



**Visiting Nurse Services of Iowa** has been a leader in providing quality health care programs in Iowa since 1908. We are a non-profit organization with you every step of the way. Our dedicated staff of over 100 compassionate healthcare professionals is always on call to help you. We make it our mission to join with other community health and social service agencies to deliver excellence in health care and educational services.

**VNS of Iowa** offers a variety of valuable services to meet the health and social needs of those that depend on us. **VNS of Iowa** provides lifelong health services by working directly with a diverse group of individuals to provide comprehensive and skilled care. We help people of all ages from day one, by furnishing everything from educational advice on the importance of prenatal care to monitoring the blood sugar levels of a senior adult suffering from diabetes. We care about our community – we are here for you.

**DRAKE LEGAL CLINIC:**

“The Drake Legal Clinic provides an exceptional learning experience for students, applying their legal education to the representation of clients in a first-class clinical setting. We ensure that our students have an understanding of and respect for the cultural and social differences of others. We instill in our students the highest professional and ethical standards as well as a commitment to ensuring meaningful access to justice for all.”

- ❖ Jerry Foxhoven, Associate Clinical Professor and Director of the Joan and Lyle Middleton Center for Children’s Rights at the Drake University School of Law

**THE JOAN AND LYLE MIDDLETON CENTER FOR CHILDREN’S RIGHTS:**

The Joan and Lyle Middleton Center for Children’s Rights uses an interdisciplinary approach to provide improved services to children and families in need of assistance. The Center has four components: legal services provided through the Children’s Rights Clinic, interdisciplinary training, resources and policy making. This Community Resource Directory has been prepared to assist all professionals dealing with children’s issues (including the students at the Juvenile Law Clinic at the Drake University Law School) in identifying and utilizing appropriate resources to ensure the best possible outcomes for vulnerable youth.

- ❖ Jerry Foxhoven, Associate Clinical Professor and Director of the Joan and Lyle Middleton Center for Children’s Rights at the Drake University School of Law

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**Disclaimer:** The services and information in this directory are not all inclusive of the resources in our community. The medical service providers listed who accept Title 19 should not be considered an exhaustive list but a representation of practitioners we were aware of at the time. If you are aware of other community services you would like to add to this directory or if you know of inaccurate information listed in this directory, please contact Sarah Black at 558-9608. Your assistance is greatly appreciated.

**Updated May 2010**

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## Addiction Services

### ALCOHOLICS ANONYMOUS

(515) 282-8550  
(24-hour service) or  
(800) 207-2172  
1620 Pleasant St.  
Suite 228  
Des Moines, IA 50314  
Email:  
WEBMASUITER@AADESMOINES.ORG  
WWW.AADESMOINES.ORG

**Hours:** To find a meeting call one of the provided numbers or go online.  
**Eligibility:** Men and women recovering from alcoholism.  
**Program Overview:** Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees; however, each meeting is self-supporting. AA's primary purpose is to stay sober and help other alcoholics to achieve sobriety.  
**AA Does Not:**

- Keep membership records or case histories.
- Follow up or try to control its members.
- Make medical or psychiatric prognoses or dispense medicines or psychiatric advice.
- Provide drying-out or nursing services or sanitariums.
- Offer religious services.
- Provide housing, food, clothing, jobs, money, or other welfare or social services.
- Provide domestic or vocational counseling.
- Provide letters of reference to parole board, lawyers, court officials, social agencies, employers, etc.

### ASSESSMENT SERVICES

(515) 875-4894  
(515) 875-4895 –fax  
309 Court Avenue Ste 242  
Des Moines, IA 50309  
Email:  
asi@courtavenuesuites.com

**Hours:** Monday–Friday: 8:00 am – 5:00 pm or by appointment  
**Eligibility:** Men, women and adolescents in need of a substance abuse assessment evaluation & referral.  
**Program Overview:** Provides substance abuse assessment, evaluation and referral services. Same day referrals will be made if treatment is recommended. They also have the ability to provide employers, corporations and learning institutions with risk assessment, education, training and substance abuse information as it relates to students, staff and employees. Assessment Services, Inc. prides itself in the ability to provide quality services at affordable prices, regardless of income. Income level will be determined at the time assessment is scheduled. Payment is due when services are rendered.

### BERNIE LORENZ RECOVERY, INC

(515) 255-3373  
4014 Kingman Blvd.  
Des Moines, IA 50311  
WWW.BERNIELORENZRECOVERY.ORG

**Hours:** Residential Program is staffed 24–hours a day  
**Eligibility:** To support chemically dependent women living in recovery.  
**Program Overview:**

- Bernie Lorenz Recovery, Inc is a licensed halfway house program in the State of Iowa for alcohol and drug dependent women in recovery. This program supports chemically dependent women in recovery by providing a way of life free from the use of alcohol and other drugs. Dignity and respect are the base of the 60–90 day living environment. Women who enter Bernie Lorenz Recovery, Inc. report methamphetamine, alcohol, marijuana, cocaine, heroin, and other drug abuse to the extent that their health, psychological functioning, employment and social skills are affected.
- Discharge planning from the Bernie Lorenz Recovery halfway house program begins upon admission. Counselors assist the women in arranging appropriate living accommodations, developing a budget, establishing structure for their daily schedule and support system, and enrolling in a continuing care program to strengthen their quality of life and their abstinence from chemicals.
- The Bernie Lorenz Recovery program provides a home–like environment, combined with the best in therapeutic recovery services. Women can live together in this residential home and develop their skills in remaining sober, homemaking, parenting, and general living.

## BRIDGES OF IOWA

**(515) 287-8255**  
Bldg 66, Gruber St.  
Ft. Des Moines Complex  
Des Moines, IA 50315  
WWW.BRIDGESOFIOWA.ORG

**Hours:** 24-hour residential  
**Eligibility:** Men and women seeking residential care for drugs or alcohol and aftercare.  
**Program Overview:** A residential rehab center for alcohol and drug dependency and aftercare. The residential programs are directed to restoring each client to the highest possible level of physical, emotional, social and spiritual health. Bridges consists of multiple programs to accommodate the client's needs; specifically those related to his/her criminal behavior. The program provides substance abuse treatment to inmates with a history of substance abuse problems and/or drug related crimes.

## BROADLAWNS MEDICAL CENTER

**(515) 282-2200**  
**(515) 282-8874 Fax**  
1801 Hickman Rd.  
Des Moines, IA 50314  
WWW.BROADLAWNS.ORG

**Hours:** Walk-in Clinic Monday - Friday 8:00am - 8:00pm  
**Eligibility:** If you need medical care but have limited income, limited insurance or no health insurance coverage, the Financial Counseling Department at Broadlawns Medical Center can help. Several financial assistance resources are available for those who qualify.  
**Program Overview:** Addiction Treatment Services for individuals seeking treatment and services for alcohol or drug dependency.

## CENTER FOR BEHAVIORAL HEALTH OF IOWA

**(515) 244-9500**  
**(515) 244-9502 Fax**  
1200 University Ave,  
Suite 106  
Des Moines, IA 50314  
WWW.CENTERFORBEHAVIORALHEALTH.COM

**Hours:** Monday - Friday 5:00 am - 12:30 pm & Saturday 7:00 am - 8:00 am  
**Eligibility:** Our primary focus is the treatment of opiate addiction. We treat individuals addicted to St. opiates, mainly heroin, as well as prescription opiates which are primarily opiate-based paid medications such as OxyContin, Vicodin, Lortab, Morphine, etc. We treat opiate addiction with counseling and medication.  
**Program Overview:**

- Individual counseling, family counseling, group counseling, HIV/AIDS and Hepatitis education and testing.
- Opioid maintenance and medical withdrawal.
- Outpatient drug treatment and assessment.
- Fees: \$65 weekly, \$20 daily guest dose fee

## EMPLOYEE AND FAMILY RESOURCES

**(515) 244-2297**  
1446 Martin Luther King Pkwy  
Des Moines, IA 50314  
WWW.EFR.ORG

**Hours:** Monday-Thursday 8:00 am - 5:00 pm & Friday 8:00 am - 4:30 pm  
**Eligibility:** Individuals in need of a substance abuse evaluation.  
**Program Overview:** Substance Abuse Services: Fills a local community need for affordable professional substance abuse assessments that are independent of law enforcement, courts and corrections, and treatment services. Services are provided at multiple locations throughout the community, and sliding scale fees make accessing care within reach of everyone.

## GAMBLERS ANONYMOUS

**(800) BETS OFF**  
**(800) 238-7633**  
www.gamblersanonymous.org

**Hours:** Call for more information  
**Eligibility:** Men and women with gambling addictions  
**Program Overview:** Provide support to individuals with gambling addictions.

## HOUSE OF MERCY

(515) 643-6500  
1409 Clark St.  
Des Moines, IA 50314  
WWW.HOUSEOFMERCYDESMOINES.  
ORG

**Hours:** 24-hours

**Eligibility:** Single, pregnant, and parenting adolescent or adult women in developing personal responsibility and independence through counseling, education, and primary medical care in collaboration with other providers. Half-way house services/programming available.

**Program Overview:**

### **Transitional Living Programming**

- Project Together: A 24-hour halfway house program for homeless, chemically dependent, pregnant and/or parenting women who have a substance abuse problem and are in need of assistance with recovery, self-sufficiency, parenting, and life skills.
- Project Together II: A 24-hour halfway house program for chemically dependent women (with or without children) who are in need of assistance with recovery, self-sufficiency, parenting (in most instances), and life skills.
- Healthy Transitions: A 24-hour transitional living program designed for homeless women and their children. Clients are asked to make a minimum 12-month commitment to the program and have the option of staying for as long as two years.
- In Touch With Teens: 24-hour comprehensive group care program that teaches living and parenting skills to young women 13 to 18 years old who are pregnant and/or parenting.

### **Health Care Programming**

- Medical Clinic: Provides primary care services for uninsured and underinsured individuals.

### **Community Services Programming**

- Outpatient Programming: Includes extended outpatient and continuing care substance abuse treatment services for chemically dependent women.
- Homeless Outreach Program: Collaborative partnership between House of Mercy and Primary Health Inc., for the purpose of providing outpatient chemical dependency services to homeless persons in the Polk county area.
- Dental Program: Voluntary initiative involving House of Mercy and several area dentists, hygienists, and dental assistants. Established to provide dental care to women living at House of Mercy.
- Diocesan School Program: Collaborative initiative between House of Mercy and four Catholic Diocesan elementary schools.

## IOWA AREA AL-ANON AND ALATEEN

(515) 277-5059  
1804 41<sup>st</sup> St.  
Des Moines, IA 50310  
WWW.IA.AL-ANON.ALATEEN.ORG

**Hours:** Call to find out information on local meetings.

**Eligibility:** Family and friends of alcoholics.

**Program Overview:** The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength, and hope, in order to solve their common problems. There are no dues for membership. Al-Anon is self-supporting through its own voluntary contributions. Its purpose: to help families of alcoholics. They do this by practicing the Twelve Steps, by welcoming and giving comfort to families of alcoholics, and by giving understanding and encouragement to the alcoholic.

## MECCA SUBSTANCE ABUSE SERVICE

(515) 262-0349  
3451 Easton Blvd.  
Des Moines, IA 50317  
Email: INFO@MECCAIA.COM  
WWW.MECCASERVICES.COM

**Hours:** Vary depending on the program so please call for further information.

**Eligibility:** Individuals in need of substance abuse services.

**Program Overview:**

- Prevention and early intervention: The prevention staff gives consultation and assistance to schools, teachers, parents, students, counselors, employers, church groups and individuals.
- Evaluation: Each person's situation is unique and deserves individual attention. A thorough evaluation clearly and effectively determines the extent of difficulties experienced and appropriate level of care.
- Detoxification: Detox provides a safe and supervised place for people to withdraw while they are closely monitored and supported.
- Family Services: Residential and outpatient treatment services include family groups to provide education and support for concerned persons.
- Adolescent Outpatient: Offers adolescent counseling services on a group, individual and family basis.
- Adult Outpatient: Outpatient treatment is designed for adults with moderate substance abuse difficulties.
- Residential (Inpatient): Offer individuals with substantial substance abuse problems daily intensive treatment contact in a 24-hour setting.
- Day Treatment: Slightly less intense care than residential services and without the 24-hour "live-in" support.
- Continuing Care: Individuals completing the primary treatment phase of recovery from alcohol and drugs need continued support to maintain recovery.
- Halfway House: Treatment programs structured so persons stabilizing their recovery from substance abuse can work and/or go to school and vocational programs while maintaining the changes they have made.
- Case Management Services: To enhance substance abuse treatment success through the coordination of community resources.
- Transitional Housing: Provides safe, affordable, substance-free housing for families in substance abuse recovery with the goal of fostering self-sufficiency through ongoing substance abuse treatment and case management services.

**Other Information:**

- Fees: Financial aid is available for those who qualify. The amount of financial aid available to a client is determined by a financial assessment and/or insurance.

## MERCY FIRST STEP

(515) 271-6075  
Mercy Franklin Center  
1818 48<sup>th</sup> St.  
Des Moines, IA 50310  
WWW.MERCYDESMOINES.ORG/be  
havioralhealth/serv\_behav\_  
firststep.cfm

**Hours:** Monday–Thursday: 9:00 am – 8:30 pm

**Eligibility:** Individuals suffering from alcohol and/or substance abuse problems.

**Program Overview:**

- Intensive Outpatient: Services generally include counseling, education, peer group, support and reading.
- Day Outpatient: Day and evening programming is offered for less intensive outpatient treatment.
- Family Support: Offers group counseling services and education to relatives and others involved with someone who has an alcohol or drug problem.
- Continuing Recovery: Clients who successfully complete treatment are invited to participate.
- Youth Services: Offers individualized services to assist teenagers and their families in coping more effectively with problems associated with substance abuse or dependence.

**Other Information:**

- Financial Services: First Step provides negotiated rates to insurance companies and managed care's firms. Most insurers cover costs wholly or in part. Staff can provide patients with charges and insurance coverage estimates.

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**MERCY BEHAVIORAL HEALTH**

(515) 271-6000  
(515) 271-6111 (Help Center)  
(866) 595-4959 (Toll Free)  
Mercy Franklin Center  
1818 48<sup>th</sup> St.  
Des Moines, IA 50310  
WWW.MERCYDESMOINES.ORG/be  
havioralhealth/index.cfm

**Hours:** Day time hours and 24-hour urgent/emergent care.  
**Eligibility:** The mental health and substance abuse programs are available to help all ages.  
**Program Overview:** Adult, Children and Adolescent services: Inpatient, Day Treatment, and Substance Abuse Treatment. Information about children and adolescent services, adult and geriatric services, and mental health education

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**NARCOTICS ANONYMOUS (NA)**

(515) 244-2277  
  
www.southcentralareaofna.org

**Hours:** To find a meeting call the provided number or visit their website.  
**Eligibility:** Men and women recovering from substance abuse.  
**Program Overview:** Narcotics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from substance abuse.

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**POWELL CHEMICAL DEPENDENCY CENTER (IA LUTHERAN)**

(515) 263-2424 (Adult Services)  
(515) 263-2333 (Adolescent Services)  
(515) 263-2424 (Outpatient & Education Services)  
700 E. University Avenue  
Des Moines, IA 50316  
http://www.iowahealth.org

**Hours:** Call to make an appointment for an assessment. Treatment varies depending on the individual so please call for more information.  
**Eligibility:** Provides a treatment program for concerned persons who have been negatively affected by addiction and individuals who have chemical dependency issues.  
**Program Overview:** Powell provides adults the ability to face their drug use and learn to make healthy choices. They provide evaluations and assessments, detoxification, inpatient treatment in a hospital or residential setting, day treatment, evening outpatient or relapse specified outpatient, a family program, continuing care, and education and consolation. The adolescent dual diagnosis serves adolescents ages 12-18 and their families who have been affected by substance abuse and mental health issues. Treatment focuses primarily on the substance abuse while taking into account the relationship substance abuse may have with other emotional or mental health needs in an adolescent's life. They provide assessments, inpatient, partial hospitalization, intensive outpatient, aftercare, and outpatient family education.

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**REGIONAL CHILD PROTECTION CENTER**

(515) 241-4311 or  
(866) 972-4453  
1215 Pleasant St.  
Suite 303  
Des Moines, IA 50309  
WWW.BLANKCHILDRENS.ORG

**Hours:** Monday - Friday 8:00 am -4:30 pm  
**Eligibility:** Mainly referred by DHS, law enforcement, and physicians.  
**Program Overview:** Regional Child Protection Center provides services for a number of infants and children exposed to drugs prior to birth. It is their goal to help each child and family to recovery without labeling or judging. Early identification and intervention for children exposed to drugs is the emphasis, so they can live a healthier life. They also see children for sexual abuse and those children that are removed from their home due to traumatic situations.

## UNITED COMMUNITY SERVICES

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**(515) 280-3860**

**(515) 883-2683 Fax**

**Downtown**

Main Office (Methadone Clinic)

401 SW Eighth

Des Moines, IA. 50309

West Des Moines Office

1211 Vine Street

West Des Moines, IA. 50265

**Hours:** WDM Clinic Monday – Thursday 6:30 am – 6:00 pm and Friday 6:30 am – 12:00 pm

**Eligibility:** Individuals with addiction. Sliding fee scale

**Program Overview:** The program provides practical approaches to the development of personal empowerment and relapse prevention skills by: Providing proven programs implemented by a well-trained, competent and motivated staff, providing facilities, resources, intensive and comprehensive therapeutic programs which address client needs, instilling in clients positive social and moral values and assisting them in becoming responsible citizens and assisting clients in developing professional attitudes, habits, values, skills and strategies that will enhance their potential for success in treatment and in life.

Services include: METHADONE TREATMENT PROGRAM MAINTENANCE AND DETOXIFICATION, OUTPATIENT CHEMICAL DEPENDENCY PROGRAMS, Intensive, Extended, and Continuing Care, RELAPSE PREVENTION GROUPS, Spanish Language Treatment Services, IN-JAIL TREATMENT, CO-DEPENDENCY GROUP, SUBSTANCE ABUSE GROUP EDUCATION (S.A.G.E), WOMEN'S GROUP, and Drug Screening

## ADOPTION

### ABOUT A CHILD ADOPTION SERVICES

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**(515) 221-2231**  
**(888) 596-2816 Toll Free**  
729 22nd St  
West Des Moines, IA 50265

Email:  
adopt@aboutachild.org  
help@adoptachild.org

www.aboutachild.org

**Hours:** Monday– Friday 9:00am–5:00pm

**Eligibility:** Qualifications are based on: age, health, marital status, citizenship, etc.

**Program Overview:** About A Child Adoption Services is dedicated to fulfilling the need of a family to expand through the option of adopting a child. Services are offered to assist you at the beginning, middle, and end of the process.

- **Home study services:** Gather information on the desires of adoptive parents as well as background information: marriage status, living conditions, location of residency, etc.
- **International Adoption Services:** Offers information and counseling services, paperwork assistance, referral evaluation, adoption trip support, adoption and post-adoption assistance.
- **Post-adoption Oversight Services:** Assistance in completing post-placement reports, post-adoption home study, and any other final paperwork.

### ADOPTION CONNECTION

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**(515) 965-8029**  
**(515) 963-4318 Fax**  
**(877) 724-0348 Toll Free**  
114 NW 5<sup>th</sup> St  
Suite 103  
Ankeny, IA 50023

Email:  
adoptionconnection@  
adoptioniowa.com

www.adoptioniowa.com

**Hours:** Monday – Friday 8:30am – 4:30pm

**Program Overview:** Adoption Connection is an agency dedicated to providing resources and a compassionate transition for birthparents placing their child up for adoption and by providing a better future for a child by placing them in a loving environment.

- **Birth parents:** Pre and post-placement counseling, prenatal and hospital arrangements, family matching assistance, legal assistance, financial assistance, and support networks.
- **Adoptive parents:** Pre and post-placement home studies, pre and post-adoption counseling, matching assistance, and support networks.

### BETHANY CHRISTIAN SERVICES

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**(515) 270-0824**  
**1-800-BETHANY Toll Free**  
**Pregnancy Line**  
**(888) 791- 3981**  
316 E. 6<sup>th</sup> St  
Des Moines, IA 50309

Email:  
bcsmoines@bethany.org

www.impregnant.org

**Hours:** Walk-ins are welcome, appointments preferred.

**Program Overview:** Bethany Christian Services of South Central Iowa provides services in southern, central, and eastern Iowa. The agency provides services for adoptive parents as well as birthparents. Bethany Christian Services help families adopt children in the United States and internationally. They also help pregnant women in parenting their children, placing them up for adoption, or directing them towards pregnancy centers. The agency provides closed, open, and semi-open adoptions.

- **Birth parents:** Expecting mothers are counseled in adoption, parenting, and abortion.
- **Adoptive parents:** Services offered are: domestic adoption, infant and older child adoption, intercountry adoption, and embryo adoption. Support groups are offered.

## CATHOLIC CHARITIES/CATHOLIC DIOCESE OF DES MOINES

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**(515) 244-3761**  
**Adoption Coordinator:**  
**(515) 237-5016**  
**Pregnancy Counselor:**  
**(515) 237- 5082**  
601 Grand Ave  
Des Moines, IA 50309

**Hours:** Monday–Friday 8:30am–4:30pm  
**Program Overview:** Catholic Charities provides services for adoptive parents, counsels pregnant women and provides adoption search services for adopted children and birth parents that want to reunite.

## CHILDREN & FAMILIES OF IOWA

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**(515) 288-1981**  
**515) 288-9101 Fax**  
**(515) 246-1245 Fax**  
**(800) 243-0756 Iowa Kidsnet**  
1111 University Ave  
Des Moines, IA 50314

Email:  
contactus@cfiowa.org

www.cfiowa.org

**Hours:** Monday–Thursday 8:00am–7:00pm, Friday 8:00am–5:00pm

**Program Overview:**

- **Foster Care and Adoption Services:** Works with foster families and children through a partnership with Iowa Kidsnet.
- **International Adoption:** Provides homestudies and follow up to help families during the transition of international adoptions.

## COURAGEOUS CHOICE

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**1-877-480- TALK Toll Free**

**Hours:** 24 hours a day, 7 days a week

**Program Overview:** Courageous choice is a consultation service for expectant mothers that have an unplanned pregnancy and want to know their options.

Services provided are:

- Assist in finding solutions.
- Will listen and discuss your questions and concerns.
- Provide information on financial assistance.
- Offer a FREE unplanned pregnancy kit.

## GIFT OF LOVE INTERNATIONAL ADOPTIONS INC

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**(515) 255-3388**  
**(877) 282-8015 Toll Free**  
**(515) 279-3017 Fax**  
7405 University Ave.  
Suite 1  
Des Moines, IA 50325  
Email:  
BETH@GIFTOFLOVE.ORG  
  
www.giftoflove.org

**Hours:** Monday–Friday 9:00am–4:00pm. Appointments preferred.

**Program Overview:** Gift of Love International Adoptions Inc. specializes in intercountry adoptions and works closely with all intercountry government offices for the children and adoptive families. Countries that are worked with are China, Russia, Ukraine, Kazakhstan, and Vietnam.

Services provided are:

Educating prospective adoptive parents about all areas of the adoption process, the intercountry adoption program, how to prepare for child's arrival, and how to be prepared for the years to follow.

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## IOWA FOSTER AND ADOPTIVE PARENT'S ASSOCIATION (IFAPA)

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(515) 289-4567  
(800) 277-8145 Toll Free  
(515) 289-2080  
6864 NE 14<sup>th</sup> St #5  
Ankeny, IA 50023  
Email:  
ifapa@ifapa.org  
www.ifapa.org

**Hours:** Call for further information.

**Program Overview:** IFAPA is a membership organization serving foster and adoptive parents in Iowa. Membership in the association is FREE for Iowa's licensed foster parents, adoptive parents and kinship caregivers. Social workers, agencies, and other interested parties may join the association as a supporting member for \$25 per year.

Membership benefits include:

- Free Training Classes for Foster/Adoptive/Kinship Parents
- Provides educational material for all caregivers
- Support groups
- Foster care and Adoption parent therapists

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## KIDSNET (FOSTER/ADOPT IOWA)

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(800) 243-0756  
6884 NE 14<sup>th</sup> St. #5  
Ankeny, IA 50023

**Des Moines Area Contact:**  
(515) 261-3719

**Hours:** Call for more information

**Eligibility:** Applicants will work with private agency and Department of Human Services employees while completing the process requirements.

**Program Overview:** Recruits & retains foster and adoptive families by providing quality training & support through a variety of program. Membership is free for Iowa's licensed foster and adoptive parents. The process usually takes six to nine months to complete depending on the availability of training classes in the area on one's personal schedule. In two-parent families, both parents must attend the training. Benefits of membership include: Training/Information, FREE or low cost family events, Special Annual Conference Rates, Bi-monthly newsletter (News and Views of Iowa), Legislative Bulletin, Peer support from IFAPA's Foster/Adoptive Parent Liaisons

**Process:**

- 1) Contact KidsNet (800) 243-0756 or WWW.IAKIDS.ORG
- 2) Attend orientation; complete applications, & learn more about the process
- 3) Attend PS-MAPP Training—30 hours of training over a 10 week period
- 4) Complete Home Study
- 5) Receive Approval; DHS Decision; Foster/Respite Care—License; Adoption—Home Study Approval
- 6) Receive Placement

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## LUTHERAN SERVICES OF IOWA

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(515) 271-7329  
3125 Cottage Grove Ave  
Des Moines, IA 50311  
Email:  
www.lsiowa.org

**Hours:** Monday–Friday 8:00am–5:00pm

**Program Overview:** Lutheran Services is a member of Lutheran Adoption Network that assists in intercountry adoptions. They also provide domestic/private adoptions as well as special needs adoptions.

- Intercountry adoptions: Conduct home studies, provide post-placement visits and reports. Fees for the adoptions are assessed according to the requirements of the study and country. Home study and post-placement services are available upon request.
  - Domestic/private adoptions: Conduct home studies for those planning to adopt through private sources: attorneys or an accredited adoption agency to facilitate an intercountry adoption. Lutheran Services provide post-placement visits and reports.
  - Special needs adoptions: Provide home study and post-placement services for those interested in adopting children with special needs: sibling groups, children with physical, emotional or mental challenges.
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## ORIGINS INC

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**(515) 274-4499**  
**(515) 277-9811 Fax**  
1810 74<sup>th</sup> St  
Windsor Heights, IA 50322

Email:  
jim@originsinc.com  
www.originsinc.com

**Hours:** Monday–Friday 8:00am–5:00pm  
**Program Overview:** Origins Inc is dedicated to reuniting birthparents with their children, and assisting children, with or without, adoptive parents in finding the birthparent. The agency acts as a confidential intermediary by searching and facilitating reunions. Origins Inc offers nationwide search services to locate and reunite birth families.

## PLANNED PARENTHOOD OF GREATER IOWA

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**(641) 422-0070**  
**(866) 722-0070 Toll Free**  
22 N Gerogia Ave, Ste #102  
Mason City, IA 50401  
www.plannedparenthood.org

**Hours:** Monday–Friday 8:00am–5:00pm. Toll free line is open 24 hours a day, 7 days a week  
Call to be directed to a location near you.  
**Program Overview:** Provides counseling to women having unplanned pregnancies.

## WILLIAM PEARCE ADOPTIONS

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**(515) 262-9047**  
6868 NE Berwick Dr.  
Ankeny, IA 50021  
  
pearceadoptions@mchsi.com

**Hours:** Phone is answered 24 hours a day, 7 days a week. Call for more information.  
**Program Overview:** William Pearce Adoptions is a licensed, non-profit adoption agency. They conduct home studies, provide post-placement services, birth counseling, among other adoption services. Call for more information.

## ADULT SERVICES

### AARP – AMERICAN ASSOCIATION OF RETIRED PERSONS–

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(515) 287-1555  
(515) 287-1787  
**Foundation Senior  
Program**  
3311 SW 9<sup>th</sup>  
Suite 300  
Des Moines, IA  
  
scdesmoines@aol.com

**Hours:** Monday–Friday 9:00am–4:00pm  
**Eligibility:** Adults that are 55 or older and lower income  
**Program Overview:** Employment/training program to assist lower–income adults.

### ADULT ABUSE HOTLINE

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(888) 725-2727 or  
(800) 362-2178 (after  
hours)

**Hours:** Operated 24 hours a day  
**Eligibility:** Anyone in need of assistance  
**Program Overview:**  
Investigates allegations of dependent adult abuse. The adult needs to meet the definition of a dependent adult according to the Iowa Code.

### AGING RESOURCES OF CENTRAL IOWA

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(515) 255-1310 or  
(800) 747-5352  
5835 Grand Ave.,  
Suite 106  
Des Moines, IA 50312  
WWW.AGINGRESOURCES.COM

**Hours:** Monday–Friday 8am–4:30pm  
**Eligibility:** Must be 60+ years old  
**Program Overview:** Provides case management services for the elderly. They assist in assuring appropriate services are coordinated and provided. A caregiver program is available to assist families.

### ALZHEIMER'S TREATMENT & RESEARCH CENTER

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(651) 254-2743  
640 Jackson St.  
St. Paul, MN 55101  
  
WWW.ALZHEIMERSINFO.ORG

**Hours:** Call for more information.  
**Eligibility:** Anyone who would like more information about Alzheimer's  
**Program Overview:**

- The Alzheimer's Research Center is a national research center that relies on charitable gifts to conduct nationally recognized research for Alzheimer's, strokes and other brain disorders.
- Our mission is to improve the treatment and prevention of Alzheimer's disease and other neurological disorders by advancing scientific knowledge through creative and collaborative active research. We endeavor to educate the community and serve as a resource, bringing together patients, families, research centers, universities, and pharmaceutical companies with a common goal of curing Alzheimer's disease.

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## FOSTER GRANDPARENT PROGRAM

**(515) 558-9975**  
1111 9<sup>th</sup> St. Suite 320  
Des Moines, IA 50314  
www.vnsdm.org

**Hours:** Monday–Friday 7:45am–4:30pm.  
**Eligibility:** Must be 60 years of age, make under \$13,000/yr, and work at least 15 hours a week.  
**Program Overview:** The Foster Grandparent Program is a federally funded program and has been part of the Des Moines community since 1981, providing valuable aid to children and youth with special and exceptional needs. Foster Grandparents are stipend volunteers serving a minimum of fifteen hours per week. Foster Grandparents are matched with youth who are from low-income households, academically performing below grade level, have specific disabilities (mental or physical), and/or are diagnosed with a behavior disorder. In schools, foster grandparents are matched with identified students to provide one-on-one support through assisting with reading, clarifying/translating group instructions into individualized instruction, and helping a child stay focused and on task. In day cares, foster grandparents act as a calming influence by holding/hugging infants and young children, assisting in development of motor and learning skills, and assisting with self-help skills (washing hands, eating).

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## GERIATRIC ASSESSMENT (MERCY HOME HEALTH SERVICES)

**(515) 643-8383**  
**Mercy Home Health Services**  
603 E. 12<sup>th</sup> St.  
Des Moines, IA 50309

**Hours:** Monday–Friday 7:00am–5:30am Saturday–Sunday 8:00am–4:00pm  
Nurse is on call 24 hours.  
**Eligibility:**

- **Program Overview** Provides in-home assessment of older adult needs. Offers home-delivered meals, personal and environmental care.
- The Mercy Home Care team of experts provides medical and home-care assistance—with the same high level of expertise you'd see in the hospital—right in the comfort of your home.

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## IOWA DEPARTMENT OF ELDER AFFAIRS

**(515) 725-3333**  
Jessie M. Parker Bldg  
510 E 12<sup>th</sup> St., Suite 2  
Des Moines, IA 50319  
  
www.state.ia.us/  
elderaffairs

**Hours:** Monday–Friday 8:00am–4:30pm  
**Eligibility:** Adults 60 years and older  
**Program Overview** Provides access to a wide variety of services to persons over 60 years old, including assisted living, adult daycare, employment programs, case management, Medicare, Medicaid, and Social Security issues.

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## IOWA HEALTH HOME CARE

**(515) 557-3100**  
**888-584-6311**  
**Fax: (515) 557-3226**  
11333 Aurora Ave.  
Urbandale, IA 50322  
WWW.IOWAHEALTH  
HOMECARE.ORG

**Hours:** Monday–Friday 8:00am–5:00pm  
**Eligibility:** Adults with health care needs.  
**Program Overview:** Iowa Health Home Care is a comprehensive home care services company providing a complete range of SERVICES and MEDICAL EQUIPMENT throughout Iowa. We specialize in the CARE OF PATIENTS IN THEIR PLACE OF RESIDENCE. Our caregivers function as an extension of your physician's practice in the home. Our care draws on the support and involvement of the family

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## LUTHERAN SERVICES OF IOWA

**(515) 277-1658**  
3116 University Ave.  
Des Moines, IA 50311  
  
www.lsiowa.org

**Hours:** Monday–Friday 8:00am–5:00pm.  
**Eligibility:** Adults needing in-home health services  
**Program Overview** Provides home health services to assist the low-income adults to remain in their own homes.

- Provides counseling and volunteer services to companion adults to help them stay in their own homes, and counseling to children and families.

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**MEALS ON WHEELS**

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**(515) 288-3334**  
944 18<sup>th</sup> St.  
P.O. Box 7192  
Des Moines, IA 50314  
  
www.wesleyservices.org

**Hours:** Monday–Friday 8:00am–4:30pm  
**Eligibility:** Based solely upon need.  
**Program Overview** Meals on Wheels provides nutritious, home delivered meals to residents of Polk County who are living with illness or disability.

- The Meals on Wheels program offers the following: Hot, freshly prepared noon meals Monday–Friday, a frozen weekend package delivered with the Friday meal, a heart healthy general diet as well as special diets for those in need.
- Fees: Sliding scale.

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**NEW HORIZON ADULT DAY CENTER**

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**Ankeny First United Methodist Church**  
**(515) 964-9933**  
406 SW School St.,  
Suite 118  
Ankeny, IA 50023  
  
www.newhorizonsadultdaycenter.com

**Hours:** **Monday**–Friday 8:30am–4:30 pm  
**Eligibility:** Adults with physical and/or cognitive impairments  
**Program Overview** A Community–based program designed to meet the needs of adults with physical and/or cognitive impairments through a structured social/medical/recreational program and monitored by a coordinated individual plan of care. This type of comprehensive, nonresidential program provides a variety of recreational, health, social and related support services in a protective setting. By supporting families and caregivers, an adult day program enables the persons served to live in the community or at home. An adult day program assesses the needs of the person prior to enrollment, and once enrolled is assessed further to fully understand the needs of each person. An individual service plan is designed and reviewed by the professional staff; the family and the person served all attend on a planned basis at least on a bi–annual basis.

**Core Services:**

- Structured adult activities
- Personal care
- Medication management
- Coordination of health and social services
- Hot, nutritious noon meal
- Art and cultural programs
- Door–to–door transportation
- Consultative staff
- Volunteer support by well trained and retired professionals.

**Center Information:**

- Fees: Full day \$47.50; Half day \$30.00. Medicaid/Veteran’s Administration contracts/ Scholarships

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**SENIOR COMPANION PROGRAM**

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**(515) 558–9957**  
1111 9<sup>th</sup> St Suite320  
Des Moines, IA  
50314  
  
www.vnsdm.org

**Hours:** Monday–Friday 9:00am–4:00pm.  
**Eligibility:** Must be 60 years of age, make less than \$13,000 a year and be able to work a minimum of at least 15 hours a week.  
**Program Overview:** The Senior Companion Program recruits and trains low–income individuals age 60 and over who provide supportive services to frail elderly and homebound individuals in Polk County. Senior Companions become part of a team of caregivers, working to assist frail elderly and homebound individuals to maintain independence. Without the help of Senior Companions, many of the clients they serve would not be able to continue living at home and would need more expensive care. Senior Companions work one–on–one providing companionship, respite, transportation, and assistance with daily living tasks such as light meal preparation, bill paying, and grocery shopping.

## SOCIAL SECURITY ASSISTANCE

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(800) 772-1213 or  
(515) 283-0212  
Federal Building,  
Room 293  
210 Walnut St.  
Des Moines, IA  
50309  
WWW.SSA.GOV

**Hours:** Monday–Friday 9:00am–4:00pm.

**Eligibility:** Retired and/or disabled persons and their families

- **Program Overview** The mission is to advance the economic security of the nation’s people through compassionate and vigilant leadership in shaping and managing America’s Social Security programs.
- Provides Social Security benefits program to retired and disabled workers and their families and surviving family of deceased workers
- Issues Social Security Cards
- Fees: None

## VNS OF IOWA ADULT HEALTH PROGRAM

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(515) 558-9946  
1111 9<sup>th</sup> St Ste320  
Des Moines, IA  
50314  
  
www.vnsdm.org

**Hours:** Monday–Friday 7:45am–4:00pm

**Eligibility:** Chronically ill–adults/seniors who are uninsured or underinsured.

**Program Overview:** VNS of Iowa has registered nurses, dietitians, and social workers who can assist with the following: Medication set up, assessing medication compliance, blood pressure/blood sugar monitoring, venipuncture, general assessments, health/nutrition education, and communication with physicians and other health professionals.

## VISITING ANGELS

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(515) 645-9088  
5000 Park Ave.  
Des Moines, IA  
50321  
  
WWW.VISITINGANGELS.  
com/desmoines

**Hours:** Call for more information as hours will vary depending on the level of care needed.

**Program Overview:** Visiting Angels is a non–medical home care services that is a cost–effective way to help your client/patient maintain their dignity and independence safely in their own home surroundings. Our services are available in Polk and the surrounding area.

Services include: Assistance with hygiene, meal prep, light housekeeping, assistance with errands, and companionship.

## WESLEY ADULT DAY SERVICES

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(515) 271-6701  
3520 Grand Ave  
Des Moines, IA  
50312  
  
WWW.WESLEYSERVICES.ORG

**Hours:** Monday–Friday 7:30am–5:30pm

**Eligibility:** Adults 18+ who require/desire supervision in a safe environment outside the home

- **Program Overview** A club–like setting offering a variety of events and personal choices; including exercise, discussion groups, music and community speakers.
- A three course lunch is served with snacks and beverages.
- Additional services include beauty/barber, podiatry, therapy services, laboratory services and bathing.
- Fees: Inquire. Daily rate, funding sources available.



## ADVOCACY GROUPS AND CLASSES

### AIDS PROJECT OF CENTRAL IOWA

(515) 284-0245 or  
 (888) 373-0010 Toll Free  
 711 E. 2<sup>nd</sup> St.  
 Des Moines, IA 50309  
  
 WWW.AIDSPROJECTCI.ORG

**Hours:** Monday – Friday 8:00 am – 4:30 pm or by appointment.  
**Eligibility:** Must be HIV+ for case management services. However, they do have testing and prevention services available for at-risk populations. NO FEES  
**Program Overview: Case Management/Information and Referral:** Case management, advocacy, and information and referral services are available at no charge. Case managers work one-on-one to determine each person’s specific needs and then develop an action plan to address those needs. **Financial Assistance:** The Project directly provides assistance through a number of programs. Each program has its own eligibility rules and requirements. **Food Pantry:** A food pantry is available to families and individuals living with HIV.

### AMERICAN CANCER SOCIETY

(515) 253-0147  
 (515) 253-0806  
 (800) 688-0147  
 (Society Hotline)  
 (800) 422-6237  
 (Cancer Info)  
 8364 Hickman Rd. Ste D  
 Clive, IA 50325  
 www.cancer.org

**Hours:** Monday–Friday 8:00am–4:30pm  
**Eligibility:** Individuals seeking information about cancer.  
**Program Overview:** Offers public education programs, cancer support group information, some supplies, and literature.

### AMERICAN DIABETES ASSOCIATION

(515) 276-2237  
 (888) 342-2383 Toll Free  
 2600 72<sup>nd</sup> St., Suite O  
 Urbandale, IA 50322  
 WWW.DIABETES.ORG

**Hours:** Contact local chapter for more information.  
**Eligibility:** Individuals seeking information on diabetes.  
**Program Overview:** Offers educational meetings, support groups, health fairs, research and seminars, in addition to educational literature.

### AMERICAN HEART ASSOCIATION & AMERICAN STROKE ASSOCIATION

(515) 244-3278  
 (800) 553-6321  
 1111 9th St.,  
 Suite, 280  
 Des Moines, IA 50314  
 WWW.AMERICANHEART.ORG

**Hours:** Monday – Friday 8:30 am – 5:00 pm  
**Eligibility:** Individuals seeking information on heart disease and stroke.  
**Program Overview:** Provides information on diet, exercise, and the prevention of heart disease and stroke.

### AMERICAN LUNG ASSOCIATION OF IOWA

(515) 309-9507  
 2530 73<sup>rd</sup> St.  
 Des Moines, IA 50322  
 E-Mail:  
 MSANDQUIST@LUNGIA.ORG  
 WWW.LUNGIA.ORG

**Hours:** Monday – Friday 8:00 am – 4:30 pm  
**Eligibility:** Individuals seeking information and services in regard to lung disease.  
**Program Overview:** Fights disease through education, community services, advocacy and research. The ALA works to help those who suffer from lung disease today to stop the spread of lung disease tomorrow.

## AMERICAN PARKINSON'S DISEASE ASSOCIATION

**APDA Iowa Chapter**  
**(515) 241-6379**  
1200 Pleasant St., E524  
Des Moines, IA 50309  
WWW.APDAIOWA.ORG

**Hours:** Monday –Friday 8:00am–3:00pm or call for more information.  
**Eligibility:** Individuals seeking information on Parkinson's disease.  
**Program Overview:** Provides information, referrals and support groups for individuals dealing with Parkinson's disease. Raising funds for researching a cure for Parkinson's and raising awareness of the disease.

## AMERICANS WITH DISABILITIES: IOWA HUMAN RIGHTS DEP'T – PERSONS WITH DISABILITIES DIVISION

**(515) 242-6334**  
321 E. 12<sup>th</sup> St.  
2<sup>nd</sup> Floor  
Des Moines, IA 50319  
Email:  
dhr.disabilities@iowa.gov  
www.state.ia.us/dhr/pd

**Hours:** Monday–Friday 8:00am–4:30pm.  
**Eligibility:** Persons with disabilities.  
**Program Overview:** The Division of Persons with Disabilities is an agency located within the Department of Human Rights. The Commission was established in 1965 by the Iowa Legislature. The 24–member commission is appointed by the Governor to equalize opportunities for full participation in employment and other areas of the state's economic, educational, social and political life for Iowans with disabilities. Through education, advocacy, referral, technical assistance, legislative action and special projects, we work to achieve these goals.

## ARC OF IOWA

**(515) 210-6686**  
**(800)362-2927**  
3821 71<sup>st</sup> St. Ste. A  
Urbandale, IA 50322  
Email:  
CWESTHOSS@ARCECI.ORG

<http://www.thearcofiowa.org/>

**Hours:** Call for your local Chapters information.  
**Eligibility:** Individuals with intellectual and cognitive disabilities.  
**Program Overview:** The Arc of Iowa exists to ensure that people with intellectual and developmental disabilities receive the services, supports and opportunities necessary to fully realize their right to live work and enjoy life in the community without discrimination.

## ARTHRITIS FOUNDATION

**(515) 278-0636**  
**(866) 378-0636**  
2600 72<sup>nd</sup> St., Suite. D  
Des Moines, IA 50322  
E-Mail: INFO.IA@ARTHRITIS .ORG  
WWW.ARTHRITIS.ORG

**Hours:** Monday – Friday 8:30 am – 4:30 pm  
**Eligibility:** Individuals seeking information and services in regard to arthritis.  
**Program Overview:** Provides information and education to arthritis patients, including current research on the cause, prevention, and cure of arthritis. Also provides referral services, support groups, aquatics classes, health fairs, and training for fitness instructors.

## ASK RESOURCE CENTER

**(515) 243-1713**  
**(800) 450-8667**  
317 E. 6<sup>th</sup> St.  
Des Moines, IA 50309  
Email INFO@ASKRESOURCE.ORG  
WWW.ASKRESOURCE.ORG

**Hours:** Monday – Friday 8:00 am – 4:30pm  
**Eligibility:** Children and adults with disabilities and their families.  
**Program Overview:**

- Parent Training and Information Center of Iowa (PTI): Focuses on the educational needs of children with disabilities in Iowa, particularly those who are underserved or may be inappropriately identified.
- The Legal Center for Special Education: Provides effective, low-cost, and readily available legal and advocacy services to parents of children with disabilities in educational and related issues
- The Latino Institute for Education: LIFE is a non-profit organization which advocates for Hispanic families in the following fields: success in schooling, community involvement, help in building family union, and cultural exchange between cultures.
- The Learning Disabilities Association of Iowa: Dedicated to identifying causes and promoting prevention of learning disabilities and to enhancing the quality of life for all individuals with learning disabilities and their families.

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**AUTISM SOCIETY OF IOWA**

**(515) 327-9075**  
**1-888-722-4799**  
**MAIL ONLY:**  
4549 Waterford Dr.  
West Des Moines, IA 50265  
<http://www.autismia.org/>

**Hours:** Call for your local Chapters information.  
**Eligibility:** Individuals with autism and parents with children who have autism.  
**Program Overview:** They provide current information and support to parents, educators, service providers, and others interested in autism. They sponsor workshops and conferences on topical information related to autism. Also, they provide direction and support to local chapters and support groups throughout the state.

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**BRAIN INJURY ASSOCIATION OF IOWA**

**(800) 444-6443**  
317 E. 6<sup>th</sup> St.  
Des Moines, IA 50309  
[www.biausa.org/iowa/](http://www.biausa.org/iowa/)

**Hours:** Call or check out the web page for more information  
**Eligibility:** Our members include people with brain injuries, their family members, their friends, and professionals who work with people who have had brain and head injuries.  
**Program Overview:** An advocacy organization representing people with brain and head injuries. Their mission is to create a better future thorough brain injury prevention, education, and advocacy.

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**CENTER FOR DISABILITIES AND DEVELOPMENT, U OF I HOSPITAL AND CLINICS**

**(319) 353-6900**  
**1-877-686-0031 (Toll Free)**  
100 Hawkins Dr.  
IA City, IA 52242  
  
Email:  
[www.healthcare.uiowa.edu/cdd](http://www.healthcare.uiowa.edu/cdd)

**Hours:** Monday – Friday 8:00 am – 5:00pm or call for additional information.  
**Eligibility:** Individuals with developmental disabilities  
**Program Overview:** The Center promotes the independence, productivity and community inclusion of individuals with developmental disabilities through a broad range of health care, training, technical assistance, and information sharing activities.

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**CITIZEN FOR COMMUNITY IMPROVEMENT**

**(515) 282-0484**  
**(515) 283-0031**  
2001 Forest Ave.  
Des Moines, IA 50311  
[WWW.IOWACCI.ORG](http://WWW.IOWACCI.ORG)

**Hours:** Monday–Friday 8:30am–5:30pm  
**Eligibility:** Grassroots people of all ethnic backgrounds  
**Program Overview:** Offers a home ownership buyers club, on-site lending program, environment task force, representatives to investigate predatory lending and contract sales, Youth Working for Positive Change program, and take on issues for neighborhoods such as abandonment, flooding, and working with neighborhood associations to locate funding for home improvement.

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**CITIZENS' AIDE/OMBUDSMAN**

**(515) 281-3592 or**  
**(888) 426-6283**  
1112 E. Grand Ave.  
Des Moines, IA 50319  
  
Email:  
[OMBUDSMAN@LEGIS.STATE.IA.US](mailto:OMBUDSMAN@LEGIS.STATE.IA.US)  
  
[WWW.LEGIS.STATE.IA.US/OMBUDSMAN](http://WWW.LEGIS.STATE.IA.US/OMBUDSMAN)

**Hours:** Monday – Friday 8:00 am – 4:30 pm  
**Eligibility:** Individuals with government grievances.  
**Program Overview:** Serves as an independent and impartial agency to which citizens can air their grievances about government. By facilitating communications between citizens and government and making recommendations to improve administrative practices and procedures, the Ombudsman promotes responsiveness and quality in government.

## CITIZENS' AIDE/OMBUDSMAN, LONG TERM CARE

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(515) 725-3333  
(800) 532-3213  
(Complaint Hotline)  
Jessie Parker Building  
510 E. 12<sup>th</sup> St. Suite 2  
Des Moines, IA 50319

**Hours:** Monday–Friday 8:00am–4:30pm.  
**Eligibility:** Residents in long-term care and their families.  
**Program Overview:** Advocacy program for residents of long-term care facilities in Iowa. Includes investigating complaints and monitoring state and federal laws affecting long-term care in Iowa.  
[WWW.STATE.IA.US/ELDERAFFAIRS/ADVOCACY/OMBUDSMAN.HTML](http://WWW.STATE.IA.US/ELDERAFFAIRS/ADVOCACY/OMBUDSMAN.HTML)

## FAMILY DEVELOPMENT AND SELF-SUFFICIENCY (FADSS)

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(515) 286-3406  
(515) 286-2055 fax  
River Place  
2309 Euclid Ave.  
Des Moines, Iowa 50310  
[www.polkcountyiowa.gov](http://www.polkcountyiowa.gov)

**Hours:** Monday–Friday 8:00am–4:30pm.  
**Eligibility:** Families who are receiving state assistance (FIP).

- Provides support and advocacy for families who are receiving state assistance (FIP). FaDSS program assists families in realizing, developing, and attaining personal goals to self-sufficiency through a strength-based in-home visiting program.

Parent and Child Education Course: Nurturing is a program of positive, realistic activities that helps parents and children do a better job of being parents and children. Nurturing skills included in the program are communication skills, stress management, negotiations and decision-making, handling anger, and much more. There is a fee that covers the course, course manual, snacks, and child care for younger children. Financial assistance is available.

## GOVERNOR'S DEVELOPMENTAL DISABILITIES COUNCIL

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(515) 281-9082  
(515) 281-9087 (fax)  
617 E 2<sup>nd</sup>  
Des Moines, IA 50309  
  
[www.idaction.org/govdd/index.htm](http://www.idaction.org/govdd/index.htm)

**Hours:** Web site available 24 hours a day or call during business hours 8:00 am – 4:30 pm Monday–Friday.  
**Eligibility:** Individuals with developmental disabilities.  
**Program Overview:** A federally funded state agency committed to the empowerment of persons with developmental disabilities, working to make the system of support and services more responsive to individuals and families. The Council works to build and support other groups, like the Key Coalition, to accomplish this goal. They also produce the InfoNet newsletter that has information on legislative policy related to people with disabilities.

## IOWA ASSOCIATION OF COMMUNITY PROVIDERS

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(515) 270-9495  
(515) 270-1035 (fax)  
7025 Hickman Rd.  
Urbandale, IA 50322  
<http://www.iowaproviders.org/>

**Hours:** Monday – Friday 8:00 am – 5:00 pm  
**Eligibility:** Children and adults with disabilities.  
**Program Overview:** An association that is comprised of over 150 community-based organizations whose mission and core services are consistent with the association. All members provide quality services to children and adults with mental illness and mental health related issues, retardation, brain injury and other developmental disabilities.

## IOWA COALITION AGAINST SEXUAL ASSAULT

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(515) 244-7424  
515 28<sup>th</sup> St. #107  
Des Moines, IA 50312  
  
Email:  
[INFO@IOWACASA.ORG](mailto:INFO@IOWACASA.ORG)  
  
[WWW.IOWACASA.ORG](http://WWW.IOWACASA.ORG)

**Hours:** Monday–Friday 8:00am–4:30pm  
**Eligibility:** Individuals who are victims of sexual assault.  
**Program Overview:** Iowa Statewide Sexual Abuse Hotline: (800) 284–7821

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## IOWA COMMUNITY ACTION ASSOCIATION

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**(515) 283-4569**  
**(515) 237-1687 Fax**  
602 Robert D. Ray Dr.  
Des Moines, IA 50309  
LLROSS@DMGOV.ORG  
IOWACOMMUNITY ACTION.COM

**Hours:** Hours vary call for specific details.  
**Eligibility:** Individuals who have low-income in need of necessities.  
**Program Overview:** Provides assistance to low income homes in obtaining basic family necessities. This is an association of 18 local Community Action Agencies and they all provide direct services to low-income children and families in all 99 counties.

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## IOWA DEPARTMENT FOR THE BLIND

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**(515) 281-1333**  
524 4<sup>th</sup> St.  
Des Moines, IA 50309  
WWW.BLIND.STATE.IA.US

**Hours:** Monday – Friday 8:00 am – 4:30 pm  
**Eligibility:** 20/200 vision or less in the better eye with correction, or a visual field of 20 degrees or less. No fee  
**Program Overview:** State agency responsible for providing most of the services lowans who are blind need to live independently and work competitively. Its mission is to be the means for persons who are blind to obtain for themselves universal access and full participation as citizens in whatever roles they may choose.

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## IOWA LATINO AFFAIRS

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**(515) 281-4080**  
321 E. 12<sup>th</sup> Street, 2<sup>nd</sup> Floor  
Des Moines, Iowa 50319  
HTTP://WWW.LATINOAFFAIRS.IOW  
A.GOV/

**Hours:** Monday – Friday 8:00am – 5:00pm  
**Program Overview:** The mission for the Iowa Commission of Latino Affairs is to improve the quality of life of Iowa's Latino population through advocacy, education, legislative recommendations and action, public information and development of programs and services.

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## IOWA PROTECTION AND ADVOCACY SERVICES

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**(515) 278-2502**  
**(800) 779-2502 Toll Free**  
950 Office Park Rd., Suite 221  
West Des Moines, IA 50265  
www.ipna.org

**Hours:** Monday –Friday 8:00 am–5:00 pm  
**Eligibility:** Individuals with a disability who meets federal eligibility requirements. No fees.  
**Program Overview:** Advocacy agency that helps protect and advocate for the human and legal rights of individuals with disabilities and/or mental illness. Provide self-advocacy education, information and referral, non-legal advocacy and legal and systems advocacy.

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## MENTOR IOWA

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**(515) 277-9797**  
3900 Ingersoll  
Suite 102  
Des Moines, IA 50312  
WWW.MENTOROWA.ORG

**Hours:** Monday–Friday 8:30am–5:00pm  
**Eligibility:** Children that are court involved  
**Program Overview:** One-on-One Program: Matches a volunteer mentor with a Child in Need of Assistance (CINA).

- **Early Services Project (ESP):** Mentor Iowa provides mentoring services to children, ages 4–11, who have committed a minor delinquent act.
- **Truancy Court:** Mentor Iowa volunteers are matched with referred middle school students who have a history of truancy.
- **Youth Justice Initiative:** Mentor Iowa trains YJI volunteer mentors for West Des Moines youth who have committed a delinquent act.
- **Girl Power:** A program for females 12–16, designed to provide a forum for young women to interact with each other and discuss areas of common concern.
- **Power of the Pen:** Provides mentors with an activity they can participate with their mentee, and create a teachable moment on the importance of literacy and writing skills.

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## MID-IOWA FAMILY THERAPY CLINIC INC.

1-800-649-5423  
1201 63<sup>rd</sup> St.  
Des Moines, IA 50311

**Hours:** Times vary, call for details.  
**Eligibility:** Families with children who have mental health needs.  
**Program Overview:** Parent to parent support and advocacy program designed to help parents and families of children with mental health needs.

## MONSOON UNITED ASIAN WOMEN OF IOWA

(515) 288-0881  
**Helpline:**  
(866) 881-4641  
515 28<sup>th</sup> St.  
Des Moines, IA 50312

**Hours:** Call for more information.  
**Eligibility:** Asian women in Iowa communities.  
**Program Overview:** To end violence against women in Asian communities in Iowa. Monsoon provides direct services through its Multilingual Language Advocates Program and the Asian Community Resource Center and also has a violence-prevention project through the Monsoon Generation One API Youth Council and the Project Organically Grown Girls' Activism. Monsoon's advocates speak a variety of Asian languages. Monsoon's services to survivors and victims of domestic violence and sexual assault include:

- Legal referrals and court assistance
- Assistance in getting health care, housing, education, employment, and government benefits
- Support Groups
- Language classes

## MOSAIC

(515) 246-1840  
303 Locust St.,  
Suite 300  
Des Moines, IA 50309-1770  
WWW.MOSAICINFO.ORG/IOWA/IN  
DEX.ASP

**Hours:** Monday-Friday 8:00am-4:00pm  
**Eligibility:** Individuals with disabilities.  
**Program Overview:** Mosaic provides supports and advocacy in partnership with people who have disabilities, that all may realize God's gift of wholeness of life. Mosaic's staff and supporters believe that every individual is a person of worth.  
**Disabilities Supports:** If you or someone you care about has developmental disabilities, then you can find a variety of supports through the ministry of Mosaic: individualized services, living options, work choices and spiritual nurture.

## NAMI IOWA (NATIONAL ALLIANCE ON MENTAL ILLNESS)

(515) 254-0417  
800-417-0417  
5911 Meredith Dr. Ste E  
Des Moines, IA 50322  
Email: INFO@NAMIOWA.COM  
www.namiiowa.org

**Hours:** Monday-Friday 9:00am-3:30pm.  
**Eligibility:** Anyone is welcome. Please visit our website to become a member or call our office.  
**Program Overview:** Our mission is to raise public awareness and concern about mental illness, to foster research, to improve treatment and to upgrade the system of care for the people of Iowa. We work to support our mission through education, advocacy, and support. We offer four educational programs focusing on family members, consumers, caregivers or providers. Volunteers teach all classes. We also have support groups throughout the state. Visit our website to learn more about these programs and the locations of our support groups.

## NEW IOWAN CENTER

(515) 281-5387  
1000 E. Grand Ave  
Des Moines, IA 50309  
www.iowaworkforce.org/centers

**Hours:** Monday - Friday 8:00 am - 4:30 pm  
**Eligibility:** Individuals who have recently moved to Iowa and are seeking employment.  
**Program Overview:** The centers are designed to advocate workers, businesses, and communities with information, community service referrals, job placement, translations, language training, and resettlement assistance, as well as technical and legal assistance concerning forms and documentation.

## **POLK COUNTY CRISIS AND ADVOCACY SERVICES**

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**(515) 286-3600**  
**Polk County River Place**  
2309 Euclid Ave  
Des Moines, IA 50310

CRISIS:  
**(515) 286-3535**  
www.polkcountyiaowa.gov

**Hours:** Monday–Friday 8:00 am – 4:30 pm; Phone answered 24 hours a day, 7days a week  
**Eligibility:** Victims of personal, violent crime. Not limited to Polk residents. Anyone wanting services and willing to come to the office. Free voluntary and confidential.  
**Program Overview:** This Program provides 24 hour homicide crisis response, and assistance to sexual assault and other violent crime victims for hospital exams, law enforcement, prosecution and court contacts.. Crisis intervention, counseling, referral, advocacy and support group services are provided for sexual assault and violent crime victims. A contract with the Family Violence Center (see separate entry) provides crisis intervention, counseling and emergency shelter for victims of domestic abuse and their families.

## **UNIVERSAL DESIGN AND HOME ACCESSIBILITY (IOWA STATE UNIVERSITY EXTENSION )**

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**(515) 294-8520**  
(62 LeBaron Hall  
Ames, IA 50011

Email  
YEARN@IASTATE.EDU

WWW.EXTENSION.IASTATE.ED  
U/UNIVERSALDESIGN

**Hours:** Contact Mary Yearn for more information.  
**Eligibility:** Iowa farmers with disabilities or health related conditions such as but not limited to stroke, heart attack, cancer or arthritis.  
**Program Overview:** Partially funded by the U.S. Dept. of Agriculture to help farm families affected by disabilities adapt their homes and farms. The program can help any family member with a disability to: modify tools, equipment, and machinery, make home and farm buildings more accessible and find services that meet specific needs.

## **US VETERANS CENTER**

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**(515) 284-4929**  
2600 MLK Pkwy  
Des Moines, IA 50310

www.va.gov

**Hours:** Monday–Friday 8:00am–4:30pm  
**Eligibility:** Veterans  
**Program Overview:** Re–adjustment counseling for veterans and families. Assistance in getting VA benefits. Appointments are welcomed but not required.

## BABY SUPPLIES

### ALPHA WOMEN CENTER

**Des Moines:**

(515) 285-5700

3605 SE 14<sup>th</sup> St.

Des Moines. IA 50320

**Ankeny:**

(515) 965-7885

406 SW School St.

Ankeny, IA 50023

Email:

awc1dsm@mchsi.com

www.awcdesmoines.org

**Hours:** Monday, Tuesday, and Thursday 10:00 am – 7:00 pm (Des Moines location)

Monday and Wednesday 10:00am – 6:00pm (Ankeny location)

**Eligibility:** No boundaries. You may need documentation

**Program Overview:** Provides some baby items (diapers and clothes) but given on emergency basis. Client can earn points in the Baby Closet Program to get diapers and baby clothes. Limited resources in Spanish.

- Alpha Women Center also provides free pregnancy testing, support and counseling, parenting and prenatal classes, nutrition and safety classes. Ultrasounds are also available.

### BIDWELL–RIVERSIDE CENTER

(515) 244-6251

1203 Hartford

Des Moines, IA 50315

E-Mail:

JCRANDALL@BIDWELLRIVERSIDE.ORG

**Hours:** Clothing and food pantry Monday – Wednesday, Friday 10:00am–12:00pm and 1:00pm–2:45pm. Thursday, Clothing: 10:00am–12:00pm, Food: 1:00pm–2:45pm.

**Eligibility:** Food available for South side residents. Clothing NO BOUNDARIES.

**Program Overview:** The Center is committed to helping groups, families and individuals develop to their full potential through direct service, educational and social action programs. Programs include: child care, possible material/financial assistance to homeless families, food pantry (DMARC), and clothing pantry. Programs also include educational classes (GED and ABE classes, senior citizen group, meals, and Christmas Sharing). Also provides GED Program and child care program.

### COMMUNITY SERVICES CENTER ON 6TH

(515) 248-6216

1618 6<sup>th</sup> Ave.

Des Moines, IA 50311

**Hours:** Monday – Friday 8:00 am – 5:00 pm

**Eligibility:** Individuals that reside in the 50312 or 50314 area. You may need documentation.

**Program Overview:** Provides very limited formula supply, diapers, personal pantry and food pantry.

### GENERAL RELIEF

(515) 286-2088

19<sup>th</sup> and Carpenter

Des Moines IA 50314

**Hours:** Monday – Friday 8:00 am – 4:30 pm (call ahead)

**Eligibility:** Anyone is welcome and there are no zip code boundaries. You may need documentation.

**Program Overview:** Assists with funding for cribs.

### PERSONAL PANTRY – LOGAN COMMUNITY SERVICE DEPT

(515) 248-6215 Contact Carol

1740 E. Garfield, 2<sup>nd</sup> Floor

Des Moines IA 50316

**Hours:** Monday – Friday 8:30 am – 5:00 pm first come first serve. Or by appointment, contact Rachel Newcomb.

**Eligibility:** Call for boundary restrictions

**Program Overview:** Assists with diapers and personal items. Also a personal pantry from 9–1.

### SALVATION ARMY

(515) 282-3422

Contact Marie

1330 6<sup>th</sup> Ave

Des Moines IA 50314

**Hours:** Monday – Friday 9:00 am – 11:30 and 1:00 am – 3:30 pm

**Eligibility:** Anyone is welcome and there are no zip code boundaries. You may need documentation.

**Program Overview:** Provides discounted baby supplies.

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**SATURN CAR DEALERSHIP**

**(515) 252-1700**  
9900 Hickman Rd  
Clive IA 50325

**Hours:** First Thursday of every month; 5:00 pm – 7:00 pm – Body Shop Area  
**Eligibility:** Anyone is welcome and there are no zip code boundaries  
**Program Overview:** Free car seat checks and quick lessons on proper car seat installation.

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**ST. MARY'S FAMILY CENTER**

**(515) 262-7290**  
1815 Hubbell Ave  
Des Moines IA 50316

**Hours:** Monday – Friday 10:00 am – 3:30 pm  
**Eligibility:** Individuals that reside in the 50316 area. You may need documentation.  
**Program Overview:** Assists with diapers, formula, clothing, and personal items when available. Also there is a food pantry. Spanish available most days.

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**YOUNG WOMEN'S RESOURCE CENTER**

**(515) 244-4901**  
705 E. 2<sup>nd</sup> St.  
Des Moines, IA 50309  
Email:  
YWRC@YWRC.ORG  
WWW.YWRC.ORG/

**Hours:** Monday–Thursday 8:00 am – Noon; 1:00 pm – 5:00 pm & Friday 8:00 am – Noon  
**Eligibility:** Serves young women ages 11–21. No Boundaries  
**Program Overview:**

- YWRC Problem Solving: Classes focus on helping young women develop lifelong decision-making and relationship skills.
- Justice Groups: Support young women who are in the judicial system
- After School Programs: Provide self-esteem building and problem-solving assistance in a supportive, group environment. These programs are held in middle schools in the greater Des Moines area.
- The Doula Program: Provides a mentor and birth coach to pregnant and parenting young women. Doulas provide emotional and practical support during pregnancy and continued mentoring after the baby is born.
- Heart-to-Heart: Educates young women about keeping their children safe from sexual abuse.
- Young Moms: Provides parenting support classes in a group setting, and encourages young women to wait until adulthood to have additional children.
- Mariposa: A leadership class for Latina women.
- Connect: A class for young women who are lesbian or have questions about their sexual orientation.
- SIG-NA: Provides education and support to young women who are survivors of abuse.
- Little Passengers Safety Program: Provides education and instruction to families with the ability to provide safety seats to financially qualified families.
- Case Management: Provides support, education, resources, and referrals through Healthy Start/Empowerment Programs.
- R-3 (Rights, Respect and Responsibility): Adolescent pregnancy prevention group. Youth provide peer education and advocacy on sexual health, healthy relationships and healthy choices.

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## Case Management Services

### Targeted Case Management Lead Agencies:

#### AIDS PROJECT OF CENTRAL IOWA

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(515) 284-0245 or  
 (888) 373-0010  
 711 E. 2<sup>nd</sup> St.  
 Des Moines, IA 50309  
 WWW.AIDSPROJECTCI.ORG

**Hours:** Monday–Friday 8:00 am – 4:30 pm  
**Eligibility:** Must be HIV+ for case management services. However, they do have testing and prevention services available for at-risk populations.  
**Program Overview:** Assisting people who are living with HIV to achieve the highest quality of life available. To prevent future HIV infections in our community.  
**Care Services:**

- **Case Management/Information and Referral:** Case management, advocacy, and information and referral services are available at no charge. Case managers work one-on-one to determine each person’s specific needs and then develop an action plan to address those needs.
- **Financial Assistance:** The Project directly provides assistance through a number of programs. Each program has its own eligibility rules and requirements.
- **Food Pantry:** A food pantry is available to families and individuals living with HIV.

#### BEHAVIORAL HEALTH RESOURCES

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(515) 241-0982  
 945 19<sup>th</sup> St.  
 Des Moines IA 50314  
<http://www.bhrci.org/index.htm>

**Hours:** Monday – Friday 8:00 am – 4:30 pm  
**Eligibility:** Individuals with mental health needs.  
**Program Overview:** Behavioral Health Resources provides resource for high quality mental health services. Provides integrated service projects, senior outreach counseling, program for assertive community treatment, target case management, supported community living, intensive psychiatric rehabilitation, service coordination, and mobile crisis response team.

#### BROADLAWNS – COMMUNITY ACCESS PROGRAM

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(515) 282-6770  
 2300 Euclid Ave Ste B  
 Des Moines IA 50310  
[www.broadlawns.org/mental-health-services.cfm](http://www.broadlawns.org/mental-health-services.cfm)

**Hours:** Monday – Friday 7:30 am – 4:00 pm  
**Eligibility:** Adults with chronic mental.  
**Program Overview:** Targeted case management services link consumers with chronic mental illness to service agencies and support systems responsible for providing the necessary direct services. Targeted case management coordinates and monitors mental health and community support services through a team composed of the consumer, case manager and relevant providers and natural supports.

#### CHILDSERVE

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(515) 727-8750  
 5406 Merle Hay Road  
 P.O. Box 707  
 Johnston, IA 50131  
 WWW.CHILDSERVE.ORG

**Hours:** Front office hours Monday – Thursday 7:30 am – 6:30 pm, Friday 7:30am–4:30  
**Eligibility:** Provides services to children with special health care needs.  
**Program Overview:**

- **Residential Program:** ChildServe has a long and strong tradition of providing compassionate, quality residential care in both large and small group settings. ChildServe offers three core residential services, including skilled nursing care, intermediate care for children with mental retardation, and residential supported community living.
- **Community Program:** ChildServe now offers seven core community services. Community services include homecare, therapy, adaptive equipment, respite, supported community living, case management, and childcare.

## CHRISTIAN OPPORTUNITY CENTER

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**(641)628-1162**  
**Central Office**  
1553 Broadway,  
Box 347  
Pella, IA 50219  
Email:  
INFO@CHRISTIANOPPORTUNITY.O  
RG  
CHRISTIANOPPORTUNITY.ORG

**Hours:** Monday–Friday 7:00am–4:30pm  
**Eligibility:** Individuals with disabilities or other special needs.  
**Program Overview:** The Christian Opportunity Center (COC) is a not-for-profit organization that supports over 250 people with disabilities. Since its inception, COC has experienced constant growth and change and supports mostly adult today in residential and vocational services. This growth is attributable to COC's responsiveness to the needs and wants of people with disabilities. From the beginning, COC has taken a practical approach in helping people with disabilities gain more independence.

## COALITION FOR FAMILY AND CHILDREN SERVICES

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**(515) 244-0074**  
1111 9<sup>th</sup> St.,  
Suite 235  
Des Moines, IA 50309  
WWW.IACHILD.ORG

**Hours:** Monday–Friday 8:30am–5:00pm.  
**Eligibility:** Agencies wanting to improve the quality of life for families.  
**Program Overview:** Member agencies work in the areas of child abuse and neglect, delinquency, substance abuse, and behavioral and mental health. Agencies provide a continuum of services including: crisis intervention; family preservation; family-centered services; foster family care; foster group care; emergency shelters; delinquency prevention: detention; maternal and child health care; day care; psychiatric medical institutions; day treatment; independent living; nutrition; teen parenting; and special needs adoptions.

## COMMUNITY SUPPORT ADVOCATES

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**(515) 883-1776**  
333 SW 9<sup>th</sup> St. Ste E  
Des Moines IA 50309  
<http://www.teamcsa.org/csa/>

**Hours:** Monday – Friday 8:00 am – 5:00 pm  
**Eligibility:** Individuals with mental illness, mental retardation, or developmental disabilities  
**Program Overview:** Allows individuals in gaining access to appropriate housing, needed medical services, and interrelated social, vocational, and educational services. These services are driven by consumer choice, with a focus on individualized community services and supports, and maximum community integration.

## EASTER SEALS CENTER

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**(515) 274-1529**  
2920 30<sup>th</sup> St.  
Des Moines, IA 50310  
EMAIL:  
INFO@EASTERSEALSIA.ORG  
WWW.EASTERSEALSIA.ORG

**Hours:** Monday – Friday 8:00 am – 5:00 pm  
**Eligibility:** Provides services for the disabled.  
**Program Overview:** Assist with equipment loan program, home modification, ramp building, case management and camping programs.

## FAMILY ENRICHMENT CENTER

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**(515) 286-3406**  
Polk County River Place  
2309 Euclid Avenue  
Des Moines, IA 50310  
[www.polkcountyiowa.gov](http://www.polkcountyiowa.gov)

**Hours:** Monday–Friday 8:00am–4:30pm  
**Eligibility:** Call for details, individuals must be receiving FIP  
**Program Overview:** Provides a variety of services including housing, transportation, child care, life skills, budgeting, food pantry, laundry facilities, substance abuse counseling, and job counseling and training.

## GOLDEN CIRCLE BEHAVIORAL HEALTH

(515) 241-0982  
945 19<sup>th</sup> St.  
Des Moines, IA 50314

[WWW.BHRCI.ORG/GCOMMISSION.HTM](http://WWW.BHRCI.ORG/GCOMMISSION.HTM)

**Hours:** Call for specific program hours.

**Eligibility:** Adults 18 and older.

**Program Overview: Integrated Service Project (ISP):** Services are driven by member needs and preferences, it was created to provide comprehensive services so that hospitalization and crisis. Resources available include an employment specialist, group activities, and the Opportunity Center. The Opportunity Center is available for improvement of computer skills, for members to create new relationships, and meals are provided twice a week.

- **Targeted Case Management (TCM):** Refers consumers for needed services, authorizes funding, and then coordinates and monitors those services. Serves adults 18 years and older who receive or are eligible to receive Medicaid benefits. There must be a primary diagnosis of chronic mental illness, mental retardation or developmental disability.
- **Program for Assertive Community Treatment (PACT):** Serves Polk and Warren county residents who have had difficulty utilizing traditional services. PACT consumers have significant functional impairments in daily living, and high service needs, high use of psychiatric hospitals or emergency services, coexisting substance abuse, high risk or recent history of criminal justice involvement, difficulty meeting basic survival needs such as housing, and difficulty maintaining employment or a homemaker role. PACT services are intended to be long term and service intensity increases and decreases according to each consumer's needs. Priority is given to persons living with schizophrenia, bipolar disorder, and other psychotic disorders.
- **Supported Community Living (SCL):** Assist consumers to live fulfilling lives in their own homes and to integrate them into the community. The individuals served must be at least 18 years old, have a diagnosis of a mental illness, and be able to benefit from at least one of the program components. SCL specialists can also assist clients in developing better coping skills and in monitoring and managing mental health symptoms.
- **Service Coordination (SC):** Consumers have one service and require minimal assistance in order to maintain. Services include vocational services, residential placement, representative payee services, and ongoing general assistance. Serves individuals who are 18 years old and have a primary documented diagnosis of mental retardation, developmental disability, or mental health issues.

## IOWA BUREAU OF REFUGEE SERVICES

(515) 283-7999  
1200 University Ave, Suite 110  
Des Moines, IA 50311  
[WWW.DHS.STATE.IA.US/REFUGEE](http://WWW.DHS.STATE.IA.US/REFUGEE)

**Hours:** Monday – Friday 8:00 am – 4:30 pm

**Eligibility:** Services provided to refugees.

**Program Overview:** Provides Resettlement services, Employment Services Volunteering to be a sponsor or provide basic necessities for refugees, and Interpreter Services. No fees for clients

## LINK ASSOCIATES

(515) 262-8888  
4301 NE 14<sup>th</sup> St.  
Des Moines, IA 50313  
[www.linkassociates.org](http://www.linkassociates.org)

**Hours:** Monday – Thursday 8:00 am – 4:30 pm & Friday 8:00 am – 4:00 pm

**Eligibility:** Persons with mental disabilities and their families in the Polk county.

**Program Overview:** Provides comprehensive services for promoting growth and support persons as they meet their individualized goals at home, work and community. Offers residential and vocational services, day program, leisure services, case management, representative payee and transportation services, and family support.

## CHILD CARE FUNDING & REFERRALS

### CHILD CARE NURSE CONSULTANTS

**(515) 558-9604**  
1111 9<sup>th</sup> St. Ste 320  
Des Moines IA 50314  
[www.idph.state.ia.us/hcci/](http://www.idph.state.ia.us/hcci/)

**Hours:** Monday – Friday 7:45am–4:30pm.  
**Eligibility:** Child care providers  
**Program Overview:** Child care providers may call or send a message to a child care nurse consultant when you have questions about policies, health programs, health of personnel, and specific child health or safety issues.

### CHILD CARE RESOURCE & REFERRAL OF CENTRAL IOWA (CCR&R)

**(515) 246-3560**  
**(800) 722-7619 Toll Free**  
Contact: Cristi McKeag  
(Polk County)  
808 5<sup>th</sup> St.  
Des Moines, IA 50309  
[cmckeag@orchardplace.org](mailto:cmckeag@orchardplace.org)

**Hours:** Monday – Friday 8:00 am – 5:00 pm  
**Eligibility:** Community-based organizations that lend a helping hand to people who care for and about children.  
**Program Overview:** Provides resources, education and advocacy, CCR&R helps meet your community's need for affordable and accessible child care. CCR&R provides a wide variety of services for parents, child care providers, employers, and community groups. The program serves Boone, Dallas, Hardin, Jasper, Madison, Marion, Marshall, Polk, Story, & Warren County

**(515) 961-5067**  
Contact: Val Cameron  
(Warren County)  
909 E 2<sup>nd</sup> Ave  
Indianola, IA 50125

**Useful Resources:** NURSE CONSULTING; HOME CONSULTING; IA PITC ~ IOWA PROGRAM FOR INFANT/TODDLER CAREGIVERS; CHILD AND ADULT CARE FOOD PROGRAM (The Child and Adult Care Food Program (CACFP) is a federally funded program that promotes good health and nutrition for children in child care. The CACFP provides money to registered child care homes to help pay for nutritious meals and snacks served to children.);

[CCRRINFO@ORCHARDPLACE.ORG](mailto:CCRRINFO@ORCHARDPLACE.ORG)  
[CENTRALIOWACHILDCARE.ORG](http://CENTRALIOWACHILDCARE.ORG)

### CHILDNET

[WWW.CHILDNETIOWA.ORG](http://WWW.CHILDNETIOWA.ORG)

**Hours:** Refer to website for information.  
**Eligibility:** Individuals seeking child care resources.  
**Program Overview:** They provide resources, education and advocacy, and help meet your community's need for affordable and accessible child care.

### STATE CHILD CARE ASSISTANCE PROGRAM

**(515) 725-2600**  
**Polk County River Place**  
2309 Euclid Ave  
Des Moines, IA 50310

**Hours:** Monday – Friday 8:00 am – 4:30 pm  
**Eligibility:** Individuals seeking assistance with daycare funding based on individuals income.  
**Program Overview:** The program subsidizes the cost of child care for eligible low-income families that meet income requirements and need child care to work or participate in approved education or training, including those participating in PROMISE JOBS. The Program also provides protective child care, and covers child care expenses for children in foster care. To be eligible, families must have a gross monthly income below 145% of the federal poverty level (FPL) (approximately \$29,000 per year for a family of four) or 200% of the FPL if they have a child with a special need (approximately \$40,000 per year for a family of four). Parents are also required to be working 28 or more hours per week or be in school full-time. In some cases, families pay a copayment directly to the provider, who also receives reimbursement from the State.

## CLOTHING FREE CLOTHING

### AMAZING GRACE MINISTRIES AND OUTREACH

<p><b>(515) 277-9062 or (515) 577-8214 (After Hours Emergencies)</b> 1409 23<sup>rd</sup> St. Des Moines, IA 50311 E-Mail: STUARTDJUAREZ@MCHSI.COM</p>	<p><b>Hours:</b> Saturday 10:30am–12:30pm <b>Eligibility:</b> Anyone in need; serves primarily inner city residents. <b>Program Overview:</b> Amazing Grace Ministries and Outreach provide, clothing closet open to the public following church services.</p>
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### BIDWELL RIVERSIDE

<p><b>(515) 244-6251</b> 1203 Hartford Ave Des Moines IA 50315 Email: jcrandall@bidwellriverside.org</p>	<p><b>Hours:</b> Mon, Tues, Wed, Fri: 10:00am–12:00pm and 1:00pm–2:45pm Thursday 10:00am–12:00pm, Clothing only. <b>Eligibility:</b> Anyone is welcome and there are no zip code boundaries. <b>Program Overview:</b> With a voucher obtained at their office each person with ID will get ten items of clothing for free. Individuals can ONLY use them every 60 days.</p>
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### CATHOLIC WORKER HOUSE

<p><b>(515) 243-0765</b> 1310 7<sup>th</sup> St Des Moines IA 50314</p>	<p><b>Hours:</b> Tuesdays, Thursdays, Fridays, &amp; Sunday from 3:00pm–7:00pm. <b>Eligibility:</b> Anyone is welcome and there are no zip code boundaries. <b>Program Overview:</b> Serve others assisting those in needs of food, clothing, bedding, a shower, a cup of coffee and conversation. Also, engage in activities that foster social justice</p>
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### CLOTHES HANGER

<p><b>(515) 266-4336</b> 1250 Sloan's Way Pleasant Hill, IA 50327</p>	<p><b>Hours:</b> Monday and Wednesday 5:00pm–8:00pm. 1<sup>st</sup> and 3<sup>rd</sup> Saturday of the month from 9:00am–11:00am. <b>Eligibility:</b> Serves residents of Southeast Polk Community <b>Program Overview:</b> Free adult and children's clothing. Also accepts drop offs the 4<sup>th</sup> Tuesday of every month from 4:00 – 6:00 pm.</p>
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### FIRST FEDERATED CHURCH

<p><b>(515) 255-2122</b> 4801 Franklin Ave Des Moines IA 50310</p>	<p><b>Hours:</b> Wednesday 12:30 pm – 2:00 pm <b>Eligibility:</b> Anyone is welcome and there are no zip code boundaries. <b>Program Overview:</b> Provides all types of free clothing.</p>
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### FRIENDSHIP BAPTIST CENTER

<p><b>(515) 244-1701</b> 1526 Martin Luther King Pkwy Des Moines, IA 50314</p>	<p><b>Hours:</b> Tuesday, Wednesday, Thursdays 9:30am–12:00pm. <b>Eligibility:</b> Anyone is welcome and there are no zip code boundaries. <b>Program Overview:</b> Free clothing for men, women, children and infants.</p>
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### HIGHLAND PARK CHRISTIAN CHURCH

<p><b>(515) 244-3182</b> 4260 NW 6<sup>th</sup> Dr. Des Moines IA 50313</p>	<p><b>Hours:</b> Monday and Friday 9:30 am– 11:30 am (Hrs may vary so please call) <b>Eligibility:</b> Individuals that reside in the 50313 area. <b>Program Overview:</b> Provides all types of clothing.</p>
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## RON SALLADE CHILDREN'S SCHOOL CLOTHING PROGRAM

(515) 242-7890

Des Moines Public Schools  
1801 16<sup>th</sup> St  
Des Moines, IA 50314  
MICHELLE.HEARD@DMPS.K12.IA.US  
WWW.DMPS.K12.IA.US/PROGRAMS/6NH CLOTHINGPROGRAM.HTM

**Hours:** Monday – Friday 7:30 am – 4:00 pm

**Eligibility:** Referred students.

**Program Overview:** The school clothing project encompasses Polk County serving the most economically disadvantaged students from pre-k through high school. The students are referred by SUCCESS case managers, school social workers, and counselors. These students receive a \$50 clothing voucher per school year that can be redeemed at Gordmans.

## ST. MARY'S FAMILY CENTER

(515) 262-7290

Contact Suzie  
1815 Hubbell Ave  
Des Moines IA 50316

**Hours:** Monday – Friday 10:00 am – 3:30 pm

**Eligibility:** Anyone is welcome and there are no zip code boundaries.

**Program Overview:** Clothing closet only allows for two bags per person a day. Spanish available. Identification needed.

## ST. VINCENT DE PAUL

(515) 282-8327

1426 6<sup>th</sup> Ave  
Des Moines, IA 50314

**Hours:** Monday–Friday sign up at 8:30 am for an appointment, No walk-ins.

**Eligibility:** Individuals that reside in the 50314 area.

**Program Overview:** Must bring picture ID and Social Security card for all family member and also proof of income.

## THE ANKENY CLOTHING EXCHANGE (TAKE)

(515) 965-9606

406 SW School St. Ste 310  
ANKENY, IA 50021

**Hours:** Monday – Friday 9:30am–11:30am and 2<sup>nd</sup> Saturday of the month 9:00am–12:00pm

**Eligibility:** Individuals that reside in the 50021 area.

**Program Overview:** Provides a clothing closet and personal items.

## THE CLOTHES CLOSET– CAPITOL HILL LUTHERAN CHURCH

(515) 244-8913

511 Des Moines St.  
Des Moines IA 50309

**Hours:** Wednesday 3:00pm–5:00pm and Saturday 9:30 am – 11:30 am CLOSED IN JULY

**Eligibility:** Individuals that reside in the 50309 area.

**Program Overview:** Provides all types of clothing, blanket, and towels. Must bring identification.

## WEST DES MOINES HUMAN SERVICES

(515) 222-3660

318 5<sup>th</sup> St  
West Des Moines IA 50265

**Hours:** Monday, Tuesday, and Thursday 9:00am–12:30pm and 1:30pm–3:00pm

**Eligibility:** ONLY for families living in WDM area and other Western suburbs.

**Program Overview:** Clothing closet and personal items provided.

## CLOTHING--REDUCED PRICES

### BARBARA'S CONSIGNMENT BOUTIQUE

(515) 274-1935

5601 Hickman Rd.  
Des Moines, IA 50310

**Hours:** Monday & Wednesday 10:00 am – 6:00 pm; Tuesday, Thursday, Friday, Saturday 10:00 am – 5:00 pm

**Eligibility:** Anyone is welcome and there are no zip code boundaries.

**Program Overview:** Provides reduced priced shoes, maternity and children's clothes.

### BARGAIN BASKET

(515) 246-8545

East Village  
520 E 6<sup>th</sup> St  
Des Moines, IA 50309

**Hours:** Monday – Saturday 10:00 am – 4:30 pm

**Eligibility:** Anyone is welcome and there are no zip code boundaries.

**Program Overview:** Provides reduced adults and kids clothes and some household items.

## DAV THRIFT STORE

(515) 262-3850  
2627 E University Ave  
Des Moines IA 50317

**Hours:** Monday – Saturday 8:00 am – 7:30 pm  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provided used furniture and a lot of entertainment products such as TV's, stereos, videos, DVD's, magazines, CD player's tapes, records, and video games.

## FASHION JUNCTION

(515) 255-5453  
2625 Beaver Ave  
Des Moines IA 50310  
<http://www.shopfjtoday.com/>

**Hours:** Monday – Friday 9:00 am – 7:00 pm, Saturday 9:00 am – 5:00 pm, Sunday 12–4:00 pm  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provides new and pre-owned clothing for all ages, gifts, furnishings, jewelry, card and much more. They are an upscale consignment shop.

## GOODWILL

(515) 963-0209  
509 N Ankeny Blvd  
Ankeny, IA 50023  
(515) 287-5578  
3333 SE 14<sup>th</sup> St  
Des Moines IA  
(515) 270-6631  
8621 Douglas Ave  
Urbandale IA  
(515) 265-6650  
3251 E. Euclid  
Des Moines, IA 50317  
(515) 255-1908  
1982 Grand Ave  
West Des Moines, IA 50265

**Hours:** Monday – Friday Hours vary so call ahead  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provides adult, children and maternity clothes at low cost. Red Cross vouchers accepted.

## HOPE MINISTRIES

(515) 262-0876  
4950 NE 12th Ave.  
Des Moines IA 50317

**Hours:** Tuesday – Friday 10:00 am – 6:00 pm and Saturday 9:00 am – 5:00 pm  
**Eligibility:** Anyone is welcome and there are no zip code boundaries. To be eligible for free clothing, you must obtain a voucher. Call for voucher lactations.  
**Program Overview:** Provides reduced men, women, children, maternity, and baby clothes and some furniture/appliances.

## KIDDING AROUND – CLOCKTOWER SQUARE

(515) 225-6330  
2900 University Ave  
West Des Moines, IA 50266

**Hours:** Monday – Thursday 10:00 am – 7:00 pm; Friday 10:00 am – 6:00 pm; Saturday 10:00 – 6:00 pm & Sunday Noon – 5:00 pm  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Children and maternity clothing, children toys, books, and movies.

## ME'N' MOMMY TO BE

(515) 964-3205  
103 E 1<sup>st</sup>  
Ankeny, IA 50021  
(515) 225-9800  
3330 West Town Parkway  
West Des Moines, IA  
<http://me-n-mommytobe.com/>

**Hours:**  
ANKENY: Monday – Saturday 10:00 am – 7:00 pm and Sunday Noon – 5:00 pm  
DES MOINES: Monday – Saturday 10:00am – 8:00pm and Sunday 11:00am– 6:00pm  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Maternity and children's clothes, books, toys, and rental of baby equipment.

## NOT NEW TOO SHOP – LUTHERAN HOSPITAL AUX

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**(515) 266-7610**  
1140 Penn Ave  
Des Moines, IA 50316

**Hours:** Monday – Saturday 10:00 am – 3:00 pm; Thursday 10:00 am – 6:00 pm  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provides \$10.00 free per family member but you need referral.

## ONCE UPON A CHILD

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**(515) 222-0774**  
1300 100<sup>th</sup> St  
Clive, IA 50325

**Hours:** Monday – Thursday 10:00 am – 8:00 pm, Friday and Saturday 10:00 am – 5:00 pm;  
Sunday 1:00 pm – 5:00 pm  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provides reduced clothes, baby equipment, toys and books.

## ROSIE'S CONSIGNMENT SHOP

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**(515) 270-6267**  
3009 Merle Hay Rd.  
Des Moines, IA

**Hours:** Tuesday – Saturday 11:00 am – 4:00 pm  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provides reduced adult, children and maternity clothes.

## SALVATION ARMY

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**(515) 243-4277**  
211 E. Court Ae  
Des Moines, IA

**(515) 243-0308**  
105 E. Euclid  
Des Moines, IA

**(515) 285-3542**  
6101 SE 14<sup>th</sup>  
Des Moines, IA

**(515) 965-3184**  
801 S. Ankeny Blvd  
Ankeny, IA

**Hours:** Hours vary at each location. Please call ahead.  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provides reduced adult, children and maternity clothes.

## COUNSELING & MENTAL HEALTH SERVICE

### TITLE 19

#### ANDERSON, DOROTHY

(515) 963-0222  
3109 SW Woodfield Lane  
Ankeny, IA 50023

**Hours:** Tuesday – Thursday day time hours. Call to make an appointment.  
**Eligibility:** Medicaid and other private insurance.  
**Program Overview:** Therapeutic services in the therapist home.

#### BEHAVIORAL MEDICINE CENTER

(515) 244-1416  
2940 Ingersoll Ave  
Des Moines, IA 50309

**Hours:** Monday – Friday 9:00am – 5:00pm. Call for appointment and for after hours availability.  
**Eligibility:** Medicaid, Hawk-i, and other private insurance.  
**Program Overview:** Therapeutic services.

#### BROADLAWNS MEDICAL CENTER

(515) 282-5695  
1801 Hickman Rd.  
Des Moines, IA 50314  
WWW.BROADLAWNS.ORG

**Hours:** Monday – Friday 8:00 am – 8:00 pm & 24-hour emergency services.  
**Eligibility:** Accepts Medicaid for Polk County ONLY. Financial assistance is available.  
**Program Overview:** Provides 24-hour emergency mental health services to all ages. Outpatient treatment only. Spanish, Vietnamese and Bosnian services available.

#### CENTRAL IOWA PSYCHOLOGICAL SERVICES

(515) 222-1999  
3737 Woodland Ave., Ste 415  
West Des Moines, IA 50266

**Hours:** Monday – Friday 9:00 am – 5:30 pm; some evening and weekend appointments available.  
**Eligibility:** Medicaid, Hawk-i, and other private insurance.  
**Program Overview:** Therapeutic services for all ages.

#### CHANGING POINT COUNSELING CENTER

(515) 276-7476  
1922 Ingersoll  
Des Moines, IA 50309

**Hours:** Monday – Friday 8:00 am – 8:00 pm  
**Eligibility:** Medicaid and Hawk-i  
**Program Overview:** Therapeutic services to youth, adults, couples and families.

#### CHILD GUIDANCE CENTER

(515) 244-2267  
808 5<sup>th</sup> Ave  
Des Moines, IA 50309

**Hours:** Monday – Thursday 8:00 am – 7:00 pm & Friday 8:00 am – 5:30 pm  
**Eligibility:** Medicaid and Hawk-i  
**Program Overview:** The only state-accredited community mental health center for children in Iowa, providing a wide range of child-focused and family-centered mental health treatment and prevention services  
**Services Include:**

- Individual, family, & group therapy
- Psychiatric assessment
- Medication management
- Psychological evaluation & testing
- Child custody evaluations & medication visitation
- Co-occurring conditions
- Child sexual abuse treatment
- Foster care support services
- School-based services
- Outreach services
- Early childhood services
- Drug Endangered Children's Project
- Child care resource & referral (CCR & R)
- Intensive outpatient services including on-site educational programming through the Phoenix Day Treatment Program
- Consultation & community education

## CHILDREN AND FAMILIES OF IOWA

<p>(515) 288-1981 (515) 288-9109 Fax (515) 246-1245 Fax 1111 University Ave. Des Moines, IA 50314 CONTACTUS@CFIOWA.ORG WWW.CFIOWA.ORG</p>	<p><b>Hours:</b> Monday – Friday 8:00 am – 7:30 pm &amp; Thursday until 5:00. Appointment ONLY <b>Eligibility:</b> Sliding fee scale, Medicaid, Medicare, Hawk-i, and other private insurance. <b>Program Overview: Domestic Violence Services:</b> Responding to the needs of victims of domestic abuse and their families at the Family Violence Center. The Family Violence Center (see separate entry) empowers victims of domestic violence and their families to begin violence-free lives through shelter, therapy, safety planning and community outreach. <b>Family-Centered Counseling: Foster Care and Adoption:</b> Helping at-risk families and children find and maintain safe, stable homes. Services include Foster Care and Adoption for children and teens and Family-Centered Counseling. <b>Treatment for Troubled Teens:</b> Treatment and services for teens struggling with behavioral and mental issues, addiction and juvenile delinquency. <b>Therapy Services:</b> Providing a solution-focused approach to therapy for individuals and families, helping them make healthy choices and positive changes in their lives. <b>Financial Management Services:</b> Helps clients manage their money so they can continue to provide for themselves and their families and become self-sufficient.</p>
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## CHILD PSYCHIATRY ASSOCIATES

<p>(515) 288-5570 939 Office Park Rd. Ste 200 West Des Moines, IA 50265</p>	<p><b>Hours:</b> Monday – Thursday 8:00 am – 7:00 pm; Friday 8:00 am – 4:00 pm; Saturday 8:00 am – 12:00pm. <b>Eligibility:</b> Hawk-i and other private insurance. <b>Program Overview:</b> Therapeutic services for all ages.</p>
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## CLINICAL ASSESSMENTS

<p>(515) 255-4211 4313 University Ave Des Moines, IA 50311</p>	<p><b>Hours:</b> Monday, Wednesday, and Friday 8:30 am – 4:30 pm; Tuesday &amp; Thursday until 7:00 pm <b>Eligibility:</b> Medicaid, Medicare, Hawk-i, and other private insurance. <b>Program Overview:</b> individual and family psychotherapeutic services available. Group therapy a possibility depending on demand. Services offered within the home, school or office setting. Serves the following victims: adult and child sexual assault/abuse victims of violent crimes. English and Spanish services available.</p>
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## COUNSELING FOR GROWTH & CHANGE

<p>(515) 243-1020 (515) 883-1946 Fax 6900 University Ave. Ste. 135 Windsor Heights, IA 50311</p>	<p><b>Hours:</b> Open Monday – Saturday; Call for an appointment. <b>Eligibility:</b> Medicaid, Hawk-i, and other private insurance. Fee: \$165/hr. initial and \$135 follow-up; accepts DHS POS. Self-pay rate \$60-90/hr. <b>Program Overview:</b> Psychotherapy for all ages. Also, provides services to sexual assault victims (all ages), and multiple personality.</p>
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## DES MOINES PASTORAL COUNSELING CENTER

<p>(515) 274-4006 2929 Westown Pkwy Ste 110 West DM, IA 50266</p>	<p><b>Hours:</b> Monday – Friday 8:00 am – 5:00 pm &amp; evenings appointments available. <b>Eligibility:</b> Sliding fee scale, Medicaid, Medicare, Hawk-i, and other private insurance. <b>Program Overview:</b> Provides therapeutic services to individuals, children, and families. Specializations include bereavement and all ages welcomed. Thirty dollars and up for a sign language interpreter.</p>
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## EYERLY-BALL COMMUNITY MENTAL HEALTH CENTER

<p>(515) 243-5181 1301 Center St. Des Moines, IA 50309 WWW.EYERLYBALL.ORG</p>	<p><b>Hours:</b> Monday – Friday 8:00 am – 4:30 pm and on Tuesday's until 8:00 pm <b>Eligibility:</b> Services provided to persons 17 years and older. Fees based on a sliding scale. All major insurances are accepted, including Medicare and Medicaid. <b>Program Overview:</b> Eyerly-Ball is a nonprofit organization established in 1969. Eyerly-Ball provides quality mental health care and counseling services to residents of Polk and Warren counties. Provides assessments, therapy, medication evaluations, medication management, community consultation, and education.</p>
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**FAMILIES FIRST**

**(515) 280-3339**  
3811 38<sup>th</sup> St.  
Des Moines, IA 50310  
FAMILIES1STINC@AOL.COM  
WWW.FAMILIESFIRSTINC.NET

**Hours:** Monday – Friday 9:00am – 5:00pm.  
**Eligibility:** Sliding Fee Scale and private pay; \$40. Medicaid and other private insurance also accepted.  
**Program Overview:** Provide counseling and support to children and families, applicable services, and programs that meet individual and family needs. They are familiar with the State of Iowa, Department of Human Services, and Juvenile Court requirements and expectations and often exceed what is expected of an agency. Also are focused on reunification efforts and offering their clients a home-like setting for families to come together and visit one another. Most importantly, they understand the importance of Child Protection as well as the Medical Behavioral needs that families may present. They know that every family comes to their agency with different needs and they are willing to make necessary modification/adjustments so that a family can reach their goals.

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**FEIN THERAPY SERVICES– LAURIE FEIN**

**(515) 964-1733**  
P.O. Box 1088  
Ankeny, IA 50021

**Hours:** Monday – Friday 12:00pm – 8:00pm. Call for an appointment.  
**Eligibility:** Medicaid, Hawk-i, Medicare, and other private insurance.  
**Program Overview:** Services provide to all ages and are in the therapist home.

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**LIFE CONNECTIONS, LC**

**(515) 327-5195**  
**(515) 334-5566 Fax**  
3839 Merle Hay Road, Ste 22  
Des Moines, IA 50310

**Hours:** Monday – Friday 9:00am–5:00pm. Call for additional hours and more information. Appointments are necessary; however, walk-ins cannot be guaranteed to see a counselor that day. Additional offices: Cedar Rapids, Coralville, and Winterset. Call for information.  
**Eligibility:** Medicaid, private pay, private insurance  
**Program Overview:** Life Connections, LC provides individual, family and group therapy in addition to child, adolescent, and adult Remedial Services. Additional services include LPHA assessments, supervised visitation, gender specific groups, psychological testing, forensic evaluations, custody evaluations, parenting evaluations and home studies.

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**LIFEWORCS INC.**

**(515) 255-8399**  
**(515) 334-5566 Fax**  
100 E. Euclid, Ste 151  
Des Moines, IA 50313  
Email:  
LIFEWORCSDM@NETZERO.NET  
WWW.LIFEWORCSDM.COM

**Hours:** Monday – Friday 8:00am–5:00pm. By appointment only.  
Call for optional after hour appointments.  
**Eligibility:** DHS referrals, Medicaid, and other private insurance. Sliding fee scale and payment plans available; fees and payment plans vary per counselor.  
**Program Overview:** Life Works Inc provides a wide variety of counseling services, support groups, and remedial services. Substance abuse counseling services are also offered for assessments, individual counseling, and support groups.

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**LUTHERAN FAMILY SERVICE**

**(515) 251-4900**  
7177 Hickman Rd St 3  
Des Moines IA 50322

**Hours:** Monday – Thursday by appointment ONLY  
**Eligibility:** Medicaid, Hawk-i, and other private insurance.  
**Program Overview:** Provides services to all ages.

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**MERCY BEHAVIORAL HEALTH**

**(515) 271-6000**  
1818 48<sup>th</sup> St.  
Des Moines, IA 50310  
WWW.MERCYDESMOINES.ORG/SERVICES/MERCYFRANKLIN.ASP

**Hours:** Day time hours and 24-hour urgent/emergent care.  
**Eligibility:** Medicaid and Hawk-i.  
**Program Overview:** The mental health program is available to help all ages. Adult and children inpatient and day treatment facility. Information about children and adolescent services, adult and geriatric services, and mental health education is available.

## MID-IOWA FAMILY THERAPY CLINIC

(515) 254-1556  
1201 63<sup>rd</sup> St.  
Des Moines IA 50311

**Perry Location:**  
(515) 465-5739

**Hours:** Monday – Friday 8:00 am – 5:00 pm  
**Eligibility:** Medicaid, Medicare, Hawk-i, and other private insurance.  
**Program Overview:** Spanish services available.

## MIDWEST CLINICAL ASSOCIATES

(515) 223-5511  
P.O. Box 65220  
West Des Moines, IA 50265

**Hours:** Call for more information.  
**Eligibility:** Medicaid  
**Program Overview:** School age children – adults. Hindi and related languages available.

## PEDIATRIC & FAMILY PSYCHIATRIC SERVICES

(515) 224-7233  
1601 NW 114<sup>th</sup> St Ste 349  
Clive, IA 50325

**Hours:** Monday – Thursday 8:30 am – 5:30 pm  
**Eligibility:** Medicaid, Medicare, and Hawk-i.  
**Program Overview:** Provides services to individuals under the age of 19.

## PENN MENTAL HEALTH

(515) 263-5000  
1301 Penn Ave. Ste 408  
Des Moines IA 50316

**Hours:** Monday – Friday 8:30 am – 5:00 pm  
**Eligibility:** Medicaid, Medicare, and other private insurance.  
**Program Overview:** Provides adult only therapy with some psychological testing for minors.

## PETERSON, PAT LISW

(515) 201- 9953  
4685 Merle Hay Road, Ste 108  
Des Moines IA 50322

**Hours:** Monday, Tuesday, Thursday 12:00pm – 8:00pm; Wednesday 8:00am – 5:00pm.  
**Eligibility:** Sliding fee scale, Medicaid, Hawk-i, and other private insurance.  
**Program Overview:** Therapeutic services available.

## VNS OF IOWA MENTAL HEALTH SERVICES

(515) 558-6248  
(515) 244-0545 Fax  
Ann Schultz-Grant, LMHC  
Mental Health Specialist  
521 E. Locust Ste. 202  
Des Moines IA 50309  
Email:  
anng@vnsdm.org  
  
www.vnsdm.org

**Hours:** Monday – Friday 7:45 am–4:30 pm; evenings by appointment  
**Eligibility:** Title XIX, Medicaid, private insurance and private pay clients of all ages. Healthy Start Empowerment clients served with or without insurance.  
**Program Overview:** Individual counseling, family counseling, therapy group, psycho/social assessment, and LPHA assessment.

- Support groups (Sudanese, Hispanic, African American, and Vietnamese; Parent and sibling SED group). Other groups being developed call for more info.
- Couples counseling.
- Access to recovery counseling.
- Unplanned pregnancy counseling.
- Interpretive services available.
- Transportation available when eligible through a VNS of Iowa program or Medicaid.

## COUNSELING & MENTAL HEALTH SERVICE

### SUBSIDIZED & FREE

## AMANDA THE PANDA CHILDREN AND FAMILY GRIEF CENTER

(515) 223-4847  
1000 73<sup>rd</sup> St.  
Windsor Heights, IA 50324  
INFO@AMANDATHEPANDA.ORG

**Hours:** Monday – Friday 8:30am – 4:30pm.  
**Eligibility:** Anyone who is experiencing grief.  
**Program Overview:** Provides support to grieving children and their families through a variety of services. NO FEES

## CENTRAL PLACE FAMILY RESOURCE AND COMMUNITY EDUCATION CENTER

(515) 266-6795  
6540 NE 12<sup>th</sup> Ave.  
Pleasant Hill, IA 50327  
www.centralplace.org

**Hours:** Monday – Friday 7:30am – 4:30 pm  
**Eligibility:** Must either live in the Southeast Polk district or have children open enrolled into the district. Services, however, are for ALL ages (birth through adults).  
**Program Overview:** Provides a variety of family and community support services, some of which are income based and some that are not. Services include resource and referral, school-based mental health services (some requiring insurance and some not), school readiness programming, parent educator home visits, assistance with basic needs, summer children's enrichment programming, after school programming, community education classes for all ages, and volunteer opportunities.

## CHILDREN AND FAMILIES OF IOWA

(515) 288-1981  
(515) 288-9109 Fax  
(515) 246-1245 Fax  
1111 University Ave.  
Des Moines, IA 50314  
CONTACTUS@CFIOWA.ORG  
WWW.CFIOWA.ORG

**Hours:** Monday – Friday 8:00 am – 7:30 pm & Thursday until 5:00. Appointment ONLY  
**Eligibility:** Sliding fee scale, Medicaid, Medicare, Hawk-i, and other private insurance.  
**Program Overview: Domestic Violence Services:** Responding to the needs of victims of domestic abuse and their families at the Family Violence Center. The Family Violence Center (see separate entry) empowers victims of domestic violence and their families to begin violence-free lives through shelter, therapy, safety planning and community outreach.  
**Family-Centered Counseling: Foster Care and Adoption:** Helping at-risk families and children find and maintain safe, stable homes. Services include Foster Care and Adoption for children and teens and Family-Centered Counseling.  
**Treatment for Troubled Teens:** Treatment and services for teens struggling with behavioral and mental issues, addiction and juvenile delinquency.  
**Therapy Services:** Providing a solution-focused approach to therapy for individuals and families, helping them make healthy choices and positive changes in their lives.  
**Financial Management Services:** Helps clients manage their money so they can continue to provide for themselves and their families and become self-sufficient.

## COMMUNITY TELEPHONE SERVICE

**Crisis Line Service of  
American Red Cross  
2-1-1 or  
(515) 246- 6555 Local  
(515) 244-8012 Fax**  
2116 Grand Ave  
Des Moines, IA 50312

**Program Overview:** Offers information and referral, peer counseling, crisis intervention all over the phone. Can access information and referral information through calling or online at www.211IOWA.ORG. Part of the Iowa 2-1-1 system, which can be accessed from any land line and most cell carriers in Iowa.  
\* Crisis Line – (515) 244-1010  
\* Counseling – (800) 244-7431  
• Polk, Warren, Madison, & Dallas County Disaster Counseling – (515) 243-4054  
• Critical Incident Stress Management (515) 244-0100

## CHILD GUIDANCE CENTER

(515) 244-2267  
808 5<sup>th</sup> Ave  
Des Moines, IA 50309

**Hours:** Monday – Thursday 8:00 am – 7:00 pm & Friday 8:00 am – 5:30 pm  
**Eligibility:** Sliding fee scale, Medicaid and other insurances welcomes.  
**Program Overview:** Provides individual and group counseling. Children, teens, and parents are welcomed. Spanish speaking available. Provides services to Polk and Warren County.

## DES MOINES PASTORAL COUNSELING CENTER

(515) 274-4006  
2929 Westown Pkwy Ste 110  
West DM, IA 50266

**Hours:** Monday – Friday 8:00 am – 5:00 pm & evenings appointments available.  
**Eligibility:** Sliding fee scale, Medicaid, Medicare, Hawk-i, and other private insurance.  
**Program Overview:** Provides therapeutic services to individuals, children, and families. Specializations include bereavement and all ages welcomed. Thirty dollars and up for a sign language interpreter.

## EMPLOYEE AND FAMILY RESOURCES

(515) 471-2417

1446 Martin Luther King Pkwy  
Des Moines, IA 50314  
EMAIL: WEBMASTER@EFR.ORG  
WWW.EFR.ORG

**Hours:** By appointment ONLY

**Eligibility:** \$5 – \$50

**Program Overview:** Based out of Des Moines School systems. Bi-Lingual services available and can meet at HOLA Center at 618 Des Moines St. Case management services available. May be referred by parent or school counselor.

## EYERLY-BALL COMMUNITY MENTAL HEALTH CENTER

(515) 243-5181

1301 Center St.  
Des Moines, IA 50309  
www.eyerlyball.org

**Hours:** Monday – Friday 8:00 am – 4:30 pm and on Tuesday's until 8:00 pm

**Eligibility:** Services provided to persons 17 years and older. Fees based on a sliding scale. All major insurances are accepted, including Medicare and Medicaid.

**Program Overview:** Eyerly-Ball is a nonprofit organization established in 1969. Eyerly-Ball provides quality mental health care and counseling services to residents of Polk and Warren counties. Provides assessments, therapy, medication evaluations, medication management, community consultation, and education.

## FAMILIES FIRST

(515) 280-3339

3811 38<sup>th</sup> St.  
Des Moines, IA 50310  
FAMILIES1STINC@AOL.COM  
WWW.FAMILIESFIRSTINC.NET

**Hours:** Monday – Friday 9:00am – 5:00pm.

**Eligibility:** Sliding Fee Scale and private pay; \$40. Medicaid and other private insurance also accepted.

**Program Overview:** Provide counseling and support to children and families, applicable services, and programs that meet individual and family needs. They are familiar with the State of Iowa, Department of Human Services, and Juvenile Court requirements and expectations and often exceed what is expected of an agency. Also are focused on reunification efforts and offering their clients a home-like setting for families to come together and visit one another. Most importantly, they understand the importance of Child Protection as well as the Medical Behavioral needs that families may present. They know that every family comes to their agency with different needs and they are willing to make necessary modification/adjustments so that a family can have every opportunity to reach their goals.

## HAMILTON'S ACADEMY OF GRIEF AND LOSS (HAMILTON'S FUNERAL HOME)

(515) 243-5221

605 Lyon  
Des Moines, IA 50309  
hamiltonsfuneralhome.com

**Hours:** Call for information on when the different services meet.

**Eligibility:** Accepts Polk County General Relief

**Program Overview:** Grief recovery services, children's grief services, and grief related education available. There are presentations, seminars and short courses about death and grief issues. There is also a resource library which houses an extensive collection of books, periodicals, brochures and videos for all ages pertaining to grief and loss issues.

**Childrens Programs:** Little Hands at Hamiltons for ages 3 ½ through Kindergarten. Healing Hearts for ages 1<sup>st</sup> grade through 6<sup>th</sup> grade.

## HOLA CENTER

(515) 299-HOLA

(515) 265-8901 Fax

618 E. 18<sup>th</sup> St.  
Des Moines, IA 50316  
WWW.HOLACENTER.ORG

**Hours:** Monday-Friday 8:30am – 6:00pm. Please leave a detailed message.

**Eligibility:** Sliding fee scale

**Program Overview:** Bilingual individual and family counseling available through Employee and Family Resources. Case management available.

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## JEWISH FEDERATION OF GREATER DES MOINES

**(515) 277-6321**  
**Pat: Extension 215**  
910 Polk Blvd.  
Des Moines, IA 50312  
PAT@DMJFED.ORG  
WWW.JEWISHDESMOINES.ORG

**Hours:** Monday–Thursday 8:00 am – 5:00 pm & Friday 8:00 am – 3:00 pm  
**Eligibility:** Individuals needing support within the Jewish community; No charge for services.  
**Program Overview:** Enabling people to function more productively amid the pressures of life through a network of services including emergency assistance and counseling. Also serves as a support network for the Jewish community.

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## MERCY PSYCHIATRIC SERVICE OF CENTRAL IOWA

**(515) 271-6300**  
1750 48<sup>th</sup> St.  
Des Moines, IA 50310  
WWW.MERCYDESMOINES.ORG/SERVICES/MERCYFRANKLIN.ASP

**Hours:** Monday – Thursday 8:00am – 5:00pm; Friday 8:00am – 3:00pm.  
**Eligibility:** Private pay.  
**Program Overview:** Mercy Psychiatric Services utilizes a multi-disciplinary team approach to provide the most effective services possible. Treatment is provided on an outpatient basis, but patients are followed in the hospital if hospitalization is necessary.

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## MOSAIC FAMILY COUNSELING CENTER INC.

**(515) 771-3672**  
3705 Grand Ave., Ste 100  
Des Moines, IA 50312  
Email:  
MASAICFAMILYINC@MOSAICFAMILYINC.COM  
WWW.MOSAICFAMILYINC.COM

**Hours:** Monday–Friday 8:00am–6:00pm by appointment.  
**Eligibility:** Children, Adults, Families, and Couples.  
**Program Overview:** Each program offered has different guidelines. Call for additional details.

- **Remedial and Child Mental Health Waiver Program:** Requires the client to have Medicaid.
- **ATR Program:** (Access to Recover) Offers mental health counseling for those dealing with substance use and mental health and is funded through Iowa Department of Public Health.
- **Mental Health Counseling:** Generally funded through private pay clients or third party reimbursement.
- **LOW FEE COUNSELING:** For people who are currently unable to access insurance for mental health counseling the fee is affordable and based on income.

We are constantly developing new programming to try and meet the needs of the community and families.

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## OPTIMAE LIFESERVICES INC.

**(515) 283-1230**  
**(888)-472-1684**  
602 East Grand Ave.  
Des Moines, IA 50309  
www.optimaelifeservices.com

**Hours:** Monday–Friday 9:00 am – 5:00 pm  
**Eligibility:** Primarily serving individuals with serious and persistent mental illness, mental retardation and developmental disabilities  
**Program Overview:** Optimae LifeServices provides a full array of mental health, rehabilitation and support services throughout multiple counties in Iowa. Additionally, Optimae's Mental Health Centers provide individual and group therapy, as well as psychiatric consultation and medication management to anyone interested in addressing difficult situations in their lives.

The Children's Services are now in with Advanced Therapy Solutions which is located at 2903 Ingersoll Ave, Des Moines Iowa 50312. The following children's services are offered: Group therapy (KidsShare), Remedial Services, Family and Community Support Services, Children's Habilitations, Supported Community Living and Respite for those on the MR, BI, and ill and handicapped waivers: and individual and family therapy.

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**PETERSON, PAT LISW****(515) 201- 9953**4685 Merle Hay Road, Ste 108  
Des Moines IA 50322**Hours:** Monday, Tuesday, Thursday 12:00pm – 8:00pm; Wednesday 8:00am – 5:00pm.**Eligibility:** Sliding fee scale, Medicaid, Hawk-i, and other private insurance.**Program Overview:** Therapeutic services available.

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**QUAKERDALE****(641) 497-5294**26866 Hwy. S55,  
P.O. Box 8  
New Providence, IA 50206**Hours:** Monday – Friday 8:00 am – 5:00 pm**Eligibility:** Sliding Fee Scale, private insurance, and private pay.**Program Overview:** Provides preventative and therapeutic services for youth and families by blending history, vision and Christian values, Quakerdale strengthens youth and their families through services which encourage positive change, promote peacemaking, and empower them to face the future with hope. Private, not-for-profit social service agency in Iowa.**(641) 752-3912**1909 Summit St.  
Marshalltown, IA 50158**(319) 233-2554**140 S. Barclay  
Waterloo, IA 50703**(641) 792-2500**5351 Liberty Ave  
Newton, IA 50208**(712) 655-2012**1500 W. 3<sup>rd</sup> St.  
Manning, IA 51455

WWW.QUAKERDALE.ORG

**DENTAL**  
**MEDICAID (TITLE 19)**

**ALTOONA PEDIATRIC– JENIFER WOLFE, DDS**

(515) 967-9790  
480 Center Place SW, Suite A  
Altoona, IA 50009

**Hours:** Call for availability.  
**Eligibility:** SE Polk School District children only. Prefer ages 5 and under.  
**Program Overview:** Accepts Medicaid and other insurance.

**BROADLAWNS DENTAL CLINIC**

(515) 282-2421  
(515) 282-2200  
1801 Hickman Rd.  
Des Moines, IA 50314  
WWW.BROADLAWNS.ORG

**Hours:** Call for availability.  
**Eligibility:** All ages welcomed but adult emergencies ONLY.  
**Program Overview:** Walk-in ONLY. Spanish, Sudanese, Vietnamese speaking available. Accepts Medicaid, other private insurance, and there are other programs available for financial assistance.

**JOHN CAMPBELL, DDS**

(515) 288-1343  
215 E. Euclid  
Des Moines, IA 50313

**Hours:** Monday–Thursday 8:00am–5:00pm and Friday 8:00am–12:00pm  
**Eligibility:** All ages.  
**Program Overview:** Accepts Medicaid and other insurance.

**CORNERSTONE DENTAL– RYAN HUSSONG, DDS, ELIZABETH ZAUN, DDS**

(515) 984-6001  
PO Box 170  
201 N. 3<sup>rd</sup> St. Unit F  
Polk City, IA 50226

**Hours:** Monday 10:00–7:00pm; Tuesday 9:00–6:00pm; Wednesday 7:30–6:00pm; Thursday 9:00–5:00pm; Friday 7:00–2:00pm.  
**Eligibility:** All ages.  
**Program Overview:** Accepts Medicaid (age 0 through 20), *hawk-i*, and other insurance.

**DES MOINES PEDIATRIC DENTAL – MATT KUBOVICH, DDS**

(515) 225-0066  
4949 Westown Pkwy Suite 150  
West Des Moines, IA 50266

**Hours:** Call for an availability.  
**Eligibility:** Children 8 and under in Polk County only.  
**Program Overview:** Provides dental services to those with Medicaid, private insurance, and *hawk-i*.

**GENERAL DENTISTRY – THOMAS LYLE, DDS**

(515) 265-0339  
2707 Easton Blvd.  
Des Moines, IA 50317

**Hours:** Monday–Thursday 8:00am–4:00pm; Friday 8:00am–1:00pm. Call for availability  
**Eligibility:** Ages 3 and up.  
**Program Overview:** Accepts Medicaid and other insurance. Please provide interpreters.

**GROVE & PLATT DENTAL ASSOC. PLC**

(515) 986-4001  
1541 S. 3<sup>rd</sup> St Ste 300  
Grimes, IA 50111

**Hours:** Call to see if taking new patient.  
**Eligibility:** All ages.  
**Program Overview:** Accepts Medicaid (children only) and other insurance.

**HINTZ FAMILY DENTISTRY – JERAD HINTZ, DDS**

(515) 965-1653  
319 N. Ankeny Blvd.  
Ankeny, Iowa 50023

**Hours:** Monday, Tuesday, Thursday, Friday 7:00 am – 5:00 pm, Wednesday 7:00 am – 11:00 am. Appointments necessary.  
**Eligibility:** All ages.  
**Program Overview:** Accepts Medicaid (all ages), *hawk-i*, and other private insurance. Bilingual in English and Spanish..

## IOWA DENTAL CLINIC, PC – FARIHA BAIG, DDS

(515) 965-1653  
5601 Hickman Road, # 5  
Des Moines, Iowa 50310

**Hours:** Monday – Friday 8:00 am – 5:00 pm. Appointments necessary.  
**Eligibility:** All ages.  
**Program Overview:** Accepts Medicaid (all ages), *hawk-I*, and other private insurance. Bilingual in English and Hindi.

## JORDAN CREEK PEDIATRIC DENTISTRY – ROBERT BURNS, DDS

(515) 222-1800  
1055 Jordan Creek Parkway,  
Suite 110  
WDM, IA 50266

**Hours:** Call for an appointment.  
**Eligibility:** Children 0 – 18 years of age.  
**Program Overview:** Accepts Medicaid and other insurance.

## DAVID LLEWELYN, DDS

(515) 223-1274  
701 13<sup>th</sup> St  
WDM, IA 50265

**Hours:** Call for an appointment.  
**Eligibility:** All Ages.  
**Program Overview:** Accepts Medicaid and other insurance.

## OCEAN DENTAL

(515) 264-9022  
1345 E. University  
Des Moines, IA 50316

**Hours:** Call for an appointment.  
**Eligibility:** Ages infant through 20 years. Adults are seen on a limited basis. Call for more information.  
**Program Overview:** Accepts Medicaid, *hawk-i*, and other insurance.

## PARK AVE DENTAL – TIM NICOLINO, DDS

(515) 244-7428  
1004 E. Park  
Des Moines, IA 50317

**Hours:** Call for availability  
**Eligibility:** All ages  
**Program Overview:** Accepts Medicaid and other insurance.

## PRIMARY HEALTH CARE DENTAL CLINIC

(515) 248-1470  
2353 SE 14<sup>th</sup> St.  
Des Moines, IA 50315

**Hours:** Call for availability.  
**Eligibility:** All ages.  
**Program Overview:** Accepts Medicaid, *hawk-i*, and other insurance. Sliding fee scale also available.

## RANDALL RUISCH, DDS

(515) 223-5001  
1000 73<sup>rd</sup> St. Ste 1  
Des Moines, IA 50311

**Hours:** Monday–Thursday 8:00am–5:00pm; Friday 8:00am–12:00pm. Call for an appointment.  
**Eligibility:** All ages and as young as 3–years–old.  
**Program Overview:** Accepts five new patients with Medicaid a month, so there can be a waiting list. Other insurance is accepted.

## SOUTHSIDE DENTAL CLINIC– TAE JAYMES BARTO, DDS

(515) 285-4759  
6057 SE 14<sup>th</sup> St.  
Des Moines, IA 50320

**Hours:** Call for availability.  
**Eligibility:** Children and adults.  
**Program Overview:** Provides dentures and partials. Accepts Medicaid and other insurance.

## WESTOWN PEDIATRIC DENTAL

(515) 267-0737  
4090 Westown Pky  
WDM, IA 50625

**Hours:** Call to make an appointment  
**Eligibility:** Children up to age 13.  
**Program Overview:** Accepts Medicaid and other insurance.

## REBECCA WESTRA, DDS

(515) 243-7641  
3311 SW 9<sup>th</sup> St.  
Des Moines, Iowa 50315

**Hours:** Call for availability.  
**Eligibility:** All ages.  
**Program Overview:** Accepts Medicaid and other insurance.

**DENTAL**  
**FREE & SUBSIDIZED**

**DENTAL CARE FOR PEOPLE WITH DISABILITIES**

**(319) 356-1513**  
University of Iowa  
100 Hawkins Drive  
Iowa City, IA 52242

**Hours:** By appointment ONLY. Must contact Ms. Gayle Gilbaugh, RDH Project Coordinator.  
**Eligibility:** Individuals under 21 with a physical, emotional, or developmental disability and no form of insurance coverage.. Applications must be filled out to determine eligibility.  
**Program Overview:** Candidates cannot have Medicaid, *hawk-i*, or other insurance.

**DES MOINES HEALTH CENTER – BENJAMIN NAGEL, DDS**

**(515) 244-9136**  
1111 9<sup>th</sup> St. Ste 190  
Des Moines, IA 50314

**Hours:** Monday – Fridays 8:00 am – 5:00 pm on Friday’s only until 2:00 pm  
**Eligibility:** All ages, however, call to see if they are taking adults.  
**Program Overview:** Provides sliding fee scale for children who need exams and X-rays. Serving Polk, Warren, and Dallas County. Spanish available. Also accepts Medicaid, however, childrens’ dental care must be current before adults in the same family will be seen.

**DMACC DENTAL HYGIENE**

**(515) 964-6280**  
**800-362-2127 ext 6280**  
2006 S. Ankeny  
Ankeny, IA 50021

**Hours:** Tuesday and Thursday by appointment ONLY  
**Eligibility:** All ages  
**Program Overview:** Provides cleaning, x-rays, and other preventive services. A dental cleaning is 29.00 and other fees vary with services provided. Accepts Medicaid and other insurance.

**I-SMILE™: VNS OF IOWA DENTAL CLINIC**

**I-Smile™ Program:**  
**(515) 557-9023**  
Park Fair Mall  
100 E. Euclid, Suite 129  
Des Moines, IA 50313

**HOLA Community Center:**  
**(515) 299-4652**  
618 E. 18<sup>th</sup> St.  
Des Moines, IA 50316

**LaClinica:**  
**(515) 244-6162**  
2679 Maury St.  
Des Moines, IA 50317

**WIC:**  
**(515) 282-5800**  
2300 E. Euclid, Suite D  
Des Moines, IA 50310

**Hours:** Call for clinic hours.  
**Eligibility:** Infant – age 21 and pregnant women.  
**Program Overview:** Provides dental screenings, fluoride varnish, oral health education and assists clients in finding a dental home.

- **I-Smile™ Program:** Call to schedule an appointment. (Free, Medicaid)
- **HOLA Community Center:** Walk-ins Thursday afternoons; 1:00pm–4:00pm. (Free, Medicaid)
- **LaClinica:** Appointments and Walk-ins Wednesday afternoons; 1:00pm–4:00pm. (Free, Medicaid)
- **WIC:** ONLY for WIC participants. Appointments and Walk-ins Tuesdays; 8:00am–4:00pm. (Free, Medicaid)

## PRIMARY HEALTH CARE DENTAL CLINIC

(515) 248-1470  
2353 SE 14<sup>th</sup> St.  
Des Moines, IA 50315

**Hours:** Call for availability.  
**Eligibility:** All ages.  
**Program Overview:** Accepts Medicaid, *hawk-i*, and other insurance. Sliding fee scale also available.

## EDUCATIONAL DEVELOPMENT SERVICES

### BEYOND WELFARE

(515) 292-5992  
130 S. Sheldon Ste 302  
Ames, IA 50014

**Hours:** Monday–Friday 8:00–4:30  
**Eligibility:** Families leaving welfare.  
**Program Overview:**  
**Circles of Support–** A group of citizens who help break down the isolation that many low-income families experience and add meaning to the lives of middle-income individuals and participating families alike.  
**Wheels to Work–** A car donation program where cars are donated to families where transportation imposes a significant barrier to economic and family well-being.  
**Community Leadership Team–** Group of 50–60 families and allies who meet weekly over dinner in an effort to establish healthy social and community ties.

### BIG BROTHERS AND BIG SISTERS OF CENTRAL IOWA: MAIN OFFICE

(515) 288-9025  
9051 Swanson Blvd.  
Clive, IA 50325  
Email:  
INFO@BBBSIA.ORG  
  
WWW.BBBSIA.ORG

**Hours:** Monday – Friday 8:00 am – 5:00 pm  
**Eligibility:** Ages 6–14.  
**Program Overview:** Big Brothers Big Sisters of Central Iowa (BBBSI) is a non-profit mentoring agency founded in 1967 by local leaders. BBBSI identifies children, ages 6–14, in need of a mentor and matches them with a caring individual.  
**Community Based Mentoring:** Allows mentors to visit with children for at least two visits a month, for a minimum of four hours.  
**Mentoring Children of Prisoners (MCP):** Mentors are matched with a child that has a parent(s) in prison. They meet for at least two visits a month, for a minimum of four hours.  
**School Based Mentoring:** Allows mentors to meet with their Little in their school for one hour a week to work on school work, play games, etc.

### BOYS AND GIRLS CLUB OF CENTRAL IOWA: ADMINISTRATIVE OFFICE

(515) 262-5695  
1350 E. Washington  
Des Moines, IA 50316  
E-Mail:  
SCARRELL@BGCCI.ORG  
WWW.BGCCI.ORG

**Hours:** Monday–Friday 8:00am–4:30pm  
**Eligibility:** Youth in grades K–12.  
**Program Overview:** Provides youth after-school programs and full day summer programs. \$10 Year; \$20 Summer Programming. No child refused.

### CHILDREN & FAMILIES URBAN MINISTRIES—TRINITY UNITED METHODIST CHURCH

(515) 282-3242  
1548 8<sup>th</sup> St.  
Des Moines, IA 50314

**Hours:** Monday – Friday 3:00pm–5:00pm  
**Eligibility:** Children enrolled in Moulton School.  
**Program Overview:** This program assists children in enrichment programs, assisting with academics, and provides recreational activities.

### DES MOINES “I HAVE A DREAM” FOUNDATION

(515) 271-1976  
2507 University  
Des Moines, IA

**Hours:** Call for more information.  
**Eligibility:** Only available for currently selected classes.  
**Program Overview:** The “I Have A Dream” Foundation is working to ensure that all

Email:  
STACY.KLUESNER@DRAKE.EDU

DESMOINESDREAMS.ORG

children have opportunity to pursue higher education. Children in low-income communities are empowered to achieve higher education by providing them with guaranteed tuition support and equipping them with the skills, knowledge, and habits they need to gain entry to higher education and succeed in college and beyond.

### DM PUBLIC SCHOOLS HEAD START

(515) 242-7588  
(515) 242-7970 (Spanish)  
1301 2<sup>nd</sup> Ave.  
Des Moines IA 50314

**Hours:** Call for more information  
**Eligibility:** Children ages 3 to 5 years. Must be 3 by 9-15  
**Program Overview:** Head Start is a nonprofit organization that provides educational and social services, support for disabilities, transportation, and health and nutrition services to eligible children and their families. Free for those who qualify.

### DRAKE HEAD START

(515) 271-1854  
3206 University Ave  
Des Moines IA 50311  
Email:  
SARAH.WOUTERS@DRAKE.EDU

**Hours:** Monday - Friday 8:00 am -4:30 pm  
**Eligibility:** Pregnant women and/or children ages 0-5 who meet federal poverty guidelines.  
**Program Overview:** Head Start and Early Head Start are comprehensive child development programs which serve children from birth to age five, pregnant women and their families. The programs are child-focused and have the overall goal of increasing the school readiness of young children in low-income families. Spanish available; free.

<http://www.drakeheadstart.org/>

### EARLY ACCESS IOWA

(888) 425-4371  
  
Your call will be transferred to an Early ACCESS provider in your area; local provider will assign a service coordinator to call you.  
  
[www.EarlyACCESSIowa.org](http://www.EarlyACCESSIowa.org)

**Hours:** Phones answered 7:45am-7:00pm.  
**Eligibility:** Children birth to age three who have a health or physical condition that affects their growth and development, or have a delay in their ability to play, hear, see, talk, or move.  
**Program Overview:** The service provider will help identify any costs and potential funding sources.  
Services:  

- o Assistive Technology
- o Audiology
- o Family Training/Counseling
- o Health Services
- o Medical Evaluation
- o Nursing
- o Nutrition
- o Occupational Therapy
- o Physical Therapy
- o Psychological
- o Sign Language and Cued Speech
- o Social Work
- o Speech Instruction
- o Speech and Languages Pathology
- o Transportation
- o Vision

### EVERYBODY WINS! IOWA

(515) 277-7590  
PO Box 691  
Des Moines, IA 50303  
Email:  
STATEDIRECTOR@EVERYBODYWI

**Hours:** Monday-Friday 8:00am-5:00pm  
**Eligibility:** Each week, volunteers travel to an adopted elementary school for one hour of one-on-one reading with a student, promoting the skills and love of reading through reading aloud, sharing favorite stories and talking about books.  
**Program Overview:** Everybody Wins! Iowa is a literacy and mentoring organization dedicated to increasing children's success in school through reading and mentoring

NSIOWA.ORG

experiences with caring volunteers.

WWW.EVERYBODYWINSIOWA.ORG

### FRIENDSHIP BAPTIST CENTER

(515) 244-1701  
1526 MLK PKWY  
Des Moines, IA 50311

**Hours:** Monday, Tuesday, Wednesday 3:00pm (or when school lets out)–4:45pm.

**Eligibility:** Monday 7<sup>th</sup> grade and above. Tuesday, Wednesday K–7<sup>th</sup> grade.

**Program Overview:** Kids work on homework, play games, end with a Bible study, and are sent home with a snack.

### HISPANIC EDUCATIONAL RESOURCES

(515) 282-6542  
828 Scott Ave  
Des Moines, IA 50309  
WWW.HERDM.COM  
CFERNANDEZ-  
MORROW@HERDM.COM

**Hours:** Monday – Friday 8:00 am –4:30 pm

**Eligibility:** Latino community including child care, Head Start, human services, a boy scouts troop, homeless youth meal site, and a clinic.

**Program Overview:** Provides community education classes with health topics or community related topics. Also, there are many community organizations that meet at H.E.R., such as Neighborhood Association, ESL and Spanish classes, McKinley PTA meetings, and Xochipilli Dancers.

### IOWA MENTORING PARTNERSHIP

**Iowa Mentoring Partnership:**  
(800) 308-5987  
200 E. Grand Ave.  
Des Moines, IA 50309  
MENTOR@IOWALIFECHANGING.COM

**Hours:** Call for more information.

**Eligibility:** Children 18 and under. Each program has their own zip code and age standards.

**Program Overview:** The Iowa Mentoring Partnership works through the Iowa Commission on Volunteer Service to support certified mentoring programs in Polk County. Program certification is free and open to all mentoring programs in Iowa. Certification standards are based on the Elements of Effective Practice, which have been developed and updated by the National Mentoring Partnership. The following certified programs in Polk County have met the national guidelines and are committed to upholding quality mentoring services:

- **Big Brothers Big Sisters of Central Iowa**
- **Des Moines “I Have A Dream Foundation”**
- **Everybody Wins! Iowa**
- **TeamMates Mentoring Program– Johnston Community Schools**
- **Mentor Iowa**
- **Orchard Place**
- **Project Connect Mentoring Program**
- **Serve Our Youth**

**Iowa Commission on Volunteer Service:**  
(800) 308-5987  
200 E. Grand Ave.  
Des Moines, IA 50309  
ICVS@IOWALIFECHANGING.COM

### LEARNING SUPPORTS DEPARTMENT

(515) 323-8644  
Des Moines Public Schools  
1801 16<sup>th</sup> St.  
Des Moines, IA 50314  
Email:  
MARGARET.CONNET@DMPS.K12.IA.US

**Hours:** Monday – Friday 8:00 am – 4:30 pm

**Eligibility:** Students and families in need. No fees

**Program Overview:** A school-based program that primarily serves the most vulnerable students and families. Typical student/family issues include homelessness, neglect and abuse, hunger, poor health, basic needs, substance abuse, and domestic violence. Professional program staff provides intensive case management services and support services for children and their families on a prenatal through an age–twenty basis.

**Services:** Assessment of need, educational support, identification of personal goals, coordination of services with a variety of human service agencies, and advocacy in accessing services and follow up.

*\*\*See Project Connect Mentoring Program for additional services through Learning*

Supports Department. \*\*

## MENTOR IOWA

(515) 277-9797

3900 Ingersoll Ave., Ste. 102

Des Moines, IA 50312

EMAIL:

MARTY@MENTORIOWA.ORG

WWW.MENTORIOWA.ORG

**Hours:** Monday – Friday 8:30 am –5:00 pm

**Eligibility:** Children are eligible for the program from 4–16 years of age. They are able to stay in the program until they are 18. Referrals to the program must be made through the Juvenile Court.

**Program Overview:** The mission of Mentor Iowa is to provide trained volunteer mentors to abused, neglected, and delinquent children who are under the jurisdiction of the Juvenile Court. They do this by working in partnership with the children, their families, and the community.

## ORCHARD PLACE

**Downtown Office:**

(515) 287-9621

808 5<sup>th</sup> Ave.

Des Moines, IA 50309

Email:

MTAMISIEA@ORCHARDPLACE.ORG

WWW.ORCHARDPLACE.ORG

**Hours:** Call for more information.

**Eligibility:** Children must be part of orchard place services.

**Program Overview:** Orchard Place was founded by volunteers in 1886. They continue to be vital partners in our work with children today. Mentors at Orchard Place meet with their mentee once a week, in mutually determined activities, for about an hour. Volunteers must be at least 18 y/o.

## PROJECT CONNECT MENTORING PROGRAM

(515) 323-8644

1801 16<sup>th</sup> St.

Des Moines, IA 50314

**Hours:** Monday–Friday 7:00am–5:00pm. Call for more information.

**Eligibility:** Any child in 2<sup>nd</sup>–12<sup>th</sup> grade that is enrolled in Des Moines Public Schools.

**Program Overview:** Project Connect partners with Des Moines Public Schools to pair mentors with at risk students. School-based mentors meet with their student for an hour per week in school.

## SERVE OUR YOUTH

(515) 286-3344

1548 Hull Ave.

Des Moines, IA 50316

EMAIL:

MARYT@SERVEOURYOUTH.ORG

WWW.SERVEOURYOUTH.ORG

**Hours:** Monday – Friday 9:00 am –5:00 pm

**Eligibility:** Children are eligible for mentoring age 5–18. To be mentored, children must have a parent who is incarcerated.

**Program Overview:** Serve Our Youth Network is a Christian organization that serves high-risk youth in Central Iowa in both community-based and institutional settings through mentoring, visitation, and chaplaincy programs. Serve Our Youth desires to be the bridge between the faith community and youth-serving agencies, institutions, and school where high-risk kids can be found.

## TEAMMATES MENTORING PROGRAM –JOHNSTON COMMUNITY SCHOOLS

(515) 986-2007

PO Box 975

Johnston, IA 50131

EMAIL:

CWILSON@JOHNSTON.K12.IA.US

WWW.TEAMMATES.ORG

**Hours:** Monday – Friday 8:00 am –5:00 pm

**Eligibility:** Children enrolled in Johnston school systems. Children in grades 5–8 are eligible for their initial match.

**Program Overview:** The program matches a student with an adult volunteer mentor to provide one hour of individual mentoring each week during the school year. Activities during the mentoring hour range from homework assignments to sharing common interests to simply engage in conversation.

## EMERGENCIES

### Non-Medical/Non-Life Threatening

#### AMERICAN DOMESTIC VIOLENCE CRISIS LINE

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**(866) USWOMEN**

**(866) 879-6636**

**Business Office:**

**(503) 203-1444**

**Email:**

866USWOMEN@866USWOMEN.ORG

WWW.866USWOMEN.ORG

**Hours:** 24 hours / 6 days a week. Live chat on website 9:00am–4:00pm.

**Eligibility:** Abused women and children

**Program Overview:** An international toll-free domestic violence crisis line that abused American women and children can call by contacting the regional AT&T operator in their country of residence and ask to be connected.

- **Legal Advocacy:** Pro-bono attorney consultations, referrals to international family lawyers and advocate for legal aid services. Provide limited financial assistance for legal retainers in assisting survivors in regarding custody of their children.
- **Professional Counseling:** Provides emergency reintegration therapy for survivors.
- **Transition Services, Safety Planning, & Case Management** services available.

#### BROADLAWNS CRISIS TEAM

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**(515) 282-5752**

www.broadlawns.org/crisis-team.cfm

**Hours:** Call anytime for 24 hour assistance

**Eligibility:** Any individual with a mental health emergency.

**Program Overview:** Provides consultation and assistance for mental health emergencies. Services are available by phone or in person through their emergency department.

#### CHILDREN & FAMILIES OF IOWA—FAMILY VIOLENCE CENTER

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**IA Domestic Violence**

**Hotline:**

**(800) 942-0333**

**Children & Families of Iowa,**

**Local Crisis Line:**

**(515) 243-6147**

CONTACTUS@CFIOWA.ORG

WWW.CFIOWA.ORG

**Hours:** Call anytime

**Eligibility:** Victims and children.

**Program Overview:** The Center's services provided are twofold: Services provided in the shelter, and outreach services designed to activate the community against domestic violence.

**The Shelter Services:**

- The Center provides emergency safe shelter to victims and their children who are in immediate danger and who have ongoing safety concerns caused by domestic violence. The shelter is staffed 24 hours a day by certified domestic abuse advocates. Family Violence Center clients are offered individual and group counseling, including counseling for children's groups. Clients are referred to community resources, such as legal aid, law enforcement, housing, job development and social services. Court advocacy is also available for shelter residents.
- The shelter is available to residents of any state who are in imminent danger or have a history of prior abuse. Women are able to work or attend school while residing at the shelter. All services provided at the Family Violence Shelter are free of charge.

**Community Outreach Services:**

- Individual advocacy (one-on-one), medical advocacy, counseling and support groups are available for victims, survivors and their children who reside in Polk or Warren County and choose not to enter emergency shelter. Court advocacy services are also available.
- The Family Violence Center provides educational services within the greater Des Moines community. They seek to explain the underlying causes of domestic violence by providing training and community education to interested groups, including professionals, schools, hospitals, businesses, civic organizations and the faith community.

## CHILD ABUSE HOTLINE

(515) 286-2132 (local)  
(800) 362-2178 TOLL FREE

DDHS@DHS.STATE.IA.US

WWW.DHS.STATE.IA.US

**Hours:** Available 24 hours a day.

**Eligibility:** Anyone needing to report child abuse or neglect.

**Program Overview:** Conducts intakes and investigations on alleged child abuse. If you suspect a child under the age of 18 is being abused or neglected call one of these numbers: (800) 362-2178 or (515) 286-9222. Note: mandatory reporters are not required to give identification and are kept confidential. Please be ready to provide identifying information and the whereabouts of the child. If you believe the child is in imminent danger, Call 911 immediately!

## CRIME VICTIM COMPENSATION

(515) 281-5044  
(800) 373-5044

Lucas Building, Ground Floor  
Des Moines, IA 50319

**Victim Advocate:**

Mary Kay Bartine  
mbartin@ag.state.ia.us

**Hours:** Available 24 hours a day.

**Eligibility:** Anyone who has been a victim of violent crime.

**Program Overview:** Crime victim compensation programs offer crucial financial assistance to victims of violence. A lawyer is not need to receive benefits.

## FIRST CALL FOR HELP

**2-1-1**

1111 9<sup>th</sup> St., Suite 100  
Des Moines, IA 50314

WWW.UNITEDWAYDM.ORG/

**Hours:** 24 hours a day every day.

**Eligibility:** Individuals in need of resources, direction and guidance in finding community resources.

**Program Overview:** Dial 2-1-1 for information and referral for basic health, human services or community resources. This is an easy-to-remember number that will give everyone in central Iowa access to the information they need and a referral. This service is provided 24-hours a day, 365-days a year. Caller identity will be held in the strictest confidence. Rather than connect people to emergency services, as 9-1-1 does, 2-1-1 connects people to resources, direction and guidance in finding community resources in one easy phone call.

**Services 2-1-1 can offer access to:**

- Basic Human Needs Resources: Food pantry, clothing closets, shelters, rent or utility assistance.
- Physical and Mental Health Resources: Health insurance programs, Medicaid and Medicare, maternal health, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention and rehabilitation.
- Employment Supports: Financial assistance, job training, transportation assistance, education programs.
- Older Americans and Persons with Disabilities: Adult day care, congregate meals, Meals on Wheels, respite care, home health care, transportation and homemaker services.
- Children, Youth and Families: Child care, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services.

## IOWA CONCERNS CRISIS LINE

800-447-1985

www.extension.iastate.edu/iow  
aconcern/

**Hours:** Call anytime.

**Eligibility:** Anyone needing assistance. All calls are free and confidential.

**Program Overview:** The hotline offers assistance with such topics as legal, finance, caring for yourself and others, crisis/disaster, and overcoming adversity.

## IOWA CRISIS RESPONSE TEAM

(515) 281-5044  
(800) 373-5044  
Fax: (515) 281-8199  
**Iowa Attorney General's  
Office**  
Lucas Building, Ground Floor  
Des Moines, IA 50309

**Hours:** Call 1-800 number anytime.  
**Eligibility:** Responds when initiated by local authorities.  
**Program Overview:** Specifically prepared to serve communities in the wake of a crime related, human, or natural disaster

- Provides materials on disaster assistance: handouts, training outlines, videos, and lists of area resources.
- 24 hour telephone consultation to local agency responding to a crisis.
- Provides limited on-scene response with a full ICRT team to provide materials/handouts, training and debriefing, and recommendations for after the crisis.

## IOWA STATEWIDE SEXUAL ABUSE LINE

800-284-7821

**Hours:** Call anytime  
**Eligibility:** Anyone needing assistance  
**Program Overview:** Free. Confidential. 24-hour support, information and referral for Iowa residents.

## IOWA TEENLINE

800-443-8336  
WWW.EXTENSION.IASTATE.EDU/T  
EENLINE

**Hours:** 24 hours daily.  
**Eligibility:** Teenagers in need of assistance. Confidential and free.  
**Program Overview:** Provides assistance with relationships issues, violence, AID/HIV, alcohol or drug usage, sexual relationships, birth control/pregnancy, health, eating, weight, and stress.

## L.U.N.A

**Spanish Crisis Line:**  
(866) 256-7668  
**24 Hour Statewide Hotline:**  
(800) 942-0333  
**National Crisis Line:**  
(800) 799-7233  
(800) 787-3224 TTY  
**General Office:**  
(515) 271-5060  
515 28<sup>th</sup> St. Ste 105  
Des Moines IA 50312  
www.lunaiowa.org

**Hours:** 24 hours a day 7 days a week  
**Eligibility:** Individuals who speak Spanish and need assistance from abuse  
**Program Overview:** Provides crisis assistance around emotional, sexual and physical abuse. It is a Spanish and English crisis line.

## POISON CONTROL CENTER

800-222-1222  
**Iowa Statewide Poison  
Control Center:**  
401 Douglas St., Ste. 402  
Sioux City, IA 50110  
WWW.IOWAPOISON.ORG  
  
WWW.AAPCC.ORG

**Hours:** 24 hours a day. 7 days a week. 365 days a year.  
**Program Overview:** Provides poison prevention, education, and assistance.

## POLK COUNTY CRISIS AND ADVOCACY SERVICES

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**(515) 286-3600**  
Polk County River Place  
2309 Euclid Avenue  
Des Moines, IA 50310

**Hours:** 24 hour crisis line.  
**Eligibility:** Any victim of personal, violent crime. Not limited to Polk County residents. Anyone wanting services and willing to come to the office is welcome. Free, voluntary and confidential.  
**Program Overview:** This Program provides 24 hour homicide crisis response, and assistance to sexual assault and other violent crime victims for hospital exams, law enforcement, prosecution and court contacts. Crisis intervention, counseling, referral, advocacy and support group services are provided for sexual assault and violent crime victims. A contract with the Family Violence Center (see separate entry) provides crisis intervention, counseling and emergency shelter for victims of domestic abuse and their families.

## THE IOWA COALITION AGAINST DOMESTIC VIOLENCE

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**(515) 244-8028**  
**In-State Hotline:**  
**(800) 942-0333**  
**(515) 244-7417 Fax**  
515 28<sup>th</sup> St., #104  
Des Moines, IA 50312  
ADMIN@ICADV.ORG  
WWW.ICADV.ORG

**Hours:** Monday– Friday 8:00am–4:00pm.  
**Eligibility:** Serve battered women and their children.  
**Program Overview:** Programs support and involve battered women and support equality in relationships and the concept of helping women assume power over their own lives. ICADV's mission is to end violence in intimate relationships. They provide assistance and education to programs that serve battered women and their children. Encourage collaboration that promotes social change to eliminate personal and institutional violence against women.

**EMPLOYMENT AGENCIES/SERVICES**  
**NEED 2 FORMS OF ID AND SOCIAL SECURITY NUMBER**

**DES STAFFING**

<p><b>(515) 288-2300</b>          1300 Cummins Rd.          Des Moines, IA 50315  <a href="http://www.desstaffing.com/services">www.desstaffing.com/services</a>.</p>	<p><b>Hours:</b> Monday – Thursday 8:00 am – 5:00 pm Friday 8:00am–6:00pm.  <b>Eligibility:</b> Individuals seeking job assistance  <b>Program Overview:</b> Staffing services that completes employment reference checks, credit and criminal checks and in-house drug screens. Provides an orientation process consisting of people skills and health and safety.</p>
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**DES MOINES WORKFORCE CENTER**

<p><b>(515) 281-9700</b>          430 E. Grand Ave.          Des Moines, IA 50309  <a href="http://WWW.EMPLOYMENTTRAINING.ORG">WWW.EMPLOYMENTTRAINING.ORG</a></p>	<p><b>Hours:</b> Weekly job fairs every Wednesday from 10:00 am – 11:30 a.m. at the Workforce Center (430 E. Grand Ave)  <b>Eligibility:</b> Individuals seeking job training and job opportunities.  <b>Program Overview:</b> Provides training and job opportunities. Dislocated Worker Program: identifies and provides assistance to workers throughout eight counties in Central Iowa.</p>
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**IOWA WORKFORCE DEVELOPMENT**

<p><b>Administrative Office:</b>  <b>(515) 281-5387</b>  <b>(800) JOB-IOWA</b>          430 East Grand Ave.          Des Moines, Iowa 50319  <a href="http://WWW.IOWAWORKFORCE.ORG/">WWW.IOWAWORKFORCE.ORG/</a>  <a href="mailto:IWD.CUSTOMERSERVICE@IWD.IOWA.GOV">IWD.CUSTOMERSERVICE@IWD.IOWA.GOV</a></p> <p><b>Unemployment Office:</b>  <b>(515) 281-9619 or</b></p>	<p><b>Hours:</b> Monday – Friday 8:00 am – 4:30 pm  <b>Eligibility:</b> Individuals seeking job assistance and unemployment benefits.  <b>Program Overview:</b> Iowa Workforce Development links job placement and skill development into a system of lifelong learning and opportunity. Through resources and services created for employers, employees, and the unemployed, Iowans can take control of their economic future and the security of their families.  <b>Resources for Employees:</b></p> <ul style="list-style-type: none"> <li>• Support and testing services, updating and developing new skills.</li> <li>• Current Job marketing strategies.</li> <li>• Careers of the future and current employment opportunities.</li> <li>• Unemployment insurance benefits.</li> </ul>
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**I.S.E.D. ( IOWANS FOR SOCIAL AND ECONOMIC DEVELOPMENT)**

<p><b>(515) 283-0940</b>          1111 9<sup>th</sup> St. Suite 380          Des Moines, Iowa 50314  <a href="http://WWW.ISEDVENTURES.ORG">WWW.ISEDVENTURES.ORG</a></p>	<p><b>Hours:</b> Monday – Friday 8:00 am – 5:00 pm  <b>Eligibility:</b> Individuals seeking job assistance.  <b>Program Overview:</b> ISED Ventures assists low and moderate income persons with increasing income through job placement, small business training and technical assistance, access to capital, financial education, and savings.</p>
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**JOB CORPS**

<p><b>(800) 733-JOBS(5627)</b>  <a href="http://WWW.JOBCORPS.GOV">WWW.JOBCORPS.GOV</a></p>	<p><b>Hours:</b> Call for more information in your area  <b>Eligibility:</b> Individuals seeking job opportunities  <b>Program Overview:</b> Job Corps is the nation's largest federally funded job training and education program for economically disadvantaged youth ages 16 through 24. Established in 1964, Job Corps has trained and educated more than 2 million young people to date, serving more than 70,000 young adults each year. Besides vocational training, Job Corps provides academic and life skills training including the opportunity for students to earn a High School Diploma or GED. Approximately 90 percent of Job Corps graduates go on to careers in the private sector, enlist in the military or move on to higher education or advanced training programs.</p>
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## KELLY SERVICES

(515) 282-0264  
400 Locust St Ste 250  
Des Moines, IA 50309  
www.kellyservices.com

**Hours:** Monday – Friday 8:00 am – 5:00 pm  
**Eligibility:** Job seekers  
**Program Overview:** Kelly provides employment to more than 750,000 employees annually, with skills including office services, accounting, engineering, information technology, law, science, marketing, creative services, light industrial, education, and health care. Kelly's can build your career by matching your skills and needs to the best positions available, through decades of experience.

## LABOR READY

(515) 246-0780  
2907 Douglas Ave  
Des Moines, IA 50310

**Hours:** Monday – Friday 7:00am–2:00pm.  
**Eligibility:** Job seekers for temporary labor positions.  
**Program Overview:** Provides temporary employees to jobs in construction, manufacturing, hospitality services, landscaping, warehousing, retail and more.

## PROTEUS INCORPORATED

(515) 271-5303  
1-800-372-6031  
3850 Merle Hay Rd., Ste 500  
Des Moines, IA 50310  
WWW.PROTEUSINC.NET

**Hours:** Monday – Friday 8:00 am – 4:30 pm  
**Eligibility:** Migrant and seasonal farm workers. Low-income guidelines.  
**Program Overview:** Provide farm workers, immigrants and others with a wide variety of services that improve their health, education, and economic opportunities. Also direct services for rental assistance for those at risk of homelessness.

## SUPERIOR STAFFING

(515) 255-9675  
7445 University Blvd.  
Clive, IA 50325

**Hours:** Monday – Friday 8:00am – 11:00am and 1:00pm–3:00pm; Do not accept applications on Fridays but are open for other services.  
**Eligibility:** Job seekers  
**Program Overview:** General employment placement, high tech employment recruiting, education employment, health employment recruiting, and advertising and marketing.

## USA STAFFING INC– INDUSTRIAL ORIENTED POSITIONS

(515) 266-6700  
3921 NE 14<sup>th</sup> St. # 4  
Des Moines, IA 50313

**Hours:** Monday – Thursday 5:30 am – 5:30 pm and Friday 5:30 am – 6:00 pm  
**Eligibility:** Job seekers  
**Program Overview:** Daily pay labor manufacturing, shipping, and seasonal construction. Must be willing to provide a drug screen.

## USA STAFFING INC– CLERICAL/ADMINISTRATIVE ORIENTED POSITIONS

(515) 223-8200  
6989 University Ave  
Windsor Heights, IA 50311

**Hours:** Call to schedule an appointment for orientation.  
**Eligibility:** Individuals seeking job opportunities in clerical work.  
**Program Overview:** Temp agency that employees clerical positions. Two forms of ID are needed.

## YWCA LEARNING LAB

(515) 244-8961  
717 Grand Ave.  
Des Moines, IA 50309

**Hours:** Monday– Friday 8:00am–5:00pm (open computer lab)  
**Eligibility:** Individuals seeking job opportunities  
**Program Overview:** Low income referrals, school readiness programs for kids, customized learning modules to meet student's skills and needs, and computer/clerical.

## ESL CLASSES

### DMACC ADULT EDUCATION/SUCCESS CENTER

(515) 287-8700  
800-362-2127 ext:6384

**Hours:** Daytime and evening hours available. Many locations are available call for details.  
Learning Center Classes: Monday – Thursday 8:00pm – 9:00pm; Friday 8:00am – 4:00pm.  
**Eligibility:** Individuals interested in ESL courses.  
**Program Overview:** The ESL course schedule varies by semester. Students will be evaluated for placement in beginner or intermediate classes.

### FIRST CHRISTIAN CHURCH OF DES MOINES

(515) 255-2181  
2500 University Ave  
Des Moines, IA 50311

**Hours:** Tuesday, Wednesday, Thursday: 9:30am – 11:30am.  
**Eligibility:** Individuals interested in ESL courses. \$25/ term. (Classes offered through DMACC.)  
**Program Overview:** Childcare provided; no infants.

### FRIENDSHIP BAPTIST CENTER

(515) 244-1701  
1526 MLK  
Des Moines, IA 50314

**Hours:** Monday 6:00pm–7:30pm  
**Eligibility:** Individuals interested in ESL courses.  
**Program Overview:** Provides English as Second Language (ESL) classes.

- Childcare provided.

### NEW IOWAN CENTER ROSETTA STONE PROGRAM (COMPUTER LAB)

(515) 242-0246  
430 E Grand  
Des Moines, IA

**Hours:** Monday – Thursday 8:00am–4:30pm; Friday 9:00am–4:30pm. No appointment needed.  
**Eligibility:** Individuals interested in ESL courses: English, Spanish, Vietnamese.  
**Program Overview:** Worksheets, quizzes, and exams available for ESL classes.  
Services are also available to help prepare for citizenship classes. Call for more information.

### REFUGEE COOPERATIVE SERVICES—LUTHERAN SERVICES OF IOWA

(515) 271-7332  
3200 Universtiy Avenue  
Des Moines, IA 50311

**Hours:** Tuesday and Thursday 9:00am–11:00am. (Must call ahead to be enrolled in the class)  
Thursday 6:15pm–8:15pm. (Open enrollment)  
**Eligibility:** Tuesday/Thursday morning course is intended for LSI participants, but is open to all. Thursday evening course is open to all. All courses are free.  
**Program Overview:** Classes are in 3 levels, starting from early beginner to intermediate. Those advanced speakers will be referred to DMACC. Call for placement determination.

- Free childcare provided.

### TRINITY UNITED METHODIST CHURCH

(515) 288-4056  
1548 8<sup>th</sup> St.  
Des Moines, IA 50314

**Hours:** Tuesday and Thursday 6:00pm–8:00pm  
**Eligibility:** Anyone is able to attend. Classes are free but there is a \$25 materials fee.  
**Program Overview:** Classes are the basic beginners level through level 4. Citizenship classes are offered as needed.  
Childcare and nursery services are provided for free.

### WEST DES MOINES METHODIST CHURCH

(515) 279-0826  
720 Grand Ave.  
West Des Moines, IA 50265

**Hours:** Monday and Thursday 6:00pm–8:00pm  
**Eligibility:** Anyone is able to attend. Classes are free but there is a \$20 materials fee.  
**Program Overview:** Classes are ongoing and can be joined at any time. No appointment or preregistration necessary. Beginner and Advanced levels are offered.  
Free childcare provided.

## FAMILY PLANNING

### ALPHA WOMEN CENTER

**Des Moines:**

(515) 285-5700

3605 SE 14<sup>th</sup> St.

Des Moines. IA 50320

**Ankeny:**

(515) 965-7885

406 SW School St.

Ankeny, IA 50023

Email:

awc1dsm@mchsi.com

www.awcdesmoines.org

**Hours:** Monday, Tuesday, and Thursday 10:00 am – 7:00 pm (Des Moines location)  
Monday and Wednesday 10:00am – 6:00pm (Ankeny location)

**Eligibility:** Anyone needing services.

**Program Overview:** Free pregnancy testing, support and counseling, parenting, prenatal classes, nutrition and safety classes. Ultrasounds are also available.

- Alpha Women Center also provides some baby items (diapers and clothes) but given on emergency basis. Client can earn points in the Baby Closet Program to get diapers and baby clothes. Limited resources in Spanish.

### BIRTHRIGHT

(515) 633-2133

(800) 633-2133

5806 Hickman Rd.

Des Moines, IA 50322

**Hours:** Mondays– Wednesdays from 11:00 am – 5:00 pm, Thursdays 1:00 pm – 7:00 pm  
Fridays and Saturdays 11:00 am – 3:00 pm.

**Eligibility:** Anyone needing services.

**Program Overview:** Offers free pregnancy test but no family planning. Pro-life organization that provides free pregnancy testing and counseling.

### BROADLAWNS FAMILY PLANNING

(515) 282-2340

1801 Hickman Rd.

Des Moines, IA 50314

**Hours:** Monday – Friday 8:00 am – 4:30 pm

**Eligibility:** Provides women’s health services.

**Program Overview:** Offers prenatal, full exams, pregnancy tests, condoms, and birth control at a sliding fee scale fee. They also provide STD and pregnancy outreach in the schools.

### EMMA GOLDMAN CLINIC

(319) 337-2111

(800) 848-7684

227 North Dubuque St.

Iowa City, IA 52245

www.emmagoldman.com

**Hours:** Monday–Wednesday, Friday 9:00am–5:00pm, Thursday 9:00am–8:00pm, Sat 9–1.

**Eligibility:** Anyone in need of services.

**Program Overview:** Offers services for abortion, gynecology, birth control, transgender services, STI testing, gynecological health information, walk-ins, massage therapy, services for males, speakers bureau, and ask Emma. They offer a sliding discount scale that provides financial assistance and the donors and staff makes sure that everyone gets the care they need, regardless of their ability to pay.

### HOMEWARD HOME HEALTH

(515) 239-6730

1114 Duff Ave

Ames, IA 50010

**Hours:** Monday–Friday 8:00am–4:30pm.

**Eligibility:** Call for specific details.

**Program Overview:** Offers free pre-natal visits by a member of HOMEWARD nursing staff. Information is also provided about parenting, child care, and other community resources. A family development specialist offers assistance to families in connecting with community resources and continual support after the birth of your baby, including a follow-up visit by a HOMEWARD nurse.

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**LA CLINICA DE LA ESPERANZA**

(515) 244-6162

2679 Maury St.

Des Moines, IA 50317

**Hours:** Monday, Wednesday, Thursday 8:00 am – 5:00 pm, Tuesday 8:00 am – 7:00 pm & Fridays from 8:00 am – 3:00 pm. Same day appointments are available by calling after 8 AM on a first-call basis.

- **Eligibility:** La Clínica de la Esperanza provides culturally competent primary and preventive health care, in Spanish, to underserved Latino children and adults in Polk County. Although services are free at the current time, we do welcome donations. Our Medicaid Specialist assists patients with applications for Medicaid and Hawk-I.

**Program Overview:** Clinic provides family planning, pregnancy tests, pap smears, women’s health and prenatal care for underinsured and uninsured clients. Call to schedule these appointments.

Other services include child and adult primary health care. Mental health counseling is available in Spanish for adults suffering from depression or anxiety.

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**HOUSE OF MERCY MEDICAL CLINIC**

(515) 643-6525

1409 Clark St.

Des Moines, IA 50314

**Hours:** Monday, Wednesday, Thursday, Friday 8:00am–4:30pm; Thursday 9:00am–4:00pm. Closed 12:00pm–1:00pm daily.

**Eligibility:** Clients who are not insured. Donations are accepted.

**Program Overview:** Clinic provides annual pap tests and pregnancy tests. Can be seen by appointment only.

- House of Mercy also offers “In touch with teens” which provides 24-hour comprehensive group care program that teaches living and parenting skills to young women ages 13 to 18 who are pregnant and or parenting.

**PLANNED PARENTHOOD OF THE HEARTLAND—POLK COUNTY LOCATIONS**

**(877) 811-7526**

Central Des Moines  
851 19<sup>th</sup> St.  
Des Moines, IA

West Center  
10534 New York Ave  
Urbandale, IA 50322

Des Moines Rosenfield Center  
1000 E. Army Post Rd.  
Des Moines, IA 50315

Creative Visions Healthy  
Connections  
1343 13<sup>th</sup> St.  
Des Moines, IA 50309

Susan Knapp Health Center  
2304 University Ave.  
Des Moines, IA 50311

Family Practice Center  
200 Army Post Rd. Ste. 26  
Des Moines, IA 50315

Education Center:  
**(844) 811-7526**  
851 19<sup>th</sup> St.  
Des Moines, IA 50314

Ankeny:  
704 N. Ankeny Blvd.  
Ankeny, IA 50023

<http://www.plannedparenthood.org/heartland/index.htm>

**Hours:** Vary depending on clinic. Please call location for more information.

**Fees/Eligibility:** Provides everyone with high quality reproductive health care. Whether or not someone has insurance and no matter one’s income, they will be treated promptly and respectfully. They have a sliding discount scale that provides financial assistance and the donors and staff makes sure that everyone gets the care they need, regardless of their ability to pay.

**About the Program:** Helps women and families across Iowa with birth control and family planning issues in a safe and honest environment.

**Description of Services:**

- Annual checkups
- Birth control supplies and information
- Male services, including testicular cancer screening
- Pap tests/Breast exams
- Colposcopy
- Confidential HIV testing
- Prenatal care (Des Moines Rosenfield center)
- Testing & treatment for sexually transmitted infections
- Pregnancy testing, education and full options referral
- The abortion pill and/or surgical abortion up to 14 weeks (Cedar Falls, Des Moines Rosenfield, Iowa City, Quad Cities, & Sioux City centers)
- Menopause services
- Emergency contraceptive pills (ECPs)
- Age-appropriate educational programming
- Adoption (Des Moines Rosenfield Center)

**POLK COUNTY HEALTH DEPARTMENT**

**(515) 286-3697**  
1907 Carpenter Ave.  
Des Moines, IA 50314

**Hours:** Monday–Friday 9:00am–5:00pm.

**Eligibility:** Family Planning services only accepts Wellmark, Medicaid, and Medicare.

**Program Overview:** PCHD offers assistance in making decisions about your reproductive health with birth control counseling, birth control exams, pap test, pregnancy tests, and testing and treating STD’s.

## RUTH HARBOR

(515) 279-4661 or  
(866) 900-4661 (toll free)  
534 42<sup>nd</sup> St.  
Des Moines, IA 50312  
INFO@RUTHHARBOR.ORG  
WWW.RUTHHARBOR.ORG

**Hours:** Monday–Friday 8:30am–5:00pm. Call for an appointment

**Eligibility:** Young women facing unplanned pregnancies.

**Program Overview:** Ruth Harbor is a 6–8 resident maternity home located in Des Moines. It provides young women who are alone and facing unplanned pregnancies a truly viable option—a safe harbor—by providing housing, education, counseling, health care, parenting training or adoption assistance, spiritual support and more for the duration of their pregnancies. Ruth Harbor is a Christ-centered home for young women who are facing unplanned pregnancies and in need of assistance. Under the guidance and direction of live-in house parents, women live together as a family learning to care for both their home and one another.

## VENUS FAMILY PLANNING SERVICES—VISITING NURSE SERVICES

**VNS of Iowa, Main Clinic**  
(515) 558-9609  
1111 9th St., Ste 390  
Des Moines IA 50314

**Hours:** Call to make an appointment. Walk-ins welcome.

- VNS of Iowa, Main Clinic: Monday, Tuesday, Thursday, Friday 8:00am–5:00pm; Wednesday 10:00am–7:00pm.
- Park Fair Mall: Monday, Tuesday, Friday 8:00am–5:00pm; Wednesday 8:00am–12:00pm; Thursday 9:00am–6:00pm

**Park Fair Mall**  
(515) 558-9585  
100 East Euclid Ave Ste. 129  
Des Moines, IA 50313

**Eligibility:** Anyone in need of family planning services. VENUS accepts Medicaid, Blue Cross/Blue Shield, Coventry, and provides a sliding fee scale.

**Program Overview:** VENUS is a program through Visiting Nurse Services. This program helps meet the vital planning needs of individuals in central Iowa by offering FREE long-acting reversible birth control. VENUS also offers:

- Most other forms of birth control
- Family planning education and counseling
- Pregnancy testing
- Breast and pelvic exams
- Cervical cancer screening
- HPV vaccinations
- Screening and treatment for sexually transmitted infections (STI's)

www.venusfamilyplanning.org

Venus services are all voluntary, confidential, and available on a sliding fee scale.

## YOUNG WOMEN'S RESOURCE CENTER

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**(515) 244-4901**  
705 E. 2<sup>nd</sup> St.  
Des Moines, IA 50309  
Email:  
YWRC@YWRC.ORG  
WWW.YWRC.ORG/

**Hours:** Monday–Thursday 8:00 am – Noon; 1:00 pm – 5:00 pm & Friday 8:00 am – Noon

**Eligibility:** Serves young women ages 11–21. No Boundaries

**Program Overview:**

- YWRC Problem Solving: Classes focus on helping young women develop lifelong decision-making and relationship skills.
- Justice Groups: Support young women who are in the judicial system
- After School Programs: Provide self-esteem building and problem-solving assistance in a supportive, group environment. These programs are held in middle schools in the greater Des Moines area.
- The Doula Program: Provides a mentor and birth coach to pregnant and parenting young women. Doulas provide emotional and practical support during pregnancy and continued mentoring after the baby is born.
- Heart-to-Heart: Educates young women about keeping their children safe from sexual abuse.
- Young Moms: Provides parenting support classes in a group setting, and encourages young women to wait until adulthood to have additional children.
- Mariposa: A leadership class for Latina women.
- Connect: A class for young women who are lesbian or have questions about their sexual orientation.
- SIG-NA: Provides education and support to young women who are survivors of abuse.
- Little Passengers Safety Program: Provides education and instruction to families with the ability to provide safety seats to financially qualified families.
- Case Management: Provides support, education, resources, and referrals through Healthy Start/Empowerment Programs.
- R-3 (Rights, Respect and Responsibility): Adolescent pregnancy prevention group. Youth provide peer education and advocacy on sexual health, healthy relationships and healthy choices.

## FINANCIAL ASSISTANCE

### 2-1-1

**(515) 246-6555**  
**(800) 244-7431**  
WWW.211IOWA.ORG

**Hours:** 24 hours a day/ 7 days a week.  
**Eligibility:** Anyone needing assistance.  
**Program Overview:** Provides 24-hour referrals to financial assistance. Call for more information.

### CHRISTIAN COMMUNITY FOOD PANTRY

**(515) 265-3434**  
1250 Sloan's Way  
Pleasant Hill, IA 50327

**Hours:** Mondays and Wednesdays from 4:00 pm – 6:00 pm.  
**Eligibility:** Must live in SE Polk School District and have already gone to General Relief  
**Program Overview:** Food pantry hours of operation are as listed above. They are the ones that help with the financial assistance. Maximum assistance is \$150.00. Can assist with rent and utilities.

### CITY OF DES MOINES

#### Archie Brooks Site Office

**(515) 248-6214**  
2100 SE 5<sup>th</sup> St.  
Des Moines, IA 50315

**Hours:** Call office nearest to your residential area for hours of operation and application hours.

**Eligibility:** Must live in Des Moines City limits to receive services and meet income guidelines.

**Program Overview:** Utility/energy assistance, deposits for utilities, furnace repair and replacement, weatherization, home improvement loans, fans, phone program, and OTT reduced bus fare programs. Must bring Option letter and accounts receivable printout from Mid-American energy and verification of income for the last 90 days (check stubs).

- For website information go to [dmgov.org](http://dmgov.org). Then click on departments, community development, and then click on assistance programs for more specific details.

#### Community Services on 6th

**(515) 248-6216**  
1618 6<sup>th</sup> Ave  
Des Moines, IA 50311

#### Four Mile Site Office

**(515) 248-6211**  
3711 Easton Blvd  
Des Moines, IA 50317  
(Thursdays ONLY)

#### Logan Site Office

**(515) 248-6212**  
1740 E. Garfield Ave. 2<sup>nd</sup> Floor  
Des Moines, IA 50316

### DEPARTMENT OF HUMAN SERVICES (DHS)

**(515) 286-3555**  
1740 Garfield Avenue  
Des Moines, IA 50316

**Hours:** 8:00am–4:30pm

**Eligibility:** Must live in Polk County and meet income guidelines.

**Program Overview:** Accept applications for food assistance (food stamps), financial assistance (FIP), child care assistance, and Medicaid/Title 19.

**(515) 286-3270**  
1900 Carpenter Avenue  
Des Moines, IA 50314

- All Spanish applications are submitted to the Carpenter Avenue office.
- Please call to see which office serves which zip codes.

## GENERAL RELIEF

(515) 286-2088  
1900 Carpenter Ave.  
Des Moines, Iowa 50314

Home Repair Program:  
(515) 875-5566

**Hours:** Monday–Friday 8:00 am – 4:30pm (Must come in before 4:00pm to apply.)  
**Eligibility:** Anyone needing assistance; must qualify.  
**Program Overview:** 2 STEP Program: 1) Go in person with a Photo I.D. and social security card to obtain an application. The application will have a list of other items (letters from your landlord, bill statements, etc) that you need to have for the application to be complete. 2) When the application is complete and all the information is gathered, take the information and application back to General Relief for an interview. It is “first come, first serve” for the interview. At the conclusion of the interview, you will be given an answer regarding your approval or denial for financial assistance before you leave the office.  
Assistance w/ rent, utilities, home repair program, food. Emergency travelers program. Once every 12 months, but do have exceptions.

## I.S.E.D. ( IOWANS FOR SOCIAL AND ECONOMIC DEVELOPMENT)

(515) 283-0940  
1111 9<sup>th</sup> St. Suite 380  
Des Moines, Iowa 50314  
WWW.ISEDVENTURES.ORG

**Hours:** Monday – Friday 8:00 am – 5:00 pm  
**Eligibility:** Individuals seeking job assistance.  
**Program Overview:** ISED Ventures assists low and moderate income persons with increasing income through job placement, small business training and technical assistance, access to capital, housing, credit repair classes, dental assistance, financial education, and a savings match program.

## PROTEUS INCORPORATED

(515) 271-5303  
1-800-372-6031  
3850 Merle Hay Rd Ste 500  
Des Moines, IA 50310  
WWW.PROTEUSINC.NET

**Hours:** Monday – Friday 8:00 am – 4:30 pm  
**Eligibility:** Migrant and seasonal farm workers. Low-income guidelines.  
**Program Overview:** Provide farm workers, immigrants and others with a wide variety of services that improve their health, education, and economic opportunities. Also direct services for rental assistance for those at risk of homelessness.

## RED ROCK AREA COMMUNITY ACTION CENTER

(515) 965-0433  
406 SW School Street, Ste 305  
Ankeny, IA 50023

**Hours:** Monday– Friday 8:00 am – 4:30 pm Call for hours and locations.  
**Eligibility:** Anyone living outside city limits of Des Moines and Polk County.  
**Program Overview:** Utility/Energy assistance, deposits for utilities, furnace repair and replacement, weatherization, fans, phone program, homeless prevention, and a rent/mortgage program. Need payment information for the last 12 months from Mid-American Energy, verification of income for past 90 days (check stubs) and a list of how money was spent for the last 30 days. Also have food pantry and clothing closet.  
October 1: Accepting applications from elderly and disabled persons.  
November 2: Accepting applications from all other households.

## SALVATION ARMY

(515) 282-3422  
1330 6<sup>TH</sup> Avenue  
Des Moines, IA 50314  
www.salvationarmydesmoines.org

**Hours:** Monday–Friday 9:00 am – 11:30 am & 1:00 pm – 3:30pm.  
**Eligibility:** Anyone in need of assistance must have gone through General Relief first.  
**Program Overview:** Assistance with utilities, rent, and deposits. Serve the first 15 clients on a first come first serve basis as long as funds are available. Monday, Wednesday, Thursday, Friday.

## ST. BENEDICTS MISSION

(515) 244-2986  
1224 MLK PKWY  
Des Moines, IA 50314

**Hours:** Appointment ONLY. Open Wednesdays 1:30–3:30.  
**Eligibility:** Must be a resident of Des Moines or Altoona.  
**Program Overview:** Helps with water and electric bills. Must bring a copy of the bill and photo ID. (If getting assistance for an incarcerated individual, must bring their ID.) Only able to assist up to \$75.00 once every twelve months.

## ST. MARY'S FAMILY CENTER

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**(515) 262-7800**  
1815 Hubbell Avenue  
Des Moines, IA

**Hours:** Monday 10:00am. APPOINTMENT ONLY; appointments must be made by phone. No walk-ins.  
**Eligibility:** Serves anyone who is in need of assistance. Call for needed documentation.  
**Program Overview:** Assistance with rent and utilities only. 5-7 appointments every week for the next week, for assistance. You may only receive assistance from St. Mary's Family Center once every twelve months. Please call in advance.

## ST. VINCENT DE PAUL

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**(515) 282-8327**  
1426 6<sup>th</sup> Avenue  
Des Moines, IA 50314

**Hours:** Monday- Friday 8:30 am - 3:00pm. Must come in to sign up at 8:30am.  
**Eligibility:** Anyone needing assistance.  
**Program Overview:** Must sign up each morning at 8:30 am for an appointment. Assistance with rent (not deposit or first month), utilities, food, and clothing. Must complete general assistance process prior to applying; for rent, must have photo id/driver's license: SS card for all members of the family: proof of income, how money was spent for the last 30 days (receipts): landlord statement for rent. Utilities assistance requires a copy of the bill and will only pay up to \$750. Financial assistance is available Monday-Friday. Food and clothing assistance is available Tuesday- Friday.

## FOOD ASSISTANCE PROGRAMS

### POLK COUNTY SUPPLEMENTAL FOOD PROGRAM

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(515) 286-3655

2309 Euclid Ave. (River Place)  
Des Moines, IA 50310

**Hours:** Monday-Friday 9:00am-5:00pm.

**Eligibility:** Women who are pregnant or post partum, children up to age 6, elderly above 60 y/o.

**Program Overview:** Provides participants with monthly nutritional food packages to assist them in obtaining an adequate diet and to help stretch available food dollars. Participants can choose from available items in a grocery store like atmosphere. The food package consists of top quality foods that are shipped to the program from major manufacturers. All eligible participants must meet income, age and residency guidelines. Photo ID, proof of age, and proof of income required.

### Community Meals

#### AMAZING GRACE MINISTRIES AND OUTREACH

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(515) 277-9062 or

(515) 577-8214 (After Hours  
Emergencies)

1409 23<sup>rd</sup> St.

Des Moines, IA 50311

E-Mail:

STUARTJUAREZ@MCHSI.COM

**Hours:** Every fourth Sunday from 1:00pm - 4:00pm.

**Eligibility:** Anyone in need; serves primarily inner city residents.

**Program Overview:** Amazing Grace Ministries and Outreach provides a food pantry and a meal open to the public following church services. In emergencies can be called after hours for food distribution. Operates a soup kitchen in the winter months for Randolph Hotel, the YMCA and the YWCA. Friday evenings, "Soup for the Soul" is served at the YMCA October - March.

- Every 1<sup>st</sup> Friday night of the month there is a Gospel House meal from 6:30pm-9:00pm located at 1500 23<sup>rd</sup> St.

#### CENTRAL IOWA SHELTER AND SERVICES—COMMUNITY KITCHEN

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(515) 284-5719

205 15<sup>th</sup> St.

Des Moines, IA 50309

**Hours:** Hours vary depending on meal site; meals available Monday-Friday. Holidays excluded.

**Eligibility:** Anyone who is in need of a meal

**Program Overview:** Community meals available for those who need one. May be used once a month.

- Southeast Community Center: 25<sup>th</sup> and Maury @ 4:00pm.
- Polk County Senior Center: 2008 Forest Ave @ 4:30pm.
- YWCA Community Center: 701 Grand Ave @ 5:30pm.
- Norwoodville Community Center: 3700 NE 46<sup>th</sup> St @ 3:00pm
- Lighthouse Church: 1600 Capitol @ 4:00pm.
- Central Iowa Shelter & Services: 205 15<sup>th</sup> St @ 11:30am.

#### CHILDREN AND FAMILIES URBAN MINISTRIES

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(515) 282-3242

1548 8<sup>th</sup> St.

Des Moines, IA 50314

**Hours:** Days and times vary depending upon program.

**Eligibility:** Anyone in need of a meal.

**Program Overview:** Located at Trinity United Methodist Church in Des Moines. The Breakfast Club serves mornings before school 6:30 am - 8:30 am. Primarily serves children at Moulton Elementary but open to anyone. The Supper Club serves Monday- Saturday from 4:45 pm- 5:30 pm. Fresh produce given every at Tuesday 4:15pm.

#### CREATIVE VISIONS

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(515) 244-4003

1343 13<sup>th</sup> St.

Des Moines, IA 50314

**Hours:** Monday - Friday 9:00 am - 5:00 pm

**Eligibility:** Anyone in need of a meal.

**Program Overview:** Meal takes place on Sunday evenings from 5:00 pm - 7:00 pm at the Creative Visions location. It is open to anyone.

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**DES MOINES AREA RELIGIOUS COUNCIL**

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**(515) 277-6969**  
3816 E. 36<sup>th</sup> St.  
Des Moines, IA 50310  
MPHELPS@DMRELIGIOUS.ORG  
WWW.DMRELIGIOUS.ORG

**Hours:** Monday–Friday 8:00am–4:30pm. Call to be directed to the nearest food pantry.  
**Eligibility:** Anyone in the DM area  
**Program Overview:** The Des Moines Area Religious Council is an interfaith organization that exists to provide a common means of responding to basic human needs in ways single congregations cannot do; also providing a context for interfaith dialogue, support, education, and fellowship and serving as a liaison between DMARC member congregations and the greater Des Moines Community.

- **Emergency Food Pantry:** A program to help meet the short-term needs of hungry people in the Des Moines area.

Must bring photo ID and proof of address.

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**FRIENDSHIP BAPTIST CENTER**

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**(515) 244-1701**  
1526 MLK PKWY  
Des Moines, IA 50311

**Hours:** Center hours depend on what program is running. Call for more information.  
**Eligibility:** Anyone who is in need of a meal.  
**Program Overview:** Meal is served the last Saturday of the month at 5:00 pm.

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**SHARE IOWA**

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**1-800-344-1107**  
www.shareiowa.com

**Hours:** Monday–Friday 8:00 am – 4:00 pm (phone lines open) can leave message after hours.  
**Eligibility:** Available for anyone who is interested. No income guidelines.  
**Program Overview:** Each month a selected package of groceries, including meat and fresh produce available at low cost. Call to find out which site is closest to pick up food.

## WIC Clinic Sites

### LUTHERAN HOSPITAL CLINIC

**(515) 263-5660**  
700 E. University B Floor  
Des Moines, IA

**Hours:** Monday – Friday 8:00 am – 4:00 pm. 1<sup>st</sup> & 3<sup>rd</sup> Tuesday 9:00am–5:30pm. Call early to make an appointment.

**Eligibility:** Call office for eligibility requirements. Serve zip codes: 50316 and 50317.

**Program Overview:** WIC is a nutrition program that provides food vouchers. General program requirements in order to qualify for this benefit program: You must be a pregnant, breastfeeding, and/or postpartum woman, have an infant or child up to 5 years of age and: (1) are individually determined by a health professional to be at nutrition risk; and, (2) meet an income standard, or are determined automatically income eligible. A person who participates or has family members who participate in certain other benefit programs: Medicaid, Medipass, Food Stamp Program, and/or FIP automatically meets the income eligibility requirement.

Program provides milk, eggs, cheese, juice, cereal, peanut butter, and dried beans. Call for more information on goods provided.

### RIVER PLAZA

**(515) 282-5800**  
2300 Euclid Avenue Ste D  
Des Moines, IA

**Hours:** Monday– Friday 8:00 am – 4:00 pm. 1<sup>st</sup> & 3<sup>rd</sup> Monday 9:00am–5:30pm. Call early to make an appointment.

**Eligibility:** Call office for eligibility requirements. Serve all zip codes other than those listed above.

**Program Overview:** WIC is a nutrition program that provides food vouchers. General program requirements in order to qualify for this benefit program: You must be a pregnant, breastfeeding, and/or postpartum woman, have an infant or child up to 5 years of age and: (1) are individually determined by a health professional to be at nutrition risk; and, (2) meet an income standard, or are determined automatically income eligible. A person who participates or has family members who participate in certain other benefit programs: Medicaid, Medipass, Food Stamp Program, and/or FIP automatically meets the income eligibility requirement.

Program provides milk, eggs, cheese, juice, cereal, peanut butter, and dried beans. Call for more information on goods provided.

## WIC CLINIC SITES (TRAVELING)

### ALTOONA CLINIC

**(515) 282-5800**  
Lutheran Church of the Cross  
1708 8<sup>th</sup> St. SW  
ALTOONA, IA 50009

**Hours:** 2nd Tuesday of the month from 8:15am–4:00pm. Last appointment is 3:45pm for check–pick up ONLY.

**Eligibility:** Call office for eligibility requirements

**Program Overview:** See general program requirements above. This is a traveling WIC clinic that serves those living in the Altoona area only.

### ANKENY CLINIC

**(515) 282-5800**  
Holy Trinity Lutheran Church  
517 SW Des Moines St.  
ANKENY, IA 50021

**Hours:** 4<sup>th</sup> Tuesday of the month from 8:15am–4:00pm. Last appointment is 3:45pm for check–pick up ONLY.

**Eligibility:** Call office for eligibility requirements.

**Program Overview:** See general program requirements above. This is a traveling WIC clinic that serves those living in the Ankeny area only.

### WEST DES MOINES CLINIC

**(515) 282-5800**  
United Methodist Church  
8<sup>th</sup> St. & Grand Ave.  
West Des Moines, IA 50265

**Hours:** 2<sup>nd</sup> & 3<sup>rd</sup> Tuesday of the month from 8:15am–4:00pm. Last appointment is 3:45pm for check–pick up ONLY.

**Eligibility:** Call office for eligibility requirements

**Program Overview:** See general program requirements above. This is a traveling WIC clinic that serves those living in the West Des Moines area. Serves 50265 and 50266 area codes.

## FOOD PANTRIES

### BETHEL AME CHURCH

**(515) 266-1871**  
1544 E. University Ave.  
Des Moines, IA 50316

**Hours:** Monday–Thursday 9:00 am – 2:00 pm (Please phone ahead).  
**Eligibility:** Serves East side residence.  
**Program Overview:** Non-perishable food, personal hygiene items. Need photo ID.

### BIDWELL RIVERSIDE CENTER/DMARC

**(515) 244-6251 Ext. 7**  
1203 SE Hartford  
Des Moines, IA 50315

**Hours:** Monday, Tuesday, Wednesday, Friday 10:00am–12:00pm; 1:00pm – 2:45pm.  
Thursday 1:00pm–2:45pm.  
**Eligibility:** Anyone in need of assistance on the southside.  
**Program Overview:** Mostly serve people living in the 50315, 50320, 50321 area codes. Food, personal items, diapers and formula available. Call to verify eligibility for food.

### CATHOLIC WORKER HOUSE

**(515) 243-0765**  
1310 7<sup>th</sup> St.  
Des Moines, IA 50314  
www.desmoinescatholicworker.org

**Hours:** Tuesday, Thursday, Friday, and Sunday 3:00pm–5:00pm. Meal is provided at 3:00pm and 6:00pm.  
**Eligibility:** Anyone in need of services.  
**Program Overview:** The first floor of the Bishop Dingham house is open five days a week and welcomes all who enter as guests and friends. There are two free meals each day, Lunch is at 3:00pm and supper is at 6:00pm. Guests may take a meal “to go” if they wish.  
  
Guests are welcome to use the bathroom, shower, receive and make phone calls, and enjoy a cup of coffee while watching some TV. Also guests can receive mail there if they wish.  
  
Free canned food, clothing, bedding, and toiletries are available upon request when they are available. On Saturdays at 10am at Trinity United Methodist church (three blocks from Catholic Worker) fresh produce is given away. On Sundays around noon at the Catholic worker house, donated bread and pastries are given away.

### CHRIST APOSTOLIC TEMPLE

**(515) 265-2417**  
1230 E. 17<sup>th</sup> St.  
Des Moines, IA 50316

**Hours:** Call to schedule an appointment. Food pick-up is on Tuesday & Thursday 10:00 am – 2:00 pm.  
**Eligibility:** Anyone in need of assistance.  
**Program Overview:** Assistance with food, once visit per month. Please bring a photo ID.

### CHRISTIAN COMMUNITY FOOD PANTRY

**(515) 265-3434**  
1250 Sloans Way  
Pleasant Hill, IA 50327  
www.adventurelife.org

**Hours:** Monday and Wednesday 4:00 pm – 6:00 pm  
**Eligibility:** Must live in SE Polk School District  
**Program Overview:** A community food pantry that assists local residents with food and limited help with utilities or rent.

### COMMERCE COMMUNITY CHURCH—DELIVERY SERVICE

**(515) 225-6651**  
4007 High St.  
Des Moines, IA 50265

**Hours:** Call for goods on Tuesdays ONLY. Ask for Esther.  
**Eligibility:** Delivery service serves anyone in need in the DSM metro area; no further than 50320.  
**Program Overview:** One visit per month. Food is delivered; call for schedule.

### COMMUNITY SERVICES CENTER ON 6TH

**(515) 248-6216**  
1618 6<sup>th</sup> Avenue  
Des Moines, IA 50311

**Hours:** Monday, Tuesday, Wednesday, Friday 8:00am–5:00pm.  
Closed on Thursday.  
**Eligibility:** MUST live in 50312 zip codes.  
**Program Overview:** Personal pantry, canned/dry foods, some produce. Need photo ID, medical cards and utility bills with current address or school records. 1<sup>st</sup> come 1<sup>st</sup> serve basis.

## EASTSIDE CHURCH OF THE NAZARENE

(515) 265-6000  
1451 E. 25<sup>th</sup> St.  
Des Moines, IA 50317

**Hours:** Tuesday and Thursday by appt. Call at 9:00am. No walk-ins  
**Eligibility:** Serve individuals living in 50316 and 50317 zip codes. One visit every 90 days.  
**Program Overview:** Non-perishable and limited perishable food. Bring proof of address and ID for everyone in home. .

## FIRST ASSEMBLY OF GOD

(515) 279-9766  
2725 Merle Hay Rd.  
Des Moines, IA 50310

**Hours:** Monday and Wednesday 11:00 am – 12:00 pm, Thursdays 6:00pm–7:30pm.  
**Eligibility:** Anyone in need of assistance.  
**Program Overview:** Must bring ID. One visit allowed per week. One visit per family.

## FIRST FEDERATED CHURCH

(515) 255-2122  
4801 Franklin Ave.  
Des Moines, IA 50310

**Hours:** Tuesday 9:30 am – 11:00 pm  
**Eligibility:** Anyone in need of assistance. Emergencies ONLY.  
**Program Overview:** Food pantry available on Tuesdays. Can be used 3x a year. Must bring a form of ID.

- Clothing closet also available on Wednesdays from 12:30 pm – 2:00 pm.

## GRIMES FOOD PANTRY

(515) 986-4036  
United Methodist Church  
801 West 1<sup>st</sup> St.  
Grimes, IA 50111

**Hours:** Tuesdays and Thursdays 9:30am–3:00pm. Must call for an appointment.  
**Eligibility:** Anyone living in the Grimes area.  
**Program Overview:** Vouchers for produce.

## HICKMAN ROAD CHURCH OF CHRIST

(515) 255-8055  
5209 Hickman Rd.  
Des Moines, IA 50310

**Hours:** Tuesday 9:00 am –11:00 pm, Thursday 2:00 pm – 4:00 pm  
**Eligibility:** Anyone in need of assistance.  
**Program Overview:** Some frozen meat available and non-perishable foods. Need Social Security numbers. No deliveries. Some food available around worship time on Sunday.

## IHY OUTREACH

(515) 243-1381  
701 Grand Avenue  
Des Moines, IA 50309

**Hours:** Monday, Wednesday, Friday 10:00am–2:00pm.  
Also offer evening meals from 5:30 pm – 6:00 pm.  
**Eligibility:** Anyone in need of assistance.  
**Program Overview:** Once per month services.

## LEE TOWN ASSEMBLY CHURCH

(515) 265-3784  
(515) 263  
2720 State Avenue  
Des Moines, IA 50317

**Hours:** Monday–Thursday by appointment ONLY. Friday 8:00am–4:00pm Walk-In ONLY.  
**Eligibility:** Serves 50317 zip code.  
**Program Overview:** Perishable and non-perishable foods. Need 2 proofs of current address and 2 forms of ID.

## MT. OLIVE BAPTIST CHURCH

(515) 265-2748  
3100 2<sup>nd</sup> Avenue  
Des Moines, IA 50309

**Hours:** 4<sup>th</sup> Thursday of the month from 4:00 pm – 5:00 pm.  
**Eligibility:** Anyone in need of assistance.  
**Program Overview:** Limited meat and canned goods. Need to know number of children in the home.

## NEW FRIENDSHIP CHURCH OF GOD IN CHRIST

(515) 243-7097  
1317 Forest Avenue  
Des Moines, IA 50314

**Hours:** Monday, Wednesday, and Friday 11:00am–12:00pm.  
**Eligibility:** Anyone in need of assistance.  
**Program Overview:** Canned/dry foods. Provide proof of ID and address.

## PROTEUS INCORPORATED

(515) 271-5303  
(800) 372-6031  
3850 Merle Hay Rd. Ste 500  
Des Moines, IA 50310  
www.netins.net

**Hours:** Call for availability.  
**Eligibility:** Migrant and farm worker families in need.  
**Program Overview:** Food is given out once per month to individuals and families in need. The amount of food distributed is based on the number in the family and the food that is available. Non-perishable goods and personal items when available. A call to any office will give you information on what's currently available or what referrals might be possible to locate needed items.

## RED ROCK AREA COMMUNITY ACTION CENTER

(515) 965-0433  
406 SW School St. Ste. 305  
Ankeny, IA 50021

**Hours:** Monday–Friday 9:00 am – 12:00pm; 1:00 pm – 4:00 pm.  
**Eligibility:** Anyone in need of assistance, must live outside city of DSM  
**Program Overview:** Provides prepackaged cases of frozen meat, bread, and other non-perishable goods. Personal items are given based on availability. Amount given is based on the number living in the household. Must bring a form of identification. May be used once every 30 days. Donations are welcomed.

## SALVATION ARMY CITADEL

(515) 266-3156  
1216 E. 25<sup>th</sup> Ct.  
Des Moines, IA 50317

**Hours:** Monday, Wednesday, Thursday, Friday 9:00 am – 2:50pm and Tuesday 1:00 pm – 3:00 pm  
**Eligibility:** 50317 and 50327 zip codes.  
**Program Overview:** Wednesdays produce available in the afternoon. Bring ID for adults and children and mail to confirm address.

## SALVATION ARMY/DMARC

(515) 282-3422  
1326 6<sup>th</sup> Avenue  
Des Moines, IA 50314

**Hours:** Monday–Friday 9:00 am – 11:30 am, 12:30 pm – 3:30 pm.  
**Eligibility:** Call for eligibility requirements.  
**Program Overview:** Once per month. Need current piece of mail received in the last 3–5 days, ID for participants 18 and older; may need some for children. Main site for diapers/formula.

## ST. BENEDICTS MISSION

(515) 244-2986  
1224 MLK Pkwy  
Des Moines, IA 50314

**Hours:** Monday & Friday 1:30 pm – 3:30 pm. Walk-ins ONLY.  
**Eligibility:** Must be a resident of DSM or Altoona.  
**Program Overview:** Able to use once every 30 days. Lots of various food items available. Personal items, toiletries and diapers available upon request. Must have a photo ID. Financial assistance available on Wednesdays only (must call for an appointment)

## ST. MARY'S FAMILY CENTER/DMARC

(515) 262-7290  
1815 Hubbell Avenue  
Des Moines, IA 50316

**Hours:** Monday–Friday 10:00 am – 3:30 pm  
**Eligibility:** Residents of the East side.  
**Program Overview:** Canned/dry goods, diapers, formula. Bring ID and proof of address.

## ST. VINCENT DE PAUL

(515) 282-8327  
1426 6<sup>th</sup> Avenue  
Des Moines, IA 50314

**Hours:** Monday – Friday 8:30am–3:00pm. Must sign up at 8:30 am daily.  
**Eligibility:** Must have completed General Assistance process prior.  
**Program Overview:** Assist with food, rent, and utilities. Also provides clothing and furniture.

## URBANDALE FOOD PANTRY

(515)251-6688  
7611 Douglas Ave. Ste. 31  
Urbandale, IA 50322

**Hours:** Monday, Wednesday, and Thursday 10:00am–2:00pm  
**Eligibility:** See requirements below  
**Program Overview:** Must have piece of mail with current address. Need a photo ID. Each member of the family who will be served food also must have an ID. DMARC food assistance can only be received once every 30 days.

## WEST DES MOINES HUMAN SERVICES

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**(515) 222-3660**  
318 5<sup>th</sup> St.  
Des Moines, IA 50265

**Hours:** Monday, Tuesday, and Thursday 9:00am –3:00pm and Wednesday & Friday 9:00 am – Noon

**Eligibility:** Individuals living in the WDSM area.

**Program Overview:** Assist with food, only one visit per month.

## FURNITURE/APPLIANCES

### BAPTIST MISSION

**(515) 279-2250**  
101 7<sup>th</sup> St.  
West Des Moines, IA 50265

**Hours:** Monday – Thursday 10:00 am – 5:30 pm, Friday 10:00 am – 5:00 pm and Sundays Noon – 3:30 pm. Closed on Saturdays.  
**Eligibility:** No eligibility requirements.  
**Program Overview:** Used appliances for sale only. No furniture.

### DAV THRIFT STORE

**(515) 262-3850**  
2627 E. University Ave.  
Des Moines, IA 50317

**Hours:** Monday– Saturday 8:00 am – 7:30 pm  
**Eligibility:** No eligibility requirements  
**Program Overview:** Used clothing, furniture, and household items for sale.

### HANDS OF HELP

**Ruby:**  
**(515) 263-1428**  
4325 NE 29<sup>th</sup>, Lot 108  
Des Moines, IA 50317  
r.ross@mchsi.com

**Hours:** Tuesday, Wednesday, Thursday, Saturday, or when needed. MUST call ahead first.  
**Eligibility:** Anyone in need.  
**Program Overview:** Used kitchen items, appliances, furniture, electronics, bedroom and bathroom items, clothing (all sizes), and other miscellaneous items.

- DONATIONS WELCOME!
  - Items needed: thermal clothing, fall/winter clothing for the homeless

### GOODWILL STORE

**(515) 287-5578**  
3317 SE 14<sup>th</sup> St. (DSM)

**(515) 270-6631**  
8621 Douglas Ave. (DSM)

**(515) 265-6650**  
3245 E. Euclid Ave. (DSM)

**(515) 225-1908**  
1928 Grand Ave. (WDSM)

**Hours:** Monday– Friday 9:00 am – 9:00 pm, Saturday 9:00 am – 5:00 pm & Sunday Noon – 5:00 pm  
**Eligibility:** No eligibility requirements  
**Program Overview:** Used clothing, furniture, and household items for sale.

### SALVATION ARMY

**(515) 243-4277**  
133 E. 2<sup>nd</sup> St. (DSM)

**(515) 285-9714**  
4808 SW 9<sup>th</sup> St. (DSM)

**(515) 285-3542**  
5900 SE 14<sup>th</sup> St. (DSM)

**Hours:** Monday–Saturday 9:00 am – 6:00 pm and Friday 9:00 am – 8:00 pm.  
**Eligibility:** No eligibility requirements.  
**Program Overview:** Used clothing, furniture, and household items for sale

## HEALTH SERVICES (FREE AND SUBSIDIZED)

### BROADLAWNS MEDICAL CENTER

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(515) 282-2200

(515) 282-8874 Fax

1801 Hickman Rd.

Des Moines, IA 50314

WWW.BROADLAWNS.ORG

#### Program Overview:

- An acute care hospital serving medical, surgical, pediatrics and psychiatric patients.
- A fifty member physician practice overseeing numerous clinics and outpatient services.
- A Family Practice Residency Program offering numerous clinics and outpatient services.
- A center where grant funded programs of a clinical and human services nature can flourish.

**Financial Planning:** Monday–Friday 7:30am–4:45pm. 515 282–2246

- If you need medical care but have limited income, limited insurance or no health insurance coverage, the Financial Counseling Department at Broadlawns Medical Center can help. Several financial assistance resources are available for those who qualify.

**Interpretation Services:** 515–282–3366 or TTY 515–282–4290. Services are offered 24/7 on site or by phone. Free through Broadlawns. Over 200 languages available as well as sign language (ASL).

#### Programs and Contact Information:

**Outpatient/Clinics:** Broadlawns has many clinics where patients are able to call to schedule a convenient time for an appointment. Call 515–282–2331.

- Walk-In Clinic
- Family health Center
- Pediatrics Clinic
- Foot and Ankle Clinic
- Dental Clinic
- Internal Medicine Clinic
- Specialty Clinics
- Emergency Department: 24/7 services
- Pain Management

**Inpatient Care:** 515–282–2331

- Medical/Surgical/Pediatrics
- Intensive Care Unit
- Adult Psychiatric Unit

**Ancillary Services:** Imaging services: CT Scans, MRI, Ultra Sounds 515–282–2309 Monday–Friday 9:00am–3:00pm by appointment.

**Amputation Prevention:** 515–282–WALK

**Physical Therapy:** 515–282–5621

**Pharmacy:** 515–282–3386 8:00am–8:00pm (Phone line available 24/7 to call in refill).

**Social Services:** Provides assistance to those needing resources. 515–282–6669.

**Patient and Guest Relations:** Questions/Comments/Concerns/Grievance 515–282–5726. Monday–Friday 8:00am–4:30pm.

**Mental Health Services:** See listing in Counseling Services. 515–282–6770.

- **Crisis Team:** 515–282–5752
- **Community Access Program:** Provides services to adults who have a chronic mental illness. Call 515–282–6770
- **Positive Alternatives to Hospitalization Program:** Provides services to adults who have serious persistent mental illness. Call 515–697–6750.
- **Family Outpatient Center of Unified Services:** Located at Cowles School to provide support to children with mental illness in a therapeutic classroom environment. Call 515–362–4021.

**Residential Group Home:** Provides a safe environment for the patients to learn to manage their mental illness and to strive for independence. Call 515–244–8381.

**Women's Health Care:** Family Planning, OB/GYN, Mammograms 515–282–2228.

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**CENTRAL PLACE –SE POLK CHILDREN’S CLINIC**

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**(515) 266-6970**  
600 1<sup>st</sup> Ave N  
Altoona, IA 50009  
www.centralplace.org

**Hours:** Tuesdays Noon – 4:00 pm. Appointment ONLY.  
**Eligibility:** Serves SE Polk Community School district area.  
**Program Overview:** Provide well child exams, school physicals, immunizations, and camp/sports physicals.

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**CHRIST THE KING CLINIC**

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**(515) 285-2888 Ext. 117**  
5711 SW 9<sup>th</sup> St.  
Des Moines, IA 50315  
www.christthekingparish.org

**Hours:** Monday evenings from 7:00–9:00pm. (enter through South door)  
Pediatric Clinic: Wednesdays 7:00pm–9:00pm.  
**Eligibility:** Free services open to all needing acute care. Pediatrician available on Wednesdays only for 16 and younger.  
**Program Overview:** Provides well child exams, school physicals, and some lab work. Also provide chronic care. No documentation or identification needed to receive care.

- 1<sup>st</sup> Tuesday of the month there is also a dental screening for 18 and younger from 6:00–8:00pm.

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**CORINTHIAN FAMILY HEALTH FREE CLINIC**

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**(515) 243-4073**  
814 School St.  
Des Moines, IA 50309

**Hours:** 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of the month from 4:00 pm – 6:30 pm; 2<sup>nd</sup> and 4<sup>th</sup> Saturday of the month from 9:00am–12:00pm. No appointment necessary.  
**Eligibility:** For anyone needing services. (free)  
**Program Overview:** Clinic provides routine exams for adults and children. School, sports, camp and employment physicals. Acute illness and injury care. Basic childhood and adult immunizations. Diabetes testing and education. Medication assistance (no narcotics prescribed).

- Diabetic class 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of the month from 6:00pm–7:30pm.

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**FIRST ASSEMBLY OF GOD**

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**(515) 279-9766**  
2725 Merle Hay Rd.  
Des Moines, IA 50310

**Hours:** Thursday 6:00pm–8:00pm. Walk-ins only. Must arrive before 7:30pm to be seen.  
**Eligibility:** Anyone in need of assistance. Free.  
**Program Overview:** Physicals, vaccinations, TB tests, etc. Call for more information.

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**GRACE UNITED METHODIST CHURCH**

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**(515) 255-2131**  
3700 Cottage Grove  
Des Moines, IA 50311

**Hours:** Tuesday 5:30pm–7:30pm  
**Eligibility:** Anyone in need of assistance. Free.  
**Program Overview:** Physicals, vaccinations, TB tests, etc. Call for more information.

## HEALTH INSURANCE PREMIUM PAYMENT PROGRAM (HIPP) PROGRAM

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**(888) 346-9562 Toll Free**  
**(515) 281-7313 Local**  
**(515) 242-5456 Fax**  
Hoover State Office Bldg,  
1305 E Walnut St. 5<sup>th</sup> Floor  
Des Moines, IA 50319  
Email:  
HIPP@DHS.STATE.IA.US  
WWW.DHS.STATE.IA.US/HIPP

**Hours:** Monday–Friday 8:00am–4:30pm. Call for more information contact HIPP directly, visit their website, or contact your local DHS worker.

**Program Overview:**

- **HIPP Program:** HIPP is one of the services available to people who receive Medicaid. The HIPP Program helps people get insurance or keep insurance they already have by paying for the premium. To qualify for services under the HIPP program:
  - You or someone in your home has to have Medicaid.
  - You must have medical insurance or be able to get it through your employer.
  - The health plan must be cost-effective.
  
- **Iowa AIDS/HIV Health Insurance Premium Payment (HIPP) Program:** The AIDS/HIV HIPP program helps persons living with AIDS/HIV-related illness by paying their health insurance premiums when they become too ill to work. To qualify for services under the AIDS/HIV HIPP Program, the person must:
  - Be ineligible for Medicaid.
  - Be a resident of Iowa.
  - Provide a doctor's certification that the person's ability to work is impaired due to AIDS or HIV-related illness.
  - Be the policyholder of the health insurance plan or be a dependent on their spouse's health plan.
  - Have "liquid" assets (cash, stocks, bank accounts, etc.) of less than \$10,000.
  - Meet the income limits.

## HOUSE OF MERCY MEDICAL CLINIC

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**(515) 643-6525**  
1409 Clark St.  
Des Moines, IA 50314

**Hours:** Monday, Wednesday, Thursday, Friday 8:00am–4:30pm; Tuesdays 9:00am–4:00pm. Clinic is closed daily from 12:00pm–1:00pm. Must call ahead for an appointment.

**Eligibility:** For anyone needing services. (free)

**Program Overview:** Basic health care, physicals, lab tests and pregnancy tests. Men, women, and kids welcome. No pediatric or prenatal care. No chronic condition care.

## IOWA DEPARTMENT OF PUBLIC HEALTH

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**Lucas State Office Building**  
**(515) 281-7689**  
**(866) 227-9878**  
321 E. 12<sup>th</sup> St.  
Des Moines, IA 50319  
WWW.IDPH.STATE.IA.US

**Hours:** Monday–Friday 8:00am–4:30pm.

**Eligibility:** For anyone needing services.

**Program Overview:** Provides a variety of resources from family planning to prenatal care information to teen suicide hotline to drug, alcohol, and gambling treatment programs.

## JIM ELLEFSON FREE MEDICAL CLINIC

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**(515) 266-7622**  
1607 E. 33<sup>rd</sup> St.  
Des Moines, IA 50317

**Hours:** Tuesday 1:30pm–4:30pm; Thursday 5:30 pm – 8:30 pm. First come, first serve. No appointments. Clinic reserves the right to close early at the discretion of the staff.

**Eligibility:** For anyone needing services.

**Program Overview:** Basic health care for acute conditions only. No chronic conditions. Some services are free but charge for physical and donations for medications.

## LA CLINICA DE LA ESPERANZA

(515) 244-6162

2679 Maury St.

Des Moines, IA 50317

**Hours:** Monday, Wednesday, Thursday 8:00 am – 5:00 pm, Tuesday 8:00 am – 7:00 pm & Fridays from 8:00 am – 3:00 pm. Same day appointments are available by calling after 8 AM on a first-call basis.

- **Eligibility:** La Clínica de la Esperanza provides culturally competent primary and preventive health care, in Spanish, to underserved Latino children and adults in Polk County. Although services are free at the current time, we do welcome donations. Our Medicaid Specialist assists patients with applications for Medicaid and Hawk-I.

**Program Overview:** Services include child and adult primary health care. Mental health counseling is available in Spanish for adults suffering from depression or anxiety.

The clinic also provides family planning, pregnancy tests, pap smears, women's health and prenatal care for underinsured and uninsured clients. Call to schedule these appointments.

## MAPLE ST. BAPTIST CHURCH

(515) 262-1931

1552 Maple St.

Des Moines, IA 50317

**Hours:** 1<sup>st</sup>, 3<sup>rd</sup>, 5<sup>th</sup>, Tuesday of the month. 6:30pm–8:30pm. Walk-ins ONLY.

**Eligibility:** Anyone needing services. (free) Spanish available upon request.

**Program Overview:** Basic health care, physicals, lab tests. All ages welcome.

## MAY E. DAVIS CLINIC

(515) 277-1103

WDSM Human Services

1312 Maple St.

West Des Moines, IA 50265

**Hours:** Tuesday 7:00 pm – 9:00 pm. No appointments. Walk-in Only.

**Eligibility:** Anyone needing services. (free)

**Program Overview:** Basic health care, physicals, immunizations, lab tests, lead screenings. All ages welcome. Spanish translator available upon request.

## MY NURSE

(877) 242-8899

111 6<sup>th</sup> Ave

Des Moines, IA 50314

WWW.MYNURSE.INFO

**Hours:** 24-hours a day, seven days a week.

**Eligibility:** Anyone needing health assistance.

**Program Overview:** My Nurse is staffed by registered nurses 24 hours a day, seven days a week. Iowa Health System nurses can answer your health questions, help you find a doctor, and register you for classes and health programs.

**PLANNED PARENTHOOD OF THE HEARTLAND—POLK COUNTY LOCATIONS**

**(877) 811-7526**

Central Des Moines  
851 19<sup>th</sup> St.  
Des Moines, IA

West Center  
10534 New York Ave  
Urbandale, IA 50322

Des Moines Rosenfield Center  
1000 E. Army Post Rd.  
Des Moines, IA 50315

Creative Visions Healthy  
Connections  
1343 13<sup>th</sup> St.  
Des Moines, IA 50309

Susan Knapp Health Center  
2304 University Ave.  
Des Moines, IA 50311

Family Practice Center  
200 Army Post Rd. Ste. 26  
Des Moines, IA 50315

Education Center:  
**(844) 811-7526**  
851 19<sup>th</sup> St.  
Des Moines, IA 50314

Ankeny:  
704 N. Ankeny Blvd.  
Ankeny, IA 50023

<http://www.plannedparenthood.org/heartland/index.htm>

**Hours:** Vary depending on clinic. Please call location for more information.

**Fees/Eligibility:** Provides everyone with high quality reproductive health care. Whether or not someone has insurance and no matter one’s income, they will be treated promptly and respectfully. They have a sliding discount scale that provides financial assistance and the donors and staff makes sure that everyone gets the care they need, regardless of their ability to pay.

**About the Program:** Helps women and families across Iowa with birth control and family planning issues in a safe and honest environment.

**Description of Services:**

- Annual checkups
- Birth control supplies and information
- Male services, including testicular cancer screening
- Pap tests/Breast exams
- Colposcopy
- Confidential HIV testing
- Prenatal care (Des Moines Rosenfield center)
- Testing & treatment for sexually transmitted infections
- Pregnancy testing, education and full options referral
- The abortion pill and/or surgical abortion up to 14 weeks (Cedar Falls, Des Moines Rosenfield, Iowa City, Quad Cities, & Sioux City centers)
- Menopause services
- Emergency contraceptive pills (ECPs)
- Age-appropriate educational programming
- Adoption (Des Moines Rosenfield Center)

**POLK COUNTY HEALTH DEPARTMENT**

**(515) 286-3798 or  
(866) 209-1300**  
1907 Carpenter Ave.  
Des Moines, IA 50314  
EMAIL: TDOWIE@CO.POLK.IA.US  
WWW.CO.POLK.IA.US

**Hours:** Monday – Friday 9:00am – 5:00pm. Call for hours on specific services.  
**Eligibility:** Fees: Many services are free or at low cost.  
**Program Overview:** Provides a large array of services and programs designed to maintain and enhance personal and family health and to limit the spread of communicable disease. Services: Childhood Immunizations, Adult Immunizations, HIV testing and counseling, STD testing treatment and counseling, Hepatitis B and C screenings, Hepatitis A and B vaccination, Tuberculosis screening assessment and treatment, Reportable Disease and Outbreak Investigations, School Physicals, Occupational Physicals, Vaccinations, Drug Testing, Health Education, Disaster Response and Emergency Preparedness, and Healthy Polk County 2010.  
**Outreach Services:**

- Mammograms and Cervical Cancer Screenings
- Lead Poisoning Screening
- HIV testing and counseling
- Hepatitis testing and vaccination
- Colorectal Cancer Screening

See above listing for Polk County Health Department under “Family Planning” services.

**PRIMARY HEALTH CARE**

**(515) 248-1400**  
**South Side Center**  
2353 SE 14<sup>th</sup> St.  
DSM, IA 50320

**(515) 248-1500**  
**Outreach Project**  
979 Oakridge  
DSM, IA 50314

**(515) 248-1600**  
**East Side Center**  
3505 E. 29<sup>th</sup> St.  
DSM, IA 50317

**Hours:** Vary depending upon location. Call for specifics. Appointment ONLY.  
**Eligibility:** All clinics accept insurance or provide financial assistance on a sliding fee scale.  
**Program Overview:** Basic health care, physicals, immunizations, lab tests, lead screening, family planning, and PAP smears. Prenatal clinic is available at the east side location.

- Community Access Pharmacy available only for those who are seen at Primary Health Care Clinics. The pharmacy is located at 600 E. 14<sup>th</sup> St. (515) 262-0854.

**HOSPITALS**

<b>Broadlawns –</b>	801 Hickman Rd.	(515) 282-2200
<b>Blank Children’s –</b>	1200 Pleasant St.	(515) 241-5437
<b>Iowa Lutheran –</b>	700 E. University Av	(515) 263-5612
<b>Iowa Methodist–</b>	1200 Pleasant St.	(515) 241-6212
<b>Mercy –</b>	1111 6 <sup>th</sup> Av	(515) 247-3121
<b>Veterans–</b>	3600 30 <sup>th</sup> St.	(515) 699-5999

## HOUSING (T= TRANSITIONAL, P=PERMANENT)

### ANAWIM (P)

(515) 244-8308  
921 6<sup>th</sup> Ave Suite B  
DSM, IA 50309

**Hours:** Monday – Friday 8:30 am – 5:00 pm  
**Eligibility:** Must be at least 18 to apply and must meet income guidelines.  
**Program Overview:** 128 units between 6<sup>th</sup> Ave. and 13<sup>th</sup> Pl. Appointments and walk-ins welcome. Also have a Shelter Care Plus Program for clients with AIDS, drug addiction, and chronic mental illness. Must have a referral from a case manager.

### BEACON OF LIFE (T)

(515) 244-4713  
1717 Woodland Ave  
Des Moines, IA 50309

**Hours:** Hours vary call for more information  
**Eligibility:** Transitional housing for women  
**Program Overview:** Provides long-term transitional housing facility with 34-woman capacity. Also, offer many different classes and groups to help women understand how got into situations, how to change behaviors, and how to become strong, independent women.

### CENTRAL IOWA CENTER FOR INDEPENDENT LIVING (P)

(515) 243-1742  
655 Walnut,  
Suite 131  
Des Moines, IA 50309

**Hours:** Monday–Friday 8:00am–4:30pm.  
**Eligibility:** Individuals of all ages and disabilities. They also work with public officials, service providers and businesses that require technical assistance in responding to the needs of persons with disabilities. Services to individuals and families are provided free of charge or at a reduced rate.  
**Program Overview:** CICIL is dedicated to assisting all persons, regardless of disability in making choices about their own lives and in experiencing success as active participants in society. CICIL provides personal advocacy assistance to people on an individual basis. CICIL advocates for civil and human rights for persons with disabilities on a local, state and federal level. They provide self-advocacy training for individuals, and encourage persons with disabilities who feel they are experiencing discrimination to learn and use self-advocacy skills.  
**Peer Counseling & Support:** CICIL will attempt to place individuals with similar disabilities in touch with one another for exploration of personal issues, problem-solving methods and discussion. A peer counselor is an individual with a disability who will share experiences, provide support and education and serve as a positive role model for the consumer. Through one-on-one or small group interactions, individuals will gain a better understanding of community resources, will gain access to new information on medical or emotional aspects of disability and will be encouraged to develop and maintain a positive self-image.  
**Independent Living Skills Training:** Independent Living Specialists and consumers work together to develop a plan to outline independent living goals that the consumer wants to achieve. Skills-training is provided to consumers in the following areas: assistive equipment, socialization skills, health care, housing, transportation, financial and time management, homemaking skills, sexuality, community resources, educational opportunities, recreation and leisure.  
**Personal Assistance Program:** As a service to its consumers, CICIL attempts to maintain up-to-date listings of individuals within the community willing to provide personal assistance services. This list is available at the CICIL offices, and provides leads necessary to begin looking for a personal assistant provider. CICIL will not recommend individuals for these positions, but staff is available to assist consumers with learning to recruit, hire, train and manage assistants.

## CIRHA (P)

(515) 986-1882  
(515) 986-1883- fax  
1201 SE Gateway Dr.  
Grimes, IA 50111  
CIRHAHOME.ORG

**Hours:** Monday – Friday 8:00 am – 4:30 pm; Closed 12:00pm–1:00pm daily. (Call or go online for an application)  
**Eligibility:** Serves Boone, Dallas, Jasper, Marion, Madison and Story (Except Ames and Knoxville).  
**Program Overview:**  
**Section 8 vouchers:** Learn how to receive a housing voucher which will help pay your rent when you find your own qualifying unit to rent from a private landlord.  
**Public Housing Program:** Learn how to rent one of CIRHA’s apartments, duplexes, or town homes where your rent will be based on your income.  
**Security Deposit Assistance Program:** Receive grant money to help pay rental and utility deposits to assist you in moving to affordable housing.  
**Family Self Sufficiency Program:** Learn how to set goals for your family and earn savings account to use toward meeting future goals.  
**Home Ownership Program:** Learn how this program allows Section 8 Housing Choice Voucher participants to use their voucher to purchase a home.

## CITY OF DES MOINES/HUD (P)

(515) 323-8950  
Park Fair Mall  
100 E. Euclid, Ste. 101  
Des Moines, IA 50313

**Hours:** Monday–Friday 8:00 am – 5:00 pm  
**Eligibility:** Must be 18yrs of age. Call for income guidelines.  
**Program Overview:** Housing waiting list is currently 2 years out. Call to see if public housing (adults only program) is open for application.

## COMMUNITY HOUSING DEVELOPMENT CORPORATION (P)

(515) 244-7798  
601 Forest Ave.  
Des Moines, IA 50314

**Hours:** Monday – Friday 8:30 am – 4:30 pm  
**Eligibility:** Program for seniors and the disabled.  
**Program Overview:** Program provides rental housing for low-income seniors or disabled. Seniors must be over age 60, disabled must be anyone under the age of 60 receiving services.

## CONLIN PROPERTIES, INC. (P)—SECTION 24 HOUSING

(515) 246-8016  
(515) 246-8015  
319 7<sup>th</sup> Street, Suite 500  
Des Moines, IA 50309  
WWW.CONLINPROPERTIES.COM  
Email:  
INFO@CONLINPROPERTIES.COM

**Hours:** Monday–Friday 8:00 am – 5:00 pm; Weekends and Evenings by appointment.  
**Eligibility:** Affordable housing – Apartments throughout the Greater Des Moines Area, 60%AMGI and below  
**Program Overview:** Section 42 rental housing – units have affordable rents. Does not provide rental subsidy. Efficiency, 1, 2, 3 and 4 bedroom units available, heat paid in most properties. Tenant pays own electric. Most properties include playgrounds, basketball courts, and community/computer centers.

## DES MOINES HABITAT FOR HUMANITY (P)

(515) 471-8686  
2341 2<sup>nd</sup> Avenue  
Des Moines, IA 50310

**Hours:** Monday–Friday 8:00 am – 4:00 pm  
**Eligibility:** Income based. Call for guidelines.  
**Program Overview:** Call to see when they are accepting applications.

## EYERLY–BALL RESIDENTIAL (T)

(515) 277-7933  
**Administrative Office**  
940 Cummins Pkwy  
Des Moines, IA 50312  
WWW.EYERLYBALL.ORG

**Hours:** Monday–Friday 8:00am–4:30pm.  
**Eligibility:** Age 18 and older and consent to admission. Must have a case manager to help set up services and must have an Access 1 diagnosis to be eligible. First come first reviewed basis and must be an Iowa resident.  
**Program Overview:** A residential care facility with emphasis on Rehabilitation Services. Skills training provided include but are not limited to; cooking, budgeting, anger management, hygiene, cleaning, social skills, learning community resources, and medication management. There are two facilities and they provide 24–hr supervision to 15 residents in each facility.

## HOME CONNECTION–HAWTHORNE HILL (T)

(515) 244-9748  
3001 Grand Avenue  
Des Moines, IA 50312

**Hours:** Monday–Friday 8:00 am – 5:00 pm  
**Eligibility:** Depends on the program. Call for specific information.  
**Program Overview:** Call for more information on programs.  
**New Directions Shelter:** Emergency shelter for women with children.  
**Home Connection:** Transitional housing for homeless families with children under 18 y/o.

## HOME, INC. (P)

(515) 243-1277  
1111 9<sup>th</sup> St. Suite 210  
Des Moines, IA 50314

**Hours:** Monday – Thursday 8:00 am – 4:30 pm & Fridays 8:00 am – 4:00 pm (Closed daily 12–1:00).  
**Eligibility:** Depends upon the program. Call for requirements.  
**Program Overview:** Provides assistance to low-income families by providing housing counseling and information, confidential financial counseling, mediation, education and client advocacy. We also serve as client advocates and mediators in housing disputes.  
• **HOME, Inc.** – combines homeownership counseling and supportive services with property development and financing to assist low-income people in becoming homeowners through our Homeownership Opportunities Service (HOS).

## JACOB’S PLACE (P)

(515) 277-9272  
2400 30<sup>th</sup> St.  
Des Moines, IA

**Hours:** Monday–Friday 8:00 am – 5:00 pm  
**Eligibility:** Age 62+ or mobility impaired.  
**Program Overview:** Provide permanent housing for low income elderly age 62+ and for mobility impaired. Rent based on income.

## RIVER HILLS APARTMENTS (P)

(515) 288-6075  
**River Hills 1**  
700 E. 5<sup>th</sup> St.  
Des Moines, IA 50309

(515) 288-2159  
**River Hills 2**  
916 E. 6<sup>th</sup> St.  
Des Moines, IA 50316

**Hours:** Monday–Friday 8:00 am – 5:00 pm  
**Eligibility:** Low-income families with children, senior citizens  
**Program Overview:** Deposit varies. River hills 1 all utilities included. River hills 2 tenant pays electricity. Families with children and senior citizens welcome. Walk-in application process may be a waiting list.

## ST. PAUL TRANSFORMATION CENTER (T)

(515) 288-9841  
1353 9<sup>th</sup> St.  
Des Moines, IA 50314

**Hours:** Monday–Friday 9:00 am – 5:00 pm  
**Eligibility:** Based on income. Call for requirements.  
**Program Overview:** Affordable housing available for families in need. Have two buildings available for women and children and one for families. Eligibility depends upon income because it is an affordable housing program where you must pay rent. Center will help with resources to assist with employment, finances, etc. Center does ask families to stay for a minimum of 24 months at a time.

## WEST DES MOINES HUMAN SERVICES

(515) 222-3660  
318 5<sup>th</sup> St.  
West Des Moines, IA 50265

**Hours:** Monday, Tuesday, and Thursday 9:00am –3:00pm and Wednesday & Friday 9:00 am – Noon  
**Eligibility:** Services for elderly and disabled. Call for availability.  
**Program Overview:** Emergency/minor home repair, snow removal, and grass cutting. For elderly and disabled residents of West Des Moines only.

## YWCA OF GREATER DES MOINES (T)

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**(515) 244-8961**  
717 Grand Avenue  
Des Moines, IA 50309  
Email:  
JHAFLEY@YWCADSM.ORG  
WWW.YWCADSM.ORG

**Hours:** Monday–Friday 8:00 am – 5:00 pm

**Eligibility:** The Residential Housing Program serves women 18 and older as well as children. To be eligible applicants will have to be able to pay rent whether that is their own income, a relative/friend paying their rent, or an agency. If an applicant has a mental health diagnosis it is a requirement that they are on medication. Applicants will have to be able to do chores. If an applicant has a substance abuse problem they will need to either have an evaluation or follow their prescribed treatment plan.

**Program Overview:** Residential Housing Program: The Residence Program is a two year low-cost transitional housing for women and women with children. Located on the top three floor of the YWCA, the program houses over 60 women and 20 children at any one time and provides services to over 400 individuals each year. Women entering the transitional housing program may face many difficult issues such as domestic violence, mental illness, minor physical disability, economic hardship, and chemical dependency. Core services include monthly visits, goal development, advocacy, referrals and individual assessment.

Applicants will not be able to enter the program if:

- No income
- Refusal to take mental health or substance abuse assessment
- Not complying with mental health or substance abuse assessment
- Sex offender
- Past negative history of living here
- Assault against another woman
- Are unable to do all chores

## INTERPRETATION SERVICES

### IOWA COUNCIL FOR INTERNATIONAL UNDERSTANDING

**(515) 282-8269**  
**For emergencies call:**  
**(515) 402-8226**  
 929 3rd St., Ste. 203  
 Des Moines, IA 50309  
 WWW.ICIU.ORG

**Hours:** Monday–Friday 8:00am–5:00pm.

**Eligibility:** Anyone needing interpretation services

**Program Overview:** ICIU works with a large pool of qualified interpreters who are predominantly native speakers of more than 45 languages and dialects. ICIU’s interpreters are ready to help you overcome language barriers. Interpreters have experience in the following types of interpretation:

- Depositions
- Arbitrations
- Trials
- Hearings
- Medical Appointments
- Immigration Meetings
- Parent-Teacher Meetings
- Business Meetings
- Employee Training Sessions

Please call ICIU for most current language availability information.

Aku/Crio	Amharic	Arabic	Bosnian	Bulgarian
Burmese	Chinese (Mandarin & Cantonese)	Dutch	Filipino	French
German	Hindi	Hmong	Hungarian	Italian
Japanese	Jolakassa	Karen	Korean	Kirundi
Krahn	Loatian	Mandingo	Moldovan	Nepali
Polish	Portuguese	Romanian	Russian	Somali
Spanish	Sudanese (Dinka)	Swahili	Swedish	Tagalog
Telugu	Thai	Tai Dam	Tigrinya	Turkish
Ukranian	Urdu	Vietnamese	Wolof	Yugoslavian

For interpretation services, the average hourly fee is \$55 - \$65 depending upon language, technicality of subject matter, and urgency. There is a minimum charge of one hour. Beyond the first hour we bill by quarter hours. Billable charges begin at the time the interpreter was requested to be available.

These rates apply to assignments anywhere in the state of Iowa. For assignments in the Des Moines area (when the interpreter lives in the Des Moines area), we do not charge for travel time or mileage. For assignments outside the Des Moines area (when the interpreter lives in the Des Moines area), there are additional hourly charges for travel time at 80% of the hourly interpreting rate and \$.375 per mile from door to door.

## INTERNATIONAL TRANSLATION SERVICES

**(515) 243-7040**  
605 North branch Dr.  
Waukee, IA 50263  
Contact: Olga Sparks  
www.itandbs.com

**Hours:** 7:00am–9:00pm 7 days/ week.

**Eligibility:** Call for details on services.

**Program Overview:** ITS offers both oral interpretation and written translation. Our experience and resources allow us to offer you reliable, qualified, skillful professional linguistic services in more than fifty languages. All of our interpreters are native speakers and carefully screened with respect to their linguistic knowledge. Our interpreters are thoroughly trained and prepared for wide range of assignments:

- Legal – depositions, trials, arbitrations, insurance claims, etc
- Business – conferences, negotiations, technical training, etc
- Medical – hospitals, rehabilitation centers, nursing homes, etc
- Social – tour guides, social affairs, escorts, sightseeing, etc

We provide translation and interpretation services in following languages

Afrikaans, Arabic, Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Farsi, Finnish, French, German, Greek, Gujarati, Hebrew, Hindi, Hungarian, Igbo, Italian, Indonesian, Japanese, Malay, Korean, Norwegian, Polish, Persian, Portuguese, Romanian, Russian, Serbian, Spanish, Swahili, Swedish, Tagalog, Thai, Turkish, Ukrainian, Urdu, Vietnamese.

## IOWA HEALTH DES MOINES

**(515) 241-7000**  
1200 Pleasant Street  
Des Moines, IA 50309

**Hours:** Monday–Friday 7:00 am – 7:00 pm. Also available on–call during weekends.

**Eligibility:** Interpretation services for patients and employees.

**Program Overview:** Translation/Interpretation Services department was created in May of 2002 to provide for the clear communication between staff and patients and families who have limited English proficiency and who are deaf or hard of hearing. So far, interpreters have responded to well over 20, 000 requests. The department has 3.5 FTEs Spanish interpreters, who provide 7 a.m. to 7 p.m. on site coverage on week days and 7 a.m. – 7 p.m. on call coverage on weekends. They are well known and respected for the quality of service they provide and their high professionalism.

Translation/Interpretation services make a good use of our internal talent as well. Many bilingual employees from Integrated Service and other hospital departments serve on our pool as ad hoc interpreters and provide clear communication for patients needing Spanish, Arabic, Vietnamese, Russian, and Laotian interpretation. For urgent needs with languages other than American Sign Language or for rare languages, staff can access Language Line Services, which is a 24/7 telephone interpretation service. Translation Services department is complimented by outside contractors, who respond to scheduled appointments for all languages, including American Sign Language.

## IOWA LATINO AFFAIRS

**(515) 281-4080**  
**(515) 242-6119 fax**  
Iowa Department of Human  
Rights  
Lucas State Office Building  
321 E. 12th Street  
Des Moines, Iowa 50319  
WWW.LATINOAFFAIRS.IOWA.GOV

**Hours:** Monday–Friday 8:00am–4:30pm

**Eligibility:** To become an interpreter you must be a HS graduate, or have a GED, and be enrolled as a DMACC student and complete the required courses. To request an interpreter, call for more information or visit [WWW.LATINOAFFAIRS.IOWA.GOV/PAGES/INTERPRETER.HTM](http://WWW.LATINOAFFAIRS.IOWA.GOV/PAGES/INTERPRETER.HTM).

**Program Overview:** The Iowa Interpreter Program was enacted in 2004. The Division of Latino Affairs was charged with creating a standard system to qualify Spanish–English interpreters for generalized and specialized purposes and to maintain a roster of individuals qualified to provide interpreter services for the courts, health care and social services agencies. For further information contact:

- Rhonda Talton  
Program Coordinator  
Iowa Division of Latino Affairs  
Des Moines, IA  
(515) 720 8734  
[RDTALTON@DMACC.EDU](mailto:RDTALTON@DMACC.EDU)

## LANGUAGETECH, INC.

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(515) 277-6058

(515)556-6611 (cell)

1028 25<sup>th</sup> St.

Des Moines, IA 50311

Mailing address:

P.O. Box 41190

Des Moines, IA 50311

**Hours:** Call for availability, leave message if necessary

**Eligibility:** Anyone needing interpretation services

**Program Overview:** LANGUAGE tech, Inc. offers on-site language services throughout Iowa and other language services for individuals, organizations and companies throughout the Midwest, the U.S. and around the world.

### Language Classes

- Lunch-hour Spanish classes for law firms, social workers, business owners, and others
- Evening private, small-group Spanish classes
- On-site English classes in Nevada for third-shift manufacturer employees
- Conversation classes in sign language, Spanish, French, and Arabic

### Translation

- Document translation from English to Spanish, French, Nuer, Arabic, Vietnamese, Bosnian, and other languages
- English to Spanish translation of weekly advertisements working with both Windows and Macintosh platforms and various graphic design software programs
- E-translation services with translators in Latin America, Spain, and Europe

### Interpretation

- On-site and at-home interpreter services in Spanish, Cambodian, Arabic, Nuer, Dinka, Vietnamese, and other languages

### Other Language Services

- National Reporting System Spanish assessments for Head Start
- Refugee surveys in Bosnian, Vietnamese, Arabic, and Nuer
- Internship and volunteer job placement for visitors to Iowa
- Language and country-specific help to Iowans traveling abroad

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## LLS—LEGAL LANGUAGE SERVICES

1-800-788-0450

www.legallanguage.com

**Hours:** Monday–Friday 8:00 am – 6:00 pm

**Eligibility:** Anyone needing translation services. Free consultations.

**Program Overview:** Legal Language Services (LLS) facilitates the use of the law across linguistic and political boundaries. For more than 20 years, LLS has assisted in the successful conclusion of tens of thousands of legal proceedings.

With multiple locations in the United States and affiliates around the world, LLS has translated and interpreted the "Letter of the Law" from and into more than 150 languages and dialects. LLS also offer comprehensive litigation support including international service of process, evidence taking, FREE legal forms, and extensive online databases and legal links.

LLS currently provides global support in the following areas:

- Interpreting for legal proceedings both in the U.S. and abroad.
- Translation, as well as certification and authentication, of legal and judicial documents both from and into English.
- International Service of Process in more than 90 countries.
- Transcription of tapes and digital media.
- Simultaneous interpreting and conference services.
- Consultation with an international network of legal consultants and experts.
- International Evidence–Taking, including negotiation through foreign counsel and evidence requests.
- FREE online databases of Legal Professionals.
- Legal and Business Forms.

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## MERCY MEDICAL CENTER

(515) 247-8255

(515) 643-7446 (TTY)

1111 6th Avenue

Des Moines, Iowa 50314

WWW.MERCYDESMOINES.ORG

Email:

INTERPRETOR@MERCYDESMOIN  
ES.ORG

**Hours:** Monday–Friday 8:00 am – 4:30 pm

**Eligibility:** Interpretation services for patients and employees.

**Program Overview:** Interpretation Services provide equal access to medical care to every patient and family who comes to us in need—including persons with communication, hearing, language and vision barriers. To request or schedule an interpreter, patients, family members and employees may contact Interpretation Services during office hours. Messages left after office hours will be returned the next business day.

Consulting services are also available for:

- Ensuring cultural and linguistic competency
  - Understanding and complying with legal mandates
  - Writing and implementing policies
  - Providing interpreters to clients
  - Improving access to services for persons with limited English proficiency
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## LEGAL SERVICES

### DES MOINES POLICE DEPARTMENT

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(515) 283-4811

#25 East First St.

Des Moines, IA 50309

#### COMPLAINTS

- Barking Dogs – 242-2720
- Crows – 283-4207
- Dilapidated Residential Buildings - 283-4046
- Drainage Problems – 237-1378
- Evictions – 283-4207
- Fences – 283-4207
- Garbage Pick-Up – 283-4595
- Garbage Dumping – 283-4207
- Graffiti – 283-4207
- Illegal Construction – 283-4200
- Junk Vehicles – 283-4207
- Mosquitoes – 283-4207
- Noise – 283-4207
- Odors – 283-4500
- Overgrown Grass on Vacant Lots – 283-3005
- Parking in Yards – 283-4207
- Potholes – 283-4950
- Property Clean-Ups – 283-4207
- Public Housing – 283-2201
- Rats – 283-4207
- Sanitary/ Sewer Back-Up – 283-4950
- Septic/ Sewage – 283-4207
- Sidewalks, Unsafe – 283-4950
- Snow Removal – 283-4950
- Storm Water Run-Off – 283-4591
- Stray Animals – 242-2720
- Other Complaints, Action Center - 283-4500

#### SAFETY PROGRAMS – 515-242-2932

- Gang Awareness
- Drug Prevention
- Police Athletic League
- KIDS
- Call-A-Cop
- Adopt-A-Cop
- Conflict Management
- Gun, Bicycle & Driving
- Neighborhood Watch
- Operation ID
- Victim Resources
- Home Security Surveys
- Domestic Abuse Programs
- Burglary and Robbery Prevention
- Commercial Security Surveys
- Theft/ Internal Theft Prevention
- Violence and Drug Prevention
- Crime Eye Cameras

## DRAKE LEGAL CLINIC

(515) 271-3851  
2400 University Ave.  
Des Moines, IA 50311

**Hours:** Monday–Friday 8:00 am – 4:30 pm

**Eligibility:** Call for eligibility requirements. (Must be 60 years + for Elder Law Program.) Center for Children’s Rights is only to represent children, not their parents.

**Program Overview:**

Elder Law Clinic:

- Accepts clients over the age of 60 for cases including: Financial and Health Care Powers of Attorney, Nursing Home Issues, Tenants’ Rights, Living Wills, Consumer Problems, Guardianships, Elder Abuse, Family Law and Grandparent Visitation. Funded in part by a grant from Aging Resources of Central Iowa.

General Civil Clinic

- Accepts low-income clients for cases including: divorce, change of name, small claims, and landlord/ tenant issues.

Criminal Defense Clinic:

- Accepts low-income clients by appointment of the court for cases including: OWI’s, indictable misdemeanors, controlled substance cases, and felonies.

Center for Children’s Rights:

- The Joan and Lyle Middleton Center for Children’s Rights was created with the understanding that the best interests of a child in the court system require a holistic approach to dealing with the issues confronting that child. When the legal advocates work totally independent of the educational and social work professionals, the chance of making meaningful, long-term improvements in the child’s future are minimized.

## HOLA CENTER (VOLUNTEER LAWYERS PROJECT LEGAL CLINIC)

(515) 299-HOLA (4652)  
618 E. 18th St.  
Des Moines, IA 50316  
(St. Peter’s Hall)  
  
www.holacenter.org

**Hours:** 2<sup>nd</sup> Monday of every month 5:30pm–7:30pm

**Eligibility:** No eligibility requirement for initial contact. Income review if case is selected for representation.

**Program Overview:** Free legal consultation and referrals. Spanish interpreters provided at the legal clinic.

- Also available on Tuesday and Thursdays from 2:30–5:30 a bilingual police officer from the City of Des Moines Police Department is available to answer general questions from the community.
- Bilingual notary available at HOLA center  
8:00am–5:00pm Monday–Friday

## IOWA ATTORNEY GENERAL’S OFFICE

(515) 281-5926  
1-888-777-4590 (Iowa only)  
1305 East Walnut St.  
Des Moines, IA 50319  
www.iowaattorneygeneral.org

**Hours:** Monday–Friday 8:00 am – 4:30 pm

**Eligibility:** Call for eligibility

**Program Overview:** The Consumer Protection Division of the Iowa Attorney General’s office mediates, investigates, and litigates cases of consumer fraud. The division enforces a number of consumer laws designed to protect the buying public from misrepresentation and deception, including the Iowa Consumer Fraud Act. The office informs the public about fraudulent schemes through press releases, informational brochures, etc.

## IOWA LEGAL AID

**Central Iowa Regional Office**  
(800) 532-1275  
(515) 280-3636  
1111 9<sup>th</sup> St.  
Suite 230  
Des Moines, IA 50314  
WWW.IOWALEGALAID.ORG

**Hours:** Monday–Friday 8:30 am – 5:00 pm

**Eligibility:** Call for eligibility requirements.

**Program Overview:** Iowa Legal Aid provides free legal assistance with civil legal problems involving basic necessities for low-income individuals in all 99 Iowa counties. This assistance ranges from providing counsel and advice to representation before various agencies and courts.

- Iowa Legal Aid helps clients who meet income and asset guidelines, based on the size of the household. Some Iowans in need of assistance, including those who are 60 and older, may be exempt from financial guidelines.

## MONSOON UNITED ASIAN WOMEN OF IOWA

(515) 288-0881  
Helpline:  
(866) 881-4641  
515 28<sup>th</sup> St.  
Des Moines, IA 50312

**Hours:** Call for more information.  
**Eligibility:** Asian women in Iowa communities.  
**Program Overview:** To end violence against women in Asian communities in Iowa. Monsoon provides direct services through its Multilingual Language Advocates Program and the Asian Community Resource Center and also has a violence-prevention project through the Monsoon Generation One API Youth Council and the Project Organically Grown Girls' Activism. Monsoon's advocates speak a variety of Asian languages.  
Monsoon's services to survivors and victims of domestic violence and sexual assault include:

- Legal referrals and court assistance
- Assistance in getting health care, housing, education, employment, and government benefits
- Support Groups
- Language classes

## MUNA LEGAL CLINIC

(515) 244-2117  
515 28<sup>th</sup> St.  
Des Moines, IA 50312

**Hours:** Monday-Friday 8:30 am – 4:30 pm  
**Eligibility:** MUNA serves low-income immigrant survivors of domestic abuse and sexual assault  
**Program Overview:** MUNA serves low-income immigrant survivors of domestic abuse and sexual assault through a variety of family law and immigration legal issues.

- MUNA is a unique program that provides comprehensive services to immigrant survivors of domestic violence to ensure long term survival of the abuse. By preparing survivors to become stronger leaders, immigrant women and their children can have a voice in the system and are empowered with the tools to meet their needs.
- If you or someone you know needs help escaping an abusive relationship please call the 24-hour statewide hotline at 800-942-0333.

## POLK COUNTY COURTHOUSE

(515) 286-3772  
500 Mulberry St  
Des Moines, IA 50309

**Hours:** Monday – Friday 8:00 am – 4:00 pm

## POLK COUNTY JUVENILE DRUG COURT

(515) 286-3357  
2309 Euclid Ave  
Des Moines, IA 50310

**Hours:** Monday-Friday 8:00am-4:30pm.  
**Eligibility:** Children 12-17 years of age with a history of drug and alcohol use. Must receive substance abuse evaluation with a recommendation for treatment services; minimum outpatient level.  
**Program Overview:**

- Juvenile Drug Court was developed to provide a holistic approach of intensive supervision, immediate sanctions and incentives, and Judicial monitoring, to at risk youth with substance abuse and delinquency issues.
- Referred for having committed a Delinquent Act(s).
- No persons with sex offenses.
- Prior or pending violent offenses will be determined and evaluated on a case-by-case basis.
- No dangerous anti-social behavior.
- Drug Court has three phases and ongoing care, the entire program taking 12-18 months to complete. During each phase the participant is responsible to complete a determined number of tasks. As participants complete each phase they will receive incentives to continue in this positive direction while in the next phase. If participants are not successful in a phase, sanctions or consequences for non-compliance will be imposed. Upon completion of the final phase the participant will receive a graduation certificate.

## POLK COUNTY SHERIFF'S OFFICE

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2309 Euclid Ave  
Des Moines, IA 50310  
WWW.POLKCOUNTY.SHERIFF@P  
OLKCOUNTYIOWA.GOV

- Law Enforcement, Criminal Investigation, and County Jail
- Administrative Office: 515-286-3800
- Patrol Division: 515-286-3306
- Jail Division: 515-323-5400

## YOUTH LAW CENTER

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(515) 244-1172  
(800) 728-1172  
300 Walnut St.  
Suite 295  
Des Moines, IA 50309  
YLC@YOUTHLAWCENTER.ORG  
WWW.YOUTHLAWCENTER.ORG

**Hours:** Monday – Friday 8:00 am – 4:30 pm

**Eligibility:** Children, newborn to 18 years of age, can count on having their voices heard.

**Program Overview:** Provides a full-service nonprofit law office for children, combining the skills of specially trained and experienced attorneys and caseworkers to help victimized and troubled children.

**Services:**

- Founded in 1978, the Center provides the services of experienced attorneys and caseworkers who are familiar with community resources and placement options. They work with the child's family, and other service providers to affect a long-term resolution to the problem.
- The purpose of the Youth Law Center is to ensure quality legal representation for children in all areas affecting their rights and welfare, not only through their unique team approach, but also by advocating for just laws and policies with affect children's lives.
  - Protect abused and troubled children
  - Educate youth about help available for their protection
  - Promote state-wide policies that favorably impact children

## OPTOMETRIST (TITLE 19)

### ANKENY FAMILY VISION

**(515) 964-1671**  
311 N. Ankeny Blvd.  
Ankeny, IA 50021  
<http://www.afvcweb.com/>

**Hours:** Monday, Tuesday, and Friday 8:00 am – 5:00 pm, Wednesday 9:00 am – 5:00 pm, & Thursday 10:00 am – 6:00 pm  
**Eligibility:** Accepts Medicaid only for eye exams and glasses. Also accepts Medicare, Hawk-i, and private insurance. Please check your own insurance coverage.  
**Program Overview:** Provides the latest in eye care technology and treatments, a comprehensive eye health examination, a clear explanation of your condition and answers to any questions you have.

### CHILDREN'S EYE CLINIC

**(515) 222-1180**  
6000 University Ave Ste 210  
West Des Moines, IA 50266  
[www.childreneyeclinic.com](http://www.childreneyeclinic.com)

**Hours:** Monday – Thursday 8:00 am – 5:00 pm & Friday 8:00 am – 4:00 pm  
Open some Saturdays throughout the school year from 8:00 am – Noon; call for more information.  
**Eligibility:** Children ages with Medicaid, Hawk-i, or private insurance  
**Program Overview:** Some children may need a referral from their primary care physician in order for their insurance company to pay for care of medical eye conditions. Pediatric Ophthalmologist, Spanish speaking doctor available. Children seen solely for routine eye care typically do not need referrals.

### DES MOINES EYE SURGEONS

**(515) 225-3546**  
5901 Westown Pkwy Ste 200  
West Des Moines, IA 50266  
[www.dmeyesurgeons.com/](http://www.dmeyesurgeons.com/)

**Hours:** Monday–Thursday 8:00 am – 5:00 pm, Friday 8:00 am – 4:00 pm, & Saturday 9:00am – Noon.  
**Eligibility:** Accepts Medicaid and Hawk-i, eye exams only; and other private insurance.  
**Program Overview:** Provides laser refractive surgery for nearsightedness, farsightedness and astigmatism, new GDx Glaucoma testing, cataract surgery and lens implantation, corneal surgery, pediatric eye disorders, laser surgery for glaucoma and diabetes, and low vision aid.

### EYE CARE OF IOWA

**(515) 262-1094**  
2566 Hubbell Ave.  
Des Moines, IA 50317

**(515) 265-5322**  
5075 E. University Ave.  
Pleasant Hill, IA 50327

**(515) 287-5565**  
200 Army Post Rd.  
Des Moines, IA 50315

**(515) 225-0877**  
1905 E P True Pkwy Ste 103  
West Des Moines, IA 50265  
<http://www.eyecareofiowa.com/>

**Hours:** Monday, Tuesday, Thursday Friday 8:30 am – 5:30 pm, Wednesday 8:30 am – 7:00 pm  
Saturday 8:00 am – Noon  
**Eligibility:** Medicaid accepted for eye exams only (Monday and Thursday mornings), no new patients. Also accepts Blue Cross.  
**Program Overview:** Provides contact lenses, optical lab, eye infections, eye injuries, dry eyes.

## EYE-MART OPTICAL

**(515) 278-9090**  
3839 Merle Hay Rd. #110  
Des Moines, IA 50310

**(515) 287-5422**  
5112 SE 14<sup>th</sup> St.  
Des Moines, IA 50320

**(515) 965-8858**  
119 N. Ankeny Blvd.  
Ankeny, IA 50021

**Hours:** Monday–Friday 10:00 am – 6:00 pm (Merle Hay, 9:00 am – 7:00 pm (South) Saturdays 9:00 am – 5:00 pm

**Eligibility:** Accepts Medicaid patients for eye exams and glasses.

**Program Overview:** Specializes in bifocals, transitions, contact lenses and frames.

## MODERN OPTICAL

**(515) 282-8808**  
206 Euclid Ave  
Des Moines, IA 50313

**Hours:** Monday–Friday 9:00 am – 5:00 pm & NO appointments on Saturday

**Eligibility:** Medicaid patients for eye exams and glasses

**Program Overview:** Specializes in prescriptions, eye exams, children’s frames, replacements, and contacts.

## PEARLE VISION

**(515) 278-2325**  
3800 Merle Hay Rd.# 906  
Des Moines, IA 50310

**(515) 285-1122**  
1111 E. Army Post Road #212  
(South Ridge Mall)  
Des Moines, IA 50314  
www.pearlevision.com

**Hours:** Monday–Friday 10:00 am – 9:00 pm, Saturday 10:00 am – 7:00 pm, & Sunday 12:30pm – 5:30 pm. Hours are consistent with the mall however a doctor may not always be available. Call for an appointment.

**Eligibility:** Accepts Medicaid patients for eye exams only at the Merle Hay location. At the South Ridge location eye exams and glasses are covered. Private insurance also accepted.

**Program Overview:** Offer the latest designer and brand name frame, current prescription lens technology and popular sunglass brands. They have contact t lenses including disposable, colored and progressives. Provides eye exams, eye education and prevention, and has a kids’ corner.

## VALLEY OPTICAL SHOPPES

**(515) 223-9400**  
2001 Westown Pkwy #205  
West Des Moines, IA 50265  
WWW.VALLEYOPTICAL.COM

**Hours:** Monday–Thursday 8:30 am – 5:30 pm, Friday 8:00am – 5:30pm & Saturday 8:30am – Noon

**Eligibility:** Accepts minimal Medicaid clients.

**Program Overview:** Accepts Medicaid patients for eye exams only.

## VISION CLINIC OF ANKENY

**(515) 964-4239**  
209 E. 1<sup>st</sup> St.  
Ankeny, IA 50021

**Hours:** Monday, Tuesday, Wednesday, and Friday 8:30 am – 5:00 pm, Thursdays 8:30 am–6:00 pm & Saturday 8:30 am – Noon

**Eligibility:** Accepts Medicaid & Hawk–I patients for eye exams and glasses; also accepts private insurance.

**Program Overview:** Provides eye exams, designer frames and contact lenses.

## VOGUE VISION

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**(515) 223-5000**

9749 University Ave.  
Clive, IA 50325

**(515) 262-7555**

2472 E. Euclid Ave  
Des Moines, IA 50317

**(515) 244-2338**

2405 Ingersoll Ave.  
Des Moines, IA 50312

**(515) 243-3020**

555 Walnut St. Ste. 204  
Des Moines, IA 50309

**(515) 270-6060**

7025 Hickman Rd.  
Des Moines, IA 50322

<http://www.voguevision.com/>

**Hours:** Hours vary by location. Call for more information.

**Eligibility:** Accepts Medicaid & Hawk-I patients for eye exams and glasses. The Clive location accepts Medicaid and Hawk-I for exams only.

**Program Overview:** Offers new generation high tech lenses, contact lenses, frames, lenses and eye exams. They often offer sales that afford you the opportunity to purchase two pair of glasses for less than two hundred dollars. There are also sales on glasses as low at 49.50.

## WHYLIE EYE CARE CENTER

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**(515) 967-6605**

501 8<sup>th</sup> St. SE  
Altoona, IA 50009

**(515) 964-8080**

629 N. Blvd.  
Ankeny, IA 50021

**(515) 263-3560**

1242 E. 14<sup>th</sup> St.  
Des Moines, IA 50316

**(515) 255-5533**

3725 Ingersoll Ave.  
Des Moines, IA 50312

**(515) 223-8666**

1540 Valley West Dr.  
West Des Moines, IA 50265

**(515) 244-5146**

699 Walnut St., Suite 227  
Des Moines, IA 50309

**(515) 270-8545**

3735 86<sup>th</sup> St.  
Urbandale, IA 50322

**Hours:** Vary depending upon location. Call for further details.

**Eligibility:** Accepts Medicaid and Hawk-I patients for eye exams and glasses.

**Program Overview:** Provides eye exams, frames, lenses and contact lenses.

## WOLF CLINIC

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**(515) 223-8685**

6200 Westown Pkwy  
West Des Moines, IA 50325

**Hours:** Monday-Friday 7:00am - 5:00pm.

**Eligibility:** Accepts Medicaid and Hawk-I patients as well as other private insurances.

**Program Overview:** This is a specialty clinic so depending on the service patients will need to check with their insurance to see what is covered.

## PARENTING PROGRAMS

### ANKENY COMMUNITY SCHOOLS

(515) 965-9606

306 SW School St.  
Ankeny, IA 50023

WWW.ANKENYSCHOOLS.ORG

**Hours:** Monday–Friday 8:30 am – 4:00 pm

**Eligibility:** Anyone who is interested.

**Program Overview:** Ankeny adult education offers a parenting class title the “Love and Logic” program. It is offered twice a year in the fall and winter sessions, for 5 weeks. There is a fee for the class \$25 per person or \$35 per couple. Classes meet at the Ankeny High School located at 1302 N. Ankeny Blvd. Ankeny, IA 50023.

- To find out more information and to register for the class go to WWW.ANKENYSCHOOLS.ORG.
- To register online click on Community Education→ Course Catalogue and Registration.

### ALPHA WOMEN CENTER

**Des Moines:**

(515) 285-5700

3605 SE 14<sup>th</sup> St.  
Des Moines. IA 50320

**Ankeny:**

(515) 965-7885

406 SW School St.  
Ankeny, IA 50023

Email:

awc1dsm@mchsi.com

www.awcdesmoines.org

**Hours:** Monday, Tuesday, and Thursday 10:00 am – 7:00 pm (Des Moines location)

Monday and Wednesday 10:00am – 6:00pm (Ankeny location)

**Eligibility:** Anyone needing services.

**Program Overview:** Free pregnancy testing, support and counseling, parenting, prenatal classes, nutrition and safety classes. Ultrasounds are also available.

- Alpha Women Center also provides some baby items (diapers and clothes) but given on emergency basis. Client can earn points in the Baby Closet Program to get diapers and baby clothes. Limited resources in Spanish.

### BRIGHTER BEGINNINGS

(515) 633-5001

(515) 633-5009

Valley United Methodist  
Church

4201 Ashworth Rd.

West Des Moines, IA 50265

WWW.WDMCS.ORG

(listed under Early Childhood)

Mailing Address:

3550 Mills Civic Parkway

West Des Moines, IA 50265

**Hours:** Tuesday, Wednesday, Friday 9:00am–12:00pm

**Eligibility:** Families that live within the West Des Moines Community School district.

**Program Overview:** Brighter Beginnings is offered by Community Education to families who live within the West Des Moines Community School District boundaries. Parents with children from birth to kindergarten can enjoy this free program. Brighter Beginnings follows the Parents As Teachers (PAT) curriculum.

#### PHILOSOPHY

Babies are born learning and their parents are their first and most influential teachers. These two simple truths are the foundation for Brighter Beginnings, a program to help parents with the most important career of their life – PARENTING. Through Brighter Beginnings, parents are supported by professional educators who suggest ways to effectively teach and nurture young children. This home–school–community partnership offers the following:

- Information on child development from birth through kindergarten
- Events where parents share insights or concerns together
- Parenting classes
- Access to other opportunities and services in the community, as needed Parents and children attend the free Brighter Beginning classes together. Class time is divided into time for parent/child activities and parent time without the children. During this time, parents discuss various topics with educators and other parents while children enjoy playtime and activities.

Classes are held at Valley United Methodist Church located at 4201 Ashworth Road, West Des Moines.

## BROADLAWNS MEDICAL CENTER

(515) 282-2228  
1801 Hickman Rd.  
Des Moines, IA 50314

**Hours:** Class times will vary. Call for details.  
**Eligibility:** Classes offered for Broadlawns clients only. Classes are directed towards individuals needing parenting and prenatal care.  
**Program Overview:** Offers prenatal, prepared childbirth, breastfeeding, and infant care basic classes. Several financial assistance resources are available for those who qualify.

## CHILD ABUSE PREVENTION COUNCIL OF DES MOINES

(515) 725-2682  
Polk County River Plaza  
2309 Euclid Avenue  
Des Moines, Iowa 50310  
WWW.DMCAP.ORG

**Hours:** Monday–Thursday 9:00 am – 3:00 pm  
**Eligibility:** Anyone needing assistance.  
**Program Overview:** The mission of this council is to eliminate child abuse in Polk County through education, training and support. The council focuses on community planning and monitors community services. This is a small grass roots organization whose programs include: free parenting classes; Multi-Disciplinary team and education trainings; HOPE! Drama Troupe that performs in all area schools by giving a 30 min. play on child abuse.

## EARLY HEAD START

(515) 271-1854  
1-800-44-Drake Ext. 1854  
3206 University Avenue  
Des Moines, IA 50311

**Hours:** Monday–Friday 8:00 am – 4:30 pm  
**Eligibility:** Pregnant women and/or with children ages birth to three. Call for requirements.  
**Program Overview:** Early head start is a home program for pregnant women and children age birth to 3 living within Polk County. A toddler program for 2 and 3-year-old children and their families are also offered through the Early Head Start program. A 3 and 4 year old program is available that is done mostly outside the home. Call for more details.

## FAMILY DIRECTIONS OF IOWA

(515) 255-9490  
1211 Vine St. Ste. 1140  
West Des Moines, IA 50265  
www.familydirectionsiowa.org

**Hours:** Monday–Friday 8:30 am – 4:30 pm  
**Eligibility:** Varies depending upon program and Classes are ongoing and revolving.  
**Program Overview:** Family Directions offers many parenting programs:  
**Parents Anonymous Community Parent groups:** Weekly meetings open to any interested parent, based on the model developed by the national Parents Anonymous® organization more than thirty years ago. They offer a supportive, non-threatening environment where parents discuss communication, discipline, child development, parental roles, and methods for successfully dealing with the everyday stresses of parenting, and other issues that impact parenting behavior. To reinforce their new attitudes, parents practice new behaviors at home and discuss the results at the group each week.  
**Parents Anonymous Community Children and Youth Programs:** Serve the children of parents who are attending Parent Groups. While their parents participate in the Parents Anonymous® group, children participate in a structured program at the same time and location. Children engage in a variety of activities that stimulate their social and emotional development. Programs are supervised by qualified Children and Youth Program Workers trained in the proven effective model based on Parents Anonymous® Principles and Standards of Practice. The program creates an environment where children can achieve goals such as expressing appropriate emotions, building stronger interpersonal skills, developing coping and problem solving skills, and gaining respite from daily life stresses and developing resiliency to face these stresses.  
**The Parenting Way:** a structured ten-week parenting skills course developed and trademarked by Family Directions of Iowa. The Parenting Way© curriculum addresses the importance of early childhood initiatives and seeks to change parents' knowledge of child development, attitudes toward parenting, and their view of themselves as the most important first step toward enhancing the parent-child relationship. Parents may register at any time, but must complete each session. Parents earn a certificate for each completed session and Special Certificate for completing the entire course. Parents are asked to enroll in a Parents Anonymous® group when they sign up for a class. Class pre-registration is required.

## IOWA HEALTH SYSTEMS

(515) 263-2229  
1200 Pleasant St.  
Des Moines, IA 50309

**Hours:** Phone is answered on a 24 hour basis.  
**Eligibility:** Pregnant women and their partners  
**Program Overview:** Hospital offers programs such as baby finance, breastfeeding, fatherhood class, young and single mom's class, twins and siblings, grandparents, and infant care.

## LUTHERAN SERVICES OF IOWA

(515) 274-4946  
3125 Cottage Grove  
Des Moines, IA 50311  
www.lsiowa.org

**Hours:** Monday–Friday 8:00 am – 5:00 pm  
**Eligibility:** Varies depending upon program. Call for eligibility.  
**Program Overview:** LSI offers many parenting programs:

- **Friends of New Parents:** The Friends of New Parents program provides home visits to families in an attempt to ease the transition of bringing a new baby into the home. Participants receive resource information as well as free gifts. FNP attempts to visit every newborn in the county to provide information and support.
- **Healthy families, Healthy Start Empowerment:** These are early childhood prevention programs that can provide continual home visits starting prenatally and continuing to age three or four. This program helps reduce the stress associated with the birth of a baby and assists parents in providing children a healthy start in life.
- **HOPES/Healthy Families:** HOPES is an early childhood long-term prevention program that provides ongoing in-home visits that can start prenatally and continue to age three or four. This program assists parents in giving their children a healthy start in life. Goals include promoting positive parenting, improving child health and development and preventing child abuse and neglect.
- **Mobile Parenting:** This is a parent education program offered at Polk County homeless shelters, correctional facilities, and local churches. Facilitators use strength-based curriculum and adapt lessons to participants needs. Classes are offered at St. Joseph's Emergency Shelter for Families, the Family Violence Center, Fort Des Moines Facility for Men, and the Polk County Jail. Classes are also offered in Spanish.

## MERCY MEDICAL CENTER

(515) 643-6667 (MOMS)  
1111 6<sup>th</sup> Avenue  
Des Moines, IA 50314  
www.mercydesmoines.org

**Hours:** Phone is operated on a 24 hour basis.  
**Eligibility:** Pregnant women and their partners, children  
**Program Overview:** Mercy offers many classes for new and expecting parents. Some of those classes include: baby basics, post-partum adjustment, cesarean birth, breastfeeding, prenatal, boot camp for dads, multiple births, and sibling classes.

## VISITING NURSE SERVICES

(515) 288-1516  
1111 9<sup>th</sup> St. Ste. 320  
Des Moines, IA 50314  
www.vnsdm.org

**Hours:** Monday–Friday 7:45 am – 4:30 pm  
**Eligibility:** Vary depending upon program. Call for eligibility.  
**Program Overview:** VNS of Iowa offers many parenting programs:

**1st Five**

1<sup>st</sup> Five, Healthy Mental Development Initiative is a project funded by the Iowa Legislature to assist medical practitioners in providing social/emotional, family stress and parental depression screenings to children during well-child medical exams. If a red-flag is detected through this screening process the family is then linked to Visiting Nurse Services for care coordination services. These care coordination services are offered to address the needs of the entire family. 1<sup>st</sup> Five understands that the health and well being of family members directly impacts the health of an infant or young child. After resource and referral information is provided to the family, the VNS of Iowa Care Coordinator then apprises the referring medical provider to the outcome of the referral. Call 515-558-9959 for more information.

### **CONNECTIONS PROGRAM**

The VNS of Iowa Connections Program provides nursing visits to pregnant and parenting adolescents attending school in Polk County. Registered nurses and a registered dietician provide:

- Prenatal and post partum health education
- Child development screening and education
- Perinatal depression screening and referral
- Referrals to community resources
- Nutrition counseling
- Family planning counseling
- Interpretation services available upon request
- Mental health and social work services

Referrals can be made by a physician, social worker, family member, friend or as a self-referral.

Please contact our intake nurse at 515-558-9946 for more information.

### **EARLY ACCESS IOWA**

Early ACCESS Iowa is a VNS of Iowa program funded and administered by the Iowa Department of Education and the Iowa Department of Public Health.

The purpose of Early ACCESS Iowa is to serve as the central point of contact and directory for families. Early ACCESS Iowa assists families and providers in connecting with Early ACCESS and community-based services that address specialized child and family needs through a user friendly system that includes a 1) website, 2) toll-free telephone service, and 3) a single point of contact to provide facilitation of resources and referrals.

Early ACCESS is Iowa's free statewide information and referral service for children age 0-3 with disabilities, their families, their service providers and other members of the community. Information specialists are available via telephone and e-mail, Monday - Friday, 8:00 a.m. to 7:00 p.m.

Call us at 1-888-IAKIDS1 (1-888-425-4371) for more information or on the internet at [WWW.EARLYACCESSIOWA.ORG](http://WWW.EARLYACCESSIOWA.ORG).

### **HEALTHY START & EMPOWERMENT FAMILY SUPPORT PROJECTS**

The VNS of Iowa Healthy Start and Empowerment Family Support Projects provide case management services to families in need in Polk County who are pregnant or have a child up to the age of six. Case management services include:

- Home visits
- Prenatal, post partum and parenting education
- Child development screening and education
- Perinatal depression screening and referral
- Support groups
- Referrals to community resources and support in accessing services
- Parent involvement opportunities

Bilingual case managers and interpreters are available to assist people who speak Arabic, Spanish and Vietnamese. Referrals can be made by a physician, social worker, family member,

friend, or as a self-referral. Please contact our intake nurse at 515-558-9946 for more information.

### **MATERNAL CHILD HEALTH OUTREACH**

The VNS of Iowa Maternal Child Health Outreach Program has Outreach Specialists who assist uninsured families, children, and pregnant women in obtaining health care coverage and finding a doctor and dentist. Bi-lingual outreach specialists who speak Spanish and English are located at the HOLA Center at 618 East 18th Street, and English-speaking specialists are located at the VNS of Iowa main office, located at 1111 9<sup>th</sup> St, Suite 320. Other languages are served with the use of VNS of Iowa interpreters. Program assistance includes:

- Answering questions about free or low-cost health insurance options
- Facilitating the hawk-i or Medicaid process
  - Assist with completing the application
  - Advocate on client's behalf
  - Serve as a liaison
- Explaining additional family programs based on eligibility
- Providing community referrals
- Helping enroll on VNS of Iowa Dental Voucher Program based on the following guidelines:
  - A child is under 21 years old
  - Has no dental insurance
  - Lives in Polk County
  - Meets the income requirements
  - Has never participated in the program

The VNS of Iowa Maternal Child Health Outreach Team is a proud partner of the Healthcare Coverage for Kids Coalition that provides hawk-i and Medicaid outreach throughout Polk County.

For questions or assistance, call 558-9946 for English speaking services, and 229-HOLA (4652) for Spanish speaking services.

### **MATERNAL CHILD HEALTH PROGRAM**

The VNS of Iowa Maternal Child Health Program provides nursing visits to pregnant and parenting women living in Polk County. Registered nurses, social workers and dieticians provide:

- Prenatal and post partum health education
- Child development screening and education
- Perinatal depression screening and referral
- Referrals to community resources
- Nutrition counseling
- Family planning counseling
- Interpretation services available upon request
- Mental health and social work services

Referrals can be made by a physician, social worker, family member, friend or as a self-referral. Please contact our intake nurse at 515-558-9946 for more information.

### **STORK'S NEST**

The VNS of Iowa Stork's Nest is an educational incentive program. Pregnant women who reside in Polk County and who meet program income guidelines may enroll in the Stork's

Nest. Participants earn points for healthy behaviors such as keeping medical appointments, WIC participation, breastfeeding, and school attendance. These points are redeemed for needed baby items such as diapers, clothing, strollers, cribs and car seats.  
Call 515-558-9950 for more information.

## YOUNG WOMEN'S RESOURCE CENTER

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**(515) 244-4901**  
705 E. 2<sup>nd</sup> St.  
Des Moines, IA 50309  
Email:  
YWRC@YWRC.ORG  
WWW.YWRC.ORG/

**Hours:** Monday–Thursday 8:00 am – Noon; 1:00 pm – 5:00 pm & Friday 8:00 am – Noon

**Eligibility:** Serves young women ages 11–21. No Boundaries

**Program Overview:**

- YWRC Problem Solving: Classes focus on helping young women develop lifelong decision-making and relationship skills.
- Justice Groups: Support young women who are in the judicial system
- After School Programs: Provide self-esteem building and problem-solving assistance in a supportive, group environment. These programs are held in middle schools in the greater Des Moines area.
- The Doula Program: Provides a mentor and birth coach to pregnant and parenting young women. Doulas provide emotional and practical support during pregnancy and continued mentoring after the baby is born.
- Heart-to-Heart: Educates young women about keeping their children safe from sexual abuse.
- Young Moms: Provides parenting support classes in a group setting, and encourages young women to wait until adulthood to have additional children.
- Mariposa: A leadership class for Latina women.
- Connect: A class for young women who are lesbian or have questions about their sexual orientation.
- SIG-NA: Provides education and support to young women who are survivors of abuse.
- Little Passengers Safety Program: Provides education and instruction to families with the ability to provide safety seats to financially qualified families.
- Case Management: Provides support, education, resources, and referrals through Healthy Start/Empowerment Programs.
- R-3 (Rights, Respect and Responsibility): Adolescent pregnancy prevention group. Youth provide peer education and advocacy on sexual health, healthy relationships and healthy choices.

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## RESPIRE CARE

### CHILDSERVE

(515) 727-8750  
5406 Merle Hay Rd.  
P.O. Box 707  
Johnston, IA 50131

**Hours:** Operate on a 24-hour a day basis. Office hours may vary.

**Eligibility:** Children with special health care needs.

**Program Overview:** Respite is available for children with a variety of physical and mental health care needs to provide their families a break from care giving. ChildServe offers group respite in both Johnston and Ames within their centers, individualized one on one respite in family homes and specialized one on one respite in family homes with respite provided by a nurse.

### EASTER SEALS SOCIETY OF IOWA

(515) 289-1933  
401 NE 66<sup>th</sup> Ave.  
Des Moines, IA 50333

**Hours:** Monday–Friday 8:00 am – 5:00 pm

**Eligibility:** Children with physical and mental health care needs.

**Program Overview:** Easter Seals Iowa offers the only camp-based recreational respite in central Iowa for children with a variety of physical and mental health care needs. Traditional camp activities such as archery, swimming, horseback riding, wheel chair sports, and hikes are available to all campers. A registered nurse is on duty 24 hours a day. Most fees are paid through Medicaid waivers. Respite can be accessed for part days, full days, and/or week long experiences.

### H.O.P.E. (HONORING OPPORTUNITIES FOR PERSONAL EMPOWERMENT)

(515) 277-4673  
P.O. Box 13374  
Des Moines, IA 50310  
WWW.HOPE-AGENCY.ORG

**Hours:** Monday – Friday 7:30am–4:00pm

**Eligibility:**

- Children and Adults who have been diagnosed with Mental Retardation and/or Developmental Disabilities. (Ex: Autism/Asperser’s and Cerebral Palsy)
- Elder Iowans who qualify for the Elderly Waiver or Medicaid funding.
- Children and Adults who qualify for the Brain Injury Waiver.
- Children and Adults who qualify for the Ill and Handicapped Waiver.

**Program Overview:** H.O.P.E. received the highest level of review from Home & Community Based Waiver Serves in February 2005 ~ a 3 year certification with EXCELLENCE! They are also contracted with Polk county Health Services as a PCHS Network Provider.

Services offered are:

- Supported Community Living (SCL)
- Consumer Direct Attendant Care (CDAC)
- Respite
- Supported Employment (SE)
- Transportation

Call for more information.

### LINK ASSOCIATES

(515) 262-8888  
4301 NE 14<sup>th</sup> St.  
Des Moines, IA 50313  
www.linkassociates.org

**Hours:** Monday–Thursday 8:00 am – 4:30 pm, Friday 8:00am–4:00pm

**Eligibility:** Families with children and/or dependent adults with special needs, who are on the ID Waiver.

**Program Overview:** Offers in-home respite care and Supported Community Living (SCL) services to families with a child or dependent adult. Trained care providers offer families a break in the daily routine which helps parents avoid burnout, stress and fatigue. Respite services helps parents relax and return revitalized, better able to care for their child.

SCL services focus on the development or enhancement of specific goals the child or dependent adult need, including personal management skills, socialization skills, communication skills, personal and environmental supports, and transportation (excluding to and from work). Families schedule services directly with a care provider. Respite can be utilized for overnights, emergency or crisis situations, and for varying lengths of time.

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## LUTHERAN SERVICES OF IOWA

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**(515) 271-7355**  
3116 University Ave.  
Des Moines, IA 50311  
www.lsiowa.org

**Hours:** Monday–Friday 8:00 am – 5:00 pm  
**Eligibility:** Families that have children with special needs. Participants need to have some form of funding in place from a waiver, private pay, or other sources.  
**Program Overview:** Respite Care (out-of-home and in-home) offers short-term relief to people caring for individuals with disabilities. Respite care can be done in an individual's home or in an LSI-certified respite home. LSI provides services under the children's mental health waiver. This waiver provides therapy, skills to assist in community and family living, and respite care for children who have a serious emotional disorder. These services allow an eligible child to live at home with their families, rather than living in a medical or residential facility.  
**Respite Options:** Is a program designed to prevent child abuse and neglect. During a stressful or emergency family situation, parents and guardians in Polk County can take advantage of free, temporary respite care for infants through 5-year-old children. This temporary care is provided so that parents and guardians can take a break and avoid family crisis situations. Certified LSI respite providers offer a safe and nurturing environment. LSI also assists families in identifying community resources to access support.

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## OPTIMAE LIFESERVICES INC.

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**(515) 283-1230**  
**(888)-472-1684**  
602 East Grand Ave.  
Des Moines, IA 50309  
www.optimaeliveservices.com

**Hours:** Monday–Friday 9:00 am – 5:00 pm  
**Eligibility:** Primarily serving individuals with serious and persistent mental illness, mental retardation and developmental disabilities  
**Program Overview:** Optimae LifeServices provides a full array of mental health, rehabilitation and support services throughout multiple counties in Iowa. Additionally, Optimae's Mental Health Centers provide individual and group therapy, as well as psychiatric consultation and medication management to anyone interested in addressing difficult situations in their lives.

The Children's Services are now in with Advanced Therapy Solutions which is located at 2903 Ingersoll Ave, Des Moines Iowa 50312. The following children's services are offered: Group therapy (KidsShare), Remedial Services, Family and Community Support Services, Children's Habilitations, Supported Community Living and Respite for those on the MR, BI, and ill and handicapped waivers: and individual and family therapy.

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## YOUTH EMERGENCY SERVICES AND SHELTER (YESS)

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**(515) 282-9377**  
**(515) 243-7825**  
918 SE 11<sup>th</sup> St.  
Des Moines, IA 50309  
www.yessiowa.org

**Hours:** Shelter operated on a 24-hour basis.  
**Eligibility:** Provides emergency shelter, respite, crisis care, and counseling for children age's birth through 17.

**Program Overview:**  
**EMERGENCY SHELTER**

Runaway, abused, homeless, and troubled youth, ages 10 through 17, may stay at YESS' 24-hour emergency shelter when home is not an option. While at YESS, adolescents find safety in time of crisis, a caring supportive environment in which to sort out their problems, and help for their families to stay together. Parents, family friends, other referral agencies, or youth themselves can turn to YESS for assistance any time of day -- or night.

**BLUMENTHAL CRISIS NURSERY**

Children, ages birth through nine years old, who are in the midst of a family crisis may stay at the Blumenthal Crisis Nursery. The crisis nursery provides these young children a temporary haven from the trouble and uncertainty in their lives. Respite care at the crisis nursery offers families faced with overwhelming stress a safe place to turn before the situation becomes unmanageable or abusive.

**SHELTERS**  
**(E) Emergency, (T) Transitional**

**BEACON OF LIFE (T)**

**(515) 244-4713**  
1717 Woodland Ave.  
Des Moines, IA 50309

**Hours:** Shelter operated on a 24-hour basis.  
**Eligibility:** Women and children.  
**Program Overview:** Provides long-term transitional housing facility with 34-woman capacity. Offer many different classes and groups to help women understand how got into situations, how to change behaviors, and how to become strong, independent women.

**BETHEL MISSION (E)**

**(515) 244-5445**  
1310 6<sup>th</sup> Avenue  
Des Moines, IA 50314

**Hours:** Shelter is operated on a 24-hour basis.  
**Eligibility:** Homeless men in need of assistance.  
**Program Overview:** Provides 108 beds to homeless men. Shelter guests receive a clean and safe place to stay, hot and nutritious meals, Bible studies, individual case management and Christian counseling.

- For men who wish to make lasting changes in their lives, we offer our 8-12 month JOURNEY OF HOPE recovery program. The first step in this continuum of care is a program we call STEP (Structured Transition and Evaluation Period) which provides a two to four week time to evaluate the candidates' level of commitment and their ability to live within a structured program that requires discipline and accountability. If it is determined that the STEP resident has demonstrated commitment to the program they are given the privilege to transfer to our Door of Faith facilities - a long-term recovery and rehabilitation center for homeless men.

**CATHOLIC WORKER HOUSE (E)**

**(515) 243-0765**  
1310 7<sup>th</sup> St.  
Des Moines, IA 50314  
[www.desmoinescatholicworker.org](http://www.desmoinescatholicworker.org)

**Hours:** Tuesday, Thursday, Friday, and Sunday 3:00pm-5:00pm. Meal is provided at 3:00pm and 6:00pm.  
**Eligibility:** Anyone in need of services.  
**Program Overview:** The first floor of the Bishop Dingham house is open five days a week and welcomes all who enter as guests and friends. There are two free meals each day, Lunch is at 3:00pm and supper is at 6:00pm. Guests may take a meal "to go" if they wish.

Guests are welcome to use the bathroom, shower, receive and make phone calls, and enjoy a cup of coffee while watching some TV. Also guests can receive mail there if they wish.

Free canned food, clothing, bedding, and toiletries are available upon request when they are available. On Saturdays at 10am at Trinity United Methodist church (three blocks from Catholic Worker) fresh produce is given away. On Sundays around noon at the Catholic worker house, donated bread and pastries are given away.

## CENTRAL IOWA SHELTER AND SERVICES (E)

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**(515) 284-5719**  
205 15<sup>th</sup> St.  
Des Moines, IA 50309  
www.centraliowashelter.org

**Hours:** Daily from 4:00 pm – 8:00 am

**Eligibility:** Any homeless person needing services 18 years old and above.

**Program Overview:** Emergency shelter is available for 68 men and 34 women. The agency also offers a 14-bed transitional dorm for veteran; for a total of 116 beds for the homeless, as well as the following: Two Nutritional Meals Daily – Daytime program participants also receive lunch, Clothing and Transit Assistance, Shower and Laundry Facilities, On-site Medical Clinic, Substance Abuse and Peer Group Counseling Sessions, Needs and Program Readiness Assessment, Individualized Development Plan and Case Management, Health (mental and physical) and Treatment Management (addictions), Guest Supervision, Supplemental Lifeskills Instruction and Counseling, Training and Employment Resources, Referrals and Placement , Public Benefits Eligibility Determination Assistance and Placement, and Housing Placement

Guests not working with a case manager toward achievement of self-sufficiency goals within 90 days of intake are referred to other providers for appropriate assistance. The following Central Iowa Shelter programming has been developed to further respond to core issues and barriers affecting homeless and extremely low-income persons residing in Polk County.

## CHILDREN & FAMILIES OF IOWA—FAMILY VIOLENCE CENTER

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**IA Domestic Violence  
Hotline:  
(800) 942-0333  
Children & Families of Iowa,  
Local Crisis Line:  
(515) 243-6147  
CONTACTUS@CFIOWA.ORG  
WWW.CFIOWA.ORG**

**Hours:** Call anytime

**Eligibility:** Victims and children.

**Program Overview:** The Center's services provided are twofold: Services provided in the shelter, and outreach services designed to activate the community against domestic violence.

**The Shelter Services:**

- The Center provides emergency safe shelter to victims and their children who are in immediate danger and who have ongoing safety concerns caused by domestic violence. The shelter is staffed 24 hours a day by certified domestic abuse advocates. Family Violence Center clients are offered individual and group counseling, including counseling for children's groups. Clients are referred to community resources, such as legal aid, law enforcement, housing, job development and social services. Court advocacy is also available for shelter residents.
- The shelter is available to residents of any state who are in imminent danger or have a history of prior abuse. Women are able to work or attend school while residing at the shelter. All services provided at the Family Violence Shelter are free of charge.

**Community Outreach Services:**

- Individual advocacy (one-on-one), medical advocacy, counseling and support groups are available for victims, survivors and their children who reside in Polk or Warren County and choose not to enter emergency shelter. Court advocacy services are also available.
- The Family Violence Center provides educational services within the greater Des Moines community. They seek to explain the underlying causes of domestic violence by providing training and community education to interested groups, including professionals, schools, hospitals, businesses, civic organizations and the faith community.

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## DOOR OF FAITH MEN'S RESIDENTIAL/RECOVERY CENTER (T)

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(515) 974-0545

6701 SW 9<sup>th</sup> St.

Des Moines, IA

[HTTP://WWW.HOPEIOWA.ORG/PROGRAMS\\_SERVICES/MEALS.ML](http://www.hopeiowa.org/PROGRAMS_SERVICES/MEALS.ML)

**Hours:** Shelter is operated on a 24-hour basis.

**Eligibility:** Homeless men who are in need of assistance AFTER completing a recovery program at Bethel Mission. Participants are eligible to stay at the recovery center up to 1 year.

**Program Overview:** At this location the Door of Faith ministers to homeless men through a program of tough love, sobriety, accountability and responsibility. The S.T.A.R (Spiritual Training and Recovery) program offers sixteen classes over a period of eight to twelve months. Each man works with a case manager to establish a plan for healing and independence. On the spiritual side, the Door provides ample opportunity for men to experience the healing power of Christ through group Bible studies and personal reflection. The Door of Faith also actively manages relationships between employers and residents. Employers are screened and pre-certified, and job placement is an important part of a man's individual recovery plan. In addition, the Door periodically offers special vocational training in concert with local educational institutions.

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## HAWTHORN HILL: HOME CONNECTION (T) & NEW DIRECTIONS (E)

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### Administrative Office

(515) 283-1911

### Home Connection

(515) 244-9748

### New Directions

(515) 243-7456

3001 Grand Ave.

Des Moines, IA 50312

[WWW.HAWTHORN-HILL.ORG](http://www.hawthorn-hill.org)

**Hours:** Shelters open on a 24-hour a day basis.

### Home Connection

- **Eligibility:** Homeless families with children under the age of 18. Parents must also be working or going to school to be eligible.
- **Program Overview:** Provides shelter to homeless women with children, advocacy for women in Iowa's prisons, and English as Second Language (ESL) programs for refugees and immigrants.

### New Directions

- **Eligibility:** Homeless mothers with children in need of assistance.
- **Program Overview:** Provides free, temporary, emergency shelter and services for homeless mothers and their children. Offer a home environment that is drug and alcohol free. The facilities include 8 private bedrooms, balanced meals, and bathroom and laundry facilities. We furnish clothing and medical care as needed. To help mothers get a new start, we offer professional case management, and counseling and advocacy in many different areas. Women are assisted by staff and volunteers in locating more permanent housing for their families and in accessing available community resources.

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## HOPE MINISTRIES- HOPE FAMILY CENTER (T)

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(515) 264-0144

3333 E. University Ave.

Des Moines, IA 50317

[www.hopeiowa.org](http://www.hopeiowa.org)

**Hours:** Shelters open on a 24 hour a day basis.

**Eligibility:** Homeless women and children desiring life change.

**Program Overview:** Provides long-term shelter and recovery for women and children, as well as women working to regain custody of their children. This Christian-based program offers recovery and life skills classes, including parenting, budgeting, counseling, spiritual growth, and health and wellness education for women committed to overcoming addiction and building stable, independent lives.

## HOUSE OF MERCY

(515) 643-6500  
1409 Clark St.  
Des Moines, IA 50314  
WWW.HOUSEOFMERCYDESMOINES.  
ORG

**Hours:** 24-hours

**Eligibility:** Single, pregnant, and parenting adolescent or adult women in developing personal responsibility and independence through counseling, education, and primary medical care in collaboration with other providers. Half-way house services/programming available.

**Program Overview:**

### **Transitional Living Programming**

- Project Together: A 24-hour halfway house program for homeless, chemically dependent, pregnant and/or parenting women who have a substance abuse problem and are in need of assistance with recovery, self-sufficiency, parenting, and life skills.
- Project Together II: A 24-hour halfway house program for chemically dependent women (with or without children) who are in need of assistance with recovery, self-sufficiency, parenting (in most instances), and life skills.
- Healthy Transitions: A 24-hour transitional living program designed for homeless women and their children. Clients are asked to make a minimum 12-month commitment to the program and have the option of staying for as long as two years.
- In Touch With Teens: 24-hour comprehensive group care program that teaches living and parenting skills to young women 13 to 18 years old who are pregnant and/or parenting.

### **Health Care Programming**

- Medical Clinic: Provides primary care services for uninsured and underinsured individuals.

### **Community Services Programming**

- Outpatient Programming: Includes extended outpatient and continuing care substance abuse treatment services for chemically dependent women.
- Homeless Outreach Program: Collaborative partnership between House of Mercy and Primary Health Inc., for the purpose of providing outpatient chemical dependency services to homeless persons in the Polk county area.
- Dental Program: Voluntary initiative involving House of Mercy and several area dentists, hygienists, and dental assistants. Established to provide dental care to women living at House of Mercy.
- Diocesan School Program: Collaborative initiative between House of Mercy and four Catholic Diocesan elementary schools.

## IOWA HOMELESS YOUTH CENTER (IHYC) BUCHANAN TRANSITIONAL LIVING CENTER (T)

(515) 265-1222  
1219 Buchanan St.  
Des Moines, IA 50316  
AYOUTH@YSS.AMES.IA.US  
WWW.IOWAHOMELESSYOUTH.ORG

**Hours:** 24 hours a day 7 days a week

**Eligibility:** Coed facility houses up to eight homeless youth, ages 16-22.

**Program Overview:** A case manager works with individuals to set and achieve educational, vocational and personal living goals. Staff members provide counseling, support, information and referrals 24 hours a day.

## IOWA HOMELESS YOUTH CENTER (IHYC) IOWA AFTERCARE NETWORK (T)

(515) 288-7884  
1216 Martin Luther King Jr.  
Pkwy  
Des Moines, IA 50314  
AYOUTH@YSS.AMES.IA.US  
WWW.IOWAHOMELESSYOUTH.ORG

**Hours:** 8:00 am – 5:00 pm

**Eligibility:** Young adults who, after reaching age 18 while in foster care and are now on their own.

**Program Overview:** This organization provides free assistance and support in developing and achieving individual goals, also links to other community resources that are available for young people ages 18 to 21 that age out of foster care.

## IOWA HOMELESS YOUTH CENTER (IHYC) LIGHTHOUSE HOST HOMES (T)

(515) 288-7884

Des Moines/Polk County

(515)233-3141

Ames/Story County

(800) 600-2330

24-hour crisis line

WWW.IOWAHOMELESSYOUTH.ORG

**Contact Information:** For more information about these programs, call the TLP or Host Home Case Manager in your county, or call YSS headquarters at 515-233-3141 or call the YSS 24-hour crisis line at 1-800-600-2330.

**Area Served:** Host Home/Transitional Living arrangements are located in Ames, Boone, Des Moines, Indianola, Marshalltown, Mason City, and Webster City.

**Eligibility:** Lighthouse Homes and apartments serve as residences for a unique transitional living program targeting homeless, pregnant young women and young parents, ages 16-25. The program focuses on helping non-system-involved young mothers and fathers become independent and self-sufficient. Participants may stay at a Host Home for up to two years.

**About the Program:** The Lighthouse Home/Transitional Living Programs work to eliminate homelessness among youth and pregnant or parenting young mothers in central Iowa. Our programs are often a last resort for runaway and homeless youth and pregnant or parenting young mothers who may have exhausted community resources, family and friends. These programs focus on helping homes youth and families live independently and become self-sufficient. A case-worker or counselor works with each client to help them set and achieve their educational, vocational, and personal living goals.

**Description of Services:** Youth & Shelter Services designed its Transitional Living Project (TLP) to provide the option of monitored self-sufficient living for homeless youth 16 to 21 years old who cannot live safely with a parent or relative and who have no other stable living arrangement.

Participants live in clusters or scattered site transitional living apartments, and are supervised by a Transitional Living Specialist for up to 18 months. The program emphasizes living skills such as budgeting, problem solving, running a household, and seeking and maintaining employment. Residents must be willing to participate in an educational program and/or maintain a job, agree to save a portion of their salary, participate in an appropriate level of counseling, and abstain from chemical use/abuse.

## RUTH HARBOR (T)

(515) 279-4661 or

(866) 900-4661 (toll free)

534 42<sup>nd</sup> St.

Des Moines, IA 50312

INFO@RUTHHARBOR.ORG

WWW.RUTHHARBOR.ORG

**Hours:** Monday-Friday 8:30am-5:00pm. Call for an appointment

**Eligibility:** Young women facing unplanned pregnancies.

**Program Overview:** Ruth Harbor is a 6-8 resident maternity home located in Des Moines. It provides young women who are alone and facing unplanned pregnancies a truly viable option—a safe harbor—by providing housing, education, counseling, health care, parenting training or adoption assistance, spiritual support and more for the duration of their pregnancies. Ruth Harbor is a Christ-centered home for young women who are facing unplanned pregnancies and in need of assistance. Under the guidance and direction of live-in house parents, women live together as a family learning to care for both their home and one another.

## ST. JOSEPH'S EMERGENCY SHELTER (E)

(515) 282-1235

1535 11<sup>th</sup> St.

Des Moines, IA 50314

DWEBB@DMDIOCESE.ORG

CEGGER@DMDIOCESE.ORG

**Hours:** 24 hours a day, 7 days a week. Intakes are taken from 8:00am-5:00pm daily.

**Eligibility:** Must have minor children. If from a shelter needs referral.

**Program Overview:** An emergency shelter where the entire family can stay together. Houses 5 families for up to 30 days. Meals, laundry facilities and case management are offered to assist guests in returning to self-sufficiency.

## YOUTH EMERGENCY SERVICES AND SHELTER (YESS) (E)

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(515) 282-9377  
(515) 243-7825  
918 SE 11<sup>th</sup> St.  
Des Moines, IA 50309  
www.yessiowa.org

**Hours:** Shelter operated on a 24-hour basis.  
**Eligibility:** Provides emergency shelter, respite, crisis care, and counseling for children birth through 17.  
**Program Overview:**  
**EMERGENCY SHELTER**  
Runaway, abused, homeless, and troubled youth, ages 10 through 17, may stay at YESS' 24-hour emergency shelter when home is not an option. While at YESS, adolescents find safety in time of crisis, a caring supportive environment in which to sort out their problems, and help for their families to stay together. Parents, family friends, other referral agencies, or youth themselves can turn to YESS for assistance any time of day -- or night.  
**BLUMENTHAL CRISIS NURSERY**  
Children birth through nine years old, who are in the midst of a family crisis may stay at the Blumenthal Crisis Nursery. The crisis nursery provides these young children a temporary haven from the trouble and uncertainty in their lives. Respite care at the crisis nursery offers families faced with overwhelming stress a safe place to turn before the situation becomes unmanageable or abusive.

## YMCA OF GREATER DES MOINES (T)

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(515) 288-2424  
101 Locust St.  
Des Moines, IA 50309  
www.DMYMCA.ORG

**Hours:** Vary depending upon location.  
**Eligibility:** For homeless men in need of assistance.  
**Program Overview:** Riverfront YMCA Transitional Housing Program (THP) has 188 beds which address the needs of homeless men. Each room is single occupancy and equipped with a bed, dresser, desk, and chair. Provides all linens and towels for program participants. All residents receive answering service 7:00am-10:00pm, front desk assistance, 24/7 staff, emergency provisions, access to health care, and membership to the YMCA and benefits from a secure entry system.  
Assist homeless men who want to transition from homelessness to independent living. There is a two year time limit for participants. They can receive affordable housing and case management services. There is a limited amount of supplies, personal hygiene items, food pantry, and other related resources.

## YWCA OF GREATER DES MOINES (T)

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(515) 244-8961  
717 Grand Avenue  
Des Moines, IA 50309  
Email:  
JHAFLEY@YWCADSM.ORG  
WWW.YWCADSM.ORG

**Hours:** Monday-Friday 8:00 am – 5:00 pm  
**Eligibility:** The Residential Housing Program serves women 18 and older as well as children. To be eligible applicants will have to be able to pay rent whether that is their own income, a relative/friend paying their rent, or an agency. If an applicant has a mental health diagnosis it is a requirement that they are on medication. Applicants will have to be able to do chores. If an applicant has a substance abuse problem they will need to either have an evaluation or follow their prescribed treatment plan.  
**Program Overview:** Residential Housing Program: The Residence Program is a two year low-cost transitional housing for women and women with children. Located on the top three floor of the YWCA, the program houses over 60 women and 20 children at any one time and provides services to over 400 individuals each year. Women entering the transitional housing program may face many difficult issues such as domestic violence, mental illness, minor physical disability, economic hardship, and chemical dependency. Core services include monthly visits, goal development, advocacy, referrals and individual assessment.  
**Applicants will not be able to enter the program if:**

- No income
- Refusal to take mental health or substance abuse assessment
- Not complying with mental health or substance abuse assessment
- Sex offender
- Past negative history of living here
- Assault against another woman
- Are unable to do all chores

## SUPPORT GROUPS

### ABC SUPPORT GROUP

**(515) 233-1677**  
 219 6<sup>TH</sup> St.  
 PO Box 603  
 Ames, IA 50010  
 Email: PEOPLEPLACE@LSIOWA.ORG

**Hours:** Group meets Wednesdays 9:30am–11:30am. Call for more information.  
**Eligibility:** Parents with young children.  
**Program Overview:** PEOPLE Place, a family resource center of Lutheran Services in Iowa offer the ABC Support Group. Parents of young children (infancy–preschool) meet weekly to discuss practical concerns and have special guest speakers on such topics as school readiness, pediatric dentistry, car seat safety, and much more. Call for more information on meeting dates and times. Child care available.

### ADULT CHILDREN OF ALCOHOLICS: HEART OF IOWA ACA

**(515) 279-3658**  
 Central Presbyterian Church  
 3829 Grand Avenue  
 Des Moines, Iowa 50312  
  
 www.aadesmoines.org

**Hours:** Group meets Saturday at 11:00am. Call for more information.  
**Eligibility:** Adult Children whose parents were alcoholics.  
**Program Overview:** Provides support and counseling. For the most current listings of meetings go online. No pre-registration required.

### AIDS PROJECT OF CENTRAL IOWA

**Mark Hillenbrand:**  
**(515) 284-0245 or**  
**(888) 373-0010**  
 711 E. 2<sup>nd</sup> St.  
 Des Moines, IA 50309  
 WWW.AIDSPROJECTCI.ORG

**Hours:** Call for more information.  
**Eligibility:** Participants in the support group must be clients of the therapist at AIDS Project of Central Iowa.  
**Program Overview:** Assisting people who are living with HIV to achieve the highest quality of life available. Gives support to those clients through group therapy.

### AMANDA THE PANDA CHILDREN AND FAMILY GRIEF CENTER

**(515) 223-4847**  
 1000 73<sup>rd</sup> St.  
 Windsor Heights, IA 50324  
 INFO@AMANDATHEPANDA.ORG

**Hours:** Monday – Friday 8:30am – 4:30pm.  
**Eligibility:** Anyone needing grief counseling/support.  
**Program Overview:** Provides support to grieving children and their families through a variety of services. Extensive support is provided to children, teens, and adults. NO FEES

### BEST BUDDIES IOWA

**(515) 282-6218**  
 8450 Hickman Rd., Ste. 6  
 Des Moines, IA 50325  
 WWW.BESTBUDDIESIOWA.ORG

**Hours:** Call for more information  
**Eligibility:** Individuals with intellectual and developmental disabilities.  
**Program Overview:** To establish a global volunteer movement that creates opportunities for one to one friendships, integrated employment and leadership development for people with intellectual and developmental disabilities.

### BIG BROTHERS AND BIG SISTERS OF CENTRAL IOWA: MAIN OFFICE

**(515) 288-9025**  
 9051 Swanson Blvd.  
 Clive, IA 50325  
 Email:  
 INFO@BBBSIA.ORG  
  
 WWW.BBBSIA.ORG

**Hours:** Monday – Friday 8:00 am – 5:00 pm  
**Eligibility:** BBBSI identifies children, ages 6–14, in need of a mentor and matches them with a caring individual.  
**Program Overview:** Big Brothers Big Sisters of Central Iowa (BBBSI) is a non-profit mentoring agency founded in 1967 by local leaders.  
**Community Based Mentoring:** Allows mentors to visit with children for at least two visits a month, for a minimum of four hours.  
**Mentoring Children of Prisoners (MCP):** Mentors are matched with a child that has a parent(s) in prison. They meet for at least two visits a month, for a minimum of four hours.  
**School Based Mentoring:** Allows mentors to meet with their Little in their school for one hour a week to work on school work, play games, etc.

## CHADD OF IOWA

**(515) 223-6730**  
West Des Moines Public  
Library  
4000 Mills Civic Parkway  
West Des Moines, IA.  
WWW.CHADD.NET

**Hours:** Meetings are the 1<sup>st</sup> Monday of every month; 7:00pm–9:00pm. Call or check website for specific information.

**Eligibility:** Support and education for parents of children with ADD.

**Program Overview:** The Greater Des Moines branch meets on the first Monday of the month from 7–9pm at the West Des Moines Public Library. CHADD of Iowa meets at various locations, dates, and times throughout the state.

## CHILDREN AND FAMILIES FIRST

**(515) 244-1716**  
1353 9<sup>th</sup> St.  
Des Moines, IA 50314

**Hours:** Tuesday, Wednesday, and Thursday 8:00 am – 4:30 pm

**Eligibility:** Anyone in need of services.

**Program Overview:** Provides conflict resolution skills, problem solving, individual workshops, skill development, parenting education, and literacy.

## CHILDREN IN THE MIDDLE

Mercy Behavioral Health

**(515) 271-6300**  
1750 48<sup>th</sup> St.  
Des Moines, IA 50310  
WWW.MERCYDESMOINES.ORG

**MERCY:**

**Hours:** The program is held three to four Thursdays per month from 5:00 pm –8:00 pm and one Saturday per month from 8:00 am –11:00am. Please contact the **Mercy Nurse** for specific dates, times, and registration at (515) 243–2584 or log on to WWW.MERCYDESMOINES.ORG.

**Eligibility:** This seminar is open to the public and is suitable for grandparents and step-parents. Cost: \$35 parent; \$15 for other family members/significant others.

**CENTRAL IOWA HEALTH SYSTEM:**

**Hours:** Classes are held Tuesday/Thursday evenings, 5:00pm – 9:00pm, Wednesday mornings 9:00am – 1:00pm, and Saturday mornings 8:00am – 12:00pm. Call **My Nurse** for specific dates, times, and registration at (800) 424–3258 or log on at WWW.IOWAHEALTH.ORG.

**Eligibility:** This seminar is open to the public and is suitable for grandparents and step-parents. Cost: \$40 parent (or those needing certificates); \$20 for other family members/significant others.

**PROGRAM OVERVIEW FOR BOTH LOCATIONS** Children in the Middle is a three or four hour class providing education and affirmation for parents, with the primary focus on children's needs, at all ages. Required by the Domestic Relations Code of Iowa, the program is conducted by qualified professionals from Mercy Psychiatric Services.

**Topics:**

- Parenting skills for divorcing parents.
- Child's need/survival techniques.
- Healthy vs. problematic reactions of children.
- Age-specific needs of your children.
- Identifying how your child feels.

Central Iowa Health System

**(800) 424-3258**  
700 E. University Ave.  
Des Moines, IA 50309  
WWW.IOWAHEALTH.ORG

## CREATIVE VISIONS

**(515) 244-4003**  
1343 13<sup>th</sup> St.  
Des Moines, IA 50314

**Hours:** Monday–Friday 9:00 am – 5:00 pm

**Eligibility:** Middle school/high school aged girls and boys.

**Program Overview:** Young women's and men's support groups offered at Creative Visions. Call for more information.

## DES MOINES MOTHERS OF MULTIPLES

**(515) 266-6283**  
Capitol Hill Christian Church  
3322 E. 25<sup>th</sup> St.  
Des Moines, IA 50317

**Hours:** Meets the 2<sup>nd</sup> Thursday of each month.

**Eligibility:** Mothers who have children in multiple sets.

**Program Overview:** Support group is held at the Capitol Hill Christian Church. New mom's meet at 6:30pm. The general meeting is held at 7:00 pm followed by a program.

## FAMILY DIRECTIONS OF IOWA

(515) 255-9490  
1211 Vine St. Ste. 1140  
West Des Moines, IA 50265  
www.familydirectionsiowa.org

**Hours:** Monday–Friday 8:30 am – 4:30 pm

**Eligibility:** Varies depending upon program and Classes are ongoing and revolving.

**Program Overview:** Family Directions offers many parenting programs:

- **Parents Anonymous Community Parent groups:** Weekly meetings open to any interested parent, based on the model developed by the national Parents Anonymous® organization. They offer a supportive, non-threatening environment where parents discuss communication, discipline, child development, parental roles, and methods for successfully dealing with the everyday stresses of parenting, and other issues that impact parenting behavior. To reinforce their new attitudes, parents practice new behaviors at home and discuss the results at the group each week.
- **Parents Anonymous Community Children and Youth Programs:** Serve the children of parents who are attending Parent Groups. While their parents participate in the Parents Anonymous® group, children participate in a structured program at the same time and location. Children engage in a variety of activities that stimulate their social and emotional development. Programs are supervised by qualified Children and Youth Program Workers trained in the proven effective model based on Parents Anonymous® Principles and Standards of Practice. The program creates an environment where children can achieve goals such as expressing appropriate emotions, building stronger interpersonal skills, developing coping and problem solving skills, and gaining respite from daily life stresses and developing resiliency to face these stresses.
- **The Parenting Way:** A structured ten-week parenting skills course developed and trademarked by Family Directions of Iowa. The Parenting Way© curriculum addresses the importance of early childhood initiatives and seeks to change parents' knowledge of child development, attitudes toward parenting, and their view of themselves as the most important first step toward enhancing the parent-child relationship. Parents may register at any time, but must complete each session. Parents earn a certificate for each completed session and Special Certificate for completing the entire course. Parents are asked to enroll in a Parents Anonymous® group when they sign up for a class. Class pre-registration is required.

## HOSPICE OF CENTRAL IOWA

(515) 274-3400  
1-800-806-9934  
401 Railroad Place  
WDSM, IA 50265  
www.hospiceofcentraliowa.org

**Hours:** Held on the 4<sup>th</sup> Monday of every month from 7:00pm –9:00 pm. Held on the 3<sup>rd</sup> Monday in the months of December and May from 7:00pm–9:00pm.

**Eligibility:** For individuals that have lost a loved one. Free and open to the public.

**Program Overview:** Touching Our Grief is an ongoing, monthly grief support group. The group meets at The Bright Center.

## HISPANIC FAMILY SUPPORT GROUP: EMPLOYEE & FAMILY RESOURCES/ L.U.N.A.

Indira  
(515) 271-5060  
West Minister Presbyterian  
Church  
4111 Allison Ave.  
Des Moines, IA 50310

**Hours:** Meets every other Thursday from 6:00pm–7:00pm: December 3 & 17, January 7 & 21, February 4 & 18, March 4 & 18, April 1 & 22, and May 6 & 20

**Program Overview:** A variety of subjects will be discussed:

- How to enroll children in the Des Moines Public Schools and how to support them through school.
- Drug education and how to talk to your kids about drugs.
- Communication between kids and parents.
- Knowing your rights and where to find legal help.
- Sexually Transmitted Infections and Family Planning.
- Differences in cultures.
- Much more!

## IOWA FOSTER AND ADOPTIVE PARENT'S ASSOCIATION (IFAPA)

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**(515) 289-4567**  
6864 NE 14<sup>th</sup> St. Ste. 5  
Ankeny, IA 50023  
WWW.IFAPA.ORG

**Hours:** Vary depending upon group.  
**Eligibility:** Anyone needing support who is involved in foster and adoptive families.  
**Program Overview:** Support groups for foster and adoptive families. Go to the website or call for group times and locations.

## KIDSNET(FOSTER/ADOPT IOWA)

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**(800) 243-0756**  
6884 NE 14<sup>th</sup> St. #5  
Ankeny, IA 50023  
  
**Des Moines Area Contact:**  
**(515) 261-3719**

**Hours:** Call for more information or long on to WWW.IAKIDS.ORG for information.  
**Eligibility:** Foster parents or adoptive parents with a DHS subsidized adoption.  
**Program Overview:**  
**Post-Adoption Support:** Even after adoption, families may face challenges such as coordinating a child's treatment needs, managing behaviors or maintaining a child's relationship with a birth relative. Post-adoption support is designed to help you with these challenges. Support can be different for every family, so an assigned Iowa KidsNet support specialist will help you develop a support plan that meets your family's unique needs and circumstances.  
**Foster Families:** Iowa foster families also receive free support services from Iowa KidsNet. Foster families are automatically assigned an Iowa KidNet support specialist upon completion of PSMAPP training. The goal of these services is to help strengthen placements, prevent disruption and achieve permanency.

## LGBT CENTER OF CENTRAL IOWA

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**(515) 277-7884**  
3839 Merle Hay Road Ste 275  
Des Moines, Iowa 50310  
www.lgbt-dsm.org

**Hours:** Monday-Friday 8:30 am-5:00 pm & opened late on Thursday.  
**Eligibility:** Support for lesbian, gay, bisexual, and transgendered persons.  
**Program Overview:**  
**Generation Q-** Support group for youth and meets weekly at the Center. The meetings focus on the particular needs of the participants. Guest speakers may attend from time to time. Recent topics have included history of the LGBT movements, gender issues, coming out to family, and safety in schools.  
**Out Professionals-** A networking and social group for LGBT individuals in their 20's and 30's. This group has been meeting monthly and is doing some planning for upcoming activities. One exciting event they are discussing is a job fair for sometime this fall.  
**Fuerza-** A support and social group for LGBT Latinos. They meet the 2nd Monday of every month for discussion. Topics have included: racism, discrimination, and lack of access to services. This group is discussing organizing on a statewide level.  
**Folks Like Us (FLU)/Gay Friday-** A social group which meets almost every Friday for a potluck and a movie. The group meets at the Des Moines Friends House and is open to anyone. This group is very laid back and welcoming of new participants.  
**Transformations-** A support group for transgender individuals and their significant others. This group meets once a month and discusses such topics as employment issues, safety, transitioning, and health concerns.  
**Family Pride Coalition-** The focus is to create family-centered activities. The annual Family Pride Picnic is held the Saturday of Pride. Additional events have been a hayride, sledding party, and Valentine's night out for parents.  
**Rainbow Bowling League-** Bowls on Wednesday nights and is a sanctioned league, meaning members can compete in tournaments. They have several seasons throughout the year. This current season has over 50 bowlers participating. They bowl at the Merle Hay Lanes.  
**Stonewall Book Club-** Meets every other month to discuss a particular book. The books are chosen during the prior meeting and may include fiction or non-fiction titles.

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**MONSOON UNITED ASIAN WOMEN OF IOWA**

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**(515) 288-0881**  
**Helpline:**  
**(866) 881-4641**  
515 28<sup>th</sup> St.  
Des Moines, IA 50312

**Hours:** Call for more information.  
**Eligibility:** Asian women in Iowa communities.  
**Program Overview:** To end violence against women in Asian communities in Iowa. Monsoon provides direct services through its Multilingual Language Advocates Program and the Asian Community Resource Center and also has a violence-prevention project through the Monsoon Generation One API Youth Council and the Project Organically Grown Girls' Activism. Monsoon's advocates speak a variety of Asian languages.  
Monsoon's services to survivors and victims of domestic violence and sexual assault include:

- Legal referrals and court assistance
- Assistance in getting health care, housing, education, employment, and government benefits
- Support Groups
- Language classes

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**NAMI IOWA (NATIONAL ALLIANCE ON MENTAL ILLNESS)**

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**515) 254-0417**  
**800-417-0417**  
5911 Meredith Dr. Ste E  
Des Moines, IA 50322  
Email: [INFO@NAMIOWA.COM](mailto:INFO@NAMIOWA.COM)  
[www.namiowa.org](http://www.namiowa.org)

**Hours:** Monday-Friday 9:00am-3:00pm  
**Eligibility:** See program overview.  
**Program Overview:** NAMI Greater Des Moines for anyone interested in mental illness. Meets the first Sunday of each month at Lutheran Hospital from 2:00-3:00pm.  
The Connections Recovery Support group for those with a mental illness meets every Monday night from 7:00-8:30pm at the state office.

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**NATIONAL MULTIPLE SCLEROSIS SOCIETY – NORTH CENTRAL STATES CHAPTER**

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**(515) 270-6337**  
**(800) 344-4867**  
8187 University Blvd, Ste. B  
Clive, IA 50325  
[HTTPS://WWW.NATIONALMSSOCIETY.ORG//NTH/HOME/](https://www.nationalmssociety.org//NTH/home/)

**Hours:** Call for more information.  
**Eligibility:** People with Multiple Sclerosis, friends, and family.  
**Program Overview:**  
**DES MOINES #1 MS Self-Help Group "Young at Heart"**  
Meets last Sunday of each month from 2-4 p.m.  
Iowa Methodist Hospital, Kelly/Nobel Dining Rooms, Level "B" 1200 Pleasant St.  
Stephanie, (515) 277-2915  
**DES MOINES #2 MS Self-Help Group—"MS Matters"**  
Meets 3rd Sunday of each month from 2-4 p.m.  
Iowa Lutheran Hospital, Conference Rooms A/B, 700 E. University  
Valerie, 515-965-5972 or Kathi, 515-224-4899

## NEW HORIZONS/LEARNING SUPPORTS

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### CIRCLE OF SUPPORT

**Nichole Michels:**

**(515) 243-2580**

705 E. University

Des Moines, IA 50316

### PROJECT CONNECT

**(515) 323-8644**

1801 16<sup>th</sup> St.

Des Moines, IA 50314

**Hours:** Monday – Friday 7:30 am – 4:00 pm

#### **CIRCLE OF SUPPORT**

**Eligibility:** Families with children who will attend the Des Moines Public Schools.

**Program Overview:** The goal is to increase the academic performance of children and to help families move from poverty to self sufficiency. The Circles of Support program links families with community volunteers, known as allies, for the purpose of supporting those families in achieving economic self-sufficiency and academic success for their children. Each circle consists of the participant family, and two to three allies. The Circle participant family and allies become “friends on purpose” and the allies’ main role is to provide support to the participant. Circles participants also develop dream paths, identify strategies to reach their goals and problem-solve to reduce barriers.

#### **PROJECT CONNECT**

**Eligibility:** 4<sup>th</sup>–8<sup>th</sup> grade students at several area schools. No FEES

**Program Overview:** Project Connect is a school-based mentoring program, designed to match caring community members with students, in 4<sup>th</sup> through 8<sup>th</sup> grade, who could benefit from a mentoring match. Project Connect is a collaborative effort between Des Moines Public Schools, Big Brothers Big Sisters of Central Iowa, and the Des Moines Area Religious Council.

Key outcomes for the program are: increased academic performance; increased enthusiasm for learning and school bonding; improved attendance and social behavior; and opportunities for caring relationships with well trained mentors.

## POLK COUNTY CRISIS AND ADVOCACY SERVICES

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**(515) 286-3600**

Polk County River Place

2309 Euclid Avenue

Des Moines, IA 50310

CRISIS:

**(515) 286-3535**

**Hours:** 8:00 am – 4:30 pm; Phone answered 24 hours a day.

**Eligibility:** Victims of personal, violent crime. Not limited to Polk residents. Anyone wanting services and willing to come to the office. Free voluntary and confidential.

**Program Overview:** Program provides 24 hour homicide crisis response, and assistance to sexual assault and other violent crime victims for hospital exams, law enforcement, prosecution and court contacts.. Crisis intervention, counseling, referral, advocacy and support group services are provided for sexual assault and violent crime victims. A contract with the Family Violence Center (see separate entry) provides crisis intervention, counseling and emergency shelter for victims of domestic abuse and their families.

## SED PROJECT/GETTING IT TOGETHER

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**(515) 558-6247**

#### **Locations:**

1. Meets the 2<sup>nd</sup> Tuesday of every month from 7:00pm–8:30pm in Altoona at Adventure–Life Reformed Church, 1700 8<sup>th</sup> St S. Meetings are in the youth room.
2. Meets the 3<sup>rd</sup> Thursday of every month from 6:00pm–7:30pm at Lincoln Heights Evangelical Lutheran Church, 1217 SW Watrous.
3. Meets the 4<sup>th</sup> Monday of every month from 5:30pm–7:00pm at Capitol Hills Lutheran Church, 511 Des Moines St.

**Eligibility:** Families who child was diagnosed with SED

**Program Overview:** Provides wraparound services to families who have a child diagnosed with a Serious Emotional Disturbance (SED). The project partners with families to develop an individualized plan to help families meet the needs of their child and put the pieces of life together. There is a parent support group and a sibling support group.

## SERVE OUR YOUTH

**(641) 620-9037**  
 Executive Office  
 309 Roosevelt  
 Pella, IA  
 INFO@SERVEOURYOUTH.ORG  
 WWW.SERVEOURYOUTH.ORG

**Hours:** Call for more information  
**Eligibility:** Faith based mentoring for high-risk youth.  
**Program Overview:** An invitation by the Polk County Youth Services Administrator to explore how the faith community could be equipped to positively impact the high-risk youth served by Juvenile Court, Department of Human Services and other Des Moines area agencies. With the help of a local Reformed Church of America pastor and a small network of churches, SOY began recruiting, training and screening volunteers from across south central Iowa to serve these youth in 6 counties of south central Iowa.

## UNITED WAY OF CENTRAL IOWA

**2-1-1 or**  
**(515) 246-6500**  
 1111 Ninth St. Suite 100  
 Des Moines, IA 50314  
 HTTP://WWW.UNITEDWAYDM.ORG  
 CONTACTUS@UNITEDWAYDM.ORG

**Hours:** Monday–Friday 7:45am–4:30pm  
**Eligibility:** Anyone in need of services or information  
**Program Overview:** Connects people to resources, direction and guidance in the community.

## URBAN DREAMS

**(515) 288-4742**  
 1410 6<sup>th</sup> Ave.  
 Des Moines, IA 50314  
  
 UDINFO@URBANDREAMS.ORG  
 WWW.URBANDREAMS.ORG

**Hours:** Monday – Friday 9:00 am – 11:00 pm and Saturday 9:00 am – Noon

- **U-CARE:** Examines, compile, and implement best practices with respect to reducing disproportionate high school suspension rates for minority students, disproportionate minority contact rates, and other aspects of Iowa's rural to urban transition.
- **Community Care Case Management:** Provides child and family focused services and support to families referred from the State of Iowa's DHS. The program is geared to strengthen families and reduce child abuse and neglect in Iowa.
- **Community Health:** Provides aggressive outreach, a free clinic, prevention programs, and information about available health programs to predominantly low income and minority residents.
- **Full Service Community Schools:** Offers a holistic approach to the pressing needs of families and children attending schools in low income areas of Des Moines.
- **Healthy Start and Empowerment:** Focus on healthier beginnings for children, helping mothers with housing, clothing, employment, medical and mental health services.
- **HERO (Habilitation and Empowerment for Returning Offenders):** Helps ex-offenders make a successful transition back into society through job counseling and an array of developmental life skills.
- **Links to Learning:** Provides a structured learning environment to Des Moines Public School students who have been suspended from school.
- **Latino Dreams:** Information referral, interpretation and translation services, citizenship and ESL classes, and other programs related to the betterment of the Latino community
- **Remedial Services**
- **SAVE (Substance Abuse Variation Experiences):** An outreach program for both youth and adults that are seeking in-patient or out-patient substance abuse treatment.
- **Social Mediation:** Provides consultation and assistance with issues involving race, education, youth conflict, and community concerns to any organization seeking it.
- **Tobacco Sensation:** Statewide program that works with local coalitions to develop assessments, strategies and services to reduce tobacco usage among African-American populations in Iowa
- **V.O.T.E.:** Non-partisan effort to increase civic engagement in areas with historically low voter turnout.
- **Youth Aftercare:** Youth are referred to this program by the Iowa DHS.
- **Youth Recreation, Arts and Culture:** Provides a variety of programs that offer athletic involvement, sports events, arts, and cultural experiences to youth and their families.

## VISITING NURSE SERVICES OF IOWA HISPANIC COUPLES GROUP

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**Facilitators:**

**Ann Grant**

**(515) 558-6248**

**Karen Reinecke**

**(515) 299-2811**

**Interpreter:**

**Maria Valencia**

**(515) 558-9974**

Capitol Hill Lutheran Church

511 Des Moines St.

Des Moines, IA

**Hours:** Meets the 4<sup>th</sup> Monday of every month from 5:30pm–7:00pm.

**Eligibility:** Pre-registration is requested.

**Program Overview:** Our goal is to benefit and enrich your relationship with your partner and to increase the strength of your family.

- Childcare and transportation available. Please call in advance to arrange.

## TRANSPORTATION

### DART– DES MOINES AREA REGIONAL TRANSIT AUTHORITY

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(515) 283-8111 (questions)

(515) 283-8100 (schedule)

(515) 283-8120 (Spanish)

1100 DART Way

Des Moines, IA 50309

www.ridedart.com

**Hours:** Vary by bus schedule, call for details

**Program Overview:**

**Bike & Ride–** With a bike rack on every regular and express route the bus can take you and your bike just about anywhere.

**Employer Support Program**

DART's Employer Support Program (ESP), enables participating employers to offer a tax-free subsidy for their employees who use transit for their commute. Currently, around 50 organizations in the Des Moines area offer this benefit, paying up to 100% of employees' monthly transit fares.

**OTT Program**

A program that allows income eligible individuals within Polk County to ride the city bus for a reduced rate when going to work, looking for a job or traveling to educational and training programs. The program is funded by the City of Des Moines, Des Moines DART & Polk County

**Para transit**

For persons in wheelchairs or otherwise unable to get in and out of a vehicle independently. Client must first do intake with Para transit. Call 286-3484 for intake or call 283-8136.

### POLK COUNTY SENIOR SERVICES

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(515) 286-3679

1914 Carpenter Avenue

Des Moines, IA 50314

**Hours:** Monday–Friday 8:00 am – 5:00 pm

**Eligibility:** low income persons over 60 years of age.

**Program Overview:** Free transportation for persons 60 years of age or older with a limited income. Limit of 6 trips per year.

### PRISON VAN MINISTRY--TRINITY UNITED METHODIST CHURCH

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(515) 288-4056

1548 8<sup>th</sup> St.

Des Moines, IA 50314

**Hours:** Oakdale & Anamosa: 2<sup>nd</sup> Saturday of every month. Depart at 8:30am.

Ft. Madison & Mt. Pleasant: 4<sup>th</sup> Saturday of every month. Depart at 7:30am.

**Eligibility:** \$15/passenger. Anyone who has a family member that is incarcerated. Visitor must be approved on the incarcerated person's visiting list.

**Program Overview:** Trips are made, monthly, to Oakdale, Anamosa, Ft. Madison, and Mt. Pleasant.

### U OF IOWA VAN TRANSPORTATION

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(319) 356-2346

1-800-777-8442

**Hours:** Appointment time must be between 10:30 am – 3:00 pm

**Eligibility:** Persons who are on Iowa Care program only.

**Program Overview:** Persons needing transportation to and from Iowa City Hospitals and Clinics.

### UNITED WAY OF ANKENY

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(515) 965-1976

406 SW School St. Ste. 116

Ankeny, IA 50023

**Hours:** Office hours vary, call and leave a message

**Eligibility:** Older adults residing in the Ankeny area.

**Program Overview:** Free transportation for older residents of Ankeny. Need sufficient notice for availability. Drivers are volunteers using their own private vehicles so rides are dependent upon those circumstances. Riders must be able to get in and out of vehicle independently. No handicap vehicles available. Professional appointments only.

## VNS OF IOWA TRANSPORTATION

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**(515) 558-9972**  
1111 9<sup>th</sup> St. Ste. 320  
Des Moines, IA 50314

[www.vnsdm.org](http://www.vnsdm.org)

**Hours:** Monday–Friday 7:45 am– 4:30 pm

**Eligibility:** Must be an appointment for a health care need.

**Program Overview:** Provide assistances to your child’s health care appointment. Appointments eligible for transportation are medical, dental, mental health, vision, and any kind of therapy. Can’t provide rides to pick up prescriptions or for medical appointments to anyone over age 21. MUST call by noon at least 2 business days before the appointment.

1. A transportation staff member will ask for the following information:

- ❖ Your child’s name, date of birth, and Title 19 number( if eligible)
- ❖ All stopping point addresses (home, school, etc.)
- ❖ The date and time of your child’s appointment
- ❖ Address and phone number of the appointment

Please have the above information ready when you call Visiting Nurse Services

2. You must have car seats or booster seats ready for all children under the age of 6, in case you will be going by cab, rather than the VNS of Iowa van. If you do not have car seats, you must notify the staff member when you make arrangements.

3. Same day transportation will only be arranged for emergency situations.

4. Transportation can be arranged to pick up/drop off children at school or daycare right before or after the health care appointment.

5. Your child must have a Medicaid card for the current month in order to be eligible for free transportation.

8. Please call if any changes to the original request are needed at least 24 hours before the appointment

9. If you need to cancel your appointment, please call 24 hours before the appointment. If you do not call to cancel or you are not ready within 5 minutes of your pick up time, it will be considered a “No Show.” After 3 No Shows you will be suspended from transportation for one month.

## YOUTH RESIDENTIAL SERVICES

### CHILDREN AND FAMILIES OF IOWA

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(515) 288-1981  
(515) 288-9109 Fax  
(515) 246-1245 Fax  
1111 University Ave.  
Des Moines, IA 50314  
CONTACTUS@CFIOWA.ORG  
WWW.CFIOWA.ORG

**Hours:** Monday – Friday 8:00 am – 7:30 pm & Thursday until 5:00. Appointment ONLY  
**Eligibility:** Sliding fee scale, Medicaid, Medicare, Hawk-i, and other private insurance.  
**Program Overview: Domestic Violence Services:** Responding to the needs of victims of domestic abuse and their families at the Family Violence Center. The Family Violence Center (see separate entry) empowers victims of domestic violence and their families to begin violence-free lives through shelter, therapy, safety planning and community outreach.  
**Family-Centered Counseling:** Foster Care and Adoption: Helping at-risk families and children find and maintain safe, stable homes. Services include Foster Care and Adoption for children and teens and Family-Centered Counseling.  
**Treatment for Troubled Teens:** Treatment and services for teens struggling with behavioral and mental issues, addiction and juvenile delinquency.  
**Therapy Services:** Providing a solution-focused approach to therapy for individuals and families, helping them make healthy choices and positive changes in their lives.  
**Financial Management Services:** Helps clients manage their money so they can continue to provide for themselves and their families and become self-sufficient.

### CHILDREN'S SQUARE (PMIC)

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(712) 322-3700  
N. 6<sup>th</sup> St. and Ave. E  
P.O. Box 8-C  
Council Bluffs, IA 51502  
WWW.CHILDRENSQUARE.ORG

**Hours:** Hours vary depending on the program.  
**Eligibility:** Program ages vary  
**Program Overview: Emergency Shelter:** Provides short-term care and assistance for children aged birth through 17 years. Services include protective placement for children who need shelter to ensure their safety and well-being; transitional shelter stays for children awaiting other placement; and a safe haven for runaway and homeless youth. The emergency shelter operates 24 hours a day, 7 days a week.

- **Runaway and Homeless Youth Services:** Provides short-term intervention to assist children and families experiencing runaway, homeless, or crisis situations. The program operates a 24-hour hotline, family mediation, youth development and individual problem solving. Outreach presentations, referrals and after-care services are also available. Help-line services are available to all children and family members.
- **Residential Education and treatment:** Provides a therapeutically planned group living and learning environment for children ages eight through 17 who have emotional and related behavior problems requiring placement in a 24 hour structured program. Individualized services are planned and implemented by a multi-disciplinary team. Services are obtained by referral from the Department of Human Services, Juvenile Court Services or parents/guardians can voluntarily place a child who meets eligibility requirements. Call for more information at 712-322-3700.
- **Academic Center:** Provides educational programming for students with emotional and behavioral difficulties in grades 1-12. The center serves students who require intensive individual support and are in need of a self-contained classroom. Emphasis is placed on developing the student's academic and behavioral skills to a degree where it is possible for the student to return to the referring school district.
- **Family Centered Services:** Designed to strengthen individual and family relationships. Children receiving services may be living with parents, relatives or in a foster home. Specific services include counseling, therapy, skill development, consultation, psycho-social evaluation and supervision.
- **Aftercare Services:** Provides supportive services and assistance to 18-21 year olds who are transitioning into independent living situations from foster care.
- **The Children's Center:** Provides early childhood education for children ages 0-6.
- **Child Connect:** Provides family foster care services for children ages 0-17.

## CHILDSERVE

(515) 727-8750  
5406 Merle Hay Road  
P.O. Box 707  
Johnston, IA 50131  
WWW.CHILDSERVE.ORG

**Hours:** Front office hours Monday – Thursday 7:30 am – 6:30 pm, Friday 7:30am–4:30  
**Eligibility:** Provides services to children with special health care needs.

**Program Overview:**

- **Residential Program:** ChildServe has a long and strong tradition of providing compassionate, quality residential care in both large and small group settings. ChildServe offers three core residential services, including skilled nursing care, intermediate care for children with mental retardation, and residential supported community living.
- **Community Program:** ChildServe now offers seven core community services. Community services include homecare, therapy, adaptive equipment, respite, supported community living, case management, and childcare.

## CLARINDA ACADEMY (GROUP CARE AND SHELTER)

(712) 542-3103  
1820 North 16<sup>th</sup> St.  
Clarinda, IA 51632  
INFO@CLARINDAACADEMY.ORG  
WWW.CLARINDAACADEMY.ORG

**Hours:** Vary depending on the program.

**Eligibility:** Program ages vary

**Program Overview:** Clarinda Academy currently offers long term residential treatment for males and females, 90–day impact programming, shelter care, and transitional services. The Clarinda Academy environment focuses on behavioral change through the establishment of a positive peer culture and the intervention of negative behavior.

**Programs:**

- **Residential Treatment Program for Boys:** A 4–12 month highly structured program for male youth needing a mid–to longer–term out–of home placement. The program’s goal is to prepare young men for a positive future by identifying strengths and weaknesses. Once identified, the students and staff work together to enhance the positive qualities.
- **Residential Treatment Program for Girls:** Also a 4–12 month program, it is highly structured to facilitate helping young women to confront and overcome delinquent behaviors, while assisting them to process the impact that physical, emotional, and sexual abuse may have had on their lives.
- **Emergency Youth Shelters for Boys:** Accepts young men ages 12–17. Provides a safe and nurturing environment with a structured daily curriculum.
- **Day School Program:** Designed to provide an alternative educational setting for area public school students. The combination of educational and behavioral programming allows Clarinda Academy to create a classroom environment that is not only conducive to learning but also to the instruction and development of pro–social skills; therefore, students achieve their educational and social goals.
- **Weekend Program:** A weekend long stay at the academy teaches social and behavioral coping skills, identify short and long term goals, as well as teach them to be assumed responsible for behaviors which lead them to the doors of Clarinda Academy.

## FAMILY RESOURCES, INC

(563) 326-6431  
Davenport, IA  
INFO@FAMRES.ORG  
WWW.FAMRES.ORG

**Hours:** Vary depending on the program.

**Eligibility:** Individuals and families of all ages.

**Program Overview:** A social service organization committed to children, families, and our community.

**Services include:** Children and Family Services, Adolescent and Family Services, and Community and Family Services. Each service encompasses a continuum of programs including adoption, foster care, residential and day programming, delinquency prevention, domestic violence and rape/sexual assault counseling and advocacy, and domestic violence shelter.

## FOUR OAKS (PMIC, GROUP CARE AND SHELTER)

**Des Moines  
Regional Office**  
**(515) 261-3719**  
2600 72<sup>nd</sup> St.  
Urbandale, IA 50322  
REFERRALS@FOUROAKS.ORG  
WWW.FOUROAKS.ORG

**Hours:** Vary depending on the program.  
**Eligibility:** Individuals and families of all ages.  
**Program Overview:** Provides family-based services that help children grow into competent, caring and responsible adults and encourages development of community attitudes and support systems to assure their success.  
**Programs available statewide:**

- **Residential Treatment:** Designed to assist youth in dealing with their specific problems while taking responsibility for their own actions.
- **Day Treatment:** These programs offer structured day/evening environments for troubled youth, while they continue to live at home.
- **Community-Based Programs:** Youth and families who may be at-risk for imminent failure are provided counseling, education and crisis intervention services to help them get back on track.
- **Aftercare Programs:** Provide services to youth who are leaving treatment facilities or foster care, allowing them to continue to get the support they need to make a successful transition.
- **Special Needs Foster Care and Adoption:** Provides a full range of recruitment, training and support services to foster and adoptive (or other permanent) families of special needs youth.
- **Prevention Services:** These services involve extensive collaboration with community organizations, businesses and other agencies to help youth and families overcome potential obstacles to success.
- **Shelter Services:** Provides emergency and temporary care, counseling and supervision to homeless runaway youth and court-involved youth.
- **Juvenile Justice Services:** Works with local juvenile justice services to create effective treatment programs for youth who are referred for treatment through the court system.
- **Behavioral Health Services:** Provides residential and outpatient services for children and families who are diagnosed with psychiatric disorders.
- **School-Based Programs:** Programming to help kids who are behaviorally challenged to become successful students.

## FOUR OAKS FAMILY & CHILDREN SERVICES—MASON CITY

**Mason City Campus**  
**(641) 423-3222**  
P.O. Box 1352  
Mason City, IA 50402  
<http://www.nexustreatment.org/aboutus.html>

**Hours:** Call for availability  
**Eligibility:** Males and females children ages 5 to 13 with severe emotional and behavioral disorders  
**Program Overview:** Program is designed to help troubled children whose needs require specialized treatment away from home and serve as cost-effective alternatives to long-term hospital psychiatric care.  
Day Program: Structured skill building in groups and individually to teach social and behavioral skills to use in home and within the community.

## IOWA HOMELESS YOUTH CENTER (IHYC)

**(515) 265-1222**  
1219 Buchanan St.  
Des Moines, IA 50316  
AYOUTH@YSS.AMES.IA.US  
WWW.IOWAHOMELESSYOUTH.ORG

**Hours:** 24 hours a day 7 days a week  
**Eligibility:** Homeless youth ages 16-22  
**Program Overview:** Free coed facility houses up to eight homeless youth, ages 16-22. A case manager works with individuals to set and achieve educational, vocational and personal living goals. Staff members provide counseling, support, information and referrals 24 hours a day.

## IOWA HOMELESS YOUTH CENTER (IHYC) IOWA AFTERCARE NETWORK

(515) 288-7884  
1216 MLK Pkwy  
Des Moines, IA 50314  
AYOUTH@YSS.AMES.IA.US  
WWW.IOWAHOMELESSYOUTH.ORG

**Hours:** 8:00 am – 5:00 pm (hours vary some)  
**Eligibility:** Young adults who turned 18 while in foster care and are now on their own.  
**Program Overview:** This organization provides free assistance and support in developing and achieving individual goals, also links to other community resources are available for young people ages 18 to 21 that have aged out of foster care.

## IOWA HOMELESS YOUTH CENTER (IHYC) LIGHTHOUSE HOST HOMES

(515) 288-7884  
Des Moines/Polk County  
  
(515)233-3141  
Ames/Story County  
  
(800) 600-2330  
24-hour crisis line  
  
(515-249-1443  
Outreach  
  
AYOUTH@YSS.AMES.IA.US  
WWW.IOWAHOMELESSYOUTH.ORG

**Hours:**  
**Eligibility:** Lighthouse Homes and apartments serve as residences for a unique transitional living program targeting homeless, pregnant young women and young parents, ages 16–25. The program focuses on helping non–system–involved young mothers and fathers become independent and self–sufficient. Participants may stay at a Host Home for up to two years. Host Home/Transitional Living arrangements are located in Ames, Boone, Des Moines, Indianola, Marshalltown, Mason City, and Webster City.  
**Program Overview:** The Lighthouse Home/Transitional Living Programs work to eliminate homelessness among youth and pregnant or parenting young mothers in central Iowa. These programs focus on helping homes youth and families live independently and become self–sufficient. A case–worker or counselor works with each client to help them set and achieve their educational, vocational, and personal living goals.

- Youth & Shelter Services designed its Transitional Living Project (TLP) to provide the option of monitored self–sufficient living for homeless youth 16 to 21 years old who cannot live safely with a parent or relative and who have no other stable living arrangement.
- Participants live in clusters or scattered site transitional living apartments, and are supervised by a Transitional Living Specialist for up to 18 months. The program emphasizes living skills such as budgeting, problem solving, running a household, and seeking and maintaining employment. Residents must be willing to participate in an educational program and/or maintain a job, agree to save a portion of their salary, participate in an appropriate level of counseling, and abstain from chemical use/abuse.

## LUTHERAN SERVICES OF IOWA

(515) 274-4946  
3125 Cottage Grove Ave.  
Des Moines, IA 50311  
  
(515) 271-7411  
3116 University Ave.  
Des Moines, IA 50311  
WWW.LSIOWA.ORG

**Hours:** Monday–Friday 8:00am –5:00pm.  
**Eligibility:** LSI serves people of all ages, genders, nationalities, religions, ethnicities and sexual orientations and is affiliated with Lutheran Services in America and the three Iowa synods of the Evangelical Lutheran Church in America.  
**Program Overview:** Provides residential treatment, services to families, home health care, early childhood programs, adoption/foster care services, refugee resettlement, services for people with disabilities, disaster response initiatives and other services.

## ORCHARD PLACE – RESIDENTIAL CAMPUS

(515) 285-6781  
925 SW Porter Ave.  
Des Moines, IA 50315  
WWW.ORCHARDPLACE.ORG/  
ADMISSIONS@ORCHARDPLACE.ORG

**Hours:** Monday – Friday 8:00 am – 5:00 pm & by evening appointments.  
**Eligibility:** Children ages 10–17 who are in need of 24 hour evaluation or treatment for psychiatric symptoms. Must have a current psychiatric diagnosis and have attempted lower levels of care.  
**Program Overview:** Psychiatric evaluations and services, psychological assessments, individual therapy, family therapy, group therapy, education services, tutoring and mentoring, recreational therapy, 24–hour nursing care, pediatric exams and consultation, dietary consultation and aftercare services.

- Voluntary placements are accepted, as well as court ordered placements.

## PACE JUVENILE CENTER

(515) 697-5700  
620 8<sup>th</sup> St.  
Des Moines, IA 50309

JSPINKS@ORCHARDPLACE.ORG  
WWW.ORCHARDPLACE.ORG

**Hours:** Monday–Friday 7:30am–5:00pm.

**Eligibility:** Serves youth and young adults from ages 5 to 25. The majority of the youth have had some trouble with the law or schools or home.

**Program Overview:**

School/Academic Programs:

- PACE Day Program: Addressing severe problems at school/home/community.
- PACE Continuing Education Program (CEO)/Project Hope: Solutions for youth who have dropped out of high school or severely behind in academic credit due to academic deficiencies or lack of attendance.
- PACE Project Turnaround Program: Daily supervision and academics for youth on short-term (1 to 10 days) out-of-school suspensions from any Des Moines Public Middle School.

Counseling/Treatment Programs:

- PACE Outreach Program: In-home or office-based counseling for youth who are acting out at home and at school; have parent-child relationship issues, lack of structure, etc.
- PACE Addictive Services Program: Educating or treating youth who are using alcohol or other substances.

Tracking and Monitoring:

- Community Intensive Supervision Program (CISP): Current juvenile court involvement, inability to maintain or progress without constant supervision/structure; multiple risk factors.
- Court-Based Intervention Program (diversion monitoring program)/Early Services Project (ESP): These programs are for youth that have committed a misdemeanor offense such as shoplifting or simple assault that may also exhibit other behaviors that place them at risk for future system involvement.
- Saturday Sanctions Program: A consequence or sanction for at risk youth or youth on informal probation.
- Community Sanctions Program: Community services sanctions Monday – Thursday.
- Juvenile Court School Liaison (JCSL) Program: Youth with academic difficulties, poor attendance, inappropriate social skills, delinquent behaviors, etc. that interfere with their ability to socially or academically succeed in a public school setting.

Additional PACE Programs:

- Coming Home Program: Assisting adult youth with transitioning back into the community from placement.
- Minority Youth and Families Initiative (MYFI) Program: Intensive case management services for African American families who have at least one child who was brought to the attention of the department of human services for abuse, neglect, or other safety issues.

## POLK COUNTY DETENTION CENTER (MEYER HALL)

(515) 286-3344  
1548 Hull Ave  
Des Moines, IA 50316

**Hours:** Operated on a 24 hour basis.

**Eligibility:** Males and females age 12–17 who have been ordered by courts or law enforcement agencies to be temporarily held (often considered a “flight risk” for a court appearance or may be a threat to the community or themselves).

**Program Overview:** Detention center that gives youths a second chance on life with a quiet, well-ordered and secure residential environment. The programs offered within this locked setting create opportunities for youth to continue their education, learn, and practice acceptable behavior, develop solutions to their individual problems, and address other areas of need. There are five individual classrooms, where the topics include diversity, education, current events, anger management skills and community service. Educationally structured with some recreation.

## POLK COUNTY YOUTH SERVICES (PCYS)

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**(515) 286-2100**  
1548 Hull Ave.  
Des Moines, IA 50316  
YOUTHSERV@CO.POLK.IA.US  
WWW.CO.POLK.IA.US

**Hours:** Shelter operated on a 24 hour basis.

**Eligibility:** Program ages vary

**Program Overview:** Provides an array of programs to the community and families in transition or crisis situations. A division of Polk County Community, Family & Youth Services, the Youth Services Division is an “umbrella” linking varied services to meet the diverse needs of youth in crisis.

**Programs Available:**

- **Central Intake Center:** Provides law enforcement officers a single point of entry for youth in need of assessments and services. Call 515-286-3350.
- **Detention Center:** Youth ages 12-17 that require a locked 24 hour correctional setting are placed in detention. Call 515-286-3344.
- **Transitional Center:** Youth in the transitional center are there because the court has determined they need a temporary out-of-home residential setting and programs to promote their well being.
- **IMPACT Program:** Intensive Monitoring Program and Community Tracking allow youth to remain in their homes while being accountable to program staff for their whereabouts and actions. IMPACT is an alternative to detention.

## QUAKERDALE

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**(641) 497-5294**  
26866 Hwy. S55,  
P.O. Box 8  
New Providence, IA 50206

**(641) 752-3912**  
1909 Summit St.  
Marshalltown, IA 50158

**(319) 233-2554**  
140 S. Barclay  
Waterloo, IA 50703

**(641) 792-2500**  
5351 Liberty Ave  
Newton, IA 50208

**(712) 655-2012**  
1500 W. 3<sup>rd</sup> St.  
Manning, IA 51455

WWW.QUAKERDALE.ORG

**Hours:** Monday-Friday 8:00am-5:00pm.

**Eligibility:** Depends upon program

**Program Overview:** Blending history, vision and Christian values, Quakerdale strengthens youth and their families through services which encourage positive change, promote peacemaking, and empower them to face the future with hope. Private, not-for-profit social service agency in Iowa which provides preventative and therapeutic services for youth and families.

Some of the programs offered are: Adoption services, after-care services, assessment services, community day treatment programs, family counseling, family team meetings, family foster care, residential treatment, school based programs, shelter care, and transitional living.

## RABINER TREATMENT CENTER

(515) 576-7388  
P.O. Box E  
Fort Dodge, IA 50501  
NRAY@RABINER.ORG  
WWW.RABINER.ORG

**Hours:** Vary depending on program

**Eligibility:** Males ages 10-18

**Program Overview:** Youth are referred to Rabiner with a wide range of diagnoses and/or histories of criminal behavior. Programming includes residential and nonresidential care geared to meet a wide variety of their client needs.

**Programs Offered:**

- **Smart Choices:** Long-term (6 to 18 months), residential care for conduct disorder/behaviorally challenging boys.
- **Special Choices:** Long-term (6 to 24 months), residential care for borderline I.Q./special needs boys.
- **Smart Start:** Short term (30/60/90 days) residential programming for boys needing an immediate, short-term intervention.
- **Weekend Choices:** Weekend program (1 to 6 weekends), which has a strong focus on cognitive restructuring and accountability.
- **On Campus School:** As an extension Manson Northwest Webster School District, RTC offers on-site educational services through their Education Department. A complete array of educational opportunities is available to students including public school placement, on-campus classes, GED certification, alternative schooling and vocational experiences.
- **Daily Choices:** Day programming which offers educational, therapeutic and recreational services to children living at home. Clients attend on-campus school and receive therapeutic/recreational services after school on the RTC campus. Transportation is provided by RTC.
- **Independent Choices:** Residential treatment for older adolescent boys with a focus on the future. Programming centers on the enhancement and development of specialized skills, which prepare clients for independent life after treatment.
- **Family Choices:** This is an in-home counseling program. RTC therapists provide counseling services and skill development to children and families in the family's home.
- **Substance Abuse Treatment:** On-campus substance abuse screening and assessments are available to clients. Individualized and/or group substance abuse treatment is available on campus and at a local substance abuse center.

## SOUTH CENTRAL YOUTH AND FAMILY SERVICES COMMISSION (SHELTER)

(515) 961-8421  
203 East 4<sup>th</sup> Ave  
P.O. Box 355  
Indianola, IA 50125  
WWW.SCYFSC.ORG

**Hours:** Shelter operated on a 24-hour basis

**Eligibility:** Serves youth in Warren, Marion, Madison, Adair, Guthrie and Dallas Counties

**Program Overview:** Provides a multi-county human services agency, primarily serving Warren, Marion, Madison, Adair, Guthrie and Dallas Counties. South Central offers a short-term youth shelter and an array of outpatient services, focusing on minimizing the disruption to the family, and focusing on maximizing community involvement and integration.

## YOUNG HOUSE FAMILY SERVICES, INC.

(319) 752-4000  
724 N. Third St.  
P.O. Box 845  
Burlington, IA 52601  
INFO@YOUNGHOUSE.ORG  
WWW.YOUNGHOUSE.ORG

**Hours:** Monday–Thursday 8:00am–4:30 Friday 8:00am–4:00pm.

**Eligibility:** Serve youth in the Burlington, Mt. Pleasant, and Keokuk area.

**Program Overview:** To serve Christ by offering a wide range of services designed to provide for the spiritual, physical, and emotional care of children and families.

- Adolescent Residential Treatment in Burlington and Mt. Pleasant, IA.
- Juvenile Day Treatment in Burlington, Mt. Pleasant, and Keokuk, IA.
- School-Based Youth and Family Services in Burlington, Keokuk, and Mt. Pleasant, IA.

## YOUTH & SHELTER SERVICES, INC. (YSS)

(515)233-3141  
Crisis Line 24/7:  
(515) 233-2330 or  
(800) 600-2330

National Suicide Hotline:  
(800) 273-8255

Mailing address:  
P.O. Box 1628  
Ames, IA 50010

Main office location:  
420 Kellog Ave  
Ames, IA 50010

WWW.YSS.ORG

**Hours:** 24-hours

**Eligibility:** Serves Boone, Eastern Story, Hamilton, and Marshall County

**Program Overview:** YSS exists to provide prevention, education, treatment and residential services to children, youth and families; to advocate on their behalf; and to help them solve problems, grow and be self-sufficient, responsible, contributing members of society.

**Description of Services:**

Community Based Services:

IOWA HOMELESS YOUTH CENTERS  
BOONE COUNTY  
EASUITERN STORY COUNTY  
HAMILTON COUNTY  
MARSHALL COUNTY

Other Services:

AFTERCARE SERVICES NETWORK  
CHEMICAL DEPENDENCY TREATMENT  
FAMILY COUNSELING CENTER  
LIGHTHOUSE AND TLP  
FOSTER CARE AND ADOPTION  
MENTORING  
PREVENTION AND EDUCATION  
ROSEDALE SHELTER

- SEXUAL CONSEQUENCES PREVENTION PROGRAMS

## YOUTH EMERGENCY SERVICES AND SHELTER (YESS)

(515) 282-9377  
918 SE 11<sup>th</sup> St.  
Des Moines, IA 50309  
WWW.YESSIOWA.ORG  
HELP@YESSIOWA.ORG

**Hours:** 24-hours

**Eligibility:** Children ages birth - 17.

**Program Overview:** YESS provides emergency shelter, respite, crisis care, and counseling. Programs are designed to be short term, however, the length of the stay will be determined by the needs of the child and the family, and may range from a few days to several months. No charges to families unless extended services are sought. When families seek these services or when the situation warrants, YESS staff will work with the family to explore additional service options and they will help coordinate access to those resources.

- All school aged kids at YESS are required to attend school or be enrolled in an alternative education program. Youth may attend their home school or a year-round Heartland Area Education Association classroom located on site.
- YESS is unique to the community, as it is the only licensed emergency shelter for young people under age 18 in Polk County that allows for voluntary admissions. The comprehensiveness, complexity, and intensity of YESS services do not exist elsewhere in Central Iowa. Each year there are over 1,000 admissions of children into the shelter and nursery. In addition, YESS provides counseling to hundreds of families each year.
- Collaboration: YESS works closely with schools, other agencies, hospitals, and the child welfare system to create a coordinated approach in meeting individual child and family needs.
- Services are not restricted to geographic location. YESS services are also available to youth from all of Iowa and across the country.

## YOUTH HOMES OF MID-AMERICA

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(515) 276-3473

P.O. Box 39

Johnston, IA 50131

WWW.YHMA.ORG

**Hours:** Call for more information

**Eligibility:** Varies depending on the program

**Program Overview:** Youth Homes will provide troubled youth and their families a path to independence.

- **Ross Campus Treatment Center:** Residential treatment campus for 50 teenage boys with severe emotional, behavioral and family problems.
- **Family Centered Services:** Counseling and treatment for children and families while they remain in their family home.
- **Foster Family Care:** Counseling and treatment for children who have been removed from the biological home and placed in foster care.
- **IMPACT:** A tracking and monitoring program for boys who are referred from the Polk County Detention Center at Meyer Hall.
- **The PILOT Program:** A pre-independent living program for 10 boys at Ross Campus ages 15 to 18. In this program the boys learn life skills that will assist them as they move toward independence.
- **Independent Living:** Counselors work with 16 to 18 year old kids who are living on their own in apartments throughout Polk County. Counselors work on a variety of life skills with the clients as they prepare themselves for adulthood.

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