

**+ Broadlawns** Medical Center

# COMMUNITY RESOURCE BOOKLET

Caring for **Our Community.** *Caring for you!*



## “Caring for Our Community™.”

Broadlawns Medical Center has served the residents of Polk County for more than 85 years. Our team of 1,000 caring, compassionate health care professionals and staff work collaboratively with our community, patients and providers to achieve excellence in health care.

Broadlawns Medical Center is an acute care hospital supported by several specialty clinics that provide medical, surgical, mental health and primary health care services. We are a publicly-owned community hospital dedicated to meeting the health care needs of all Polk County residents through the provision of high quality, cost-effective health care services and training of tomorrow's health care professionals.

BMC Academy offers programs and services for our staff, patients and community. Information about the many educational resources, health promotions, support groups, and learning opportunities is available on the hospital website ([www.broadlawns.org](http://www.broadlawns.org)) or by calling the BMC Academy @ 282-2458.

Caring Together...  
Learning Together...  
Working Together...  
Succeeding  
Together.

~ Author Unknown

For Other Services Not Listed Contact “First Call For Help”,  
Toll Free, Dial 2-1-1 or Local, Dial (515) 246-6555

Disclaimer: The information provided in this booklet is not all inclusive of the resources available in the community; it is provided as a service to meet the needs of Polk County residents seeking information & services in the community.

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## BROADLAWNS MEDICAL CENTER

1801 Hickman Rd. (Operator)	282-2200
Addiction Treatment Services	282-6610
Appointment Services, Main	282-2331
Chaplain Services	282-5726
Community Action Program (CAP)	282-6770
Crisis Team (Mental Health)	282-5752
Dental Clinic	282-2421
Emergency Department	282-2253
Family Birthing Center	282-2260
Family Health Center	282-2334
Family Planning	282-2340
Financial Counseling Services, Patient	282-2246
FOCUS	282-6881
Foot & Ankle Clinic	282-2331
Internal Medicine	282-5650
ICU	282-2316
IOP Program	282-6926
Medical Records	282-2482
Medical/Surgical/Pediatrics (MSP)	282-2262
OB Clinic (Pregnancy Care)	282-2228
Outpatient Adult Psychiatric Clinic	282-5765
Outpatient Mental Health	282-5695
Pain Management Clinic	282-2331
PATH	282-6750
Patient & Guest Relations	282-2323
Pediatric Clinic	282-2700
Pharmacy, Prescription Refills	282-2378
Physical Therapy	282-5621
Primary Care Clinic	282-2273
Psychiatric Clinics	282-5765
Psychological Testing & Evaluation	282-5750
Residential Care	244-8381
Sands Desk	282-5765
Social Services	282-6669
Surgical Services	282-2385
Walk In Clinic (General Medical Care) Main Floor	282-2450
W.I.C. (Women, Infants & Children)	282-5800
West Desk	282-5695

## ADDICTIONS SERVICES

Iowa Drug & Alcohol Help line 866-242-4111

National Substance Abuse Treatment Referral Hotline 800-662-4357		
Alcoholics Anonymous (AA)	Central Office	282-8550
Alcoholics Anonymous (AA)	Whitehouse	266-9478
Alternative Interventions		255-8901
Assessment Services Inc.	309 Court Ave.	875-4894
Bernie Lorenze Recovery Inc	4014 Kingman	255-3373
BMC Addiction Treatment Services	1801 Hickman	282-6610
Center For Behavioral Health	1200 University	244-9500
Cocaine Anonymous		255-0236
Employee and Family Resources (EFR)	505 5 <sup>th</sup> Ave	243-4200
Gamblers Anonymous	800-BETS-OFF or 515-238-7633	
House of Mercy	1409 Clark St.	643-6500
Life Works		255-8399
Lloyds Counseling Inc		277-2205
Mecca	3451 Easton Blvd	262-0349
Mercy First Step	1818 48 <sup>th</sup> St.	271-6111
Narcotics Anonymous (NA)		244-2277
Powell Treatment Center	700 E. University	263-2424
Quitline Iowa		800-784-8669
United Community Services	401 SW 8 <sup>th</sup>	280-3860

### CHRISTIAN BASED RESIDENTIAL for HOMELESS MEN

Hope Ministries-Journey of Hope	1310 6th Ave	265-7272
Bethel Mission- Stabilization Dorm	1310 6th Ave	244-5445
Bethel Mission-STEP Program	6701 SW 9 <sup>th</sup>	244-5445
Door of Faith Mission-STAR Program	SW 9 <sup>th</sup>	974-0545
Door of Faith- Recovery Center		974-0545
Salvation Army	133 E. 2nd	243-4277

### CHRISTIAN BASED RESIDENTIAL for HOMELESS WOMEN with KIDS

Hope Family Center- Heart Program	3333 E. University	264-0144
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## ADVOCACY SERVICES

AIDS Project of Central Iowa	711 E. 2 <sup>nd</sup>	284-0245
American Cancer Society	8364 Hickman	253-0147
ARC of Iowa	3821 71 <sup>st</sup> St.	210-6686
ASK Resource Center	5665 Greendale	243-1713
Brain Injury Association of Iowa	317 E. 6 <sup>th</sup> St.	800-444-6443
Citizens' Aid/Ombudsman	1112 E. Grand	281-3592
Citizens For Community Improvement	2001 Forest Ave	282-0484
Early Access Iowa		888-425-4371
Governor's Developmental Disability Council		281-9082
Iowa Federation of Families for Children's Mental Health		888-400-6302
Iowa Protection & Advocacy	800-779-2502 or 278-2502	
Monsoon Multi-lingual Advocacy Program		288-0881
NAMI Iowa	800-417-0417 or 254-0417	
Patient Advocate Foundation		866-532-5274
Polk County Crisis & Advocacy Services		286-3600

## AGING RESOURCES

AARP	600 E Court	866-554-5378
Adult Abuse Reporting Hotline		800-362-2178
<u>Aging Resources of Central Iowa</u>	5835 Grand	255-1310
Case Management		633-9525
IA Family Caregiver Program		255-1310
<u>Chore &amp; Home Repair Programs</u>		
Polk County Lawn Mowing & Snow Removal		286-2088
Polk County Major Home Repair Program		286-2088
Rebuilding Together-Greater DSM		284-7403
Senior Wise/Home Repair [CHDC]		244-7798
Urbandale Caring Corp		278-3999
WDM Human Service		222-3660
DART Reduced Fair Senior Program		283-8100
Eldercare Services Locator		800-677-1116
Elderly Commodity Food Program		286-3659
<u>Elderly Housing</u>		
AHEPA 192 Apts		276-6766
Elsie Mason Manor		243-8759
Ligutti Tower		243-8759
Experience Works, Inc. DSM	3720 N 2 <sup>nd</sup> Ave	243-2430
Iowa Department on Aging	800-532-3213 or 725-3333	
Iowa's LGBT Aging Network		515-537-3126
New Horizons Adult Day Center	Ankeny	964-9933
<u>Senior Citizen Centers</u>		
Altoona Senior Center	1500 8 <sup>th</sup> SW	967-2389
Ankeny Senior Center	406 SW School	963-0527
Brooks Senior Center	2100 SE 5 <sup>th</sup>	288-3734
Deaf Senior Center	3909 E. 42 <sup>nd</sup>	266-8485
MLK Senior Center	1650 Garfield Ave	266-5445
Polk City Senior Center	309 Van Dorn	984-6691
Runnels Senior Center	108 Brown St.	966-2427
Scott Four-Mile Senior Center	3711 Easton	248-6336
Southeast (Scott) Senior Center	2501 Maury	266-8494
West Des Moines Senior Center	217 5 <sup>th</sup> St	274-0373
<u>Senior Centers &amp; Meal Site Information</u>		
Dallas County		515-993-4531
Deaf Senior Meal Site		515-266-8485
Jasper County		641-792-7102
Polk County		515-286-3677
Warren County		515-961-1003
Senior Companion Program, VNS	1111 9 <sup>th</sup>	558-9957
Senior Health Insurance Information Program (SHIIP)		263-5227
Senior Living Program Transportation (DHS)		286-2062
Senior Services of Polk Co.		286-3679
Peer Advocate Program		286-2112
<u>Senior Transportation Information</u>		
Dallas County		515-993-4531
Jasper County		641-792-7102
Polk County		515-286-3679
Warren County		515-961-2543
VNS Adult Health Program	1111 9 <sup>th</sup>	558-9946
<u>Wesley Life Home &amp; Community Svc</u>	944 18 <sup>th</sup> St	288-3334
Wesley Adult Day Service	3520 Grand Ave	271-6701
Meals On Wheels	944 18 <sup>th</sup> St	699-3245
West Des Moines Human Svc	318 5 <sup>th</sup> St.	222-3660
West Des Moines Senior Center	217 5 <sup>th</sup> St.	274-0373

## BABY SUPPLIES

Please call in advance to determine eligibility requirements.

Some supplies given on an emergency basis only.

Agape Pregnancy Center	2550 MLK	255-0243
Alpha Women Center - DSM	3605 SE 14 <sup>th</sup>	285-5700
Alpha Women Center - Ankeny	406 SW School	965-7885
Bidwell-Riverside Center	1203 Hartford	244-6251
Central Place Family Resources	Pleasant Hill	266-6795
Community Services Center on 6 <sup>th</sup>	1618 6 <sup>th</sup> Ave	248-6216
Cross Ministries	1050 24 <sup>th</sup> St	279-9998
General Assistance	1900 Carpenter	286-2088
Highland Park Christian Church	4260 NW 6 <sup>th</sup>	244-3182
Logan Community Center	1740 E Garfield	248-6212
St. John Catholic Church	1224 MLK	244-2986
St. Mary's Family Center	1815 Hubbel	262-7290
St. Vincent De Paul Society	1426 6 <sup>th</sup> Ave	282-8327
Salvation Army Family Services	1326 6 <sup>th</sup> Ave	282-3422
The Gabriel Project- Christ The King	5711 SW 9 <sup>th</sup>	284-5683
Urban Dreams	1410 6 <sup>th</sup> Ave	288-4742
Urbandale Food Pantry	7611 Douglas	251-6688
WDM Human Services	318 5 <sup>th</sup> St	222-3660
Young Women's Resource Center	705 E. 2 <sup>nd</sup>	244-4901

## CAREGIVER SUPPORT SERVICES

COSS: Care Givers of Stroke Survivors		263-5803
Peer Counseling & Support Line		888-478-7653
Family Caregivers Alliance		800-445-8106
IA Family Caregiver Program	Aging Resources Of Central Iowa	255-1310 800-747-5352
IFAPA Kinship Peer Mentor		261-7255
National Family Caregivers Association		800-896-3650

## CASE MANAGEMENT SERVICES

CMI = Mental Illness,

MR/DD= Mental Retardation /Developmentally Disabled

### CMI

<u>Behavioral Health Resources</u>	945 19 <sup>th</sup> St	241-0982
PACT Program		241-0982
Supported Community Living (SCL)		241-0982
Service Coordination (SC)		241-0982
Targeted Case Management (TCM)		241-0982
<u>Broadlawns Medical Center</u>		282-2200
Community Access Program (CAP)	2300 Euclid	282-6750
PATH Program	2300 Euclid	282-6750
Community Support Advocates	333 SW 9 <sup>th</sup> St.	883-1776

### HEALTH / DISABILITY

AIDS Project of Central Iowa	711 E. 2 <sup>nd</sup> St.	284-0245
Case Management for the Elderly		883-1776
ChildServe	5406 Merle Hay	727-5750
EFR- Deaf Case Management		244-2297
Iowa Medicaid Care Management		256-4606

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## CASE MANAGEMENT SERVICES (cont)

### HOMELESS

Primary Care Outreach Project 1200 University 248-1500

### MATERNAL & CHILD HEALTH

Central Place-Parent Educator Prgm Altoona 266-6795  
 Early Head Start Program Drake 271-4741  
Lutheran Services of Iowa  
     Healthy Starts/Empowerment 271-7315  
     HOPES Program 271-7315  
 Success Program DMPS 242-7297  
Visiting Nurse Services (VNS) 1111 9<sup>th</sup> 558-9972  
     Care for Kids 283-1422  
     Connections Program 558-9946  
     Healthy Starts/Empowerment 558-9946

### MR / DD

ChildServe 727-5750  
 Easter Seals 2920 30<sup>th</sup> St. 274-1529  
 Golden Circle Behavioral Health 945 19<sup>th</sup> St 241-0982  
     Service Coordination (SC)  
 Goodwill Industries of Central IA 4900 NE 22<sup>nd</sup> 265-5323  
 Link Associates 4301 NE 14<sup>th</sup> 262-8888

### REFUGEES

Catholic Charities 601 Grand Ave 244-3761

### YOUTH

EFR-Project Uplift 1446 MLK 243-5879  
 Success Program DMPS 242-7297

## CHILD CARE ASSISTANCE & REFERRAL

### SEE ALSO: EDUCATION SERVICES

Central Place Family Resources Pleasant Hill  
     Ram All\*Star Program SE Polk Schools 266-6795  
 Child Care Assistance 283-9215  
     Polk County DHS 1900 Carpenter 286-3555  
     East 1740 Garfield E. 286-3273  
 Child Care Aware 800-424-2246  
 Child Care Resource & Referral of Central Iowa (CCR&R) 246-3560  
 DMARC Child Care Assistance Program 286-3611  
 Project Shine: WDMCS 633-5010

## CLOTHING, FREE

AGAPE (infant & maternity) 2550 MLK 255-0243  
 Amazing Grace Ministries & Outreach 1409 23<sup>rd</sup> St. 277-9062  
 Bethel Mission 1310 6<sup>th</sup> Ave 244-5445  
 Bidwell Riverside Center 1203 Hartford 244-6251  
 Capital Hill Lutheran Church 511 DSM St. 244-8913  
 Children & Family Urban Ministries 1548 8<sup>th</sup> 282-3242  
 Clothes Hanger Altoona 266-4335  
 Eddie Davis Community Ctr., WDM 1312 Maple St 277-1103

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## CLOTHING, FREE (cont)

First Federated Church 4801 Franklin 255-2122  
 First Lutheran Church 511 Des Moines St 244-8913  
 Friendship Center 1526 MLK 244-1701  
 Highland Park Christian Church 4260 NW 6<sup>th</sup> Dr. 244-3182  
 Hope Community Outreach Center 4950 NE 12<sup>th</sup> 265-7272  
 Lighthouse Baptist Church 1600 Capital Av 262-3800  
 Plymouth Women's Career Closet YWRC, 705 E 2<sup>nd</sup> 244-2901  
 Red Rock Community Action 406 SW School 965-0433  
 St. Mary's Family Center 1815 Hubbell 262-7290  
 St. Vincent DePaul 1426 6<sup>th</sup> Ave. 282-8327  
 TAKE (The Ankeny Clothing Exchange) 406 SW School St 965-9606  
 WDM Human Services 318 5<sup>th</sup> St. 222-3660

## CLOTHING VOUCHERS

Agape Pregnancy Center 2550 MLK 255-0243  
 Amazing Grace Ministries & Outreach 1409 23<sup>rd</sup> St. 277-9062  
 Beacon of Life 244-4713  
 Bidwell-Riverside Center 1203 Hartford 244-6251  
 Capital Hill Lutheran Church 511 DSM St. 244-8913  
 First Federated Church 4801 Franklin 255-2122  
 Freedom for Youth 2301 Hickman 282-4822  
 Friendship Center 1526 MLK 244-1701  
 Highland Park Christian Church 4260 NW 6<sup>th</sup> Dr. 244-3182  
Kings Closet Outreach/Voucher Program 265-7272  
     Beacon of Life 244-4713  
     Catholic Worker House 1310 7<sup>th</sup> St 243-0765  
     Children & Family Urban Ministries 1548 8<sup>th</sup> St 282-3242  
     Christian Community Food Pantry Altoona 265-3434  
     Freedom for Youth 2301 Hickman 282-4822  
     Iowa Homeless Youth Center 701 Grand 243-1381  
     Ruth Harbor 534 42<sup>nd</sup> 277-4699  
     Spectrum 1700 Keosauqua Way 288-1023  
     Young Women's Resource Center 705 E. 2<sup>nd</sup> 244-4901  
 WDM Human Services 318 5<sup>th</sup> St. 222-3660

## COMMUNITY SERVICES CENTERS

Utility assistance for disconnection & reconnection. Deposits for utilities.  
 Furnace repair and replacement, weatherization, home improvement  
 loans, fans, phone program.

City of Des Moines: Community Services Division 283-4182  
     Archie Brooks Center 2100 SE 5<sup>th</sup> St 248-6214  
     Forest Ave. 2011 Forest Ave 248-6216  
     Logan Center 1740E. Garfield 248-6212  
 Central Place Family Resources Pleasant Hill 266-6795  
 Eddy Davis Community Center 1312 Maple St 277-1103  
 Norwoodville Comm Center 3077 NE 46<sup>th</sup> 266-5794  
 Red Rock Community Action Ctr 406 SW School 965-0433  
 WDM Human Services 318 5<sup>th</sup> St 222-3660

## COUNSELING & MENTAL HEALTH SERVICES

### FREE & SUBSIDIZED

Amanda The Panda Grief Center	1000 73 <sup>rd</sup>	223-4847
Catholic Charities	601 Grand Ave	244-3761
Bi-Lingual Individual & Family Therapy		237-5018
Pregnancy Counseling (free)		237-5082
Central Place Family Resources	Pleasant Hill	266-6795
CFI Domestic Violence Services	1111 University	471-8699
EFR Community Services	1446 MLK	244-2297
Student Assistance Program		244-2297
Hamilton's Grief Academy	605 Lyon	243-5221
<u>HOLA Center</u>	618 E. 18 <sup>th</sup> St	299-HOLA
Individual & Family Counseling Bi-lingual		
EFR		471-2415
Catholic Charities		
L.U.N.A.	515 28 <sup>th</sup>	271-5060
Mosaic Family Counseling Center	3705 Grand	771-3672
Salvation Army Temple Corp	1326 6 <sup>th</sup> Ave	282-3227
Southeast Polk EAP/SAP	IHS	263-4004
Young Women's Resource Center	705 E. 2 <sup>nd</sup>	244-4901

## COUNSELING, PREGNANCY

### FREE & SUBSIDIZED

Alpha Women Center - DSM	3605 SE 14 <sup>th</sup>	285-5700
Alpha Women Center - Ankeny	406 SW School	965-7885
Catholic Charities		244-3761
Pregnancy Counseling (free)	601 Grand Ave	237-5082
Planned Parenthood of Greater Iowa		866-722-0070

## DENTAL SERVICES

### FREE & SUBSIDIZED

Broadlawns Medical Center	1801 Hickman Rd	282-2421
Christ the King Free Dental Clinic	5711 SW 9 <sup>th</sup>	285-2888
Dental Care for People with Disabilities	U of IA	319-356-1513
Des Moines Health Center	1111 9 <sup>th</sup>	244-9136
DMACC Dental Clinic	2006 S. Ankeny	964-6280
Iowa Donated Dental Services	800-985-0034 or	964-2328
Primary Health Care Dental Clinic	2353 SE 14 <sup>th</sup> St	248-1470
<u>I-Smile Program: VNS Dental Clinic</u>	1111 9 <sup>th</sup> St.	557-9023
Park Fair Mall	100 E. Euclid	557-9023
HOLA Community Center	618 E. 18 <sup>th</sup> St	299-4652
La Clinica	2679 Maury St.	244-6162
WIC	2300 E. Euclid	282-5800

### Senior Services of Polk County

Central Senior Center	2008 Forest	286-3677
East Side Senior Center	1231 E. 26 <sup>th</sup>	265-8461
North Senior Center	Park Fair Mall	288-1521
Northwest Senior Center	5110 Franklin	279-2767
Norwoodville Center	3077 NW 46 <sup>th</sup>	226-5794
Southside Senior Center	100 Payton	287-0092

## DISABILITY RESOURCES

ARC of Iowa		800-362-2927
ASK Family Resource Center	5665 Greendale	243-1713
Autism Society of IA		888-722-4799
Brain Injury Association of IA		800-444-6443
Central IA Center for Independent Living	888-503-2287 or	243-1742
CHADD Greater Des Moines	223-8075 or	830-1738
ChildServe - Johnston Center		727-8750
Community Support Advocates	333 SW 9 <sup>th</sup>	883-1776
DART Reduced Fare Program	1100 DART Way	283-8100
Deaf Action Center	2525 E. Euclid	266-5105
Deaf Services Commission of Iowa		281-3164
Des Moines Workforce Center		
Ticket To Work Program	430 E. Grand	281-9009
Easter Seals Iowa		289-1933
Autism Resource Lending Center		309-2395
Assistive Technology Loan Program		309-2395
Equipment Loan Program		309-2395
Early Access Iowa		888-425-4371
EFR Deaf Case Management Services		244-2297
Epilepsy Foundation of IA		238-7660
Family Support Subsidy Program (FSS)	DHS-CFS	281-4522
Family Voices	800-450-8667 or	243-1713
Goodwill Industries of Central IA	4900 NE 22 <sup>nd</sup>	265-5323
Heartland AEA		270-9030
H.O.P.E.		277-4673
Iowa Compass		800-779-2001
Iowa Association of the Deaf	311 SW Bell	244-9974
Iowa Division of Persons With Disabilities		888-219-0471
Iowa Dept. for The Blind	524 4 <sup>th</sup> St.	281-1333
Iowa Federation of Families for Children's Mental Health		888-400-6302
Iowa Guide By Your Side (GBYS) Program (EHDI)		866-219-9119
Iowa Protection & Advocacy Services, Inc		278-2502
Iowa Speech-Language-Hearing Association		282-8192
Learning Disabilities Association of Iowa		280-8558
Link Associates	4301 NE 14 <sup>th</sup>	262-8888
Mosaic	303 Locust St.	246-1840
NAMI Iowa	800-417-0417 or	254-0417
ParaTransit		283-8136
Parent Educator Connection		242-5295
Relay Iowa		7-1-1
Vocational Rehab		281-4211
Spina Bifida Association of IA		964-8810
TeleCare Des Moines (telephone assurance service)		263-5262

## DOMESTIC VIOLENCE SERVICES

CFI Domestic Violence Services	1111 University	471-8699
Crisis Line (local)		243-6147
IA Domestic Violence Hotline		800-942-0333
Deaf Iowans Against Abuse		877-244-0875
Iowa Sexual Abuse Hotline		800-284-7821
L.U.N.A.	515 28 <sup>th</sup>	271-5060
Crisis Line (24/7)		866-256-7668
Monsoon: United Asian Women of Iowa		866-881-4641
National Domestic Violence Crisis Line		800-799-7233
National Sexual Assault Hotline		800-656-4673
National Teen Dating Abuse Hotline		800-331-9474
Polk County Crisis & Advocacy		286-3536

## EDUCATIONAL SERVICES

### EARLY CHILDHOOD, GED CLASSES, ADULT LITERACY

Adult Literacy Center	1213 25 <sup>th</sup>	271-3982
Bidwell-Riverside Community Center	1203 Hartford	244-6251
Central Iowa Reengagement Center	1200 University	868-0233
Creative Visions	1443 13 <sup>th</sup> St.	244-4003
Des Moines Workforce Center		281-9619
DMACC Success Center	800 Porter Ave.	287-8700
DM Public Schools Head Start		242-7588
	Spanish	242-7970
Drake Head Start		271-1854
Early Head Start	Drake	271-4741
Friendship Center	1526 MLK	244-1701
Grubb YMCA	1611 11 <sup>th</sup> St	246-0791
Hispanic Education Resources, Inc. (HER)	828 Scott Ave	282-6542
Iowa Homeless Youth Centers	1219 Buchanan	265-1222
Iowa New Choices		248-7520
Urban Dreams	1410 6 <sup>th</sup>	288-4742
WDM Human Services	318 5 <sup>th</sup> , WDM	222-3660

## EMERGENCIES / CRISIS LINES

For life threatening emergencies please call 9-1-1

Abuse Reporting Hotline (Children & Dependent Adult)		800-362-2178
Broadlawns Crisis Team		282-5752
Broadlawns Emergency Department		282-2253
Counseling/Referrals		244-1010
Covenant House Nineline (Suicide Hotline)		800-999-9999
Crisis Pregnancy Hotline (A New Beginning )		800-CARE-002
Family Violence Center, CFI		243-6147
Girls & Boy Town National Hotline (24 /7)		800-448-3000
Iowa Domestic Violence Hotline (24/7)		800-942-0333
Iowa Teen Line		800-443-8336
Iowa Domestic Violence Hotline (24/7)		800-222-1222
Iowa Teen Line		800-284-7821
L. U. N. A.	515 28 <sup>th</sup>	866-256-7668
National Domestic Violence Hotline		800-799-7233
National Hopeline Network (Suicide Hotline)		800-784-2433
National Run Away Switchboard		800-786-2929
National Sexual Assault Hotline		800-656-4673
National Suicide Prevention Lifeline		800-273-TALK
National Teen Dating Violence Helpline		866-3319474
National Youth Crisis Hotline		800-448-4663
Polk County Crisis & Advocacy Services		286-3535
Postpartum Depression Help Line		800-944-4773
Rape, Sexual Assault Care Center (24 hour)		286-3535
Statewide Crisis Line		800-332-4224
Trevor Helpline (24hour crisis line for LGBT)		866-488-7386

## ELL CLASSES

(English Language Learners)

Adult Literacy Center	1213 25 <sup>th</sup>	271-3982
Creative Visions	1443 13 <sup>th</sup> St.	244-4003

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## ELL CLASSES (cont)

DMACC Success Center	800 Porter Ave.	287-8700
Education Center/Employ Training Program	3115 Douglas	633-3031
First Assembly of God	2725 Merle Hay	279-9766
First Christian Church of DSM	2500 University	255-2181
Friendship Center	1526 MLK	244-1701
Hawthorn Hill		283-1911
Hispanic Education Resources (HER)	828 Scott Ave	282-6542
Hola Center	618 E. 18 <sup>th</sup>	299-4652
Lighthouse Baptist Church	1600 Capitol	262-3800
LULAC		261-7270
New Iowan Center	430 E. Grand	281-9606
Proteus	3850 Merle Hay	271-5303
Trinity United Methodist Church	1548 8 <sup>th</sup> St	288-4056
Urban Dreams	1410 6 <sup>th</sup> Ave	288-4742
WDM Human Services	318 5 <sup>th</sup> , WDM	222-3660
WDM Methodist Church	720 Grand	279-0826
Welcome Center/ Des Moines Public Schools		242-8102
Westchester Evangelical Free Church		278-1615
Westminster Presbyterian Church	4114 Allison	274-1534

## ETHNIC / CULTURAL PROGRAMS

ASK Resource Center	5665 Greendale	243-1713
Latino Institute for Education		
Catholic Charities	601 Grand Ave	244-3761
Hispanic Community Outreach		237-5047
Refugee Case Manager		271-7416
Refugee Cooperative Services		244-3761
Therapy (Eng/Span)		237-5018
Creative Visions	1443 13th St.	244-4003
Hispanic Education Resources, Inc. (HER)	828 Scott Ave	282-6542
Hola Center	618 E. 18 <sup>th</sup>	299-4652
Iowa Asian Alliance		282-8192
IA Dept of Human Rights, Division of:		242-5655
Asian Pacific Islanders		281-4223
Latino Affairs		281-4080
Native American Affairs		281-0898
Status of African Americans		281-3855
Islamic Center of Des Moines	6201 Franklin	255-0212
Latina Family Health Project		241-8698
Latino Leadership Program (youth)	2507 University	271-4633
Latinos Unidos of Iowa	4119 27 <sup>th</sup>	279-6840
LULAC		261-7270
LUNA	515 28 <sup>th</sup>	271-5060
Mariposa Group (Latinas), YWRC	705 E 2 <sup>nd</sup>	244-2901
Monsoon United Asian Women of IA	515 28 <sup>th</sup> St.	288-0881
Muña Legal Clinic	515 28 <sup>th</sup> St.	244-2117
Proteus	3850 Merle Hay	633-3031
Urban Dreams	1410 6 <sup>th</sup> Ave	288-4742

## FAMILY PLANNING

Alpha Women Center – DSM	3605 SE 14th St.	285-5700
Alpha Women Center - Ankeny	406 SW School	965-7885
Birthright	5806 Hickman	633-2133

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## FAMILY PLANNING (cont)

Broadlawns Women's Health	1801 Hickman	282-2340
Central Campus Health Center	1800 Grand Ave	242-7246
Creative Visions	1443 13th St	244-4003
Emma Goldman Clinic	Iowa City	800-848-7684
House of Mercy Medical Clinic	1409 Clark St.	643-6525
La Clínica De La Esperanza	2679 Maury St.	244-6162

### Planned Parenthood:

Ankeny Center	704 N. Ankeny Blv	877-811-7526
Des Moines Rosenfield Center	1000 E. Army Post	877-811-7526
Family Practice Center	200 Army Post	877-811-7526
Healthy Connections (Creative Visions)	1343 13th St	877-811-7256
Susan Knapp Health Center	2304 University	280-7000
West Center (Urbandale)	10534 NY Ave	953-7560
Polk County Health Department	1907 Carpenter	286-3697
Venus Family Planning Services	VNS	
Main Clinic	1111 9th St	558-9609
Park Fair Clinic	1000 E. Euclid	558-9585
West Clinic(WDM)	1211 Vine St.	558-9603
Young Women's Resource Ctr.	705 E 2nd St.	244-4901

## FINANCIAL ASSISTANCE

Clients must go to General Assistance first. For all agencies besides General Assistance, clients need to bring proof that they've been to General Assistance and other agencies they've been to. Bring the paperwork to other agencies.

General Assistance-Polk County 1900 Carpenter 286-2088  
Polk County Resident. Income guidelines. Need valid photo ID, verification of all household income & household expenses. Types of assistance: rent, utilities, health supplies, major home repair. Call for additional program information.

Aging Resources of Central Iowa 5835 Grand 255-1310

    IA Family Caregiver Program  
    Senior Living Program  
    Unmet Needs Fund

Bidwell Riverside Center/DMARC 1203 Hartford 244-6251  
Catholic Charities 601 Grand 244-3761  
Central Place Family Resources Pleasant Hill 266-6795  
City of Des Moines: Community Services Division 283-4182

    Archie Brooks Center 2100 SE 5th St. 248-6214  
    Logan Center 1740E. Garfield 248-6212  
    Sixth Avenue 1618 6th Ave 248-6216

Christ Apostolic Temple 1230 E. 17th St. 265-2417  
Creative Visions 1443 13th St 244-4003  
Cross Ministries 1050 24th St 279-9998  
Eddie Davis Community Ctr. 1312 Maple St. 277-1103  
Friendship Center 1526 MLK 244-1701  
Iowa Christian Outreach Center 1051 MLK 282-7225  
Iowa Mortgage Help 877-622-4866  
IA Rental Help.Com 877-386-9104

Polk County Veteran Affairs 2309 Euclid Ave 286-3670  
Red Rock Community Action 406 SW School 965-0433  
Proteus 3850 Merle Hay 271-5303  
Salvation Army Family Center 1226-30 6th Ave 282-3422  
St. John Catholic Church 1224 MLK 244-2986

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## FINANCIAL ASSISTANCE (cont)

St. Mary Family Center	1815 Hubbell	262-7290
St. Vincent DePaul	1426 6th Ave	282-8327
Urban Dreams	1410 6th Ave	288-4742
WDM Human Services	318 5th St.	222-3660

## FINANCIAL ASSISTANCE / DISCOUNT PROGRAMS

### HEALTH RELATED EXPENSES

Access To Recovery Iowa	866-923-1085
American Cancer Society	800-227-2345
American Kidney Fund	800-638-8299
<u>Eye Care America</u>	800-222-EYES
Children's EyeCare	800-628-6733
Diabetes EyeCare	800-272-3937
Glaucoma EyeCare	800-391-3937
Seniors EyeCare	800-222-3937
Iowa Able Foundation	888-222-8943

### Iowa Prescription Drug Corp.

IA Rx Drug Donation Program	327-5405
Prescription Assistance Program	866-282-5817
IA Medication Voucher Program	327-5405
Iowa Sexual Abuse Examination Payment Program	281-5044
Leukemia & Lymphoma Society	800-955-4572
Miracle Ear Children's Foundation	800-234-5422
Muscular Dystrophy Association	800-572-1717

### NCADV: National Coalition Against Domestic Violence

Face To Face Program	800-842-4546
Give Back A Smile Program	800-773-4227
S.C.O.R.E.S. Program	888-892-6702

Patient Access Network Foundation 866-316-7263  
Polk County Prescription Discount Card 877-321-2652  
Salvation Army Family Center 1226-30 6th Ave 282-3422  
Starkey Hearing Foundation: Hear Now Program 800-328-8602  
Telecommunications Access Iowa 6925 Hickman 282-5099

Vision USA 800-766-4466  
    InfantSee 800-444-1772  
    VSP Sight for Students 800-329-8782

## FINANCIAL EDUCATION PROGRAMS

HOLA Center	618 E. 18th	299-4652
Iowa Citizens for Community Improvement		255-0800
Iowa Home Ownership Education Program (IHOEP)		888-994-4637
<u>ISED Ventures</u>		800-421-0940
Iowans Save Program		283-0940
Money Management		
WDM Human Services	318 5th	222-3660

## FOOD ASSISTANCE PROGRAMS

Angel Food Ministries	877-366-3646
Commodity Supplemental Foods	286-3655

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## FOOD ASSISTANCE PROGRAMS (cont)

### Garden Project

Archie Brooks Center	2100 SE 5 <sup>th</sup>	248-6214
Community Center on 6 <sup>th</sup>	1618 6 <sup>th</sup>	248-6216
Logan Community Center	1740 E. Garfield	248-6212
WDM Human Services	318 5 <sup>th</sup> St	222-3660

Meals-On-Wheels- Wesley Life		699-3243
SHARE Iowa		800-344-1107

### Supplemental Nutrition Assistance Program

(SNAP)		877-937-3663
	Madison County	515-462-2931
	Polk County	286-3555
	Warren County	515-961-5353

### WIC: Women Infants & Children

		800-532-1579
	Altoona Clinic	282-5800
	Ankeny Clinic	282-5800
	BMC River Plaza	282-5800
	Lutheran Hospital Clinic	263-5660
	WDM Clinic	282-5800

## FOOD PANTRIES

DMARC\* Emergency Food Pantries has 9 sites in the Des Moines

Metro, to learn which pantry serves your area call 277-6969

Amazing Grace Ministries	1409 23 <sup>rd</sup> St	277-9062
Ankeny Food Pantry*	406 SW School	965-0433
Archie Brooks Community Center	2100 SE 5 <sup>th</sup> St.	248-6214
Basilica of St. John Catholic Church	1224 MLK Pkwy	244-2986
Bethel AME Church	1544 E. University	266-1871
Bidwell Riverside Center*	1203 Hartford	244-6251
Catholic Charities	601 Grand Ave	237-5016
Christ Apostolic Temple	1213 E. 17 <sup>th</sup> St	265-2417
Christian Community Food Pantry	Pleasant Hill	265-3434
Church of the Nazarene	1451 E.25 <sup>th</sup>	265-6000
Commerce Community Church	4007 High St	225-6651
Community Service Site on 6 <sup>th</sup>	1618 6 <sup>th</sup> Ave	248-6241
Downtown Food Pantry*	701 Grand Ave	243-1381
Eddie Davis Community Center	1312 Maple St	277-1103
First Assembly of God	2725 Merle Hay	279-9766
First Church of the Open Bible	2200 Beaver	274-9296
First Federated Church	4801 Franklin	255-2122
Friendship Center	1526 MLK	244-1701
Heavenly Temple Gospel Mission	2110 Carpenter	244-8324
Hickman Road Church of Christ	5209 Hickman Rd	255-8055
IHYC Community Centers	701 Grand Ave	243-1381
Jewish Federation & Community Services		277-6321
Lee Town Assembly Church	2720 State Ave	263-2181
Lighthouse Baptist Church	1600 Capital	262-3800
Metro Assembly of God	3415 3 <sup>rd</sup> St.	283-0501
Mt. Olive Baptist Church	3100 2 <sup>nd</sup> Ave.	265-2748
New Friendship Church	1317 Forest	280-9214
Red Rock Community Action	406 SW School	965-0433
Salvation Army, Citadel* (East)	1216 E 25 <sup>th</sup> Court	266-3156
Salvation Army Family Services	1326 6 <sup>th</sup> St	282-3422
St. Benedict Mission	1224 MLK	244-2986
St. Mary Family Center*	1815 Hubbell	262-7290
Urbandale Food Pantry*	7611 Douglas	251-6688
WDM Human Services*	318 5 <sup>th</sup> St.	222-3660

## FREE MEAL SITES

Altoona Senior Center	1500 8 <sup>th</sup> SW	967-2389
Amazing Grace Ministries	1409 23 <sup>rd</sup> St	277-9062
Ankeny Senior Center	406 SW School	963-0527
Bethel Mission- Hope Cafe	1310 6 <sup>th</sup> Ave	244-5445
Brooks Senior Center	2100 SE 5 <sup>th</sup>	288-3734
Catholic Worker House, Bishop Dingman	1310 7 <sup>th</sup> St	243-0765
Central IA Shelter & Services	205 15 <sup>th</sup> St	284-5719
Creative Visions	1443 13 <sup>th</sup> St	244-4003
Deaf Senior Center	3909 E. 42 <sup>nd</sup>	266-8485
Eddie Davis Community Center	1312 Maple St	277-1103
Friendship Center	1526 MLK	244-1701
Hope Cafe	1310 6 <sup>th</sup> Ave	265-7272
IHY Outreach	701 Grad Ave.	243-1381
Johnston Senior Dining Center	6300 Pioneer Pk Wy	251-3707
Lighthouse Baptist Church	1600 Capital Ave.	262-3800
MLK Senior Center	1650 Garfield Ave	266-5445
Norwoodville Community Center	3077 NE 46 <sup>th</sup>	266-5794
Pioneer Columbus Community Center	3711 Easton Blvd	248-6331
Polk City Senior Center	309 Van Dorn	984-6691
Runnels Senior Center	108 Brown St.	966-2427
Salvation Army Mobile Breakfast Canteen- DSM		278-0939
Scott Four-Mile Senior Center	3711 Easton	248-6336
Southeast (Scott) Senior Center	2501 Maury	266-8494
WDM Senior Center	217 5 <sup>th</sup> St.	274-0373

## FURNITURE / APPLIANCES / HOUSEHOLD GOODS

Baptist Mission	101 7 <sup>th</sup> St. WDM	279-2250
Bargain Basket	522 E. Grand	246-8545
Catholic Charities Furniture Program		282-1235
Central Place Family Resources	Pleasant Hill	967-7806
Grace Church		265-0199
St. Vincent De Paul Society	1426 6 <sup>th</sup> Ave	282-8327
Salvation Army Family Center	1226-30 6 <sup>th</sup> Ave	282-3422

## GLBT SERVICES

Alcoholics Anonymous (AA) for GLBT	800-207-2172 or	282-8550
Connect (females 11-21), YWRC	705 E. 2 <sup>nd</sup>	244-4901
GLBT National Help Center		888-843-4564
GLBT National Youth TalkLine		800-246-7743
GLBT Youth in IA Schools Task Force		243-1221
LGBT Aging Network		515-537-3126
LGBT Community Center of Central Iowa		277-7884
Nine to Five Survival Hotline		800-522-0925
One Iowa	500 E. Locust	288-4019
Out-Reach in Central Iowa		830-1777
Transformations (Transgender Group)		277-7884
Trevor Helpline (24/7 crisis line for LGBT)		866-488-7386

## GOVERNMENT OFFICES, CITY OF DES MOINES

Animal Control Shelter	1615 SE 14 <sup>th</sup> St	248-6050
DSM Human Rights Commission		283-4284

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**GOVERNMENT OFFICES, CITY OF DES MOINES (cont)**

<u>DSM Public Library</u>		283-4142
Hours (all locations)		283-4912
Reference		283-4152
Human Resources Job Line (24/7)		283-4115
Information Center (City of DSM)	DSM City Hall	283-4500
Public Housing Authority	100 E. Euclid	323-8950
Public Works Department		203-4950

**GOVERNMENT OFFICES, POLK COUNTY**

General Assistance Program	1900 Carpenter	286-2088
Polk County Attorney	206 6 <sup>th</sup> Ave	286-3737
Polk County Clerk of Courts (MH)		286-3666
Polk County Health Services	218 6 <sup>th</sup> Ave	243-4545
Polk County Public Health Dept.	1907 Carpenter	286-3798
Polk County Information Desk		286-3000
Polk County Veteran Affairs	2309 Euclid Ave	286-3670

**GOVERNMENT OFFICES, STATE OF IOWA**

Citizens' Aid/Ombudsman	1112 E. Grand	281-3592
Iowa Child Support Unit		888-229-9223
Iowa Civil Rights Commission		281-4121
Iowa College Student Aid Commission		877-272-4456
Iowa Dept of Education		281-5294
Iowa Dept. of Human Rights		242-5655
Iowa Dept. of Human Services		800-972-2017
Iowa Dept. of Public Health		281-5787
Birth, Death & Marriage Certificates		281-4944
Iowa Dept. of Transportation		800-532-1121
Office of Driver Services	244-9124 or 800-532-1121	
Iowa Dept. of Veteran Affairs		800-838-4692
Iowa Dept. for The Blind	524 4 <sup>th</sup> St.	281-1333
Iowa Workforce Development	1000 E. Grand	281-5387
Des Moines Workforce	4300 E. Grand	281-9619
Social Security Administration	455 SW 5 <sup>th</sup>	866-964-7583

**HEALTH SERVICES****FREE & SUBSIDIZED**

Call for Clinic Times

Free Clinics of Iowa.....271-1642

Volunteer Health Care Provider Program.....242-6522

Behavioral Health Resources	945 19 <sup>th</sup> St	333-5024
Bethel Mission	1310 6 <sup>th</sup> Ave	333-5024
Central Campus Health Center	1800 Grand Ave	242-7246
Central Iowa Shelter & Services	205 15 <sup>th</sup> St.	333-5024
Central Place Family Resource	Pleasant Hill	967-7806
Christ The King Free Clinic	5711 SW 9 <sup>th</sup>	285-2888
Corinthian Family Health	814 School St	243-4073
Creative Visions	1443 13 <sup>th</sup> St.	244-4003
Door of Faith Mission	6701 SW 9 <sup>th</sup>	333-5024
East Side Center	3509 E 29 <sup>th</sup> St	333-5024
Engbretson Clinic	2353 SE 14 <sup>th</sup> St	248-1400
Family Futures	1216 MLK	333-5024

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**HEALTH SERVICES (cont)**

Grace Methodist Church	3700 Cottage Grove	265-0199
Grand View Center	1500 Morton Av	333-5024
Hearts & Hands Health Center	321 Euclid	243-6408
Hispanic Education Resources, Inc. (HER)	828 Scott Ave	282-6542
HOLA Center	618 E. 18 <sup>th</sup>	299-4652
Holy Family School Free Clinic	1265 E. 9 <sup>th</sup>	271-1642
House of Mercy Medical Clinic	1409 Clark	643-6525
Iowa Homeless Youth Center	701 Grand	333-5024
Islamic Center of DSM	6201 Franklin	255-0212
Jim Ellefson Free Clinic	1607 E. 33 <sup>rd</sup>	266-7622
La Clínica de la Esperanza	2679 Maury St.	244-6162
Mae E. Davis Medical Clinic, WDM	1312 Maple St	277-1103
Maple Street Baptist Clinic	1552 Maple St.	262-1931
Margaret Cramer Clinic	2725 Merle Hay	279-9766
NE Wellness Clinic	2930 E. 13 <sup>th</sup>	266-8074
New Directions	3001 Grand Ave	333-5024
Norwoodville Free Clinic	3077 NE 46 <sup>th</sup> A ve	266-5794
Polk County Health Dept		286-3798
Primary Health Care-E. Side	3509 E. 29 <sup>th</sup>	248-1600
Primary Care South Side Center	2353 SE 14 <sup>th</sup>	248-1400
Proteus, Inc.	3850 Merle Hay	271-5303
St. Luke's Free Medical Clinic	Polk City	984-6274
Salvation Army	133 E. 2 <sup>nd</sup> St.	333-5024

**Senior Services of Polk County**

Central Senior Center	2008 Forest	286-3677
East Side Senior Center	1231 E. 26 <sup>th</sup>	265-8461
North Senior Center	Park Fair Mall	288-1521
Northwest Senior Center	5110 Franklin	279-2767
Norwoodville Center	3077 NW 46 <sup>th</sup>	226-5794
Southside Senior Center	100 Payton	287-0092
West Des Moines Senior Center	217 5 <sup>th</sup> St	274-0373
The Outreach Project	1200 University	248-1500
Urban Dreams	1410 6 <sup>th</sup> Ave	288-4742
YMCA	101 Locust	333-5024
Youth Emergency Shelter Services	918 SE 11 <sup>th</sup> St	333-5024

**PEDIATRICS**

Christ The King Pediatric Clinic	5711 SW 9 <sup>th</sup>	285-2888
Corinthian Child Health Clinic	814 School St.	243-4073
Neveln Children's Center	Ankeny	965-9606
SE Polk Children's Clinic	1701 8 <sup>th</sup> St. SW	266-6795

**HOME REHABILITATION / REPAIR SERVICES**

Call for program requirements

Housing Rehabilitation Assistance, DSM		283-4787
Major Home Repair Program-Polk County		
Metropolitan Partnership for Lead Safe Housing	286-3596 or	286-2115
Metro Home Improvement Program		273-0770
Neighborhood Finance Corporation		246-0010
Polk City Home Improvement Program		273-0070
Polk County Emergency Repair Program		286-3385
Polk County Housing Rehabilitation Program		286-3726
Rebuilding Together-Greater Des Moines		284-7403
Senior Wise/Home Repair [CHDC]		244-7798
West Des Moines Human Services		222-3660

## HOMELESS SUPPORT / OUTREACH SERVICES

<u>Catholic Worker House</u>	.	282-4781
Bishop Dingman House	1310 7 <sup>th</sup> St	243-0765
Lazarus House	1317 8 <sup>th</sup> St	246-1499
Liguitti House	1301 8 <sup>th</sup> St	288-4326
Phil Berrigan House	713 Indiana	282-4781
Freedom Center (youth)	2301 Hickman	282-4822
DM Interfaith Day Center	4114 Allison Ave	277-7051
Hispanic Education Resources (HER)	828 Scott Ave	282-6542
Hope on the Streets/Hope Ministries	Streets of DSM	265-7272
<u>Iowa Homeless Youth Centers</u>	1219 Buchanan	243-1381
Community Center	701 Grand	883-2379
Street Outreach Van	Streets of DSM	
Iowa Peace Network (tent)	4211 Grand Ave	255-7114
Primary Care- The Outreach Project	1200 University	248-1500
Urban Dreams, Metro Outreach Prgm	1410 6 <sup>th</sup> Ave	288-4742
West Des Moines Human Svc	318 5 <sup>th</sup> , WDM	222-3660

## INFORMATION & REFERRAL

2-1-1 First Call for Help		2-1-1 or 246-6555
Access To Recovery-Iowa		866-923-1085
ACS Navigator		800-227-2345
Alzheimer's Assoc		800-272-3900
Asian Community Resource Center		288-0881
ASK Family Resource Center		243-1713
Child Care Resource & Referral of Central Iowa		246-3560
Early Access Iowa		888-425-4371
Iowa Compass		800-779-2001
Iowa Drug & Alcohol Helpline		866-242-4111
Mental Health Info Source		800-447-4474
Monsoon United Asian Women of Iowa	515 28 <sup>th</sup> St.	288-0881
NAMI Information Help Line		800-950 NAMI (6264)
National Substance Abuse Treatment Facility Locator		800-662-4357
National Mental Health Services Locator		800-789-2647
New Iowan Center	430 E. Grand	281-9606
Parenting Monthly		286-3536
Peer Advocate Program, Senior Services of Polk County		248-1500
Primary Care Outreach	1200 University	248-1500
Senior Services of Polk County	1914 Carpenter	286-3679
Urban Dreams	1410 6 <sup>th</sup> Ave	288-4742
WDM Human Services	318 5 <sup>th</sup> , WDM	222-3660

## INTERPRETER SERVICES

American Friends Service Committee		274-4851
Deaf Action Center	2525 E. Euclid	266-5105
Des Moines Public Schools Welcome Center		242-8102
Education Center/Employ Training Program		633-3031
Hispanic Educational Resources, Inc. (HER)		282-6542
Iowa Council for International Understanding (Emergencies)		282-8269
Proteus		633-3031
Urban Dreams, Latino Dreams	1410 6 <sup>th</sup> Ave	288-4742

## IOWA INFORMATION CALL CENTERS

First Call For Help		2-1-1
Information (Telephone)		4-1-1
Iowa Travel & Road Conditions Information	5-1-1 or 800-288-1047	
Relay Iowa		7-1-1
Iowa One Call	8-1-1 800-292-8989	
Emergency		9-1-1

## JOB ASSESSMENT / TRAINING / PREPARATION

### IOWA WORKFORCE DEVELOPMENT CENTER

<http://www.iowaworkforce.org/region11/desmoines.htm>

CHDC's Youth Build Des Moines		244-7798
Creative Visions	1443 13 <sup>th</sup> St.	244-4403
Easter Seals	2920 30 <sup>th</sup> St.	274-1529
Experience Works, Inc. DSM	3720 N 2 <sup>nd</sup> Ave	243-2430
Friendship Center	1526 MLK	244-1701
Goodwill Industries	4900 NE 22 <sup>nd</sup> St	265-5323
Iowa Homeless Youth Centers	1219 Buchanan	233-2330
Iowa New Choices		248-7520
Iowa Vocational Rehabilitation		281-4211
<u>Iowa Workforce Development</u>		281-5387
Des Moines Workforce Center		281-9619
Dislocated Worker Program		263-0077
Experience Works		243-2525
Iowa Advantage Program		281-9619
Iowa Registered Apprenticeship Program		284-4690
Iowa Registered Apprenticeship for Veterans		281-3317
New Iowan Center		281-9685
Ticket to Work Program		281-9009
Veteran Employment & Training Services		281-9061
Veteran Employment Representatives		281-9711 or 281-9692
Veterans Program Coordinator		281-9327
<u>ISED Ventures</u>	1111 9 <sup>th</sup>	283-0940
Construction Trade Training Program		246-6570
Entrepreneurship Training		283-0940
Iowa Women's Enterprise Ctr.		888-849-9589
Job Placement Assistance		283-0940
Project Fresh Start		283-0940
Job Corp	430 E. Grand	281-9693
Proteus (Agriculture)	3850 Merle Hay	271-5303
Urban Dreams	1410 6 <sup>th</sup> Ave	288-4742
Senior Community Service Employment Program (AARP)		287-1555
Spectrum Resources (Ex-Offenders)	1700 Keosauqua Way	288-1023

## LAW ENFORCEMENT AGENCIES- CENTRAL IA

### NON- EMERGENT PHONE LISTINGS

#### POLICE

Altoona Police Department	967-5132
Ankeny Police Department	965-6440
Carlisle Police Department	961-6911
Clive Police Department	278-1312
Des Moines Police Department	283-4824
Indianola Police Department	961-9400
Johnston Police Department	278-2345
Mitchellville Police Department	967-9289
Norwalk Police Department	981-0666

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## LAW ENFORCEMENT AGENCIES- CENTRAL IA

### POLICE (cont)

Pleasant Hill Police Department	265-1444
Polk City Police	984-6565
Urbandale Police Department	222-3321
Waukee Police Department	987-1073
West Des Moines Police Department	222-3321
Windsor Heights Police Department	277-4453

### SHERIFF

Dallas County Sheriff	515-993-4567
Jasper County Sheriff	800-362-1851
Madison County Sheriff	515-462-3575
Polk County Sheriff	286-3333
Story County Sheriff	515-382-6566
Warren County Sheriff	515-961-1122

## LEGAL ASSISTANCE

American Friends Service Committee	274-4851
Asian Community Resource Center, Legal Clinic	288-0881
Drake Legal Clinic 2400 University	271-3851
Hispanic Education Resources, Inc. (HER)	282-6542
Hola Center, Legal Clinic 618 E. 18 <sup>th</sup>	299-4652
Iowa Legal Aid 800-532-1275 or 280-3636	
Iowa Protection & Advocacy 800-779-2502 or 278-2502	
Las Américas, Immigration Legal Clinic	280-8426
Lawyer Referral Service	800-532-1108
Legal Hotline for Older Iowans	800-992-8161
Monsoon United Asian Women of Iowa 515 28 <sup>th</sup> St.	288-0881
Muña Legal Clinic 515 28 <sup>th</sup> St.	244-2117
The Legal Center for Special Education	309-0033
Volunteer Lawyers Project, IA Bar Assoc	244-8617
Youth Law Center 800-728-1172 or 244-1172	

## LOW INCOME ASSISTANCE PROGRAMS

<u>City of Des Moines Community Services Department</u>	283-4180
Archie Brooks Center 2100 SE 5 <sup>th</sup> St.	248-6214
Logan Center 1740E. Garfield	248-6212
Sixth Avenue 1618 6 <sup>th</sup> Ave	248-6216
• Assessment & Resolution (A & R)	
• Cooling Program (Fans)	
• Energy Assistance	
• Food Pantries	
• Furnace Repairs & Replacement	
• Garden Program	
• Holiday Food Project	
• OTT Reduced bus fare (DART)	
• Personal Pantries	
• Weatherization	

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## LOW INCOME ASSISTANCE PROGRAMS (cont)

<u>WDM Human Services</u>	318 5 <sup>th</sup> , WDM	222-3660
• Budget Assistance		
• Clothing Closet		
• Energy Assistance		
• Emergency Food & Personal Pantry		
• Garden Program		
• H2O Plus Program		
• Holiday Programs		
• Weatherization		
Housing Rehabilitation Assistance, DSM		283-4787
OTT Reduced bus fare (DART)		283-8100

## MEDICAL ASSISTANCE PROGRAMS, STATE OF IOWA

Any county DHS office can answer questions about the programs and services listed below. In Polk County contact one of these county DHS offices. You may also contact the Department's Field Office Support Unit by calling (515) 281-6899 or 1-800- 972-2017.

### POLK COUNTY DEPARTMENT OF HUMAN SERVICES

River Place	1200 University	725-2600
East Office	1740 Garfield	286-3270
Carpenter Office	1900 Carpenter	286-3553
• Hawk-I Program		800-257-8563
• Health Insurance Premium Payment (HIPP)		888-346-9562
• Iowa Cares	725-1003 or 800-338-8366	
• Iowa Family Planning Network (IFPN)		
• Medicaid		
• Medicaid for Employed People with Disabilities		
• Senior Health Insurance Information Program		800-351-4664
• <u>Waiver Services</u>		
AIDS/HIV Waiver		281-7266
Brain Injury Waiver		281-7266
Children's Mental Health Waiver		725-1222
Ill & Handicapped Waiver		281-5233
Mental Retardation Waiver		281-5233
Physical Disability Waiver		281-7266

## PARENTING PROGRAMS

For complete community listing: <a href="http://www.parentingmonthly.org">www.parentingmonthly.org</a>	286-3536
Agape Pregnancy Center 2550 MLK	255-0243
Alpha Women Center 3605 SE 14 <sup>th</sup>	285-5700
Ankeny Community Schools	965-9606
ASK Resource Center 5665 Greendale	243-1713
Brighter Beginnings: WDMCS	633-5009
<u>Central Place Family Resources</u> Pleasant Hill	266-6795
The Parent Project	266-6795
Parent Educator Program	266-6795
Child Abuse Prevention Center	283-9274
Child Abuse Prevention Council 2309 Euclid	725-2682

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## PARENTING PROGRAMS (cont)

<u>Children In The Middle</u>		
Blank Children's Hospital		241-6834
Iowa Lutheran Hospital		800-246-8347
Iowa Methodist Medical Center		241-6212
Mercy Psychiatric Services		271-6324
Mercy Nurse		643-2584
Creative Visions	1443 13 <sup>th</sup> St.	244-4003
Family Directions of Iowa (WDM)	1211 Vine St	255-9490
Family Voices		255-9490
Fatherhood Resource Center	1611 11 <sup>th</sup> St.	554-0881
Hopes: Healthy Families (LSI)	3125 Cottage Grove	271-7475
Lighthouse Baptist Church	1600 Capital	262-3800
LSI Mobile Parenting		271-7315
Parent Training & Information Center of Iowa		243-1713
Parents As Teachers- Polk County		242-8423
Urban Dreams	1410 6 <sup>th</sup> Ave	288-4742
<u>Visiting Nurse Services</u>	1111 9 <sup>th</sup> St.	288-1516
Care For Kids Program	1111 9 <sup>th</sup> St.	283-1422
Connections Program	School Based	558-9946
Getting It Together Project	1111 9 <sup>th</sup> St.	558-6247
Healthy Starts Program	1111 9 <sup>th</sup> St.	558-9946
Parent Education Project	1111 9 <sup>th</sup> St.	558-9946
Parent Partner Program	521 E. Locust	557-9029
Storks Nest Program	1111 9 <sup>th</sup> St.	558-9950
<u>Young Women's Resource Center</u>	705 E. 2 <sup>nd</sup>	244-4901
Case Management: Healthy Starts		244-4901
Prenatal Education		244-4901
Young Moms Group		244-4901

## PERSONAL PANTRIES

Ankeny Food Pantry	406 SW School St	965-0433
Bethel AME Church	1544 E. University	266-1871
Bidwell-Riverside Center	1203 Hartford	244-6251
<u>Catholic Worker House</u>	.	282-4781
Bishop Dingman House	1310 7 <sup>th</sup> St	243-0765
Lazarus House	1317 8 <sup>th</sup> St	246-1499
Viola Liuzo House	1301 8 <sup>th</sup> St	288-4326
Phil Berrigan House	713 Indiana	282-4781
Community Services Site on 6 <sup>th</sup>	1618 6 <sup>th</sup> Ave	248-6216
First Assembly of God	2725 Merle Hay	279-9766
Cross Ministries	1050 24 <sup>th</sup> St	279-9998
Logan Community Services	1740 E. Garfield	248-6212
St. John Catholic Church	1224 MLK	244-2986
St. Mary's Family Center	1815 Hubbell	262-7290
TAKE (The Ankeny Clothing Exchange)	406 SW School	965-9606
Urbandale Food Pantry	7611 Douglas	251-6688
WDM Human Services	318 5 <sup>th</sup> , WDM	222-3660

## RE-ENTRY SERVICES FOR EX-OFFENDERS

Friends of Iowa Women Prisoners	800 E 12 <sup>th</sup>	225-8349
Good News Ministry	4730 SW 9 <sup>th</sup>	261-0434
Harbor of Hope Mission	1617 Oakland	244-0370
Hansen House of Hospitality	1521 6 <sup>th</sup> Ave.	282-0549
Hope Prison Outreach		244-0370

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## RE-ENTRY SERVICES FOR EX-OFFENDERS (cont)

Iowa New Choices (women)		877-863-6222 or 964-6200
ISED Ventures	1111 9 <sup>th</sup>	283-0940
Rizpah CDC	3200 Lincoln Av	266-3056
Spectrum Resources	1700 Keo Way	288-1248
Urban Dreams,	1410 6 <sup>th</sup> Ave.	288-4742
H.E.R.O Program		800-269-1028

## RENTAL HOUSING

Affordable, Low Income, Subsidized Housing Programs & Agencies		
Anawim Housing	921 6 <sup>th</sup> St	244-8308
Central IA Regional Housing Authority		986-1882
Des Moines Municipal Housing	100 E. Euclid	323-8950
HIV Housing Assistance Program		284-0245
House of Mercy Permanent Housing Program		643-6500
Oakridge Neighborhood	1236 Oakridge Dr	244-7702
USDA Low Income/Subsidized Rental Housing		284-4666

## RESPIRE FUNDING RESOURCES

Aging Resources of Central Iowa	5835 Grand	255-1310
IA Family Caregiver Program		800-747-5352
IA Foster and Adoptive Parents Association (IFAPA)		800-277-8145
Iowa Respite & Crisis Care Coalition		309-0858

## SHELTERS / TRANSITIONAL LIVING

E = Emergency, T = Transitional

### FAMILIES

DM Area Interfaith Hospitality Network		277-7051
Four Oaks Family Living Center (T)	2150 Vine	261-3719
Miss Lil's Lodge	607 High St.	244-1887
St. Joseph's Emergency Shelter (E)	1535 11 <sup>th</sup> St	282-1235
St. Paul AME Transformation Ctr. (T)		288-9841
The Home Connection (T)	3001 Grand Ave	244-9748
WDM Human Services (T)	318 5 <sup>th</sup> , WDM	222-3660

### MEN

Bethel Mission (E,T)	1310 6 <sup>th</sup> Ave	244-5445
Central Iowa Shelter & Services (E)	205 15 <sup>th</sup> St.	284-5719
Domiciliary Care for Homeless Vets (T)		699-5787
Hansen House of Hospitality (E)	1521 6 <sup>th</sup> Ave.	282-0549
Door of Faith Mission (T)	6701 SW 9 <sup>th</sup>	974-0545
Hansen House of Hospitality (T)	1521 6 <sup>th</sup> Ave.	282-0549
Harbor of Hope Mission (E)	1617 Oakland	244-0370
Hope Transitional Housing- Door of Faith Aftercare (T)		974-0545
Life Line Resources (16-21) (T)		256-8001
Port of Entry (T)	803 Lyon St	244-1838
Promise House (18-22 y/o) (T)	3100 6 <sup>th</sup> Ave	282-4822
Randolph Hotel (T)	202 4 <sup>th</sup> St.	244-2271
Rebecca's House (T)	1121 21 <sup>st</sup> St	280-3807
Rizpah CDC (men released from jail) (T)		266-3056
Russell's House (T)	2047 E. Grand	288-3963
Salvation Army (T)	133 E. 2 <sup>nd</sup>	243-4277

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## SHELTERS / TRANSITIONAL LIVING (cont)

YMCA (T)	101 Locust	288-2424
New Beginning Boarding House (T)	1051 MLK	246-0713

### WOMEN

Annie's House (No Children) (T)	1136 MLK	243-6635
Beacon of Live (No Children) (T)	1717 Woodland	244-4713 x-13
Benedict Home (T)		274-8175
Central Iowa Shelter & Services (E)	205 15 <sup>th</sup> St.	284-5719
CFI-Family Violence Center (E)		243-6147
Donna Jean House (No Children) (T)		779-6635
Hope Family Center (T)		264-0144
Ida Kara House (16 and up) (T)		249-3364
Life Line Resources (16-21) (T)		256-8001
Randolph Hotel (T)	202 4 <sup>th</sup> St.	244-2271
Rebecca's House (No children) (T)	1121 21 <sup>st</sup> St	288-3963

### WOMEN WITH CHILDREN

Benedict Home (kids under 10yr) (T)		274-8175
CFI-Family Violence Center (E)		243-6147
New Directions Shelters (E)	3001 Grand	243-7456
Good Samaritan Urban Ministries (T)	1353 9 <sup>th</sup>	283-0818
Hope Family Center (T)	3333 E. University	264-0144
House of Mercy Healthy Transitions Program* (T)		643-6500
New Directions Shelters (T)		243-7456

### YOUTH / YOUNG ADULTS

Freedom for Youth Ministries (18-21) (T)		282-4822
House of In Touch With Teens program (T)		643-6500
Ida Kara House (16 and up) (T)		249-3364
Iowa Comprehensive Human Svc	1111 9 <sup>th</sup> St	245-7800
<u>Iowa Homeless Youth Centers (E, T)</u>		
Buchanan Transitional Living	1219 Buchanan St	265-1222
Light House Host Home	1216 MLK	288-7884
Job Corp	430 E. Grand	281-9693
Life Line Resources (16-21) (T)		256-8001
Ruth Harbor (Pregnant Teens) (T)	534 42 <sup>nd</sup> St	277-4699
Life Line Resources (16-21) (T)		256-8001
Ruth Harbor (Pregnant Teens) (T)	534 42 <sup>nd</sup> St	277-4699
YESS- Youth Emergency Services & Shelter (E)		282-9377

## SUPPORT GROUPS

Call for group times & locations

ABC Breast Cancer Support Group		276-3568
Adult Children of Alcoholics		280-6462
Al-Anon (Family Groups)		277-5059
Alateen		277-5059
Alzheimer's Support Group		263-2464
American Diabetes Association	2600 72 <sup>nd</sup> St.	276-2237
American Lung Association of IA	2530 73 <sup>rd</sup>	309-9507
Better Breathers Support Group		
Arthritis Foundation	2600 72 <sup>nd</sup> St.	278-0636
COPD Support Group		278-5864

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## SUPPORT GROUPS (cont)

<u>Creative Visions</u>	1443 13 <sup>th</sup> St.	244-4003
Latino Family Support Group		
Parenting Support Groups		
Women's Support Group		
Depression & Bipolar Support Group		263-5249
Diabetes Support Group		276-2237
Fibromyalgia/Lupus Support Group	BMC	282-2458
Freedom From Smoking	BMC	282-2458
Hep C Support Group		288-6097
Incest Survivors Group		286-3600
Kinship Caregiver Support Group	Ankeny	289-4567
Kinship Connection Support Group	1111 University	988-0793
<u>NAMI Iowa</u>	5911 Meredith	254-0417
(National Alliance for the Mentally Ill)		
Consumer Support Group		
Family to Family (class)		
Family Members Support Group		
Parents & Care Givers Support Group		
Peer to Peer		
Visions for Tomorrow		
Ovarian Cancer Support Group	BMC	282-5761
<u>Polk County Crisis &amp; Advocacy Services</u>		286-3600
Incest Survivors Group		
Rape Survivors Support Group		
Teen Sexual Assault Group		
Transformations (Transgender Group)		277-7884
Ovarian Cancer Support Group	BMC	282-5761
United Ostomy Assoc of IA	603 E. 12 <sup>th</sup> St	266-1057
Voices to be Heard		280-9027
<u>Young Women's Resource Center</u>	705 E. 2 <sup>nd</sup>	244-4901
Survivor Support Group		
Young Mom's Group		

## TOLL FREE HOTLINES

Adult & Child Protective Services Abuse Hotline	800-362-2178
Aging Resources of Central IA	800-747-5352
Alzheimer's Assoc Info & Referral Svc	800-272-3900
Childhelp National Child Abuse Hotline	800-422-4453
Crime Victims Compensation	800-373-5044
Healthy Families Hotline	800-369-2229
Iowa Child Support Hotline	888-229-9223
Iowa Concern Hotline	800-447-1985
Iowa Poison Control Center	800-222-1222
Iowa Protection & Advocacy Svc	800-779-2502
Iowa Respite & Crisis Care Coalition	877-255-3140
Iowa Teen Line	800-443-8336
NAMI Iowa	800-417-0417
National Center for Missing and Exploited Children	800-843-5678
National Elder Care Locator	800-677-1116
National Human Trafficking Hotline	888-373-7888
Postpartum Depression Help Line	800-944-4773
Quitline Iowa	800-784-8669
Relay Iowa	800-735-2943
STD Hotline	800-227-8922

## TRANSPORTATION

Before visiting the Service Provider, please call to verify the eligibility requirements.

TEA = Expense Assistance, LP = Loan Program, MT = Medical Transportation

I/H = Indigent/Homeless

Ankeny United Way		965-1976
CabShare Program		263-0122
Central Iowa RideShare Program		288-7433
City of Johnston		283-5010
<u>Des Moines Area Regional Transit Authority (DART)</u>		283-8100
Spanish Message Line		283-8120
Bus Plus / Paratransit		283-8136
Dart On-Call Shuttle Services: Ankeny, Bondurant/ Mitchellville, Carlisle, Clive, DSM, Granger/Grimes, Polk City/Alleman, Urbandale, West Des Moines		283-8100
Express Routes		283-8136
On- Call Shuttle for Seniors		283-8100
OTT Reduced Token/Pass Program		288-7433
Reduced Ticket Purchase		283-8100
RideShare Commuter Assistance Program (Carpools, Vanpools)		286-4969
Fraser Medical Services		284-1111
Greyhound Bus Station	800-231-2222 or 243-0577	
Joy Ride		987-9992
Mega Bus		877-462-6342
Midwest Ambucare		252-1721
Polk County Adult Services		286-3484
Polk County General Assistance	1900 Carpenter	286-2088
Primary Care- The Outreach Project	1200 University	248-1500
UI Hospital Van		800-322-8442
United Way of Ankeny		965-1976
Urbandale Caring Corp		278-3999
Salvation Army Family Center	1226-30 6 <sup>th</sup> Ave	282-3422
Senior Companion Program, VNS	1111 9 <sup>th</sup>	558-9957
Senior Services of Polk County	1914 Carpenter	286-3679
Visiting Nurse Services	1111 9 <sup>th</sup>	558-9972
West Des Moines Human Svc	318 5 <sup>th</sup>	222-3660
WDM Transit Pass Program		273-0770

## UNIVERSITY OF IOWA HOSPITALS & CLINICS

To Schedule an appointment, call the UI Health Access

Toll free at 1-800-777-8442 or call the clinic directly.

UI Cancer Information Services		800-237-1225
UI Child Health Specialty Clinics		866-219-9119
UI Children's Hospital		888-573-5437
UI Dept of Orthopedics		319-356-2223
UI Dept of Pediatrics		319-356-2296
UI Emma Goldman Clinic		800-848-7684
UI Health Access (24/7)		800-777-8442
UI Heart & Vascular Center		319-356-7102
UI Home Care		319-337-8522
UI Hospital Van		800-777-8442
<u>UI Lodging/Hospitality Houses</u>		
Cancer Society Hope Lodge		319-248-5400
Helen Rossi House		319-384-9240
Ronald McDonald House		319-356-3939
UI Patient Financial Services (Last name A-K)		866-393-4605
UI Patient Financial Services (Last name L-Z)		866-393-4506

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## UNIVERSITY OF IOWA HOSPITALS & CLINICS (cont)

UI Sleep Lab		319-353-6550
UI Social Services		319-356-2207

## VETERANS RESOURCES

American Legion Financial Assistance		800-322-0838
<u>Veterans' Administration</u>		800-827-1000
DSM Vet Center		284-4929
Readjustment Counseling Svc		284-4929
Information & Referral		284-4929
<u>DAV</u>		
National Service Officer	566 Federal Bldg.	323-7539
Transportation Network	VA Med Center	699-5876
<u>DSM Workforce Development</u>		281-9619
Apprenticeships for Veterans		281-3317
Helmets To Hardhats Prgm		281-9327
Troops 2 Teachers Program		877-530-2765
Veterans Employment Services		281-9711
Veterans Program Coordinator	430 E. Grand	281-9327
Iowa Veterans Home		800-645-4591
National Coalition for Homeless Veterans		800-838-4357
Persian Gulf Veterans Hotline		800-749-8387
Polk County Veteran Affairs	2309 Euclid	286-3670
U.S. Department of Veteran Affairs		800-827-1000
<u>VA Central Iowa Health Care System (DSM)</u>		
VA Medical Center (Des Moines)		699-5999
Pharmacy-Automated Refill		800-661-0827
Returning Soldier Patient Advocates		699-5409
Transportation		699-8100
VA Suicide Prevention Hotline		800-273-8255 #1
VA Education Services		888-442-4551
Veterans Employment & Training Services		281-9061
VFW		323-7546

## VICTIM SUPPORT SERVICES

Crime Victim Compensation Program		281-5044 or 800-373-5044
Identity Theft Passport Program		281-5044 or 800-373-5044
IA Attorney General		281-5044
Crime Victim Assistance Division		800-373-5044
IA Coalition Against Sexual Assault	7025 Hickman	244-7424
IowaVine (Victim Information & Notification Everyday)		888-7-IAVINE
LUNA	515 28 <sup>th</sup>	271-5060
Monsoon United Asian Women of Iowa	288-0881 or	866-881-4641
Polk County Crisis & Advocacy Services		286-3600
Polk County Victim Assistance		286-3057

## YOUTH PROGRAMS

Big Brothers/Big Sisters		288-9025
<u>Boys &amp; Girls Club of Central IA</u>		262-5695
Logan Community Center		564-0050
First Christian Church		274-9083
Levitt Club (Carver School)		280-5397
McCombs Middle School		242-8447

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