasper	BH&DS 5	Aging Resources 3	7	16	23
Jefferson	CICS 6	Milestones 5	2	2	4
Johnson	ECI 7	Heritage 4	35	1634	1669
Jones	ECI 7	Heritage 4	5	737	742
Keokuk	CICS 6	Milestones 5	1	11	12
Kossuth	CICS 2	Elderbridge 1	1	6	7
Lee	CICS 6	Milestones 5	7	41	48
Linn	ECI 7	Heritage 4	33	189	222
Louisa	ECI 7	Milestones 5	0	2	2
Lucas	BH&DS 5	Milestones 5	2	7	9
Lyon	WISC 1	Elderbridge 1	1	1	2

Madison	BH&DS 5	Aging Resources 3	1	2	3
Mahaska	CICS 6	Milestones 5	2	14	16
Marion	BH&DS 5	Aging Resources 3	3	11	14
Marshall	CICS 3	NEI3A 2	3	11	14
Mills	WISC 4	Connections 6	0	9	9
Mitchell	CICS 3	Elderbridge 1	0	6	6
Monona	WISC 1	Connections 6	0	6	6
Monroe	CICS 6	Milestones 5	1	3	4
Montgomery	WISC 4	Connections 6	1	6	7
Muscatine	ECI 7	Milestones 5	3	25	28
O'Brien	WISC 1	Elderbridge 1	0	5	5
Osceola	WISC 1	Elderbridge 1	2	0	2
Page	WISC 4	Connections 6	1	2	3
Palo Alto	CICS 2	Elderbridge 1	1	11	12
Plymouth	WISC 1	Connections 6	3	14	17
Pocahontas	CICS 2	Elderbridge 1	1	12	13
Polk	BH&DS 5	Aging Resources 3	77	372	449
Pottawattamie	WISC 4	Connections 6	10	25	35
Poweshiek	CICS 6	NEI3A 2	2	20	22
Ringgold	WISC 4	Connections 6	0	10	10
Sac	CICS 2	Elderbridge 1	1	7	8
Scott	ECI 7	Milestones 5	23	87	110
Shelby	WISC 4	Connections 6	2	4	6
Sioux	WISC 1	Elderbridge 1	1	14	15
Story	BH&DS 5	Aging Resources 3	14	33	47
Tama	CICS 3	NEI3A 2	3	3	6
Taylor	WISC 4	Connections 6	1	0	1
Union	WISC 4	Connections 6	0	5	5
Van Buren	CICS 6	Milestones 5	2	4	6
Wapello	CICS 6	Milestones 5	2	26	28
Warren	BH&DS 5	Aging Resources 3	4	16	20
Washington	CICS 6	Heritage 4	1	869	870
Wayne	BH&DS 5	Milestones 5	0	10	10
Webster	CICS 2	Elderbridge 1	1	28	29
Winnebago	CICS 2	Elderbridge 1	1	2	3
Winneshiek	CICS 3	NEI3A 2	0	33	33
Woodbury	WISC 1	Connections 6	10	19	29
Worth	CICS 2	Elderbridge 1	1	4	5
Wright	CICS 2	Elderbridge 1	1	6	7
Unknown			16	0	16
Out of State			5	7	12
TOTALS			448	6865	7313

Who Contacts Iowa Compass

Iowa Compass receives contacts from individuals, caregivers, service providers, and the general public. Forty-three percent (43%) of contacts over this reporting period were from individuals, and 36% were from family members/caregivers/guardians/friends. Various service providers and other members of the public made up the rest of the people who contact us.

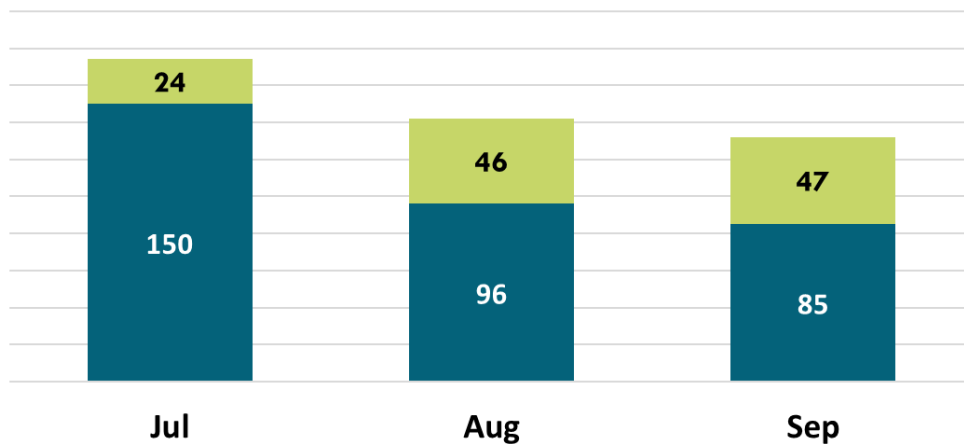


Medicaid Related Contacts

Seventy-four percent (74%) of the 448 contacts received this quarter were Medicaid-related. This means that the contact was from a Medicaid recipient, about the Medicaid program or a Medicaid-funded service, or from a Medicaid Managed Care Organization (MCO).

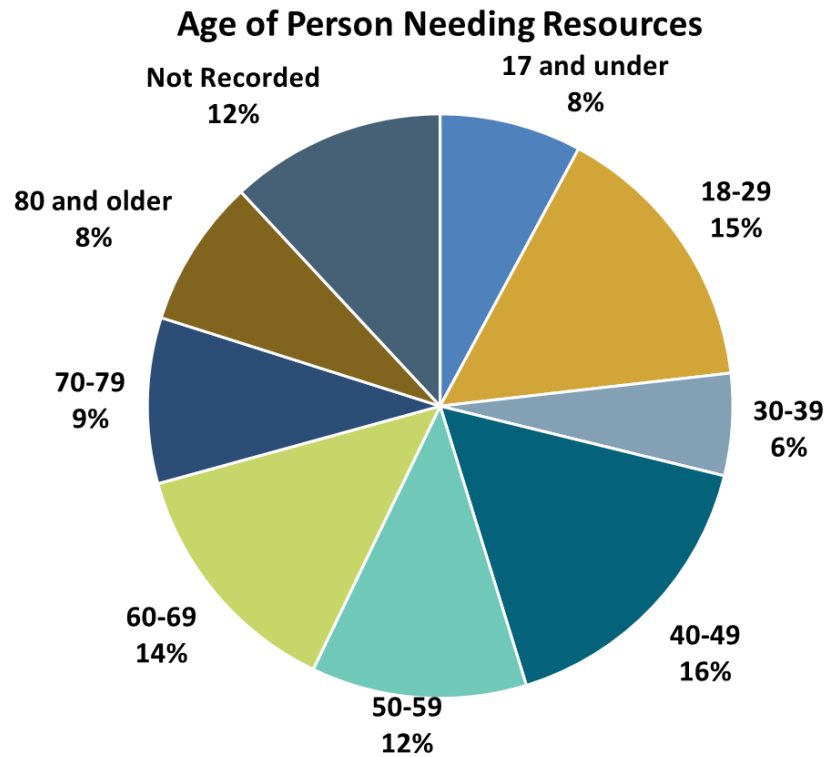
Total Contacts

■ Medicaid Related Contacts ■ Non-Medicaid Related Contacts



Callers by Age

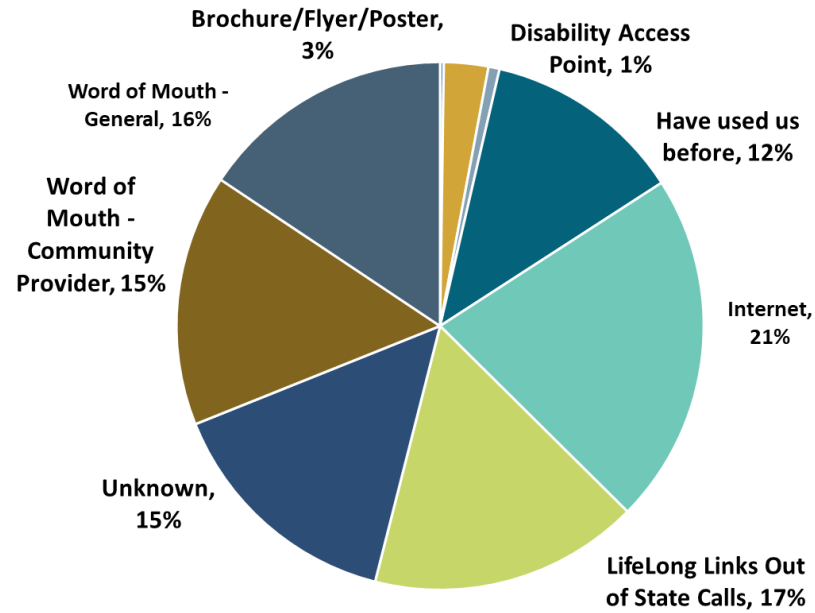
Iowa Compass provides information and assistance about agencies and their services available to Iowans of all ages across the lifespan. Data is available from those who designated an age for online searches or provided an age when contacting Iowa Compass. The age of 13% of contacts was not obtained.



How People Hear About Us

Twenty-one percent (21%) of contacts found Iowa Compass through an Internet search. Seventeen percent (17%) were from LifeLong Links out-of-state calls that were ported directly to Iowa Compass. Sixteen percent (16%) came from people who heard of Iowa Compass by word of mouth from other people and 15% came from a community service provider. Twelve percent (12%) percent of contacts have used us before and 3% came from the program brochure. Fifteen percent (15%) of contacts came from unknown sources during this quarter.

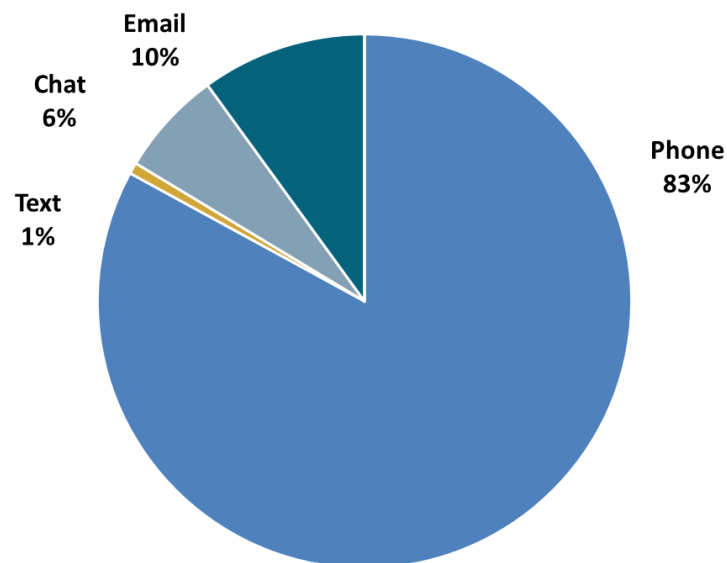
How People Hear About Us



Contact Modes

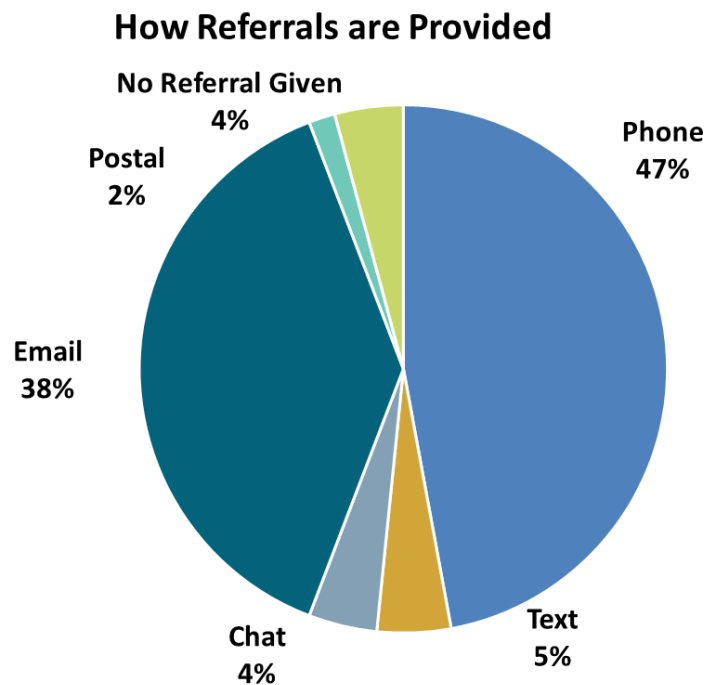
People contact Iowa Compass primarily by phone. In this reporting period, 83% of contacts were by phone, 10% by email, 6% by chat, and 1% by text.

How People Contact Us



Referral Modes

People requested to receive referrals primarily by phone this quarter. Forty-seven percent (47%) of referrals were sent to people by phone and 38% were provided over the email. Five percent (5%) were sent by text and 4% through chat. Two percent (2%) were mailed. Four percent (4%) during this time-period had no referral given. When Customer Service Specialists are unable to identify a referral for a need, these referrals are considered unmet needs.



Call Topics and Referral Agencies

The table below displays the Top 10 presenting issues, service referrals, agency referrals, and website searches for the quarter. This information is a side-by-side view, and is not a direct correlation, of what people reach out for, what they search for, and the referrals provided.

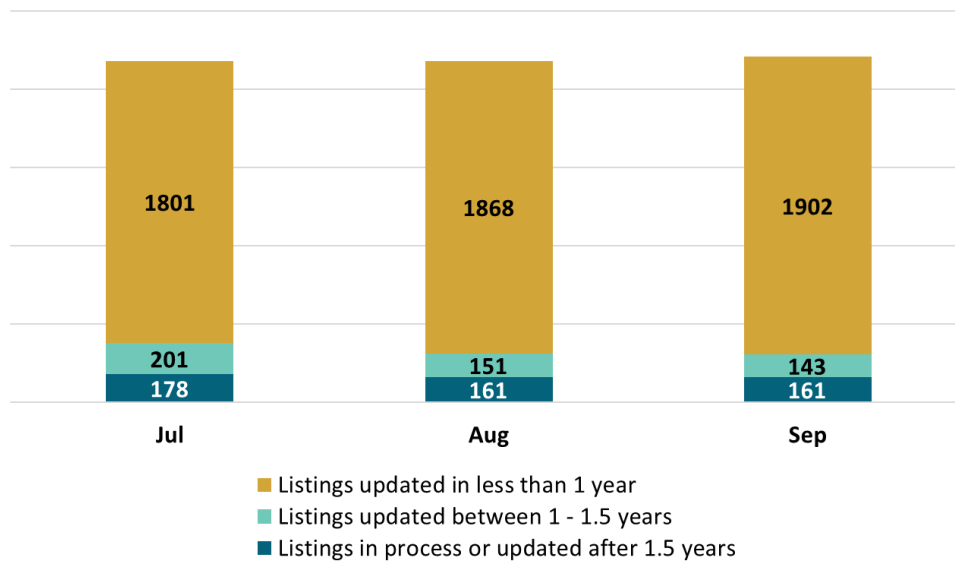
Top 10 Presenting Issues	Top 10 Service Referrals	Top 10 Agency Referrals	Top 10 Website Searches
Financial Issue	Long Term Care Options Counseling	Iowa Medicaid	Information and Referral
Service Issue	Information and Referral	211 Iowa/Nebraska	Group Residences for Adults with Disabilities
Housing Issue	State Medicaid Waiver Programs	Northeast Iowa Area Agency on Aging	Representative Payee Services
Providers	Benefits Screening	Behavioral Health & Disability Services	Intermediate Care Facilities
Assistive Technology Funding Issue	Assistive Technology Equipment Loan	Aging Resources of Central Iowa	Semi-Independent Living Residences for Adults with Disabilities
Health Insurance	Rent Payment Assistance	Mental Health and Disability Services (MHDS) of East Central Iowa	Child/Adolescent Residential Treatment Facilities
Advocacy/Legal Help	Home/Community Care Financing Programs	Able Up Iowa	Non-Emergency Medical Transportation
Assistive Technology Reuse	Assistive Technology Equipment Lising Services	Easterseals Iowa	Assistive Technology Equipment Loan
Warm Transfer Follow-up	Utility Assistance	Heritage Area Agency on Aging	Web Based Discussion Groups/Live Chat
Miscellaneous (not disability related)	Case/Care Management	Collaborative Individual and Community Supports	Supported Living Services for Adults with Disabilities

Resource Database Maintenance

Iowa Compass Annual Update

At the end of this quarter, Iowa Compass maintains 2106 active resource record listings with over 10,000 services. Approximately 409 listings are currently in the process of being verified and updated by our Database Curators. Our goal is to maintain an annual update of all listings to ensure the accuracy of information provided to the public. At the end of this quarter, 90% of our listings have been updated within one year and 97% have been updated within a year and a half.

Records Updated and Verified by Month



Added and Deactivated Database Listings

This quarter 50 new listings were added and 12 were deactivated.

	Added	Deactivated
July	17	3
August	5	7
September	28	2
Total:	50	12

Unmet Needs

Iowa Compass is looking to identify unmet needs captured from our Community Resource Specialists (CRS) working directly with individuals and families, as well as website searches completed by the public that came back with no programs or services available for their specific search. It could be that these programs do not exist at all, or that they do not exist in a specific area, or that the people reaching out do not meet the existing program eligibility criteria. During this reporting period, Iowa Compass documented the following unmet needs where no suitable resources or referrals were available:

- Bed Bug Control: An older adult caller needed assistance removing bedbugs from their home in order to receive in-home services. No known resources were available in the caller's area to assist with this request.
- Disability Related Transportation: A caller from the Waterloo area needed transportation to the Mayo Clinic in Minnesota for a medical appointment. No known resources were available in the caller's area to assist with out-of-state transportation.
- Furnaces: A caller needed help paying for an expensive furnace repair bill. No known resources were available to assist with this request.
- Homeless Permanent Supportive Housing: A caller needed support with locating a shelter and identified they were living out of their car. Information on shelters that were outside of the caller's immediate, rural area were given. However, no known resources were available in the caller's immediate, rural area to assist with this request.
- Moving Expense Assistance: An older adult caller received a three-day eviction notice and needed immediate support with packing and moving belongings. No known resources were available to assist with this request.
- Moving Service: A caller with physical disabilities needed support with moving and lifting heavy items. No known resources were available to assist with this request.
- Non-Emergency Medical Transportation: A caller who utilizes Medicaid needed transportation to a medical appointment. The caller was not able to provide the proper notice to utilize Medicaid's non-emergency medical transportation service. No known resources were available in the caller's area to assist with this request within the limited timeframe.
- Rent Payment Assistance: A caller needed support with rental assistance but had already connected with other community programs. No additional resources beyond what the caller had previously connected with were available.
- Rental Deposit Assistance: A caller with an identified health condition had secured an apartment but needed support with the rental deposit. Rental assistance program information was provided. However, no known resources were available in the caller's immediate area to assist specifically with rental deposit.
- Transportation Expense Assistance: A caller was seeking a gas voucher to travel to a domestic violence shelter. Domestic violence support service information was provided to

support the caller in accessing safe resources. However, no known resources were available in the caller's immediate area to assist with a gas voucher.

- Web Based Discussion Groups for Neuropathy: A web search did not identify any available resources.
- Information and Referral for Children's Issues and Deaf Blindness: A web search did not identify any available resources.

Satisfaction Surveys

Iowa Compass collects satisfaction feedback from both individuals who contact Iowa Compass for resource navigation and service providers through surveys distributed via Qualtrics. Individuals who contact Iowa Compass are asked for consent to participate and may choose to accept or decline. Surveys are sent approximately two weeks after the initial contact to allow time for individuals to access the information and resources provided. The survey measures satisfaction with the support received from Iowa Compass staff and the individual's ability to access the referred resources and services.

In addition, Iowa Compass sends satisfaction surveys to service providers regarding the annual update process for their database listings. Annual updates are often completed systematically through a secure portal that allows providers to log in and update their information directly. They are prompted to do this annually from an email that is systematically generated. In some cases, no staff follow-up is needed, while in others, database staff contact the provider to clarify or verify substantial updates. A thank-you email is sent to each provider upon completion of their annual update, including a direct link to their Iowa Compass listing and a brief satisfaction survey.

Compass Experience Survey

This quarter, Iowa Compass received 20 completed surveys from individuals who contacted Iowa Compass for resource navigation.

Support from Iowa Compass Staff

- 17 respondents (85%) were very or somewhat satisfied and 3 (15%) were dissatisfied.
- Positive feedback highlighted quick responses, knowledgeable and polite staff, and accessibility for those with hearing or vision impairments.
- Dissatisfaction mainly reflected issues with the referred services rather than Iowa Compass staff.

Access to Services

- 16 respondents (80%) were satisfied with access to referred services, 1 (5%) was neutral, and 3 (15%) were dissatisfied.
- Positive feedback noted fast response times from service providers and service availability in the community.
- Dissatisfaction centered on limited-service availability in certain areas and gaps in disability-friendly housing, specifically in the Dubuque area.

Additional Feedback & Follow-Up

- Respondents described Iowa Compass as responsive, caring, and readily available. Quick response times were noted as particularly helpful in assisting clients.
- 3 individuals (15%) requested follow-up for additional navigation support, which was provided.

Overall, the majority of respondents reported high satisfaction with both the support provided by Iowa Compass staff and their ability to access referred services. Feedback continued to highlight the value of staff responsiveness and compassion, while identifying opportunities for improvement related to service availability - particularly in areas with limited community resources.

Service Provider Survey

This quarter, Iowa Compass received 3 follow up surveys from service providers from 409 completed annual updates.

Satisfaction with Iowa Compass Listings

- 2 respondents (67%) reported being very satisfied with how their organization's information appeared on the Iowa Compass website and 1 (33%) was neutral.

Annual Update Process

- 2 respondents (67%) were very satisfied with the annual update process and 1 (33%) was neutral.

Experience with Database Staff

- 1 respondent reported being very satisfied and one somewhat satisfied with their experience working with an Iowa Compass Database Curator. The remaining respondent did not answer this question.

Additional Feedback & Follow-Up

- No written comments were provided, and no respondents requested follow-up regarding their feedback.
- When asked if they share Iowa Compass resources with the public, 1 respondent (33%) indicated yes and 2 (67%) indicated no.
- All 3 respondents declined to be added to the Iowa Compass mailing list for webinar and resource update information.

Overall, feedback from service providers reflected high satisfaction with the accuracy of their organization's listings and the efficiency of the annual update process. While response volume was limited, results indicate that providers find the update process clear and accessible. Iowa Compass will continue to encourage participation in future surveys to gather broader input and identify additional opportunities for improvement.

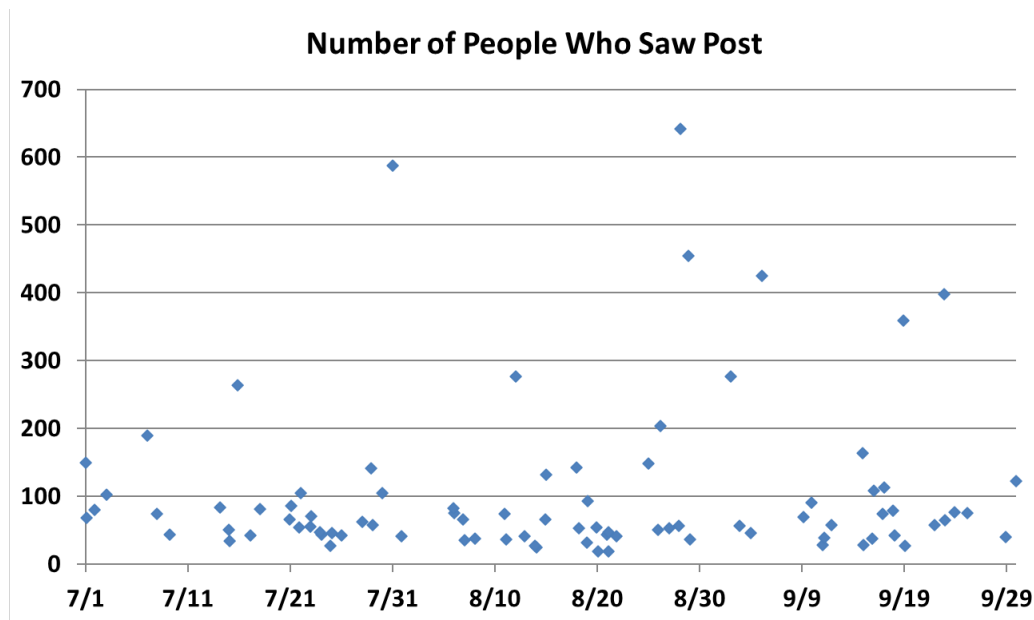
Marketing Outreach

Social Media Engagement

The Iowa Compass Facebook page actively promoted Iowa Compass activities and other events this quarter. This quarter saw an increase of 38 Facebook fans for the Iowa Compass Facebook page to a total of 1,597 fans. Below is a table highlighting our top 5 posts and a chart depicting how many people saw our posts on Facebook (reach). The average post this quarter reached 103 people. Our largest reach was to 642 people on the post about Filmscene of Iowa City and the Autism Society of Iowa presenting a Sensory Friendly Movie screening of *Black Beauty*. Two of the top 5 posts this quarter were about the Iowa Family Leadership training on Digital Storytelling.

Public outreach for Iowa Compass was also conducted through the University of Iowa Health Care Center for Disabilities and Development Facebook page. Five posts were published to promote awareness and accessibility of services, reaching a total of 6,037 users and generating 35 shares, which helped expand visibility and engagement across Iowa communities.

Post Description	Reach
Filmscene of Iowa City and Autism Society of Iowa will present a Sensory Friendly Movie screening of “Black Beauty”	642
Iowa HHS announced today that Iowa native Lee Grossman has been appointed as the new Director of Iowa Medicaid	587
Iowa Family Leadership Training Institute will hold two trainings from its “Storytelling for Families” series.	455
Season 5 of the Disability Exchange (DX) Podcast is underway! Listen to Episode 1	425
The Iowa Family Leadership Training Institute will host “Digital Storytelling” for parents and caregivers of Iowa children and youth with special health care needs.	398



Outreach and Conferences

- July 30: Chelsey Scanlan supported a student from William Penn University on a project involving community agencies that serve individuals with disabilities. Information was shared about Iowa Compass services, including how to search for resources on the website, how to use the call center, and information on specific resources for individuals and families transitioning from school to adult life.
- August 17: Amber Claussen attended the Quad Cities Emergency Resource Fair in Bettendorf to share information about Iowa Compass with community members and disaster/emergency service providers.
- September 18: Anna Roth attended the Marion Independent School District Mental Health & Disability Resource Fair in Marion and shared information about Iowa Compass with families and service providers.
- September 18 and 19: Amber Claussen attended the Make Your Mark! Conference in Urbandale and engaged with individuals with disabilities, family members, and service providers.
- September 22 and 23: Kimberly Chance attended the Iowa APSE Conference in Altoona and shared information about Iowa Compass with individuals, families, and service providers.
- September 25: Anna Roth attended the Iowa City Community School District Transition Fair in Iowa City to engage with teachers and service providers who support students with disabilities.
- September 27: Chelsey Scanlan participated in the I Am Able IOWA Radio Hour through The Arc of Iowa and gave a one-hour interview and provided information on Iowa Compass, the ADRC grant, and how the public can utilize Iowa Compass.
- September 29 and 30: Kimberly Chance presented virtually to staff from Area Agencies on Aging, Disability Access Points, Centers for Independent Living, and Iowa Health and

Human Services. This session covered how to search for services on the Iowa Compass website and included a live demonstration using specific scenarios.

Marketing Data

Four hundred seventy-five (475) rack card brochures in English and zero (0) in Spanish were shared this quarter. Additionally, 136 Iowa Compass magnets, 275 compasses, and 100 physical copies of tip sheets were shared at outreach events and additionally provided to the Center for Disabilities and Development Clinic and Peoples Community Health Clinic Big Tent Event.