Visiting Nurse Services of Iowa, a leader in providing quality health care programs in Iowa since 1908, is a non-profit organization... with you every step of the way. Our dedicated staff of over 200 compassionate healthcare professionals is always available 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 who 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, 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.

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. 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 VNS at 515.558.9954. Your assistance is greatly appreciated.

Revised September 2014
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**IOWA Crisis Response Team**

**IOWA Statewide Sexual Abuse Line**

**IOWA Teenline**

**L.U.N.A.**

**Poison Control Center**

**Polk County Crisis and Advocacy Services**

**The Iowa Coalition Against Domestic Violence**

### Employment Agencies/Services

**Need 2 Forms of ID and Social Security Number**

**AARP**

**Des Employment Group**

**Experience Works**

**Iowa Works Central Iowa**

**ISED (Iowans for Social and Economic Development)**

**Kelly Services**

**Labor Ready**

**Office Team**

**Superior Staffing**

**USA Staffing Inc- Industrial Office**

**USA Staffing Inc- Clerical Office**

### ESL Classes

**Adult Education/Success Center (DMACC)**

**First Christian Church of Des Moines (DMACC)**

**Friendship Baptist Center**

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**ALCOHOLICS ANONYMOUS**

(515) 282-8550 (24-hour service)
(800) 207-2172
1620 Pleasant St.
Suite 228
Des Moines, IA 50314

**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.

**Other Information:**
- **Fees:** None, donations accepted.
- **Languages:** English.
- **Website:** WWW.AADESCOMES.ORG

**ASSESSMENT SERVICES INC**

(515) 875-4894
309 Court Avenue Ste 242
Des Moines, IA 50309
Fax: (515) 875-4895

**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. They provide continuing alcohol monitoring services through SCRAM. 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.

**Other Information:**
- **Fees:** $100–$125
- **Languages:** English and Spanish
- **Website:** WWW.ASSESSMENTIA.COM

**BERNIE LORENZ RECOVERY—MECCA SERVICES**

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

**Hours:** Residential Program is staffed 24–hours a day
**Eligibility:** Females who have completed primary treatment.
**Program Overview:** Bernie Lorenz Recovery Inc is a licensed level 3.1 halfway house program for alcohol and drug dependent women in recovery. This program supports chemically dependent women in recovery by providing a 60–90 day living environment free from the use of alcohol and other drugs. 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.

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 therapeutic recovery services. Women can live together in this residential home and develop their skills in remaining sober, homemaking, parenting, and general living.

**Other Information:**
- **Fees:** sliding scale
- **Website:** WWW.BERНИELORENZRECOVERY.ORG
BRIDGES OF IOWA

Administrative Office & Women’s Transitional Housing Project
(515) 222-0910
1211 Vine St., Suite 1110
West Des Moines, IA 50265
Fax: (515) 222-1298

Men’s and Women’s Treatment Program
(515) 287-8255
(515) 515-287-8818
West Wing, Polk County Jail
1985 NE 51st St.
Des Moines, IA 50313

Hours: 24-hour residential
Eligibility: Men and women seeking residential care for drugs or alcohol and aftercare. Women must be in the criminal justice system.
Program Overview: Bridges of Iowa is a faith-based substance abuse treatment program which addresses the root causes of addiction and criminality building a bridge to a productive life in service to society.

Men’s Residential Treatment Program: Bridges of Iowa (BOI) has a rich history of successful, long-term faith-based substance abuse treatment for men. The program was originally designed as a re-entry program for men coming out of jail and/or prison, this is still one of the primary components of referrals for us, however over the years we too have worked as a diversion program, primarily in partnership with the 5th Judicial District and Drug Court. The average length of stay in the program is 12 – 18 months. The program consists of an orientation period and 3 treatment Phases.

Women’s Transitional Housing Project: This is a long-term faith-based reentry program for women involved in the criminal justice system as a result of alcohol or drug problems. The Bridges Women’s Housing Project, unlike our men’s program, is not a substance abuse treatment program. Women referred to Bridges of Iowa are expected to have completed drug treatment and should be in the action or maintenance stage of their recovery. Their time in the Transitional Housing Project will be determined by their individual plan in accordance with the terms of their release and success in the community.

S.A.F.E. Program (Spiritual Awareness and Family Enrichment Center): S.A.F.E. has been designed to promote the well-being of those who live with, or are affected by, someone with addiction. The S.A.F.E. program philosophy and practice believes that once a family is provided general information, education and support they will develop the ability to increase the quality of their own lives as well as enhance the recovery efforts of their loved ones.

Other Information:
• Fees: none, but must work once entered into program.
• Website: WWW.BRIDGESOFIOWA.ORG

BROADLAWNS MEDICAL CENTER

(515) 282-6610
(515) 282-2200 (Hospital Directory)
1801 Hickman Rd.
Des Moines, IA 50314
Fax: (515) 282-6620

Hours: Walk-in Clinic Monday – Thursday 8:00 am – 8:00 pm, Friday 8:00 am–4:30 pm
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.
• Group Counseling Programs: Daytime Programs Monday, Wednesday, Friday 9:00am–12:00pm & Evening Programs Monday, Tuesday, Thursday 5:30pm–8:30pm
• Some individual therapy

Other Information:
• Fees: Dependant upon insurance coverage
• Languages: English, Spanish, Vietnamese, Bosnian, Burmese, or phone-based interpretation (language line).
• Website: WWW.BROADLAWNS.ORG
CENTER FOR BEHAVIORAL HEALTH OF IOWA

(515) 244-9500  
(515) 244-9502 Fax  
1200 University Ave, Suite 106  
Des Moines, IA 50314  
Fax: (515) 244-9502  

**Hours:** Monday – Friday 5:00 am – 12:30 pm, Saturday 7:00 am – 8:00 am  
**Eligibility:** Adults 18+. Call for further eligibility and to determine treatment costs.  
**Program Overview:** Offers comprehensive treatment programs to assist people addicted to opiates such as OxyContin, Lortab, Vicodin, Oxycodone, Hydrocodone and Heroin. We treat opiate addiction with counseling and medication. Counseling is provided in an individual, family or group setting. We also provide treatment for all drugs and alcohol, HIV/AIDS, compulsive gambling and domestic violence. We also provide low cost assessments, counseling and classes for criminal justice agencies such as parole, probation, child and family services, as well as the courts.  
**Access to Recovery Program:**  
- Care Coordination  
- Drug Testing  
- Integrated Therapy  
- Supplemental Needs  
- Transportation  
- Substance Abuse Treatment  

**Other Information:**  
- **Fees:** call or visit website  
- **Website:** WWW.CENTERFORBEHAVIORALHEALTH.COM

EMPLOYEE AND FAMILY RESOURCES

(515) 243-4200  
Substance Abuse Program  
505 5th Ave Suite 600  
Des Moines, IA 50309  

(515) 244-2297  
1446 Martin Luther King Pkwy  
Des Moines, IA 50314  
**Spanish Telephone Line**  
(515) 471-2415  

**Hours:** Monday–Thursday 8:00 am – 5:00 pm & Friday 8:00 am – 3:30 pm  
**Eligibility:** Individuals in need of a substance abuse evaluation.  
**Program Overview:**  
Substance Abuse Program: 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.  
- Substance Abuse Assessments  
- OWI Assessments: set fee $85  
- 12 Hour Drinking Driver Education Classes: dates on website  

**Other Information:**  
- **Fees:** sliding fee scale, $25–85  
- **Language:** English and Spanish  
- **Website:** WWW.EFR.ORG

GAMBLERS ANONYMOUS

(800) BETS OFF  
(800) 238-7633  

**Hours:** Call for more information  
**Eligibility:** Men and women with gambling addictions  
**Program Overview:** Provide support to individuals with gambling addictions. Multiple group locations in the Des Moines Area. Contact MECCA Services for locations and times.  
**Other Information:**  
- **Fees:** None  
- **Website:** WWW.GAMBLERSANONYMOUS.ORG

HOUSE OF MERCY

(515) 643-6500  
1409 Clark St.  
Des Moines, IA 50314  
Fax: (515) 643-6598  

**Hours:** 24-hours  
**Eligibility:** Men and Women seeking treatment for substance abuse.  
**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.

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.

Community Services Programming

Outpatient Programming: Includes extended outpatient and continuing care substance abuse treatment services for chemically dependent women and men.

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.

Diocesan School Program: Collaborative initiative between House of Mercy and four Catholic Diocesan elementary schools.

Other Information:
• Fees: Sliding fee scale
• Website: WWW.HOUSEOFMERCYDESMOINES.ORG

IOWA AREA AL–ANON AND ALATEEN

(515) 277-5059
939 Office Park Road, Suite 113
West Des Moines, IA 50265]

Hours: Information Service Office: Tuesday and Thursday 3:00 pm–7:00 pm, Saturday 10:00 am–12:00 pm. Call or visit office 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.

Other Information:
• Fees: None
• Website: WWW.IA.AL–ANON.ALATEEN.ORG

LIFE LINE RESOURCES, LLC

(515) 235-4720
3115 Douglas Ave
Des Moines, IA 50310]
Fax: (515) 279-0136

Hours: Monday–Friday 8:00 am–5:00 pm

Eligibility: See Program Information.

Program Overview: Provides out–patient treatment programming for adolescents. This programming, partners with Juvenile Court Services, Dept. of Human Services, and Polk County Drug court, to ensure we are collaboratively meeting the needs of adolescents’ served. In understanding that drug abuse and addiction impact the whole family system, part of our adolescent programming also works with parents or caregivers in re–establishing healthy family functioning.

Other Information:
• Fees: None.
• Languages: English, Spanish
• Website: WWW.LIFELINERESOURCESDSM.COM

MECCA SERVICES

(515) 262-0349
3451 Easton Blvd.
Des Moines, IA 50317
Fax: (515) 266-8808

Hours: Monday–Thursday 8:00 am–8:00 pm, Friday 8:00 am–5:00 pm. Vary depending on the program so please call for further information.

Eligibility: Individuals in need of substance abuse and behavioral health 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
Problem Gambling Services
(515) 333-5520
(877) 878-8870
Fax: (515) 266-6808

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 Adult (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.

Bernie Lorenz Recovery: for women

Men’s Residential

Case Management Services: To enhance substance abuse treatment success through the coordination of community resources.

Problem Gambling Services: A new program of MECCA that offers a range of problem gambling services from assessment and evaluation to individual and group counseling and continuing care.

Transitional Housing: Provides safe, affordable, substance-free housing for families in the problem gambling program with the goal of fostering self-sufficiency through ongoing 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. Many insurance companies pay for MECCA services (including Medicaid/Title 19). Be sure to bring your insurance card.
- Website: WWW.MECCASERVICES.COM

NARCOTICS ANONYMOUS (NA)
(515) 244-2277
3500 Kingman Blvd.
Des Moines, IA 50314

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.

Other Information:
- Fees: None, donations accepted
- Website: WWW.SOUTHCENTRALAREAOFNA.ORG

POWELL CHEMICAL DEPENDENCY CENTER (IA LUTHERAN)
(515) 263-2424
700 E. University Avenue
Des Moines, IA 50316

Hours: Call to make an appointment for an assessment. Treatment varies depending on the individual so please call for more information.

Eligibility: Individuals 18 and older who are out of high school 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.
- 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  
• education and consolation

Other Information:
• Fees: call for details  
• Website: WWW.UNITYPONTE.ORG/DESMOINES/POWELL–CHEMICAL–DEPENDENCY–CENTER.ASPX

QUITLINE IOWA
(800) 784-8669  
(800)-229-2182 TDD

Hours: Monday–Thursday 7:00 am–12:00 am, Friday 7:00 am–9:00 pm, Saturday and Sunday 8:00 am–7:00 pm  
Eligibility: Adults 18+ that are looking to quit tobacco  
Program Overview: A free telephone service for Iowa residents trying to become tobacco free. When you become a member you get special tools, research–based information, and a community of others trying to become tobacco free. Also includes 15–20 minute coaching sessions that can be scheduled at any time.

Other Information:
• Fees: None  
• Languages: English, Spanish, translation services for up to 200 languages.  
• Website: WWW.QUITLINEIOWA.ORG

TEEN CHALLENGE OF THE MIDLANDS
Inner-City Outreach Center  
(515) 282-5249  
(515) 288-3920 Fax  
1709 10th St.  
Des Moines, IA 50314

Colfax Training Center  
(515) 674-3713  
(515) 674-4463  
900 N. League Rd  
Colfax, IA 50054

Omaha Re-entry Center  
(402) 551-2322  
(402) 551-2357  
2916 N 58th St  
Omaha, NE 68104

Women’s Center  
(641) 628-2808  
(641) 204-9133 Fax  
714 Independence St  
Pella, IA 50219

United Community Services  
(515) 280-3860

Hours: Main Office Monday–Friday 8:00 am–6:30 pm and Saturday & Sunday 8:00 am–
Eligibility: Individuals with addiction. If paying by a sliding fee scale, must live in Polk County.

Program Overview: Offers a wide range of substance abuse treatment services. We currently provide services in two locations in the Des Moines, Iowa area. Our approach to treatment is holistic. We believe that addiction affects many aspects of an individual's life as well as impacting society as a whole. Our program provides practical approaches to the development of personal empowerment and relapse prevention skills.

Services include:
- Methadone Treatment, Maintenance, and Detoxification Program
- Outpatient Chemical Dependency Program
- 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
- Drug Screening
- Alumni Group

Other Information:
- Fees: sliding scale fees. New clients will need to have a photo ID and proof of income. Proof of income can be an insurance card, Medicaid/Title 19 card, pay stub, or a "white sheet" from Workforce Development. White sheets are only given out at Workforce Development on Thursdays.
- Website: WWW.UCSONLINE.ORG

Urban Dreams

(515) 288-4742
(800) 269-1028
1410 6th Ave.
Des Moines, IA 50314
Fax: (515) 284-5886

Hours: Monday – Friday 9:00 am – 11:00 pm, Saturday 9:00 am – 12:00 pm
Eligibility: Based on program

Program Overview:
SAVE (Substance Abuse Variation Experiences): An outreach program for both youth and adults that are seeking in-patient or out-patient substance abuse treatment. OWI classes available.

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

Other Information:
- Languages: English, Spanish
- Website: WWW.URBANDREAMS.ORG
## AGING RESOURCES

### AARP – AMERICAN ASSOCIATION OF RETIRED PERSONS–

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<th>Eligibility</th>
<th>Program Overview</th>
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<tr>
<td>(515) 287-1555</td>
<td>Monday–Friday 9:00 am–4:00 pm</td>
<td>Adults that are 55 or older and lower income</td>
<td>Employment/training program to assist lower-income adults.</td>
<td><strong>Fees:</strong> None. <strong>Languages:</strong> Interpreters available upon request through Iowa Workforce <strong>Website:</strong> <a href="http://WWW.ASSETS.AARP.ORG">WWW.ASSETS.AARP.ORG</a> <strong>Email:</strong> <a href="mailto:SCDESMOINES@AOL.COM">SCDESMOINES@AOL.COM</a></td>
</tr>
</tbody>
</table>

### AGING ADVOCATES

<table>
<thead>
<tr>
<th>Phone</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>(515) 244-3070</td>
<td>Monday–Friday 8:00 am–4:30 pm</td>
<td>Must be 65 years or older and eligible for Elderly Waiver</td>
<td>Provides case management as well as information and referrals to senior services.</td>
<td><strong>Fees:</strong> None. <strong>Languages:</strong> Interpreters available upon request. <strong>Website:</strong> <a href="http://WWW.AGINGADVOCATESDM.ORG">WWW.AGINGADVOCATESDM.ORG</a> <strong>Email:</strong> <a href="mailto:AGINGADVOCATESDM@AOL.COM">AGINGADVOCATESDM@AOL.COM</a></td>
</tr>
</tbody>
</table>

### AGING RESOURCES OF CENTRAL IOWA

<table>
<thead>
<tr>
<th>Phone</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>(515) 255-1310 or (800) 747-5352</td>
<td>Monday–Friday 8:00 am–4:30 pm</td>
<td>Must be 60+ years old</td>
<td></td>
<td><strong>Fees:</strong> None. <strong>Languages:</strong> Interpreters available upon request through Language Line. <strong>Website:</strong> <a href="http://WWW.AGINGRESOURCES.COM">WWW.AGINGRESOURCES.COM</a> <strong>Email:</strong> <a href="mailto:INFO@AGINGRESOURCES.COM">INFO@AGINGRESOURCES.COM</a></td>
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</table>

### VISITING NURSE SERVICES OF IOWA

<table>
<thead>
<tr>
<th>Program</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Grandparent Program</td>
<td>Monday–Friday 7:45 am–4:30 pm</td>
<td>Must be 55 years of age, make under $22,981/yr, and work at least 15 hours a week.</td>
<td>The Foster Grandparent Program is a federally funded program and has been part of the Des Moines community since 1981, providing 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-</td>
<td><strong>Fees:</strong> None. <strong>Languages:</strong> Interpreters available upon request through Language Line. <strong>Website:</strong> <a href="http://WWW.AGINGRESOURCES.COM">WWW.AGINGRESOURCES.COM</a> <strong>Email:</strong> <a href="mailto:INFO@AGINGRESOURCES.COM">INFO@AGINGRESOURCES.COM</a></td>
</tr>
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</table>
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).

The Senior Companion Program recruits, trains, and pays an hourly stipend to low-income individuals age 55 and over who provide supportive services to frail elderly and homebound individuals in Polk County. Without the help of Senior Companions, many of the clients they serve would not be able to continue living at home; many clients would need to move to nursing homes. Senior Companions work one-on-one providing companionship; respite; transportation to medical appointments, grocery store; and assistance with daily living tasks such as light meal preparation, bill paying, and grocery shopping. The program is offered at no cost to its clients unless the client has Elderly Waiver funding.

Other information:
- Fees: None.
- Website: WWW.VNSDM.ORG/SERVICES-SENIORS.PHP

**MERCY HOME HEALTH SERVICES**

(515) 643-8383  
1055 6th Ave, Suite 200  
Des Moines, IA 50314

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

**Eligibility:** Must have a referral from doctor, and live within 50 miles of Mercy Home Health office.

**Program Overview**
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.
- Home Nursing Care
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Infusion

**Other information:**
- Fees: Vary depending on level of need.
- Languages: can arrange interpretation for all languages.
- Website: WWW.MERCYDESMOINES.ORG

**IOWA DEPARTMENT ON AGING**

(515) 725-3333  
(800) 532-3213  
(515) 725-3302 TTY  
Jessie M. Parker Bldg  
510 E 12th St., Suite 2  
Des Moines, IA 50319

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

**Eligibility:** Adults 60 years and older

**Program Overview**
Provides access to a wide variety of services to persons 60 years and older through a partnership with local Area Agencies on Aging to help older Iowans age in place and live independently.
- Employment/Volunteer Assistance
- Living, Health and Nutrition
- Housing Services: Assisted living and adult day services
- Elder Advocacy
- Home Health Care
- Transportation
- Medicaid, Medicare, and Social Security

**Other information:**
- Fees: none.
- Website: WWW.AGING.IOWA.GOV/
UNITYPOINT AT HOME

(515) 557-3100
888-584-6311
1133 Aurora Ave.
Urbandale, IA 50322
Fax: (515) 557-3226

Hours: Monday–Friday 8:00 am–5:00 pm
Nurse on call 24 hours

Eligibility: Persons 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
- Home Care Aides, Companions, and Homemakers
- Home Telemonitoring
- Home Medical Equipment
- Infusion Therapy
- Nursing Services
- Lifeline Program
- Therapy Services
- Hospice

Other Information:
- Fees: Vary, call for more information.
- Languages: English, Language-Line telephone interpretation available for other languages.

Website: WWW.UNITYPOINT.ORG/HOMECARE/SENIOR-HOME-CARE.ASPX

HOME CARE (LUTHERAN SERVICES IN IOWA)

(515) 277-1658
3116 University Ave.
Des Moines, IA 50311

Hours: Monday–Friday 8:00 am–5:00 pm.

Eligibility: Anyone 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.
- Skilled Nursing
- Homemaker Aides
- Respite
- Waiver
- Therapy (Physical, Occupational and Speech)

Other Information:
- Fees: Vary, contact for more information.
- Languages: English, others upon need basis

Website: WWW.LSIOWA.ORG

MEALS ON WHEELS (WESLEYLIFE)

(515) 288-3334
(515) 699-3242
944 18th St.
P.O. Box 7192
Des Moines, IA 50314

Hours: Monday–Friday 8:00 am–4:30 pm

Eligibility: Residents of Polk County with disability or illness.

Program Overview: Meal deliveries are available for a short time, or permanently, based on the client’s needs and wishes. All meals are approved by a registered dietician.
- 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.
- Provide Choice Cuisine options that promote independence and meet individual needs: Classics Hot Comforts meal, Deli Selects Meals, Frozen Traditional Meals, Diet Sense Solutions, and Comfort CarePacks.

Other Information:
NEW HORIZON ADULT DAY CENTER
(515) 964-9933
Neveln Community Center
406 SW School St., Suite 118
Ankeny, IA 50023
Fax: (866) 389-4256

**Hours:** Monday–Friday 7:30 am–5:30 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. By supporting families and caregivers, an adult day program enables the persons served to live in the community or at home. 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.

- 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 (limited)
- Consultative staff
- Volunteer support by well trained and retired professionals.

**Other Information:**
- **Fees:** Full day $49.50; Half day $32. Medicaid/Veteran’s Administration contracts.
- **Transportation** is limited to those with great need who live within 10 miles.
- **Website:** [WWW.WESLEYSERVICES.ORG](http://WWW.WESLEYSERVICES.ORG)

SOCIAL SECURITY ASSISTANCE
(800) 772-1213
(800) 325-0778 TTY
Riverpoint Office Complex
455 SW 5th St., Suite F
Des Moines, IA 50309

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

**Other Information:**
- **Fees:** none. Can apply for benefits online, see website for details.
- **Website:** [WWW.SOCIALSECURITY.GOV](http://WWW.SOCIALSECURITY.GOV)

HOME CARE (VISITING NURSE SERVICES OF IOWA)
(515) 558-9946
1111 9th St Ste320
Des Moines, IA 50314

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

**Other Information:**
- **Fees:** Based on insurance
- **Languages:** Interpreters available on request
- **Website:** [WWW.VNSDM.ORG](http://WWW.VNSDM.ORG)
VISITING ANGELS

(515) 645-9088
(800) 365-4189 Toll Free
5000 Park Ave.
Des Moines, IA 50321

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

Eligibility: Adults 18 and older living in Polk, Dallas, and Warren counties.

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

- Assistance with hygiene
- Meal preparation
- Light housekeeping
- Assistance with errands
- Companionship

Other Information:
- Fees: Vary depending on level of care.
- Website: WWW.VISITINGANGELS.COM

WESLEYLIFE

(515) 288-3334
(515) 699-3244
(888) 692-8069
944 18th St
P.O. Box 7192
Des Moines, IA 50314

Meals on Wheels
(515) 699-3242

Hours: Monday–Friday 8:00 am–4:30 pm

Eligibility: see program overview below

Program Overview

Adult Day Services: Adults 45 and older who require/desire supervision in a safe environment outside the home.

- Open 7:30am – 5:30pm
- Breakfast and a three course lunch is served with snacks and beverages.
- Additional services include beauty/barber, exercise, discussion groups, music, community speakers, podiatry, therapy services, and bathing.

Home Care: Adults 18 and older with physicians order. Provide trained home health aides and home companions to assist in daily or weekly chores and help maintain and enhance quality of life at home.

- Assist with household tasks: meal preparation, housekeeping, errands
- Transportation to social events and medical appointments
- Assist with daily activities: bathing, walking/exercising, dressing, and medication management

Home Health: Adults 18 and older with physicians order. Medicare-certified, provides services to those who meet a certain care criteria and who have a physician’s order for home health services.

- Skilled nursing care–wound care, injections, medication management, health assessments, health education
- Physical, Occupational, and Speech Therapy
- Personal Care Assistance

Meals on Wheels provides nutritious, home delivered meals to residents of Polk County who are living with illness or disability. Meal deliveries are available for a short time, or permanently, based on the client’s needs and wishes. All meals are approved by a registered dietician.

- Hot, freshly prepared noon meals Monday–Friday, a frozen weekend package delivered with the Friday meal.
- Provide Choice Cuisine options that promote independence and meet individual needs: Classics Hot Comforts meal, Deli Selects Meals, Frozen Traditional Meals, Diet Sense Solutions, and Comfort CarePacks.

Other Information:
- Fees: Vary depending on amount/type of care
- Languages: English, other languages on request.
- Website: WWW.WESLEYLIFE.ORG

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# Advocacy Groups and Classes

## AIDS Project (Primary Health Care)

**Contact Information:**
- **Phone:** (515) 284-0245 or (888) 373-0010 Toll Free
- **Address:** 1200 University Ave, Ste 206
- **City:** Des Moines, **State:** IA, **ZIP Code:** 50314

**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.

**Other Information:**
- **Fees:** None
- **Languages:** English
- **Website:** [WWW.AIDSPROJECTCI.ORG](http://WWW.AIDSPROJECTCI.ORG)

## American Cancer Society

**Contact Information:**
- **Phone:** (515) 253-0147 or (515) 253-0806
- **Hotline:** (800) 688-0147
- **Cancer Info:** (800) 422-6237
- **Address:** 8364 Hickman Rd. Ste D
- **City:** Clive, **State:** IA, **ZIP Code:** 50325

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

**Eligibility:** Individuals seeking information about cancer.

**Program Overview:** Offers public education programs, cancer support group information, some supplies, and literature.

**Other Information:**
- **Fees:** None
- **Languages:** English, Spanish, Asian and Pacific Languages
- **Website:** [WWW.CANCER.ORG](http://WWW.CANCER.ORG)

## American Diabetes Association

**Contact Information:**
- **Phone:** (515) 276-2237 or (888) 342-2383 Toll Free
- **Address:** 2600 72nd St., Suite O
- **City:** Urbandale, **State:** IA, **ZIP Code:** 50322

**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.

**Other Information:**
- **Fees:** None
- **Languages:** English
- **Website:** [WWW.DIABETES.ORG](http://WWW.DIABETES.ORG)

## American Heart Association & American Stroke Association

**Contact Information:**
- **Phone:** (515) 244-3278 or (800) 553-6321
- **Address:** 1111 9th St., Suite 280
- **City:** Des Moines, **State:** IA, **ZIP Code:** 50314

**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.

**Other Information:**
- **Fees:** None
- **Languages:** English, Spanish, Chinese, Vietnamese
- **Website:** [WWW.HEART.ORG](http://WWW.HEART.ORG)
**AMERICAN LUNG ASSOCIATION OF IOWA**

(515) 309-9507  
2530 73rd St.  
Des Moines, IA 50322

**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.

**Other Information:**  
- **Fees:** None  
- **Languages:** English, Spanish  
- **Website:** WWW.LUNGIA.ORG

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**AMERICAN PARKINSON’S DISEASE ASSOCIATION**

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

**Hours:** Monday – Friday 8:00 am–3:00 pm 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.

**Other Information:**  
- **Fees:** None  
- **Languages:** English  
- **Website:** WWW.APDAIOWA.ORG

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**ARC OF IOWA**

(515) 210-6686  
(800)362-2927  
3821 71st St. Ste. A  
Urbandale, IA 50322

**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.

**Other Information:**  
- **Fees:** Most services are covered through a Waiver  
- **Languages:**  
- **Website:** WWW.THEARCOFIOWA.ORG

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**ARTHRITEF FOUNDATION**

(515) 278-0636  
(866) 378-0636  
2600 72nd St., Suite. D  
Des Moines, IA 50322

**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.

**Other Information:**  
- **Fees:**  
- **Languages:**  
- **Website:** WWW.ARTHRITIS.ORG  
- **Email:** INFO.IA@ARTHITIS.ORG

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**ASK RESOURCE CENTER**

(515) 243-1713  
(800) 450-8667  
317 E. 6th St.  
Des Moines, IA 50309

**Hours:** Monday – Friday 8:00 am – 4:30 pm  
**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
<table>
<thead>
<tr>
<th>Organization</th>
<th>Description</th>
<th>Contact Information</th>
<th>Notes</th>
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<tbody>
<tr>
<td>The Latino Institute for Education</td>
<td>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.</td>
<td>35</td>
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<tr>
<td>The Learning Disabilities Association of Iowa</td>
<td>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.</td>
<td>200</td>
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<tr>
<td>Autistic Society of Iowa</td>
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<tr>
<td>(515) 327-9075</td>
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<td>Hours: Call for your local Chapters’ information.</td>
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<td>1-888-722-4799</td>
<td>Eligibility: Individuals with autism and parents with children who have autism.</td>
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<tr>
<td>MAIL ONLY:</td>
<td>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.</td>
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<td>4549 Waterford Dr.</td>
<td>Other Information:</td>
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<tr>
<td>West Des Moines, IA 50265</td>
<td>• Fees: None</td>
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<td>• Languages: English</td>
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<td></td>
<td>• Website: <a href="http://WWW.ASKRESOURCE.ORG">WWW.ASKRESOURCE.ORG</a></td>
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<tr>
<td>Brain Injury Alliance of Iowa</td>
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<tr>
<td>(800) 444-6443</td>
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<td>Hours: Call or check out the web page for more information</td>
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<td>317 E. 6th St.</td>
<td>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.</td>
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<tr>
<td>Des Moines, IA 50309</td>
<td>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.</td>
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<td>Other Information:</td>
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<td>• Fees: None</td>
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<td>• Languages: English</td>
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<td></td>
<td>• Website: <a href="http://WWW.AUTISMIA.ORG">WWW.AUTISMIA.ORG</a></td>
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<td>Candeo</td>
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<tr>
<td>(515) 289-4781</td>
<td>Hours: 8:30 am – 4:30 pm Monday – Friday</td>
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<tr>
<td>6950 NE 14th St. Suite 36</td>
<td>Eligibility: Individuals with developmental disabilities age 16 and older</td>
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<tr>
<td>Ankeny, IA 50023</td>
<td>Program Overview: Candeo is a Latin word meaning “to grow, to shine, to grow brilliant”. Candeo provides services in supported community living, habilitation services/life skills, and employment services. Candeo serves individuals who are diagnosed with intellectual disability, mental illness, developmental disability, or autism spectrum disorder.</td>
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<td>Other Information:</td>
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<tr>
<td></td>
<td>• Fees: Covered through Waiver or private funding</td>
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<td></td>
<td>• Languages: English</td>
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<tr>
<td></td>
<td>• Website: <a href="http://WWW.CANDEOIOWA.ORG">WWW.CANDEOIOWA.ORG</a></td>
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</tbody>
</table>
### Center for Disabilities and Development (U of I Hospital and Clinics)

**Address:** Des Moines, IA 50319  
1112 E. Grand Ave.  
**Phone:** (888) 426-0031 (Toll Free)

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

**Other Information:**
- **Languages:** English, Spanish, other languages upon request
- **Website:** [WWW.UICHILDRENS.ORG/CDD](http://WWW.UICHILDRENS.ORG/CDD)

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### Citizens for Community Improvement

**Address:** Des Moines, IA 50311  
**Phone:** (515) 282-0484, (515) 283-0031

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

**Other Information:**
- **Fees:** None
- **Languages:** English and Spanish
- **Website:** [WWW.IOWACCI.ORG](http://WWW.IOWACCI.ORG)
- **Email:** IOWACCI@IOWACCI.ORG

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### Citizens’ Aide/Ombudsman

**Address:** Des Moines, IA 50319  
**Phone:** (515) 281-3592 or (888) 426-6283

**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.

**Other Information:**
- **Fees:** None
- **Languages:** OMBUDSMAN@LEGIS.IOWA.GOV
- **Website:** [WWW.LEGIS.IOWA.GOV/OMBUDSMAN/](http://WWW.LEGIS.IOWA.GOV/OMBUDSMAN/)

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### Citizens’ Aide/Ombudsman, Long-Term Care

**Address:** Des Moines, IA 50319  
**Phone:** (515) 725-3333, (866) 236-1430

**Hours:** Monday–Friday 8:00 am–4:30 pm  
**Eligibility:** Residents in long-term care and their families.

**Program Overview:** Iowa Department on Aging’s 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.

**Other Information:**
- **Fees:** None
- **Languages:** English
- **Website:** [WWW.STATE.IA.US/ELDERAFFAIRS/ADVOCACY/OMBUDSMAN.HTML](http://WWW.STATE.IA.US/ELDERAFFAIRS/ADVOCACY/OMBUDSMAN.HTML)
### Disability Rights Iowa

**(515) 278-2502**  
400 East Court Ave. Ste. 300  
Des Moines, IA 50309  

**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.  
**Other Information:**  
- Fees: None  
- Languages: English  
- Website: [WWW.DISABILITYRIGHTSIOWA.ORG](http://WWW.DISABILITYRIGHTSIOWA.ORG)  
- Email: INFO@DRIOWA.ORG

### Division of Persons with Disabilities (Iowa Department of Human Rights)

**(515) 242-6334**  
321 E. 12th St.  
2nd Floor  
Des Moines, IA 50319  

**Hours:** Monday–Friday 8:00 am–4:30 pm.  
**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.  
**Other Information:**  
- Fees: None  
- Languages: English  
- Website: [WWW.HUMANRIGHTS.IOWA.GOV/PD/](http://WWW.HUMANRIGHTS.IOWA.GOV/PD/)  
- Email: DHR.DISABILITIES@IOWA.GOV

### Family Development and Self-Sufficiency (FaDSS)

**(515) 286-3556 or (515) 286-3406**  
321 E. 12th St.  
Polk County River Place, Family Enrichment Center  
2309 Euclid Ave.  
Des Moines, IA 50311  

**Hours:** Monday–Friday 8:00 am–4:30 pm.  
**Eligibility:** 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.  
**Other Information:**  
- Fees: None  
- Languages: English  
- Website: [WWW.IOWAFADSS.ORG ](http://WWW.IOWAFADSS.ORG)  
- CMS.POLKCOUNTYIOWA.GOV/CFYS/PAGES/FEC.ASPX

### Iowa Association of Community Providers

**(515) 270-9495**  
**(515) 270-1035 (fax)**  
7025 Hickman Rd.  
Urbandale, IA 50322  

**Hours:** Monday – Friday 8:00 am – 5:00 pm  
**Eligibility:** Organizations that serve 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.  
**Other Information:**  
- Fees: Membership dues based on income  
- Languages: English  
- Website: [WWW.IOWAPROVIDERS.ORG](http://WWW.IOWAPROVIDERS.ORG)
### Iowa Coalition Against Sexual Assault

<table>
<thead>
<tr>
<th>Phone</th>
<th>Hours: Monday–Friday 8:00 am – 4:30 pm</th>
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<tbody>
<tr>
<td>(515) 244-7424</td>
<td></td>
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<tr>
<td>515 28th St. #107</td>
<td></td>
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<tr>
<td>Des Moines, IA 50312</td>
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Eligibility: Individuals who are victims of sexual assault.

Program Overview: Iowa Statewide Sexual Abuse Hotline: (800) 284–7821

Other Information:
- Fees: None
- Languages: English, Spanish
- Website: WWW.IOWACASA.ORG
- Email: INFO@IOWACASA.ORG

### Iowa Community Action Association

<table>
<thead>
<tr>
<th>Phone</th>
<th>Hours: Hours vary call for specific details.</th>
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<tbody>
<tr>
<td>(515) 283-4569</td>
<td></td>
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<tr>
<td>(515) 237-1687 Fax</td>
<td></td>
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<tr>
<td>602 Robert D. Ray Dr.</td>
<td></td>
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<tr>
<td>Des Moines, IA 50309</td>
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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.

Other Information:
- Fees: None
- Languages: English
- Website: WWW.IOWACOMMUNITYACTION.COM

### Iowa Department for the Blind

<table>
<thead>
<tr>
<th>Phone</th>
<th>Hours: Monday – Friday 8:00 am – 4:30 pm</th>
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<tbody>
<tr>
<td>(515) 281-1333</td>
<td></td>
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<tr>
<td>524 4th St.</td>
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<td>Des Moines, IA 50309</td>
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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.

Other Information:
- Fees: None
- Languages: English
- Website: WWW.BLIND.STATE.IA.US

### Iowa Latino Affairs

<table>
<thead>
<tr>
<th>Phone</th>
<th>Hours: Monday – Friday 8:00 am – 5:00 pm</th>
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<tbody>
<tr>
<td>(515) 281-4080</td>
<td></td>
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<tr>
<td>321 E. 12th Street, ,2nd Floor</td>
<td></td>
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<tr>
<td>Des Moines, Iowa 50319</td>
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</table>

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.

Other Information:
- Fees: None
- Languages: English, Spanish
- Website: WWW.LATINOAFFAIRS.IOWA.GOV/
IOWANS WITH DISABILITIES IN ACTION

(515) 281-9082
(515) 281-9087 (fax)
617 E 2nd
Des Moines, IA 50309

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.

Other Information:
- Fees: None
- Languages: English
- Website: WWW.IACTION.ORG

MENTOR IOWA

(515) 277-9797
3900 Ingersoll
Suite 102
Des Moines, IA 50312

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

Other Information:
- Fees: None
- Languages: English
- Website: WWW.MENTORIOWA.ORG

MID–IOWA FAMILY THERAPY CLINIC, INC.

(800)649-5423
1201 63rd 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.

Other Information:
- Fees: Depending on service provided and income
- Languages: English
- Website: WWW.MIFTC.COM/
Monsoon United Asian Women of Iowa

(515) 288-0881
Helpline:
(866) 881-4641
515 28th 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
Other Information:
• Fees: None
• Languages: English,
• Website: WWW.MUAWI.ORG

Mosaic

(515) 246-1840
303 Locust St.,
Suite 300
Des Moines, IA 50309-1770

Hours: Monday–Friday 8:00 am–4:00 pm
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.
Other Information:
• Fees: Depending on service, Waiver
• Languages: English
• Website: WWW.MOSAICINFO.ORG/DES_MOINES/

NAMI Iowa (National Alliance on Mental Illness)

(515) 254-0417
(800) 417-0417
5911 Meredith Dr. Ste E
Des Moines, IA 50322

Hours: Monday–Friday 9:00 am–3:30 pm.
Eligibility: Anyone is welcome. Please visit our website 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.
Other Information:
• Fees: None
• Languages: English
• Website: WWW.NAMIIOWA.ORG
• Email: INFO@NAMIIOWA.COM
**NEW IOWAN CENTER**

(515) 281-5387  
1000 E. Grand Ave  
Des Moines, IA 50309  

**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.  

**Other Information**:  
- **Fees**: None  
- **Languages**: English, Other languages upon request  
- **Website**: WWW.IOWAWORKFORCE.ORG/CENTERS/NEWIOWAN/

**POLK COUNTY CRISIS AND ADVOCACY SERVICES**

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

**Crisis**:  
(515) 286-3535  

**Hours**: Monday–Friday 8:00 am – 4:30 pm; Phone answered 24 hours a day, 7 days 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 provides crisis intervention, counseling and emergency shelter for victims of domestic abuse and their families.  

**Other Information**:  
- **Fees**: None  
- **Languages**: English, Spanish  
- **Website**: CMS.POLKCOUNTYIOWA.GOV/CFYS/PAGES/CRISISADVOCACY.ASPX

**REGIONAL CHILD PROTECTION CENTER**

(515) 241-4311 or (866) 972-4453  
1215 Pleasant St. Suite 303  
Des Moines, IA 50309  
Fax: (515) 241-4320  

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

**Eligibility**: DHS or Law Enforcement workers make referrals  

**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 (There has to be an open investigation through law enforcement for RPCP for children to be removed from home for sexual abuse).  

**Drug Endangered Children Program (DEC)**: Provides services for infants and children who have been prenatally exposed to drugs, or through a parent/caregiver’s illicit drug use (prescription/non-prescription) or manufacturing.  

**Happy Bear Program**: An instructor goes to preschools and elementary schools throughout the state of Iowa to teach children how to protect themselves from sexual abuse.  

**Other Information**:  
- **Fees**: None.  
- **Languages**: English, interpreters and telephone interpretation through Language Line.  
- **Website**: WWW.BLANKCHILDRENS.ORG

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

(515) 294-8520  

**Hours**: Contact Mary Yearns 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.

Other Information:
- Fees: Dependant on situation
- Languages: English
- Website: WWW.EXTENSION.IASTATE.EDU/PAGES/HOUSING/UNI-DESIGN.HTML

US VETERANS CENTER
(515) 284-4929
2600 MLK Pkwy
Des Moines, IA 50310

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

Other Information:
- Fees: None
- Languages: English
- Website: WWW.VA.GOV
**ADVENTURES IN SOCIAL DRAMA**

(515) 306-0030  
5201 Merced St  
Des Moines, IA 50310

**Hours:** Vary, call for details  
**Eligibility:** Open to anyone  
**Program Overview:** A non-profit organization that uses drama to solve problems via role-play scenarios. It is a place for children to have fun, be accepted, learn a little drama, and enhance their social skills in the process. It specializes in providing drama classes to individuals with autism to enhance their social and communication skills.  
**Training the Trainer:** sessions designed for teachers, educators, and organization employees to learn the art of interactive theatre.  
**Other Information:**  
- **Fees:** $149 per hour for a large group or $36 per hour individually.  
- **Languages:** English  
- **Website:** WWW.ASDRAMA.ORG

**BIG BROTHERS BIG SISTERS OF CENTRAL IOWA**

Des Moines Office  
(515) 288-9025  
9051 Swanson Blvd.  
Clive, IA 50325  
Fax: (515) 288-6191

**Hours:** Main office: Monday –Friday 8:00 am - 8:00 pm  
**Eligibility:** Children 5–13 enrolled in Kindergarten and not in High School. For services from Des Moines Office must live in Polk, Dallas, or Warren counties. For services from Ames and Newton offices, must reside in program’s county, Story or Jasper.  
**Program Overview:** Matches adult volunteers with children who need a supportive adult in their life. The program recruits men and women who are willing to make a commitment to a child for at least one year. Volunteers spend 4 hours a month with child, participating in activities of their choice throughout the community (going to the zoo, playing catch, or taking a walk). Staff members evaluate prospective volunteers for the qualities necessary to contribute to the healthy development of the child. A child is matched with a volunteer big brother, big sister, couple, or family according to the child’s needs and the capabilities of the volunteer(s).  
**School-Based Mentoring:** Offers adult volunteers the opportunity to meet with a child in their school for one hour a week during the school year. During that hour, the match spends time working on the child’s schoolwork, talking, and building a relationship. Children are referred to this program by school personnel with parental approval.  
**Other Information:**  
- **Fees:** None.  
- **Languages:** English.  
- **Website:** WWW.BBBSIA.ORG  
- **Email:** INFO@BBBSIA.ORG

**BOYS AND GIRLS CLUBS OF CENTRAL IOWA**

Administration Site  
(515) 262-5695  
1031 Office Park Road, Suite 1  
West Des Moines, IA 50265

**Hours:** Administration Office: Monday–Friday 8:00 am–5:00 pm  
School Year Hours: From last school bell to 6:00 pm  
School Holiday/break Hours: 8:00 am – 3:00 pm (McCombs)  
10:00 am–6:00 pm (Levitt & 1st Christian)  
**Eligibility:** For McCombs Site: 6th–8th graders.  
For Levitt Site: K–5th graders, For 1st Christian site: K–12  
**Program Overview:** Is a Youth Development Organization that is open to all youth, but has a special concern for young people that come from disadvantaged backgrounds. Clubs program are divided into five key service areas including: Character and Leadership Development, Education and Career Development, Health and Life Skills, the Arts, and Sports and Recreation.
Summer Programs: Start the 1st Monday after school is out and goes for 9–9.5 weeks. Hours are 10:00 am–6:00 pm. There’s an early bird option starting at 7:30 am for $25/week (prorated).

Other Information:
- Fees: $10 for year (365 days from day you sign up), $75 for summer programs, scholarships are available for summer programs.
- Languages: English, some bilingual Spanish speaking staff
- Website: WWW.BGCCI.ORG

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**CAMP FIRE HEART OF IOWA**

(515) 274-1501  
(800) 652-2242  
5615 Hickman Road  
Des Moines, IA 50310

**Hours:** School year: Monday–Friday 8:30 am–5:00 pm  
Summer: Monday–Friday 6:00 am–6:00 pm

**Eligibility:** Kids in grades 1st–12th. See program descriptions for specific age groups.

**Program Overview:** Provides programs for school-aged boys and girls and their families.  
- Clubs: serve kids of all ages and all economic backgrounds, and gets them in service learning projects and group activities with parents and caring adult leaders.  
- Adventure Learning Programs: adventure opportunities for children, teens, and adults. Activities include out climbing tower, camping, ropes course, canoeing, kayaking, and teambuilding games.  
- Teen Leadership: work to engage teens across four key areas: adventure programming, service–learning, leadership development, and youth opportunities.  
- School–Day Off Programs: Provide age appropriate outdoor programs designed for families busy work schedules for holidays and winter/spring breaks.  
- School–based Clubs: Camp Fire works with area schools to provide Kindergarten classes with the “Safe and Sure” programs helping to give our kids confidence at home and in school. Middles School programs designed to help with the transition to high school are also a part of our school–based programs.

**Other Information:**
- Fees: Day Camp $160, School–day off $32. Scholarships available download application from website under news/forms.
- Languages: English, some bilingual Spanish speaking staff
- Website: WWW.CAMPFIREIOWA.ORG

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**ELEVATE (CHILDREN AND FAMILIES OF IOWA)**

(515) 249-7089  
1111 University Ave  
Des Moines, IA 50314

**Hours:** 1st and 3rd Tuesday of every month from 6:00 pm–8:00 pm

**Eligibility:** Teens 13 and up who are involved with foster care through current placement, alumni, adoption out of foster care, or are biological children of foster parents.

**Program Overview:** A youth driven program that inspires change, compassion and connection for foster and adoptive youth in Iowa. Teens meet and share highs and lows. Topics are then selected by our youth and focus on life skills, relationships, transitioning to adulthood, community connections, and educational opportunities. Dinner is served at 5:30pm for pre–meeting socialization.

**Other Information:**
- Fees: None.  
- Languages: English.  
- Website: WWW.CFIOWA.ORG/OURPROGRAMS/ELEVATE
**Freedom for Youth Ministries**

(515) 282-4822  
2301 Hickman Road  
Des Moines, IA 50310  

**Hours:** Monday–Friday 9:00 am–5:00 pm, hours vary call for more information  
**Eligibility:** See program descriptions  
**Program Overview:**  
- **Whiz Kidz:** Tutoring program for elementary school children 5–11. Activities include group devotion time and a meal followed by quiet time where tutors work with the students on reading and homework. Mondays and Wednesdays 5:00pm–7:00pm  
- **Freedom Quest:** Offers opportunities to teens that focus on skills and talents that they can learn and develop. Each opportunity lasts for two month after which students can choose two new opportunities or continue in one that they have excelled. Classes include: woodworking, welding, art, singing, writing, guitar, videography, photography, scrapbooking, pottery, drama, auto mechanics and more. For middle school aged boys and girls. Boys meet Tuesday and Wednesday and girls meet Wednesday and Thursday from 3:00pm–5:00pm.  
- **Journey:** Work with High-School students on pre–employment training, culinary arts, job shadowing, woodworking, metal shop, mechanics, engine repair, art studio with pottery, computer lab, and life skills such as cooking, sewing, budgeting, goal setting, and building healthy relationships. Meets Mondays and Wednesdays from 3:00pm–5:00pm.  
- **Transitional Housing:** see housing section  
**Other Information:**  
- **Fees:** None.  
- **Languages:** English, interpreters available upon request. Transportation can be provided for students attending the following High Schools: North, Roosevelt, and Hoover, and the following Middle Schools: Meredith, Harding, Hiatt, and Callahan.  
- **Website:** WWW.FREEDOMFORYOUTH.COM

**Girl Scouts of Greater Iowa**

(515) 278-2881  
(800) 342-8389 Toll Free  
10715 Hickman Road  
Urbandale, IA 50322  
Fax: (515) 278-5988  

**Hours:** Monday–Friday 8:00 am–5:00 pm  
**Eligibility:** Girls grades Kindergarten–12th.  
**Program Overview:** In partnership with committed adults, girls develop qualities that will serve them all their lives—like strong values, social conscience and conviction about their own potential and self–worth.  
- **Troops:** Groups that meet a set day for a certain number of times a month.  
- **Juliette:** Girls can make their own schedule by not being a part of a troop but still participating in events, trips, and series.  
- **Camps:** Joy Hollow, Camp Sacajawea, Camp Tanglefoot, Camp Juliette  
**Other Information:**  
- **Fees:** $12 for a year membership, financial scholarships available.  
- **Languages:** English, Spanish materials available.  
- **Website:** WWW.GIRSCOUTSIOWA.ORG  
- **Email:** WEBMASTER@GSIOWA.ORG

**Summer Movie Clubhouse—Cinemark Century Theatres**

(515) 256-8001 ext.3  
100 East Euclid, Suite 143  
(basement of Park Fair Mall)  
Des Moines, IA 50313  

**Hours:** Tuesdays 10:00 am–12:00 pm  
**Eligibility:** Kids in grades 1–12  
**Program Overview:** The clubhouse offers 10 PG and G rated movie showings during weekday mornings from June–August at the Century 20 Jordan Creek Theatre.  
**Other Information:**  
- **Fees:** $1 per person per movie, (all 10 movies can be purchased in advance for $5.  
- **Languages:** English, hearing headsets available.  
- **Website:** WWW.CINEMARK.COM/SUMMER–MOVIE–CLUBHOUSE
**Young Women's Resource Center**

(515) 244-4901
818 5th Avenue
Des Moines, IA 50309
Fax: (515) 243-5073

**Hours:** Monday–Thursday 8:00 am–5:00 pm, Friday 8:00 am –12:00 pm

**Eligibility:** Serves young women ages 10–21. No Boundaries

**Program Overview:**
- **After-School Girls Groups:** Weekly group for young women in 5th through 12th grade in the Des Moines area. After School Groups are an extension of the Problem Solving program; participants take an active role in determining topics and activities.
- **Sheroes:** Comprised of high school girls who aspire to become leaders in the community through volunteerism and philanthropy.
- **R–3 (Rights, Respect and Responsibility):** A youth activist group comprised of metro high school students that meets weekly at YWRC. Participants provide education on healthy relationships and pregnancy prevention to their peers throughout the community.
- **Summer Programs:** Programs designed to offer young women an interactive, supportive and safe environment in which to learn and enjoy during the summer months.
- **Mariposa:** A weekly after school group designed exclusively for Latina young women in middle and high schools through Des Moines.

**Other Information:**
- **Fees:** None
- **Languages:** English, Spanish
- **Website:** WWW.YWRC.ORG
- **Email:** YWRC@YWRC.ORG

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**Youth Incentives**

(515) 327-9535
(515) 538-0649
(515) 953-8978
PO Box 153
1326 Forest Ave.
Des Moines, IA 50301

**Hours:** Thursdays 4:00 pm–5:00 pm or in school by appointment.

**Eligibility:** Kids in grades Kindergarten–12

**Program Overview:** Youth Incentives consists of volunteers that specialize in reading skill–building. Volunteers meet with children who are enrolled in the Youth Incentives Program at the Forest Avenue Library on Thursday from 4:00 pm–5:00 pm, or in public schools by appointment.

**Other Information:**
- **Fees:** None. Registration forms are available at the Forest Ave Library or call to register. Youth Incentives may assist with transportation needs or registered kids to and from school.
- **Languages:** English
- **Website:** YOUTHINCENTIVESINC.VPWEB.COM/
**BABY SUPPLIES**

**ALPHA WOMEN’S CENTER**

**Des Moines:**
(515) 285-5700
3605 SE 14th St.
Des Moines, IA 50320

**Ankeny:**
(515) 965-7885
406 SW School St., Room 206
Ankeny, IA 50023

**Hours:** Monday, Tuesday, and Thursday 10:00 am – 7:00 pm (Des Moines location) Monday and Wednesday 9:00 am – 5:00 pm (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.

**Other Information:**
- **Fees:** None
- **Languages:** English, Spanish
- **Website:** WWW.AWCDESMOINES.ORG

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**BIDWELL RIVERSIDE CENTER**

(515) 244-6251
1203 Hartford
Des Moines, IA 50315

**Hours:** Monday, Tuesday, Friday 10:00 am–3:00 pm. Wednesday 10:00 am–1:00 pm, Thursday 1:00 pm–6:00 pm

**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.

**Other Information:**
- **Fees:** None
- **Languages:** English, Spanish
- **Website:** WWW.BIDWELLRIVERSIDE.ORG/

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**CAR SEAT FIT STATION**

**Deery Brothers Chevrolet**
6000 East University Avenue
(515) 252-1700
6000 East University Avenue
Pleasant Hill, IA 50327

**Hours:** First Thursday of every month; 5:00 pm – 7:00 pm – Body Shop Area

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

**Program Overview:** Free car seat checks and quick lessons on proper car seat installation.

**Other Information:**
- **Fees:** None
- **Languages:** English

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**COMMUNITY SERVICES CENTER ON 6TH**

(515) 248-6216
1618 6th Ave.
Des Moines, IA 50311

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

**Eligibility:** Individuals that reside in the Des Moines city limits. You may need documentation.

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

**Other Information:**
- **Fees:** None
- **Languages:** English
GENERAL RELIEF

(515) 286-2088
19th 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 and beds.

Other Information:
- Fees: None
- Languages: English
- Website: CMS.POLKCOUNTYIOWA.GOV/CFYS/PAGES/GENERALASSISTANCE.ASPX

SAVATION ARMY

(515) 282-3422
Contact Marie
1330 6th Ave
Des Moines IA 50314

Hours: Monday – Friday 9:00 am – 11:30 am 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.

Other Information:
- Fees: None
- Languages: English
- Website: WWW.SALVATIONARMY-DESMOINES.ORG

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.

Other Information:
- Fees:
- Languages:
- Website:

STORK’S NEST – VISITING NURSE SERVICES OF IOWA

(515) 558-9950
100 University Ave, Ste 100
Des Moines IA 50314

Hours: Wednesday 12:00 noon – 4:30 pm, Friday 9:00 am – 12:00 noon

Eligibility: Pregnant women who reside in Polk County and who meet program’s income guidelines.

Program Overview: Participants earn points for healthy behaviors such as keeping medical appointments, WIC participation, breastfeeding, parenting classes, and school attendance. These points are redeemed for needed baby items such as diapers, clothing, strollers, cribs and car seats. Participants must be pregnant at time of enrollment and can stay with Stork’s Nest until the child is 1 year of age.

Other Information:
- Fees:
- Languages:
- Website:
Camps

Medical/Specialty Camps

Camp Albrecht Acres
(563) 552-1771
14837 Sherrill Rd.
Sherrill, IA 52073

**Hours:** Call or visit website for details.

**Eligibility:** Individuals with special needs.

**Program Overview:** Weekend and week-long summer camps for individuals with special needs. Camp sessions are divided by age groups. Also offers year-round program. Applications from outside of Iowa may be accepted, contact program for details.

**Other Information:**
- **Fees:** $190 deposit for every reservation that will be credited to total camp fee (it will not be refunded upon cancellation). Camp fees are $540 per week and $215 per weekend. Daily respite is $125 per day. MR/MyH Waiver Fee is $4.35/hr
- **Languages:** English
- **Website:** [WWW.ALBRECHTACRES.ORG/ABOUTUS.html](http://www.albrechtacres.org/aboutus.html)

Camp Amanda (Amanda the Panda Children and Family Grief Center)
(515) 223-4847 or (877) 533-4847
Wesley Woods Camp and Retreat.
10896 Nixon St
Indianola, IA 50125

**Hours:** Call or visit website for details.

**Eligibility:** Anyone ages 6–17 who have experienced the loss of a loved one.

**Program Overview:** Weekend camp for children and teens ages 6–17 who have experienced the loss of a loved one. Applications from outside of Iowa may be accepted, contact program for details.

**Other Information:**
- **Fees:** None
- **Languages:** English
- **Website:** [WWW.AMANDATHEPANDA.ORG/SERVICES.CAMPS.html](http://www.amandathepanda.org/services/camps.html)
- **How to Apply:** Complete online reservation form

Camp Courageous of Iowa
(319) 465-5916
(319) 465-5919 Fax
12007 190th St
Monticello, IA 52310

**Hours:** Call or visit website for details.

**Eligibility:** Anyone with a disability can attend. Vision, mental, physical and other disabilities are typical of the individuals served.

**Program Overview:** Camp Courageous is a year-round respite care and recreational facility for individuals of all ages with disabilities.

**Other Information:**
- **Fees:** Varies by camp
- **Languages:** English
- **Website:** [WWW.CAMPCOURAGEOUS.ORG](http://www.campcourageous.org)
- **How to Apply:** Call or visit website for details

Camp Mercy (Mercy Medical Center of Dubuque)
(563) 589-9120
Dubuque, IA

**Hours:** Call for details.

**Eligibility:** Children in preschool to 5th grade.

**Program Overview:** Camp Mercy is a six-week summer therapy program where children are able to maintain and continue to build motor, speech and language skills. Sessions are under the direction of a licensed occupational therapist, licensed speech-language pathologist and behavior specialist. Groups are six children of similar age and grade. Groups last 1.5 hours twice a week.

**Other Information:**
- **Fees:** $200 per child. Financial aid may be available to fund the registration fee.
- **Languages:** English
- **Website:** [WWW.MERCYDUBUQUE.COM/CAMP-MERCY](http://www.mercydubuque.com/camp-mercy)
- **How to Apply:** Call for details
**Camp Heart Connection (Children's Cancer Connection)**

**(515) 243-6239 or (877) 535-7802**

**Program Overview:**
- **Camp Heart Connection Oncology Camp:** Week-long summer camp for children who have, or have had cancer.
- **Family Camps:** Provides 2 family camps every year. These weekends are opportunities for families touched by childhood cancer to meet and socialize with others in the same boat.
- **Camp Heart Connection Sibling Camp:** Provides siblings of children with cancer the opportunity to be the stars of their own week. Sibling camp is also a place to share feelings about being shuffled amongst relatives as parents find ways to be present for the child with cancer. Finally, sibling camp is a safe place for bereaved siblings to meet other kids coping with the same thing.

**Other Information:**
- **Fees:** Varies by camp
- **Languages:** English
- **Website:** [WWW.CHILDRENSCANCERCONNECTION.ORG](http://WWW.CHILDRENSCANCERCONNECTION.ORG)
- **How to Apply:** Contact program or download application.

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**Camp Hertko Hollow**

**(352) 750-6759 or (888) 437-8652**

**Family Weekend Numbers**

**(352) 750-6759 or (888) 437-8652**

**Program Address**

101 Locust St
Des Moines, IA 50309

**Program Overview:**
- **Summer camp for children with diabetes ages 6–18** that promotes diabetes management skills to gain independence and a positive attitude for controlling diabetes.

**Other Information:**
- **Fees:** Yes, financial assistance is available
- **Languages:** English
- **Website:** [WWW.CAMPHERTKOHOLLOW.COM](http://WWW.CAMPHERTKOHOLLOW.COM)
- **How to Apply:** Contact program or download application.

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**Camp Sunnyside (Easter Seals)**

**(515) 289-1933**

**(515) 289-1281 Fax**

**Program Overview:**
- **Offers camp program for individuals with disabilities, including both day camps and residential camps.**

**Other Information:**
- **Fees:** Yes, see website or call
- **Languages:** English
- **Website:** [WWW.EASTERSEALS.COM](http://WWW.EASTERSEALS.COM)
- **How to Apply:** Download application from website

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**Camp Tanager**

**(319) 365-9164**

**(319) 365-6411 Fax**

**Program Overview:**
- **Diabetes Camp:** Summer camp for children and adolescents with diabetes. Applications from outside of Iowa may be accepted, contact the program for details.
- **Hemophilia Camp:** Week-long summer camp for children with hemophilia and their siblings. Applications from outside of Iowa may be accepted, contact the program for details.
### Camp Quality Heartland

**Phone:** (712) 484-3625  
**Address:** P.O. Box 402, Council Bluffs, IA 51502  
**Hours:** Call or visit website for details.  
**Eligibility:** Any child ages 4-18 who has/had cancer  
**Program Overview:** During our annual summer camps, we strive to offer the finest camping program. A one-on-one companion is assigned to your child to care for their needs and to ensure they have the best time at camp. Each camp is staffed with an on-site, 24 hour medical team that is provided by Camp Quality to care for all medical needs.  
**Other Information:** Siblings may attend the camp if space is available. Priority is given to siblings of first-time campers.  
**Fee:** Free  
**Languages:** English  
**Website:** [WWW.CAMP QUALITY USA.ORG/HTL/HOME.ASPX](http://www.campqualityusa.org/htl/home.aspx)  
**How to Apply:** Download application

### Courage League Sports

**Phone:** (515) 421-4020  
**Address:** 4405 121st St., Urbandale, IA 50323  
**Hours:** Monday–Friday 9:00 am–7:30 pm, Saturday 9:00 am–5:00 pm, Sunday 1:00 pm–4:00 pm  
**Eligibility:** Ages 2–Young Adults  
**Program Overview:** A recreational sports facility adapted for special needs children. Sports teams available in the following sports: basketball, volleyball, and soccer. Yoga and fitness classes, century gym, martial arts, archery, and open gym.  
**Other Information:** Monthly Membership: $49.00, 8 week pass: $79.00, punch card option is available. These prices include the entire family. Participants with a Waiver (Intellectual Disability or Brain Injury) with a Consumer Choice Option can allot funds toward a membership.  
**Languages:** English  
**Website:** [WWW.COURAGE LEAGUESPORTS.COM](http://www.courageleaguesports.com)  
**How to Apply:** Download application from website or contact program

### Hemophilia of Iowa Family Camp (Hemophilia of Iowa, Inc)

**Phone:** (319) 721-3964 or (800) 272-3547  
**Address:** Cedar Rapids, IA 52401  
**Hours:** Call or visit website for details.  
**Eligibility:** For families living in Iowa with a bleeding disorder  
**Program Overview:** Camp for families with a bleeding disorder.  
**Other Information:**  
- **Fees:** Free  
- **Languages:** English  
- **Website:** [WWW. HEMOPHILIAOFIOWA.COM](http://www.hemophiliaofiowa.com)  
- **How to Apply:** Contact the program

### MDA Camp (Muscular Dystrophy Association)

**Phone:** (319) 393-8905 or (800) 572-1717  
**Address:** Camp Courageous of Iowa, 12007 190th St., Monticello, IA 52310  
**Hours:** Call or visit website for details.  
**Eligibility:** Must be a resident of Iowa and registered with the MDA. For children who are ages 6–17 during camping sessions, must be diagnosed with one of the diseases covered under MDA’s program.  
**Program Overview:** Overnight camp for children ages 6–17 who are residents of Iowa diagnosed with most types of muscular dystrophy and neuromuscular diseases covered under the MDA’s program.
### MIRACLE BURN CAMP (UNIVERSITY OF IOWA HOSPITALS AND CLINICS)

**(319) 356-3218**  
1769 260th Ave  
Spirit Lake, IA 51360

**Hours:** Call or visit website for details.  
**Eligibility:** Residents of Iowa, Nebraska, South Dakota, Minnesota, or Illinois. Children ages 8-18 who have experienced a brain injury or other traumatic injury or wound requiring skin grafting.  
**Program Overview:** Camp for children ages 8-18 who have experienced a burn injury or other traumatic injury or wound requiring skin grafting.  
**Other Information:**  
- **Fees:** Free to any child age 8 to 18 who has experienced a burn injury.  
- **Languages:** English  
- **Website:** [WWW.UIHEALTHCARE.COM/DEPTS/BURNTREATMENTCENTER/BURNCAMP.HTML](http://WWW.UIHEALTHCARE.COM/DEPTS/BURNTREATMENTCENTER/BURNCAMP.HTML)  
- **How to Apply:** Contact the program for an application

### SOCIAL SKILLS/FITNESS CAMPS (ASPEN ATHLETIC CLUBS)

**(515) 278-2582**  
(515) 278-0762 Fax  
6103 SE 14th St  
Des Moines, IA 50320

**Hours:** Call or visit website for details.  
**Eligibility:** Individuals with special needs.  
**Program Overview:** Aspen offers a holiday camp in December, a Spring break Camp in March, and a Summer Camp. The summer camp is a social skills/fitness camp with activities that include: soccer, basketball, relay running, obstacle course, social scavenger hunts, group fitness exercise, free time, relationship building, social group exercise, team building, and much more. Classes are successful for kids with ADHD, Executive Functioning, Aspergers PDD-NOS, and High Functioning Autism.  
**Other Information:**  
- **Fees:** Half camp rates (3 hours) $200/week; full day camp rates (6 hours) $375/week. Prorated rates are available for daily usage. For other pricing options contact program director.  
- **Languages:** English.  
- **How to Apply:** Contact the program for more details.

### TRANSITION CAMPS (IOWA DEPARTMENT FOR THE BLIND)

**(515) 281-1333 or**  
**(800) 362-2587**  
**(515) 2881-1355 TTY**  
524 4th St  
Des Moines, IA 50309

**Hours:** Call or visit website for details.  
**Eligibility:** Blind and visually impaired Iowans ages 14-21 who have no yet graduated from high school. They must also be eligible for vocational rehabilitation services from the Iowa Department for the Blind (call or see website).  
**Program Overview:** Each summer, the transitions program at the Iowa Department for the Blind holds camps following a particular theme. Themes can range from outdoor recreation to preparing for college to possible career tracks. Participants in the camps engage in a variety of activities that allow them to learn non-visual techniques helpful for daily living and interact and connect with other teens experiencing vision loss.  
**Other Information:**  
- **Fees:** Financial assistance available  
- **Languages:** English  
- **Website:** [WWW.IDBONLINE.ORG/LIVING/ORIENTATION/YOUNG%20ADULT/SUMMER-CAMPS](http://WWW.IDBONLINE.ORG/LIVING/ORIENTATION/YOUNG%20ADULT/SUMMER-CAMPS)  
- **How to Apply:** Call or email for details
# Camps

**Camp Fire USA**  
(515) 274-1501  
(800) 652-2242  
5615 Hickman Rd  
Des Moines, IA 50310  

**Hours:** Call or visit website for details.  
**Eligibility:** Kids in kindergarten to 12th grade  
**Program Overview:** Camp Fire USA provides programs for school aged boys and girls and their families. Camp Fire Clubs, camps, day camps, middle school programs, self-reliance programs, and residential camps are available. Programs available:  
Day Camps: We have a variety of locations, themes and options for the youth and their parents. Our programs are flexible, whether your family would like to join us for a week or the entire summer, we work on your schedule. Our camps are located in Des Moines, West Des Moines, Boone and Ames, with convenient pick up sites in Ankeny and Madrid.  
Camp Hantesa: Camp Hantesa offers a variety of programs throughout the year for schools, groups and organizations. Programs for families include parent/Youth Overnights, Saturdays at the Ranch and Riding Lessons, Winter and Spring Break Camps, School Day Off Programs, and much more.  
Teen Leadership: Our range of Teen Leadership programs work to engage teens across four key areas: adventure programming, service-learning, leadership development, and youth opportunities.  
Adventure Learning Programs: Camp Fire provides adventure opportunities for children, teens, and adults! Activities include our climbing tower, camping, ropes course, canoeing, kayaking, and teambuilding games.  
**Other Information:**  
- **Fees:** Vary, call for details. Summer Camp Scholarships  
- **Languages:** English  
- **Website:** [WWW.CAMPFIREUSAIA.ORG](http://WWW.CAMPFIREUSAIA.ORG)  
- **How to Apply:** Call or visit website for more details.

| Johnston Location | Hours: Call or visit website for details.  
|---|---  
| (800) 968-4332  
Summit Middle School  
9500 Windsor Parkway  
Johnston, IA 50131 | **Eligibility:** Kids ages 6–12  
**Program Overview:** Hands-on science and creativity program that makes learning fun! Take apart appliances, build new inventions, clean a polluted city, build a roller coaster, escape from an alien planet. From Invent Now Kids and the USPTO. For kids ages 6–12  
**Other Information:**  
- **Fees:** Average $100–200.  
- **Languages:** English  
- **Website:** [WWW.INVENT.ORG/CAMP](http://WWW.INVENT.ORG/CAMP)  
- **How to Apply:** Call for more details  

| Des Moines Location |  
|---|---  
| (800) 968-4332  
(330) 849-8528 fax  
Hanawalt Elementary School  
225 56th St  
Des Moines, IA 50312 |  
| Altoona Location |  
| (800) 968-4332  
(330) 849-8528 Fax  
Altoona Elementary  
301 6th St SW  
Altoona, IA 50009 |
Other Locations
Adel, Cedar Falls, Cedar Rapids, Decorah, Iowa City, Manchester, Pella, Sioux City, Washington, Waterloo, West Liberty

**DAY CAMP ADVENTURES**

(515) 971-4395
100th and Hickman
Greenbelt Park
Clive, IA 50325

**Hours**: Call or visit website for details.

**Eligibility**: Kids in kindergarten to 8th grade

**Program Overview**: The mission of Day Camp Adventures is to provide parents with alternatives to traditional day care experiences, while engaging children with developmentally appropriate activities. We are a day camp that is built around daily field trips and fun summer activities for kids kindergarten through eighth grade.

**Other Information**:
- **Fees**: $150 per week or $35 per day
- **Languages**: English
- **Website**: WWW.DAYCAMPADVENTURES.WORDPRESS.COM
- **How to Apply**: Call or visit website for more details

**DES MOINES ART CENTER**

(515) 277-4405
4700 Grand Ave
Des Moines, IA 50312

**Hours**: See description for details

**Eligibility**: See program description for details

**Program Overview**:
- **Summer Day Camp**: for ages 5 1/2 to 12 years or 6th grade. Have extended camp hours from 7:30am to 5:30pm.
- **Studio Classes**: available for beginning, intermediate and advanced adults during the day or evening. Offers night and day classes for all from preschool children to adults. Summer classes available for children. Provides some scholarships for school students.

**Other Information**:
- **Fees**: Varies, call for details. Some scholarships available for school students
- **Languages**: English
- **Website**: WWW.DESMOINESARTCENTER.ORG
- **How to Apply**: Call for more details

**JUMP–N–ART SUMMER DAY CAMP (PUMP IT UP!)**

(515) 270-5017
(515) 270-5875 Fax
4069 121st
Urbandale, IA 50323

**Hours**: Call for details.

**Eligibility**: Kids ages 4–10

**Program Overview**: Jump–N–Art was developed by a fine arts education center and emphasizes the joy of selfexpression through fine art. Kids spend part of their time laughing, bouncing and playing games and part of their time exploring their inner Rembrandts. They'll also have lunch, snacks and experience other awesome activities.

**Other Information**:
- **Fees**: $75
- **Languages**: English
- **How to Apply**: Call for more details

**YMCA CAMPS**

Ankeny Location
(515) 965-8303 ext. 433
1102 N. Ankeny Blvd.
Ankeny, IA 50023

**Hours**: Call or visit website for details.

**Eligibility**: See specific program overview for details

**Program Overview**: Day Camp: Our program is separated into two age groups (K–2nd grade and 3rd–5th grade) providing age appropriate activities for your child. Children will participate in activities in both small and large group settings that present children with the opportunity to grow...
personally and socially, to develop skills for meeting new friends, to learn and understand the YMCA values of Caring, Honesty, Respect and Responsibility.

Age: Kindergarten to 5th grade
Fees: $125 for members, $160 for non-members

**Teen Camp Details:** This camp is planned for young adults who have completed 5th-8th grade. Meeting new friends, exploring new skills and living a summer full of new challenges and choices is the basis of this weekly camp.

Age: 5th-8th grade
Fees: $125 for members, $160 for non-members

**Enrichment Camp Details:** These special weekly camps for children who have completed K-5th grade allow campers to explore their personal passions or develop a new area of interest.

Age: Kindergarten to 5th grade
Fees: $135 for members, $170 for non-members

**Preschool Camp Details:** Your preschool camper will enjoy a mixture of indoor and outdoor fun and excitement. The curriculum changes weekly and is focused on the development of young children and their natural desire to learn. Activities are designed for 3 to 6 years old children who are toilet trained and have not yet attended kindergarten.

Age: 3 to 6 years old
Fees: $22-$103

**Other Information:**
- **Fees:** Varies by location and camp, see above.
- **Languages:** English
- **Website:** WWW.DYMCA.ORG
- **How to Apply:** Call or visit website for more details
CASE MANAGEMENT SERVICES

AIDS PROJECT (PRIMARY HEALTH CARE, INC)

(515) 284-0245 or (888) 373-0010
1200 University Ave. Ste 206
Des Moines, IA 50314

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.

Other Information:
- Fees: None
- Languages: English, Spanish
- Website: WWW.PHCINC.NET/INDEX.PHP/THE-PROJECT

BROADLAWNS MEDICAL CENTER

(515) 282-6770
(515) 282-6775 Fax
2300 Euclid Ave Ste B
Des Moines IA 50310

Hours: Monday – Friday 8:00 am – 4:30 pm
Eligibility: Adults with chronic mental health. Further eligibility determined at intake meeting.
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.

Other Information:
- Fees: Sliding fee scale, fee dependant on individual insurance coverage
- Languages: Interpreters available
- Website: WWW.BROADLAWNS.ORG/MENTAL-HEALTH-SERVICES.CFM

CHILDSERVE

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

Hours: Monday – Thursday 7:30 am – 6:30 pm, Friday 7:30 am–4:30 pm
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.

Other Information:
- Fees: dependant on insurance coverage and waiver funding
- Languages: English, Spanish
- Website: WWW.CHILDSERVE.ORG
### CHRISTIAN OPPORTUNITY CENTER

(641) 628-1162  
(515) 270-0305  
8450 Hickman #15  
Clive, Iowa 50325

**Hours:** Monday–Friday 7:00 am–4:30 pm  
**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.  
**Other Information:**  
- **Fees:** Dependant on funding source, waiver.  
- **Languages:** English  
- **Website** [WWW.CHRIStIANOPPORTUNITY.ORG](http://WWW.CHRIStIANOPPORTUNITY.ORG)

### COMMUNITY SUPPORT ADVOCATES

(515) 883-1776  
333 SW 9th St. Ste E  
Des Moines IA 50309

**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.  
**Other Information:**  
- **Fees:** dependant on insurance coverage and waiver funding  
- **Languages:** English  
- **Website** [WWW.TEAMCSA.ORG/CSA/](http://WWW.TEAMCSA.ORG/CSA/)

### EASTER SEALS

(515) 274-1529  
2920 30th St.  
Des Moines, IA 50310

**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.  
**Other Information:**  
- **Fees:** dependant on insurance coverage and waiver funding  
- **Languages:** English  
- **Website** [WWW.EASTERSEALSI.A.ORG](http://WWW.EASTERSEALSI.A.ORG)

### EYERLY BALL

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

**Hours:** Call for specific program hours.  
**Eligibility:** Adults 18 and older.  
**Program Overview:**  
- **Integrated Service Project (ISP):** Services driven by member needs and preferences. Provides comprehensive services to prevent 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. 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 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 have a primary documented diagnosis of mental retardation, developmental disability, or mental health issues.

Other Information:
- Fees: Sliding Fee scale, varies by service and insurance coverage
- Languages: English
- Website: WWW.EYERLYBALL.ORG

Family Development and Self-Sufficiency Program (FaDSS)—Family Enrichment Center

(515) 286-3406
Polk County River Place
2309 Euclid Avenue
Des Moines, IA 50310

Hours: Monday–Friday 8:00 am–4:30 pm
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

Other Information:
- Fees: None
- Languages: English
- Website: WWW.POLKCOUNTYIOWA.GOV

Healthy Start/Empowerment Program (Visiting Nurse Services of Iowa)

(515) 288.1516
1111 9th St. Ste 320
Des Moines, IA 50314

Hours: Monday – Friday 8:00 am – 4:30 pm
Eligibility: Families with children under age 6
Program Overview: 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

Other Information:
- Fees: None
- Languages: Interpreters available
- Website: WWW.VNSDM.ORG

Link Associates

(515) 262-8888
4301 NE 14th St.
Des Moines, IA 50313

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.

Other Information:
- Fees: Varies by service and insurance coverage
- Languages: Interpreters available
- Website: WWW.LINKASSOCIATES.ORG
### Refugee Resettlement (Catholic Charities)

**Hours:** Monday – Thursday 8:00 am – 4:30 pm & Friday 8:00 am – 4:00 pm  
**Eligibility:** Recent refugees to Des Moines  
**Program Overview:** Resettlement Services for individuals who have been forced to flee their home country because of war and persecution. Catholic Charities provides assistance with housing, food, and transportation, cultural orientation, job placement assistance, and English language classes.  
**Other Information:**  
- **Fees:** None  
- **Languages:** Interpreters available  
- **Website:** WWW.DMDIOCESE.ORG / CATHOLIC-CHARITIES.CFM

**Hours:** Monday – Friday 8:00 am – 4:30 pm  
**Eligibility:** Recent Refugees to Des Moines  
**Program Overview:** USCRI Des Moines helps refugees adapt to life in the United States. USCRI Des Moines focuses on meeting the immediate basic needs of new arrivals, assisting refugees in obtaining early employment and achieving self-sufficiency, and nurturing community integration for new Americans.  
**Other Information:**  
- **Fees:** None  
- **Languages:** Interpreters available  
- **Website:** WWW.REFUGEES.ORG / ABOUT-US/WHERE-WE-WORK/USCRI-DES-MOINES
## Child Care Funding & Referrals

### Child Care Nurse Consultants – Visiting Nurse Services of Iowa

| (515) 558-9604 | **Hours:** Monday – Friday 7:45 am – 4:30 pm.  
1111 9th St. Ste 320  
Des Moines IA 50314 | **Eligibility:** Child care providers  
**Program Overview:** Childcare 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.  
**Other Information:**  
- **Fees:** Free  
- **Languages:** English, Other languages available upon request  
- **Website:** [WWW.VNSDM.ORG](http://WWW.VNSDM.ORG) |

### Child Care Resource & Referral of Central Iowa (CCR&R)

| (515) 246-3590  
(800) 722-7619 | **Hours:** Monday – Thursday 7:00 am – 7:00 pm, Friday 8:00 am – 3:00 pm,  
Saturday 8:00 am – 11:00 pm  
808 5th Street  
Des Moines, IA 50309 | **Eligibility:** Parents and child care providers in Appanoose, Boone, Clarke, Dallas, Davis, Decatur, Hardin, Jasper, Lucas, Madison, Mahaska, Marshall, Monroe, Marion, Polk, Story, Wapello, Warren, and Wayne counties  
**Program Overview:**  
Parent Services: Free customized referrals to child care including information on what to look for in a child care setting, how to choose child care that meets the family's needs and how the Iowa Quality Rating System can be a tool for choosing quality child care.  
Referral are available online 24/7.  
Choose Region 4 for Central Iowa.  
Provider Trainings: A variety of trainings on best practices in child care are available on the website.  
Choose DHS Training Registry for more information and to register.  
Child Care Provider Services: CCR&R Child Care Consultants assist home and center based child care programs in quality improvement through technical assistance and on site consultation.  
Child Care Consultants help child care programs with regulations, infant care, child development, social emotional development, room arrangement, health and safety and the Iowa Quality Rating System.  
**Other Information:**  
- **Fees:** None  
- **Languages:** English and Spanish  
- **Website:** [WWW.IOWACCRR.ORG](http://WWW.IOWACCRR.ORG)  
- **Email:** CCRRINFO@ORCHARDPLACE.ORG. |

### Child Care Assistance Program

| (515) 725-2600 | **Hours:** Monday – Friday 8:00 am – 4:30 pm  
Polk County River Place  
2309 Euclid Ave  
Des Moines, IA 50310 | **Eligibility:** Individuals seeking assistance with daycare funding. Eligibility is based on income (below 145% of federal poverty level or 200% of federal poverty level for a child with special needs).  
**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 Promise Jobs. The Program also provides protective child care, and covers child care expenses for children in foster care. Parents are also required to be actively searching for work, working 28 or more hours per week or be in school full-time.  
**Other Information:**  
- **Fees:** None for enrollment. Most families will receive assistance to cover a percentage of the cost of childcare  
- **Languages:** English  
- **Website:** [WWW.DHS.STATE.IA.US/CONSUMERS/CHILD_CARE/CCASSISTANCE/CCAforCONSUMPERS.HTML](http://WWW.DHS.STATE.IA.US/CONSUMERS/CHILD_CARE/CCASSISTANCE/CCAforCONSUMPERS.HTML) |
Dress for Success

ELIGIBILITY: Females by referral from participating agency only.

Program Overview: We promote the economic independence of disadvantaged women by providing professional attire, a network of support and the career development tools to help women thrive in work and life.

Suiting Program: Dress for Success Des Moines provides each woman with a business suit when she has a job interview. When she successfully lands the job, she returns to Dress for Success Des Moines for up to one week’s worth of business-appropriate separates.
Dress for Success Des Moines serves job-ready women by referral only. Access to the Career Center for mentoring related to job retention.

**Going Places Network:** Free service to help unemployed and under-employed Dress for Success clients gain professional skills, accelerate their job search and build confidence to gain employment in the workforce. Classes will meet twice a week and will feature educational programs, guest speakers, one-on-one career coaching, and networking in a supportive environment.

**Other Information:**
- **Fees:** None
- **Languages:** English
- **Website:** WWW.DRESSFORSUCCESS.ORG / DESMOINES

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**EMPOWERMENT CENTER (Bethel AME CHURCH)**

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

**Hours:** Mondays 10:00 am – 2:00 pm

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

**Program Overview:** Free clothing for men, women, children, and infants. Need photo ID. Can be used once a month

**Other Information:**
- **Fees:** None
- **Languages:** English

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**FIRST FEDERATED CHURCH**

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

**Hours:** Wednesday 12:30 pm – 2:00 pm

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

**Program Overview:** Provides all types of free clothing

**Other Information:**
- **Fees:** None
- **Languages:** English
- **Website:** WWW.FIRSTFEDERATED.ORG

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**FRIENDSHIP BAPTIST CENTER**

(515) 244-1701
1526 Martin Luther King Pkwy
Des Moines, IA 50314

**Hours:** Tuesday and Wednesday 9:30 am–12:00 pm.

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

**Program Overview:** Free clothing for men, women, children and infants.

**Other Information:**
- **Fees:** None
- **Languages:** English
- **Website:** WWW.FRIENDSHIPBAPTISTCENTER.ORG

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**HIGHLAND PARK CHRISTIAN CHURCH**

(515) 244-3182
4260 NW 6th Dr.
Des Moines IA 50313

**Hours:** Monday and Friday 9:30 am–11:30 am (Hrs may vary so please call)

**Eligibility:** Individuals that reside in the 50313 area.

**Program Overview:** Provides all types of clothing.

**Other Information:**
- **Fees:** None
- **Languages:** English

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**PROTEUS**

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

**Hours:** Call for availability.

**Eligibility:** Immigrant and migrant workers living in Iowa

**Program Overview:**
- **Food & Clothing Pantry:** Individuals can access the pantry once a month.

**Other Information:**
- **Fees:** None.
- **Languages:** English and Spanish
- **Website:** WWW.PROTEUSINC.NET
## St. Mary’s Family Center (Catholic Charities)

**Number:** (515) 262-7290  
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.  
**Other Information:**  
- Fees: None.  
- Languages: English and Spanish  
- Website: [WWW.DMDIOCESE.ORG/ST-MARY-FAMILY-CENTER.CFM](http://WWW.DMDIOCESE.ORG/ST-MARY-FAMILY-CENTER.CFM)

## St. Vincent de Paul

**Number:** (515) 282-8327  
1426 6th 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.  
**Other Information:**  
- Fees: None.  
- Languages: English  
- Website: [WWW.SVDPDSM.ORG](http://WWW.SVDPDSM.ORG)

## The Ankeny Klothing Exchange (TAKE)

**Number:** (515) 965-9606  
406 SW School St. Ste 310  
Ankeny, IA 50021  

**Hours:** Monday–Friday 9:30 am–11:30 am and 2nd Saturday of the month 9:00 am–12:00 pm  
**Eligibility:** Individuals that reside in the 50021 area.  
**Program Overview:** Provides a clothing closet and personal items.  
**Other Information:**  
- Fees: None.  
- Languages: English

## The Clothes Closet – Capitol Hill Lutheran Church

**Number:** (515) 244-8913  
511 Des Moines St.  
Des Moines IA 50309  

**Hours:** Wednesday 3:00 pm–5:00 pm 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.  
**Other Information:**  
- Fees: None.  
- Languages: English

## West Des Moines Human Services

**Number:** (515) 222-3660  
318 5th St.  
West Des Moines IA 50265  

**Hours:** Monday, Tuesday, and Thursday 9:00 am–12:30 pm and 1:30 pm–3:00 pm  
**Eligibility:** ONLY for families living in WDM area and other Western suburbs.  
**Program Overview:** Clothing closet and personal items provided.  
**Other Information:**  
- Fees: None.  
- Languages: English  
- Website: [WWW.WDM.IOWA.GOV/INDEX.ASPX?PAGE=178](http://WWW.WDM.IOWA.GOV/INDEX.ASPX?PAGE=178)

## Plymouth Women’s Career Closet (Riverfront YMCA and Plymouth Church)

**Number:**  
(515) 282-9622 (YMCA)  
(515) 255-3992 (Plymouth Church)  

**Hours:** Monday and Thursday 1:00 pm – 4:00 pm, First Saturday of the month 9:00 am – 12:00 noon  
**Eligibility:** Serves women in the Des Moines area. No Boundaries  
**Program Overview:**  
- Plymouth Women’s Career Closet: located at the Riverfront YMCA. Personal shoppers assist women with wardrobe needs as they enter, return to, or are active in the workforce. All items are free and each customer may leave with 3–5 outfits, 1–2 accessories, and 1–2 pairs of shoes. Women that visit the closet are treated to a
Riverfront YMCA
101 Locust St.
Des Moines, IA 50309

quality shopping experience, wardrobe advice and high-quality career clothes.

**Other Information:**
- **Fees:** None.
- **Languages:** English
- **Website:** [WWW.WDM.IOWA.GOV/INDEX.ASPX?PAGE=178](http://WWW.WDM.IOWA.GOV/INDEX.ASPX?PAGE=178)
| **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.  
**Other Information:**  
- **Fees:** Reduced Price.  
- **Languages:** English

**BARGAIN BASKET**  
(515) 246-8545  
East Village  
520 E 6th 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  
**Other Information:**  
- **Fees:** Reduced Price.  
- **Languages:** English

**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.  
**Other Information:**  
- **Fees:** Reduced Price.  
- **Languages:** English  
- **Website:** [WWW.DAVDESMOINES.COM](http://WWW.DAVDESMOINES.COM)

**GOODWILL STORES**  
(515) 963-0209  
509 N Ankeny Blvd  
Ankeny, IA 50023  
**Hours:** Call store location for specific hours  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provides new and gently used household goods and clothing for adults, children, and maternity at low cost. Red Cross vouchers accepted.  
**Other Information:**  
- **Fees:** Reduced Price.  
- **Languages:** English  
- **Website:** [WWW.DMGOODWILL.ORG](http://WWW.DMGOODWILL.ORG)

**GOODWILL STORES**  
(515) 287-5578  
3333 SE 14th St  
Des Moines IA 50320  
**Hours:** Call store location for specific hours  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provides new and gently used household goods and clothing for adults, children, and maternity at low cost. Red Cross vouchers accepted.  
**Other Information:**  
- **Fees:** Reduced Price.  
- **Languages:** English  
- **Website:** [WWW.DMGOODWILL.ORG](http://WWW.DMGOODWILL.ORG)

**GOODWILL STORES**  
(515) 285-5454  
6345 SE 14th St  
Des Moines, IA 50315  
**Hours:** Call store location for specific hours  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provides new and gently used household goods and clothing for adults, children, and maternity at low cost. Red Cross vouchers accepted.  
**Other Information:**  
- **Fees:** Reduced Price.  
- **Languages:** English  
- **Website:** [WWW.DMGOODWILL.ORG](http://WWW.DMGOODWILL.ORG)

**GOODWILL STORES**  
(515) 270-6631  
4520 NW Urbandale Dr.  
Urbandale IA  
**Hours:** Call store location for specific hours  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provides new and gently used household goods and clothing for adults, children, and maternity at low cost. Red Cross vouchers accepted.  
**Other Information:**  
- **Fees:** Reduced Price.  
- **Languages:** English  
- **Website:** [WWW.DMGOODWILL.ORG](http://WWW.DMGOODWILL.ORG)

**GOODWILL STORES**  
(515) 265-6650  
3251 E. Euclid  
Des Moines, IA 50317  
**Hours:** Call store location for specific hours  
**Eligibility:** Anyone is welcome and there are no zip code boundaries.  
**Program Overview:** Provides new and gently used household goods and clothing for adults, children, and maternity at low cost. Red Cross vouchers accepted.  
**Other Information:**  
- **Fees:** Reduced Price.  
- **Languages:** English  
- **Website:** [WWW.DMGOODWILL.ORG](http://WWW.DMGOODWILL.ORG)
ENCORE THRIFT STORE (HOPE MINISTRIES)

**Address:**
1982 Grand Ave
West Des Moines, IA 50265

**Contact:**
(515) 255-1908

**Address:**
170 Laural St. SE
Waukee, IA 50263

**Contact:**
(515) 987-1131

**Address:**
4640 Merle Hay Road
Urbandale, IA 50322

**Contact:**
(515) 262-0876

**Address:**
2900 University Ave
West Des Moines, IA 50266

**Contact:**
(515) 225-6330

**Address:**
1690 SE Delaware Ave.
Ankeny, IA 50021

**Contact:**
(515) 964-3205

**Address:**
3330 West Town Parkway
West Des Moines, IA

**Contact:**
(515) 225-9800

**Address:**
lower level center court
101 Jordan Creek Parkway
West Des Moines, IA 50266

**Contact:**
(515) 223-7480

**Address:**
1140 Penn Ave
Des Moines, IA 50316

**Contact:**
(515) 266-7610

**Address:**
4640 Merle Hay Road
Urbandale, IA 50322

**Contact:**
(515) 262-0876

**Address:**
2900 University Ave
West Des Moines, IA 50266

**Contact:**
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**Address:**
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Ankeny, IA 50021

**Contact:**
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**Address:**
3330 West Town Parkway
West Des Moines, IA

**Contact:**
(515) 225-9800

**Address:**
lower level center court
101 Jordan Creek Parkway
West Des Moines, IA 50266

**Contact:**
(515) 223-7480

**Address:**
1140 Penn Ave
Des Moines, IA 50316

**Contact:**
(515) 266-7610

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**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 locations.

**Program Overview:**
Provides reduced men, women, children, maternity, and baby clothes and some furniture/appliances.

**Other Information:**
- **Fees:** Reduced Price.
- **Languages:** English
- **Website:** WWW.HOPEIOWA.ORG/PAGES/LEARN/ENCORE–THRIFT–STORE

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**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

**Other Information:**
- **Fees:** Reduced Price.
- **Languages:** English
- **Website:** WWW.KIDDINGAROUNDSTORE.COM

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**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.

**Other Information:**
- **Fees:** Reduced Price.
- **Languages:** English
- **Website:** WWW.ME–N–MOMMYTOBE.COM/

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**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.

**Other Information:**
- **Fees:** Reduced Price.
- **Languages:** English
ONCE UPON A CHILD

(515) 222-0774
1300 100th 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.
Other Information:
- Fees: Reduced Price.
- Languages: English
- Website: WWW.ONSEUPONACHILD.COM

SALVATION ARMY

(515) 243-4277
211 E. Court Ave
Des Moines, 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.
Other Information:
- Fees: Reduced Price.
- Languages: English
- Website: WWW.ONSEUPONACHILD.COM
### Community Meals

#### Amazing Grace Ministries and Outreach

<table>
<thead>
<tr>
<th>Phone 1</th>
<th>Phone 2</th>
<th>Address</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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</thead>
<tbody>
<tr>
<td>(515) 277-9062</td>
<td>(515) 577-8214 (After Hours Emergencies)</td>
<td>1409 23rd St., Des Moines, IA 50311</td>
<td>Every fourth Sunday from 1:00 pm - 4:00 pm. Food Pantry and Clothing Closet available Saturday from 11:00 am-1:00 pm. Use North Entrance.</td>
<td>Anyone in need; serves primarily inner city residents.</td>
<td>Food pantry and clothing closet every Saturday. Community meal open to the public every fourth Sunday. Emergencies after hours food distribution available.</td>
<td>Fees: Free, Languages: English, Website: <a href="http://WWW.AGMOCHURCH.ORG">WWW.AGMOCHURCH.ORG</a></td>
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#### Central Iowa Shelter and Services—Community Kitchen

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<tr>
<th>Phone 1</th>
<th>Address</th>
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<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>(515) 284-5719</td>
<td>205 15th St., Des Moines, IA 50309</td>
<td>Hours vary depending on meal site; meals available Monday–Friday. Holidays excluded.</td>
<td>Anyone who is in need of a meal</td>
<td>Community meals available for those who need one. Food pantry may be used once a month.</td>
<td>Fees: Free, Languages: English, Website: <a href="http://WWW.CENTRALIOWASHELTER.ORG">WWW.CENTRALIOWASHELTER.ORG</a></td>
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#### Children and Families Urban Ministries (Breakfast Club and Supper Club)

<table>
<thead>
<tr>
<th>Phone 1</th>
<th>Address</th>
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<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>(515) 282-3242</td>
<td>1548 8th St., Des Moines, IA 50314</td>
<td>Days and times vary depending upon program.</td>
<td>Anyone in need of a meal. Must be enrolled in Moulton Extended Learning Center for the Breakfast Club.</td>
<td>Located at Trinity United Methodist Church in Des Moines. The Breakfast Club: year round breakfast program for children and youth enrolled in Moulton Extended Learning Center. 6:00 am-8:30 am Monday–Friday. The Supper Club: Evening meal for adults and children. 4:45 pm–5:30 pm Monday–Saturday. Anyone is welcome.</td>
<td>Fees: Free, Languages: English, Website: <a href="http://WWW.CFUM.ORG">WWW.CFUM.ORG</a></td>
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#### Creative Visions

<table>
<thead>
<tr>
<th>Phone 1</th>
<th>Address</th>
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<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>(515) 244-4003</td>
<td>1343 13th St., Des Moines, IA 50314</td>
<td>Monday – Friday 9:00 am – 5:00 pm</td>
<td>Anyone in need of a meal.</td>
<td>Meal takes place on Sunday evenings from 5:00 pm – 7:00 pm at the Creative Visions location. It is open to anyone.</td>
<td>Fees: Free, Languages: English, Website: <a href="http://WWW.CREATIVEVISIONSIA.ORG">WWW.CREATIVEVISIONSIA.ORG</a></td>
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#### Friendship Baptist Center

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<th>Phone 1</th>
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<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>(515) 244-1701</td>
<td>1526 MLK PKWY, Des Moines, IA 50311</td>
<td>Center hours depend on what program is running. Call for more information.</td>
<td>Anyone who is in need of a meal.</td>
<td>Meal is served the last Saturday of the month at 5:00 pm.</td>
<td>Fees: Free, Languages: English, Website: <a href="http://WWW.FRIENDSHIPBAPTISTCENTER.ORG">WWW.FRIENDSHIPBAPTISTCENTER.ORG</a></td>
</tr>
</tbody>
</table>
### AIB College of Business

<table>
<thead>
<tr>
<th>Phone Numbers</th>
<th>Address</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>(515) 244-4221</td>
<td>2500 Fleur Dr., Des Moines, IA 50321</td>
<td>Monday – Friday 8:00 am – 4:00 pm</td>
<td>High School Graduate or equivalent</td>
<td>AIB College of Business is an independent, nonprofit, coeducational college of business, which was founded in 1921 and offers associate of applied science degrees and bachelor of science degrees for students preparing to build careers in business.</td>
<td>Fees: See website or contact financial aid for tuition questions Language: English Website: <a href="http://WWW.AI.BEDU">WWW.AI.BEDU</a></td>
</tr>
<tr>
<td>(800) 444-1921</td>
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</tbody>
</table>

### DMACC

<table>
<thead>
<tr>
<th>Phone Numbers</th>
<th>Address</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>(515) 964-6200</td>
<td>2006 S. Ankeny Blvd., Ankeny, IA 50023</td>
<td>Call for specific location hours and services</td>
<td>See website or call for specific program eligibility</td>
<td>Des Moines Area Community College is a publicly supported two-year institution serving the Des Moines metropolitan area and surrounding counties. The College District includes all or major portions of Audubon, Boone, Carroll, Dallas, Guthrie, Jasper, Madison, Marion, Polk, Story and Warren counties and minor parts of 11 adjacent counties.</td>
<td>Apprenticeship Programs College Degrees Certificate Programs Continuing Education Classes Court Mandated Classes Community and Workforce Partnership Programs English as a Second Language Classes STRIVE: (Selected Training Received in Vocational Education) High School Career Advantage Classes/College Credit GED/High School Completion Job Search Database/Employment Assistance</td>
</tr>
<tr>
<td>(800) 362-2127</td>
<td>1125 Hancock Dr., Boone, IA 50036</td>
<td></td>
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<tr>
<td>(712) 792-1755</td>
<td>906 N. Grant Rd., Carroll, IA 51401</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>(800) 362-2127</td>
<td>600 N. 2nd Ave., West Newton, IA 50208</td>
<td></td>
<td></td>
<td>Career Academy/Hunziker Center: College Credit Classes, High School Career Academy Programs Iowa Building (Mercy-Capitol): Health Sciences programs</td>
<td></td>
</tr>
<tr>
<td>(641) 791-3622</td>
<td></td>
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</tr>
<tr>
<td>(800) 362-2127</td>
<td>1100 7th St., Des Moines, IA 50314</td>
<td></td>
<td></td>
<td>Harding Hills: DMACC’s Community &amp; Workforce Partnership – a Partnership with Iowa Workforce Development and Central Iowa Works which partners together to assist dislocated workers with Employment Skills Training</td>
<td></td>
</tr>
<tr>
<td>(515) 244-4226</td>
<td></td>
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<td></td>
<td>DMACC Perry Center: variety of educational opportunities for high school students and adult learners in the west-central region of Iowa.</td>
<td></td>
</tr>
<tr>
<td>(800) 362-2127</td>
<td>5959 Grand Ave, West Des Moines, IA 50266</td>
<td></td>
<td></td>
<td>Fees: See website or contact financial aid for tuition questions Language: English Website: GO.DMACC.EDU</td>
<td></td>
</tr>
</tbody>
</table>

**Success Center:**

- (515) 287-8700
- 800 Porter Ave.
**Career Academy / Hunziker Center:**  
1420 S. Bell Ave  
Ames, IA 50010

**Iowa Building (Mercy-Capitol):**  
603 E. 12th St.  
Des Moines, IA 50313

**Transportation Institute:**  
(515) 262-1680  
2081 NE 54th Ave.  
Des Moines, IA 50313

**Harding Hills:**  
3420 Martin Luther King Jr. Parkway #100  
Des Moines, IA 50310

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**Des Moines University**

<table>
<thead>
<tr>
<th>Phone Numbers</th>
<th>Hours: Call for specific office hours</th>
<th>Eligibility: College Graduate or equivalent, contact for specific eligibility guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>(515) 271-1400</td>
<td></td>
<td><strong>Program Overview:</strong> Des Moines University is a post graduate medical school offering many medical degree programs, located in Des Moines, Iowa.</td>
</tr>
<tr>
<td>(800) 240-2767</td>
<td></td>
<td><strong>Other Information:</strong></td>
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<tr>
<td>3200 Grand Ave.</td>
<td></td>
<td>• <strong>Fees:</strong> See website or contact financial aid for tuition questions</td>
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<td></td>
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<td>• <strong>Languages:</strong> English</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <strong>Website:</strong> <a href="http://WWW.DMU.EDU">WWW.DMU.EDU</a></td>
</tr>
</tbody>
</table>

**DRAKE UNIVERSITY**

<table>
<thead>
<tr>
<th>Phone Numbers</th>
<th>Hours: Call for specific office hours</th>
<th>Eligibility: High School Graduate or equivalent for undergraduate program</th>
</tr>
</thead>
<tbody>
<tr>
<td>(515) 271-2011</td>
<td></td>
<td><strong>Program Overview:</strong> Drake University is a private coed university offering bachelor's degrees, master's degrees, and law degrees, distance learning and continuing education programs. Undergraduate degrees available.</td>
</tr>
<tr>
<td>(800) 44-DRAKE</td>
<td></td>
<td><strong>Other Information:</strong></td>
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<td></td>
<td></td>
<td>• <strong>Fees:</strong> See website or contact financial aid for tuition questions</td>
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<tr>
<td></td>
<td></td>
<td>• <strong>Languages:</strong> English</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <strong>Website:</strong> <a href="http://WWW.DRAKE.EDU">WWW.DRAKE.EDU</a></td>
</tr>
</tbody>
</table>

**Adult Literacy Center**

<table>
<thead>
<tr>
<th>Phone Numbers</th>
<th>Hours: Call for specific office hours</th>
<th>Eligibility: one on one or small group basic literacy instruction to any adult who wants to improve reading, writing, and/or speaking skills. Annual $50 fee (scholarships available)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(515) 271-3982</td>
<td></td>
<td><strong>Other Information:</strong></td>
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<tr>
<td>2507 University Ave</td>
<td></td>
<td>• <strong>Fees:</strong> See website or contact financial aid for tuition questions</td>
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<td></td>
<td></td>
<td>• <strong>Languages:</strong> English</td>
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<tr>
<td></td>
<td></td>
<td>• <strong>Website:</strong> <a href="http://WWW.DRAKE.EDU">WWW.DRAKE.EDU</a></td>
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<tr>
<td><strong>GRAND VIEW UNIVERSITY</strong></td>
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<tr>
<td>(515) 263-2800</td>
<td><strong>Hours:</strong> 8:15 am – 4:30 pm Monday – Friday</td>
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</tr>
<tr>
<td>(800) 444-6083</td>
<td><strong>Eligibility:</strong> High School Graduate or equivalent</td>
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<tr>
<td>1200 Grandview Ave.</td>
<td><strong>Program Overview:</strong> Grand View is a not-for-profit liberal arts university offering bachelor’s and master’s degrees. Grand View offers undergraduate majors, certificate programs, two post-baccalaureate certificates and pre-professional preparation programs.</td>
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<tr>
<td>Des Moines, IA 50316</td>
<td><strong>Other Information:</strong></td>
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<td></td>
<td>- <em>Fees:</em> See website or contact financial aid for tuition questions</td>
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<td>- <em>Languages:</em> English</td>
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<td></td>
<td>- <em>Website:</em> <a href="http://WWW.GRANDVIEW.EDU">WWW.GRANDVIEW.EDU</a></td>
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<table>
<thead>
<tr>
<th><strong>KAPLAN UNIVERSITY</strong></th>
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<tbody>
<tr>
<td>(515) 727-2100</td>
<td><strong>Hours:</strong> Monday – Thursday 7:30 am – 8:00 pm, Friday 8:00 am – 4:00 pm, Saturday 9:00 am – 1:00 pm</td>
<td></td>
</tr>
<tr>
<td>(800) 987-7734</td>
<td><strong>Eligibility:</strong> High School Graduate or equivalent</td>
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</tr>
<tr>
<td>14655 121st St</td>
<td><strong>Program Overview:</strong> Kaplan University offers daytime, nighttime, and online classes for the non–traditional college student. Degree programs available in Arts and Sciences, Business, Criminal Justice, Health Sciences, Information Technology, Legal, and Nursing.</td>
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<tr>
<td>Urbandale, IA 50323</td>
<td><strong>Other Information:</strong></td>
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<td></td>
<td>- <em>Fees:</em> See website or contact financial aid for tuition questions</td>
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<td></td>
<td>- <em>Languages:</em> English</td>
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<tr>
<td></td>
<td>- <em>Website:</em> <a href="http://WWW.DESMOINES.KAPLANUNIVERSITY.EDU">WWW.DESMOINES.KAPLANUNIVERSITY.EDU</a></td>
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<table>
<thead>
<tr>
<th><strong>MERCY COLLEGE OF HEALTH SCIENCES</strong></th>
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<tbody>
<tr>
<td>(515) 643-3180</td>
<td><strong>Hours:</strong> Monday – Thursday 8:00 am – 4:30 pm, Friday 8:00 am – 1:00 pm (Admissions)</td>
<td></td>
</tr>
<tr>
<td>(800) 637-2994 x 3-3180</td>
<td><strong>Eligibility:</strong> High School Graduate or equivalent</td>
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<tr>
<td>928 6th Ave.</td>
<td><strong>Program Overview:</strong> Private, coeducational, Roman Catholic college sponsored by Catholic Health Initiatives. Mercy offers continuing education, bachelor of science, associate of science, and certificate programs in the Health Science field.</td>
<td></td>
</tr>
<tr>
<td>Des Moines, IA 50309</td>
<td><strong>Other Information:</strong></td>
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<td></td>
<td>- <em>Fees:</em> See website or contact financial aid for tuition questions</td>
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<td>- <em>Languages:</em> English</td>
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<tr>
<td></td>
<td>- <em>Website:</em> <a href="http://WWW.MCHS.EDU">WWW.MCHS.EDU</a></td>
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<tr>
<th><strong>SIMPSON COLLEGE</strong></th>
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<tbody>
<tr>
<td>(515) 961-6251</td>
<td><strong>Hours:</strong> 8:00 am – 6:00 pm Monday – Thursday, 8:00 am – 4:30 pm Friday</td>
<td></td>
</tr>
<tr>
<td>(800) 362-2454</td>
<td><strong>Eligibility:</strong> High School Graduate or equivalent</td>
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<tr>
<td>701 N. C St.</td>
<td><strong>Program Overview:</strong> Simpson College is an independent, undergraduate, coeducational, liberal arts college with over 50 undergraduate majors.</td>
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<tr>
<td>Indianola, IA 50125</td>
<td><strong>Other Information:</strong></td>
<td></td>
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<tr>
<td>(515) 309-3099</td>
<td>- <em>Fees:</em> See website or contact financial aid for tuition questions</td>
<td></td>
</tr>
<tr>
<td>Century Business Park</td>
<td>- <em>Languages:</em> English</td>
<td></td>
</tr>
<tr>
<td>Century Building II</td>
<td>- <em>Website:</em> <a href="http://WWW.SIMPSON.EDU">WWW.SIMPSON.EDU</a></td>
<td></td>
</tr>
<tr>
<td>1415 28th St., Suite 250</td>
<td></td>
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<tr>
<td>West Des Moines, IA 50266</td>
<td></td>
<td></td>
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<tr>
<td>(515) 965-9355</td>
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<tr>
<td>(866) 286-1614</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2501 SE Tones Dr, Suite 800</td>
<td></td>
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<tr>
<td>Ankeny, IA 50021</td>
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</tbody>
</table>
**UPPER IOWA CENTER (UPPER IOWA UNIVERSITY)**

**Hours:**
- 9:00 am – 8:00 pm (Monday, Wednesday)
- 9:00 am – 6:00 pm (Tuesday, Thursday)
- 9:00 am – 3:00 pm Friday (Des Moines)
- 9:00 am – 6:00 pm (Monday -Thursday)
- 9:00 am – 3:00 pm Friday (Ankeny)

**Eligibility:** High School Graduate or equivalent

**Program Overview:** The Upper Iowa Center in Des Moines, IA, opened in 1984. The Ankeny Upper Iowa Center opened in 2003. Upper Iowa Center offers courses leading to 18 majors in Des Moines and 15 in Ankeny as well as endorsements in teacher education, certificate programs and associate degrees.

**Other Information:**
- **Fees:** See website or contact financial aid for tuition questions
- **Languages:** English
- **Website:** [WWW.UIU.EDU/LOCATIONS/EDUCATIONCENTERS/USCENTERS/DESMOINES.HTML](http://WWW.UIU.EDU/LOCATIONS/EDUCATIONCENTERS/USCENTERS/DESMOINES.HTML)

**Upper Iowa Center, Des Moines**
- **Address:** 1119 5th St.
- **Tel:** (515) 225-1800
- **Location:** West Des Moines, IA 50265

**Upper Iowa Center, Ankeny**
- **Address:** 1535 SE Delaware Ave.
- **Tel:** (515) 965-6050
- **Location:** Ankeny, IA 50021
# Counseling & Mental Health Service

## Title 19

### Anderson, Dorothy

**Address:**
- Des Moines, IA 50309
- 1922 Ingersoll
- West Des Moines, IA 50373
- (515) 963-0222

**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.

**Other Information:**
- *Languages*: English

### Behavioral Medicine Center

**Address:**
- Des Moines, IA 50314
- 1801 Hickman Rd
- (515) 282-5750

**Hours:** Monday – Friday 9:00 am – 5:00 pm. Call for appointment and for after hours availability.

**Eligibility:** Medicaid, Hawk-i, and other private insurance.

**Program Overview:** Therapeutic services.

**Other Information:**
- *Languages*: English

### Broadlawns Medical Center

**Address:**
- Des Moines, IA 50314
- 3109 SW Woodfield Lane
- Ankeny, IA 50023
- (515) 244-1416

**Hours:** Monday – Friday 9:00 am – 5:00 pm. Call for appointment and for after hours availability.

**Eligibility:** Medicaid, Hawk-i, and other private insurance.

**Program Overview:** Therapeutic services.

**Other Information:**
- *Languages*: English

### Center for Life Counseling (Catholic Charities)

**Address:**
- Des Moines, IA 50314
- 601 Grand Ave.
- (515) 237-5045

**Hours:** Monday – Friday 8:30 am – 7:00 pm

**Eligibility:** Accepts Medicaid for Polk County ONLY. Financial assistance is available.

**Program Overview:** Therapeutic Services for youth, adults, couples, and families.

**Other Information:**
- *Languages*: English, Spanish
- *Website*: [WWW.BROADLAWNSS.ORG](http://WWW.BROADLAWNSS.ORG)

### Central Iowa Psychological Services

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

**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.

**Other Information:**
- *Languages*: English
- *Website*: [WWW.IOWACOUNSELING.COM](http://WWW.IOWACOUNSELING.COM)

### Changing Point Counseling Center

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

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

**Eligibility:** Medicaid and Hawk-i

**Program Overview:** Therapeutic services to youth, adults, couples and families.

**Other Information:**
- *Languages*: English
- *Website*: [WWW.THERAPIDDES MoinesIA.COM](http://WWW.THERAPIDDES MoinesIA.COM)
**CHILD GUIDANCE CENTER**

(515) 244-2267  
808 5th 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  

**Other Information:**  
- **Languages:** English, Spanish  
- **Website:** [WWW.ORCHARDPLACE.ORG](http://WWW.ORCHARDPLACE.ORG)

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**CHILDREN AND FAMILIES OF IOWA**

(515) 288-1981  
(515) 288-9109 Fax  
(515) 246-1245 Fax  
1111 University Ave.  
Des Moines, IA 50314  

**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.  

**Other Information:**  
- **Languages:** English  
- **Website:** [WWW.CFIOWA.ORG](http://WWW.CFIOWA.ORG)  
- **Email:** CONTACTUS@CFIOWA.ORG
<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Phone Number(s)</th>
<th>Address</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Assessment and Treatment</td>
<td>(515) 255-4211</td>
<td>4313 University Ave, Des Moines, IA 50311</td>
<td>Monday, Wednesday, and Friday 8:30 am – 4:30 pm; Tuesday &amp; Thursday until 7:00 pm</td>
<td>Medicaid, Medicare, Hawk-i, and other private insurance.</td>
<td>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.</td>
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<tr>
<td>Counseling for Growth &amp; Change</td>
<td>(515) 243-1020</td>
<td>6900 University Ave. Ste. 135, Windsor Heights, IA 50311</td>
<td>Open Monday – Saturday; Call for an appointment.</td>
<td>Medicaid, Hawk-i, and other private insurance. Fee: $165/hr. initial and $135 follow-up; accepts DHS POS. Self-pay rate $60–90/hr.</td>
<td>Psychotherapy for all ages. Also, provides services to sexual assault victims (all ages), and multiple personality.</td>
<td></td>
</tr>
<tr>
<td>Des Moines Pastoral Counseling Center</td>
<td>(515) 274-4006</td>
<td>8553 Urbandale Avenue, Urbandale, IA 50322</td>
<td>Monday – Friday 8:00 am – 5:00 pm &amp; evenings appointments available.</td>
<td>Sliding fee scale, Medicaid, Medicare, Hawk-i, and other private insurance.</td>
<td>Provides therapeutic services to individuals, children, and families. Specializations include bereavement and all ages welcomed. Thirty dollars and up for a sign language interpreter.</td>
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<tr>
<td>Eyerly Ball Community Mental Health Center</td>
<td>(515) 243-5181</td>
<td>1301 Center St, Des Moines, IA 50309</td>
<td>Monday – Friday 8:00 am – 4:30 pm and on Tuesday’s until 8:00 pm</td>
<td>Services provided to persons 17 years and older. Fees based on a sliding scale.</td>
<td>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 crisis center observation, assessments, therapy, medication evaluations, medication management, community consultation, and education.</td>
<td></td>
</tr>
<tr>
<td>Fein Therapy Services – Laurie Fein</td>
<td>(515) 964-1733</td>
<td>P.O. Box 1088, Ankeny, IA 50021</td>
<td>Monday – Friday 12:00 pm – 8:00 pm. Call for an appointment.</td>
<td>Medicaid, Hawk-i, Medicare, and other private insurance.</td>
<td>Services provide to all ages and are in the therapist home.</td>
<td></td>
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</table>
**LIFE CONNECTIONS, LC**
(515) 327-5195  
(515) 334-5566 Fax  
3839 Merle Hay Road, Ste 22  
Des Moines, IA 50310

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

**Other Information:**
- **Languages:** English
- **Website:** WWW.LIFECONNECTIONS4U.NET

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**LIFEWORKS INC.**
(515) 255-8399  
(515) 334-5566 Fax  
100 E. Euclid, Ste 151  
Des Moines, IA 50313

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

**Other Information:**
- **Languages:** English
- **Website:** WWW.LIFEWORKSDM.COM

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**LUTHERAN SERVICES IN IOWA**
(888) 457-4692  
3125 Cottage Grove Ave  
Des Moines IA 50311

**Hours:** Monday – Thursday by appointment ONLY

**Eligibility:** Medicaid, Hawk-i, and other private insurance.

**Program Overview:** Provides services to all ages.

**Other Information:**
- **Languages:** English
- **Website:** WWW.LSIOWA.ORG

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**MID–IOWA FAMILY THERAPY CLINIC, INC.**
(515) 254-1556  
1201 63rd 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.

**Other Information:**
- **Languages:** English
- **Website:** WWW.MIFTC.COM

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**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.

**Other Information:**
- **Languages:** English
**Pediatric & Family Psychiatric Services**
(515) 224-7233
1601 NW 114th 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.

**Other Information:**
- **Languages:** English

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**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.

**Other Information:**
- **Languages:** English
- **Website:** [WWW.UNITYPOINT.ORG/DESMOINES/PENN--MENTAL--HEALTH.ASPX](http://WWW.UNITYPOINT.ORG/DESMOINES/PENN--MENTAL--HEALTH.ASPX)

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

**Hours:** Monday, Tuesday, Thursday 12:00 pm – 8:00 pm; Wednesday 8:00 am – 5:00 pm.

**Eligibility:** Sliding fee scale, Medicaid, Hawk-i, and other private insurance.

**Program Overview:** Therapeutic services available.

**Other Information:**
- **Languages:** English

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**Strong Foundations (Visiting Nurse Services of Iowa)**
(515) 558-6251
1200 University Ste. 205
Des Moines IA 50314

**Hours:** Monday 8:00 am – 8:00 pm, Tuesday–Friday 8:00–5:00, 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:**
- **Outpatient therapy:** Individual, family, couples therapy, play therapy for children, mobile therapy for individuals who are unable to meet in a traditional clinic setting.
  - Interpretation services available
  - Transportation available when eligible through Medicaid or a VNS of Iowa program
  - Child Care Available

**Adult Peer Support:** Peer services to adults who have a diagnosed mental health disorder and who would benefit from support and encouragement from someone with lived experience as they work toward mental health recovery.

**Family Peer Support:** offers services to families and youth who are struggling with issues related to their mental, social or emotional health. These support services assist with the development and implementation of strategies and interventions to reduce stress, frustration and isolations while increasing the family’s social and emotional strength.

**BHIS (Behavioral Health Intervention Services):** services designed to meet the multiple and changing needs of youth and young adults with emotional or behavioral issues. The goals is to help young people and their families make choices leading to healthy behaviors and overall success in school, at home and in life.

**Other Information:**
- **Languages:** English, interpretation services available
- **Website:** [WWW.STRONGFOUNDATIONSTHERAPY.ORG](http://WWW.STRONGFOUNDATIONSTHERAPY.ORG)
Counseling & Mental Health Service
Subsidized & Free

Amanda The Panda Children and Family Grief Center
(515) 223-4847
1000 73rd St.
Windsor Heights, IA 50324

Hours: Monday – Friday 8:30 am – 4:30 pm.
Eligibility: Anyone who is experiencing grief.
Program Overview: Provides support to grieving children and their families through a variety of services. NO FEES
Other Information:
- Languages: English
- Website: WWW.AMANDATHEPANDA.ORG

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.
Other Information:
- Languages: English
- Website: WWW.CFIOWA.ORG

2-1-1 Information, Referral, and Counseling (American Red Cross & United Way)

Crisis Line Service of American Red Cross and United Way
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. 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
Other Information:
- Languages: English
- Website: WWW.211IOWA.ORG

Child Guidance Center
(515) 244-2267
808 5th 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.
Other Information:
- Languages: English
- Website: WWW.ORCHARDPLACE.ORG
**Des Moines Pastoral Counseling Center**

(515) 274-4006  
8553 Urbandale Avenue  
Urbandale, IA 50322

**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.  
**Other Information:**  
- **Languages:** English  
- **Website:** [WWW.DMPCC.ORG](http://WWW.DMPCC.ORG)

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**Employee and Family Resources**

(515) 471-2417  
1446 Martin Luther King Pkwy  
Des Moines, IA 50314

**Hours:** By appointment ONLY  
**Eligibility:** sliding fee scale. $5 – $70  
**Program Overview:**  
- **Individual and Family Counseling (Bilingual: English & Spanish):** Provides bilingual counseling and therapy services for the growing Latino community in Central Iowa. The program can help individuals and families address challenges such as depression and other emotional issues, relationship or marital problems, family and parenting concerns, stress, financial concerns, grief and loss, abuse, and communication. This program also offers the support of an in–home case manager/counselor to assist therapy clients with the practical application of skills and action plans between therapy sessions.  
- **Other Information:**  
  - **Languages:** English, Spanish  
  - **Website:** [WWW.EFR.ORG](http://WWW.EFR.ORG)

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**Eyerly Ball Community Mental Health Center**

(515) 243-5181  
1301 Center St.  
Des Moines, IA 50309

**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 insurance 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.  
**Other Information:**  
- **Languages:** English  
- **Website:** [WWW.EYERLYBALL.ORG](http://WWW.EYERLYBALL.ORG)

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**Hamilton’s Academy of Grief and Loss (Hamilton’s Funeral Home)**

(515) 243-5221  
605 Lyon  
Des Moines, IA 50309

**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.  
**Children’s Programs:** Little Hands at Hamiltons for ages 3 ½ through Kindergarten.  
**Healing Hearts** for ages 1st grade through 6th grade  
**Other Information:**  
- **Languages:** English  
- **Website:** [WWW.HAMILTONSFUNERALHOME.COM](http://WWW.HAMILTONSFUNERALHOME.COM)
JEWISH FEDERATION OF GREATER DES MOINES
(515) 277-6321
Extension 215
910 Polk Blvd.
Des Moines, IA 50312

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.

Other Information:
• Languages: English
• Website: WWW.JEWISHDESMOINES.ORG.

MOSAIC FAMILY COUNSELING CENTER INC.
(515) 771-3672
3705 Grand Ave., Ste 100
Des Moines, IA 50312

Hours: Monday–Friday 8:00 am–6:00 pm 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.

Other Information:
• Languages: English
• Website: WWW.MOSAICFAMILYINC.COM

OPTIMAE LIFE SERVICES INC.
(515) 283-1230
(888)-472-1684
2903 Ingersoll Ave
Des Moines, IA 50312

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: Mental health, rehabilitation and support services throughout multiple counties in Iowa. Individual and group therapy, psychiatric consultation, and medication management also available.
Children’s services include 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.

Other Information:
• Languages: English
• Website: WWW.OPTIMAELIFESERVICES.COM

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

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

Program Overview: Therapeutic services available.

Other Information:
• Languages: English

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.

Other Information:
- Languages: English
- Website: WWW.QUAKERDALE.ORG

YOUNG WOMEN’S RESOURCE CENTER

(515) 244-4901
818 5th Avenue
Des Moines, IA 50309
Fax: (515) 243-5073

Hours: Monday–Thursday 8:00 am–5:00 pm, Friday 8:00 am–12:00 pm
Eligibility: Serves young women ages 10–21. No Boundaries

Program Overview:
Therapy: Master’s level Mental Health Counselors provide individual therapy services to young women in schools, at local shelters, and at the YWRC.
Survivor Support Group: Weekly groups are help in local middle and high schools and at the YWRC. These groups, facilitated by the YWRC’s Mental Health Counselor and a counselor form Polk County Crisis and Advocacy Services, provide support to young women who have been impacted by domestic violence and/or sexual abuse.
Youthful Offender Program (YOP): Works with women ages 18–21 who have been involved in the justice system or who have committed a felony. Usually women are referred to the group by the Department of Correctional Services. Women who complete the YOP and the YWRC group series are eligible to get their felony expunged from their records.

Other Information:
- Languages: English
- Website: WWW.YWRC.ORG
<table>
<thead>
<tr>
<th>Dental</th>
<th>Medicaid (Title 19)</th>
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<tbody>
<tr>
<td><strong>A-1 IOWA DENTAL</strong></td>
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<tr>
<td>(515) 270-5385</td>
<td><strong>Hours:</strong> Monday – Thursday 9:00 am – 6:00 pm, Friday 9:00 am – 3:00 pm</td>
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<tr>
<td>Rocklyn Office Park Bldg</td>
<td><strong>Eligibility:</strong> All ages.</td>
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<tr>
<td>6901 Hickman Rd, Ste 2</td>
<td><strong>Program Overview:</strong> General Dentistry, Handicap accessible</td>
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<tr>
<td>Urbandale, IA 50322</td>
<td><strong>Other Information:</strong></td>
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<tr>
<td></td>
<td>• <strong>Fees:</strong> Accepts Medicaid, <strong>hawk-i</strong>, private insurance</td>
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<td></td>
<td>• <strong>Languages:</strong> English</td>
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| **BROADLAWNS DENTAL CLINIC** | | |
| (515) 282-2421 | **Hours:** Monday – Friday 8:00 am – 12:00 pm, 1:00 pm – 4:30 pm |
| 1801 Hickman Rd. | **Eligibility:** All ages. Only advanced children’s appointments. Polk county residents only unless 1-time emergency. |
| Des Moines, IA 50314 | **Program Overview:** Provide preventative and comprehensive dental services, along with education, screening, and referrals to a variety of groups. |
| Dental clinic located in the lower level of the Family Health Building | **Other Information:** |
| | • **Fees:** Accepts Medicaid, **hawk-i**, private insurance, and programs available for financial assistance |
| | • **Languages:** English, Spanish, Bosnian, Vietnamese, Arabic interpreters available on site. Other languages available through contracted interpretation services. |
| | • **Website:** WWW.BROADLAWNS.ORG |

| **BONDURANT FAMILY DENTISTRY** | | |
| (515) 967-4002 | **Hours:** Monday – Friday 8:00 am – 6:00 pm Saturday by request |
| 100 2nd St. NE | **Eligibility:** All ages. |
| Bondurant, IA 50035 | **Program Overview:** General Dentistry, Handicap accessible |
| | **Other Information:** |
| | • **Fees:** Accepts Medicaid, **hawk-i**, private insurance |
| | • **Languages:** English |
| | • **Website:** WWW.BONDURANTFAMILYDENTISTRY.COM/ |

| **BRIGHT SMILES FAMILY DENTAL** | | |
| (515) 331-2977 | **Hours:** Monday – Friday 8:00 am – 12:00 pm, 1:00 pm – 5:00 pm |
| 2505 Wedgewood Rd | **Eligibility:** 3 years and older |
| Des Moines, IA 50317 | **Program Overview:** General Dentistry, Handicap accessible |
| | **Other Information:** |
| | • **Fees:** Accepts Medicaid, **hawk-i**, private insurance |
| | • **Languages:** English |
| | • **Website:** WWW.BONDURANTFAMILYDENTISTRY.COM/ |

<p>| <strong>CHILDREN’S DENTAL CENTER OF CENTRAL IOWA</strong> | | |
| (515) 223-5555 | <strong>Hours:</strong> Monday – Thursday 8:00 am – 5:00 pm, Friday 8:00 am – 4:00 pm. Call for availability. |
| 1219 Stratford Dr. | <strong>Eligibility:</strong> Infant, children, and adolescent. |
| Clive, IA 50325 | <strong>Program Overview:</strong> Uses laser dental care (no shots). Handicap accessible. |
| | <strong>Other Information:</strong> |
| | • <strong>Fees:</strong> Accepts hawk-i and most other insurance, and private pay. Not accepting new Medicaid patients, existing patients only. |
| | • <strong>Languages:</strong> English |
| | • <strong>Website:</strong> <a href="http://WWW.MYKIDSdentist.com">WWW.MYKIDSdentist.com</a> |</p>
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<tr>
<th><strong>CORNERSTONE DENTAL</strong></th>
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<tr>
<td><strong>(515) 984-6001</strong></td>
<td><strong>Hours:</strong> Monday 7:30 am – 2:00 pm, Tuesday–Wednesday 7:30 am – 4:30 pm, Thursday 9:00 am – 6:00 pm, Friday 7:30 am – 2:00 pm, Call for availability.</td>
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<tr>
<td>1010 S. 3rd St. Ste 2A</td>
<td><strong>Eligibility:</strong> All ages.</td>
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<tr>
<td>Polk City, IA 50226</td>
<td><strong>Program Overview:</strong> General family dentistry. Handicap accessible.</td>
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<td><strong>Other Information:</strong></td>
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<td>• <strong>Fees:</strong> Accepts Medicaid (age 0 – 20), hawk-i, and other insurance.</td>
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<td>• <strong>Languages:</strong> English</td>
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<td>• Website: <a href="http://WWW.POLKCITYDENTAL.COM">WWW.POLKCITYDENTAL.COM</a></td>
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<tr>
<th><strong>COLFAX DENTAL SERVICES</strong></th>
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<tr>
<td><strong>(515) 674-4466</strong></td>
<td><strong>Hours:</strong> Monday – Friday 8:00 am – 5:00 pm, Call for availability.</td>
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<tr>
<td>475 N. Walnut</td>
<td><strong>Eligibility:</strong> Ages 1+</td>
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<tr>
<td>Colfax, IA 50054</td>
<td><strong>Program Overview:</strong> Specialties: General dentistry. Handicap accessible.</td>
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<td><strong>Other Information:</strong></td>
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<td>• <strong>Fees:</strong> Insurance and private pay. Accepts Medicaid (age 1–18).</td>
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<td>• <strong>Languages:</strong> English</td>
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<td>• Website: <a href="http://WWW.COLFAXDENTALSERVICES.COM">WWW.COLFAXDENTALSERVICES.COM</a></td>
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<tr>
<th><strong>DES MOINES CHILDREN’S DENTISTRY</strong></th>
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<tr>
<td><strong>(515) 225-1677</strong></td>
<td><strong>Hours:</strong> Monday – Thursday 8:00 am – 5:00 pm, Friday 8:00 am – 1:00 pm, Call for availability.</td>
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<tr>
<td>5950 Village View Dr.</td>
<td><strong>Eligibility:</strong> Age: infant through highschool</td>
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<tr>
<td>West Des Moines, IA 50266</td>
<td><strong>Program Overview:</strong> Dentistry for infants, children, adolescents, and children with special health care needs. Handicap accessible.</td>
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<td><strong>Other Information:</strong></td>
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<td>• <strong>Fees:</strong> Accepts Medicaid, hawk-i, and other insurance.</td>
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<td>• <strong>Languages:</strong> English, Spanish, other interpretation available by request</td>
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<tr>
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<td>• Website: <a href="http://WWW.DSMPD.COM">WWW.DSMPD.COM</a></td>
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<tr>
<th><strong>DES MOINES PEDIATRIC DENTAL CENTER</strong></th>
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<tr>
<td><strong>(515) 225-0066</strong></td>
<td><strong>Hours:</strong> Monday – Thursday 8:00 am – 5:00 pm, Friday 8:00 am – 12:00 pm, Call for availability.</td>
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<tr>
<td>4949 Westown Pkwy Suite 150</td>
<td><strong>Eligibility:</strong> Children 6 and under with Medicaid Insurance. Dental services for children age infant – 18 with other insurance.</td>
</tr>
<tr>
<td>West Des Moines, IA 50266</td>
<td><strong>Program Overview:</strong> Dentistry for infants, children, adolescents, and children with special health care needs. Handicap accessible.</td>
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<td><strong>Other Information:</strong></td>
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<td>• <strong>Fees:</strong> Insurance and private pay. Accepts Medicaid, hawk-i and other insurance.</td>
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<td>• <strong>Languages:</strong> English</td>
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<td>• Website: <a href="http://WWW.DMPDC.COM">WWW.DMPDC.COM</a></td>
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<tr>
<th><strong>EAST DES MOINES FAMILY DENTISTRY</strong></th>
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<tr>
<td><strong>(515) 265-0339</strong></td>
<td><strong>Hours:</strong> Monday – Thursday 8:00 am – 12:00 pm, 1:00 pm – 4:00 pm, Friday 8:00 am – 1:00 pm, Call for availability.</td>
</tr>
<tr>
<td>2707 Easton Blvd</td>
<td><strong>Eligibility:</strong> Ages 3 and older.</td>
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<tr>
<td>Des Moines, IA 50317</td>
<td><strong>Program Overview:</strong> General dentistry. Handicap accessible.</td>
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<td><strong>Other Information:</strong></td>
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<td>• <strong>Fees:</strong> Insurance and private pay. Accepts Medicaid, hawk-i and other insurance.</td>
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<td>• <strong>Languages:</strong> English</td>
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<tr>
<th><strong>FOUST FAMILY DENTAL CARE</strong></th>
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<tr>
<td><strong>(515) 440-1395</strong></td>
<td><strong>Hours:</strong> Monday–Thursday 8:00 am – 5:00 pm, Friday 8:00 am – 1:00 pm, Call for availability.</td>
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<tr>
<td>475 S 50th St. Ste 300</td>
<td><strong>Eligibility:</strong> All ages</td>
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<tr>
<td>West Des Moines, IA 50265</td>
<td><strong>Program Overview:</strong> General dentistry. Handicap accessible.</td>
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</table>
Other Information:
- **Fees**: Private Insurance, Medicaid, hawk-i and private pay. Accepting new Medicaid clients 5 years old and older.
- **Languages**: English, other languages by request (phone interpreter)
- **Website**: [WWW.FOUSTFAMILYDENTALCARE.COM](http://WWW.FOUSTFAMILYDENTALCARE.COM)

**GROVE & PLATT DENTAL ASSOC. PLC**

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

**Hours**: Monday – Wednesday 8:00 am – 5:00 pm, Thursday 7:00 am – 4:00 pm, Friday 7:00 am – 12:00 pm Call for availability.  
**Eligibility**: All ages. Medicaid patients: children only  
**Program Overview**: General dentistry. Handicap accessible  
**Other Information**:
- **Fees**: Medicaid, hawk-i, and private insurance and private pay.  
- **Languages**: English  
- **Website**: [WWW.CPDENTALASSOCIATES.COM](http://WWW.CPDENTALASSOCIATES.COM)

**HINTZ FAMILY DENTISTRY**

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

**Hours**: Monday, Tuesday, Thursday, Friday 7:00 am – 5:00 pm Call for availability.  
Des Moines office accepts walk-ins and emergencies  
**Eligibility**: All ages.  
**Program Overview**: General dentistry. Handicap accessible.  
**Other Information**:
- **Fees**: Insurance and private pay. Accepts Medicaid (all ages), hawk-i, and other private insurance.  
- **Languages**: English, and Spanish  
- **Website**: [WWW.HINTZFAMILYDENTISTRY.COM](http://WWW.HINTZFAMILYDENTISTRY.COM)

**IOWA DENTAL CLINIC, PC**

(515) 277-1199  
5601 Hickman Road, # 5  
Des Moines, Iowa 50310

**Hours**: Monday – Wednesday 8:00 am – 5:00 pm. Thursday – Friday 8:00am – 12:00pm, Call for availability.  
**Eligibility**: All ages, 1 and up.  
**Program Overview**: General dentistry. Handicap accessible.  
**Other Information**:
- **Fees**: Accepts Medicaid (all ages), hawk-i, other private insurance, and private pay.  
- Not accepting new Medicaid patients, existing patients only.  
- **Languages**: English, Hindi, and Urdu available.

**JOHN CAMPBELL, DDS**

(515) 288-1343  
4001 6th Ave  
Des Moines, IA 50313

**Hours**: Monday–Thursday 8:00 am –12:00 pm, 1:00 pm –5:00 pm, Friday 8:00 am–12:00 pm. Call for availability.  
**Eligibility**: Ages 2 years and older  
**Program Overview**: General Dentistry Services. Handicap accessible.  
**Other Information**:
- **Fees**: Insurance and private pay. Not accepting new Medicaid patients, existing patients only.  
- **Languages**: English

**OCEAN DENTAL**

(515) 264-9022  
1345 E. University Ave. #302  
Des Moines, IA 50316

**Hours**: Clinic hours: Monday – Friday 8:00 am – 5:00 pm, Call for availability.  
Walk-in hours: Monday – Friday 8:00 am – 10:00 am, 1:00 pm – 3:00 pm  
**Eligibility**: All ages, Ages 3 through 20 years with Medicaid.  
**Program Overview**: General dentistry. Handicap accessible.  
**Other Information**:
- **Fees**: Accepts Medicaid for children only, hawk-i, other insurance and private pay.  
- **Languages**: English, Spanish  
- **Website**: [WWW.OCEANDENTAL.NET](http://WWW.OCEANDENTAL.NET)
<table>
<thead>
<tr>
<th><strong>PARK AVENUE DENTAL</strong></th>
<th><strong>PRAIRIE CITY DENTAL SERVICES</strong></th>
<th><strong>PRIMARY HEALTH CARE DENTAL CLINIC</strong></th>
<th><strong>SOUTHRIDGE DENTAL</strong></th>
<th><strong>SOUTHSIDE DENTAL CLINIC</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><em>(515) 244-7428</em></td>
<td><em>(515) 994-2210</em></td>
<td><em>(515) 248-1470</em></td>
<td><em>(515) 650-9791</em></td>
<td><em>(515) 285-4759</em></td>
</tr>
<tr>
<td>1004 E. Park</td>
<td>111 N. Main St</td>
<td>2353 SE 14th St.</td>
<td>6150 SE 14th St. Ste B</td>
<td>6057 SE 14th St.</td>
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<tr>
<td>Des Moines, IA 50315</td>
<td>Prairie City, IA 50228</td>
<td>Des Moines, IA 50315</td>
<td>Des Moines, IA 50320</td>
<td>Des Moines, IA 50320</td>
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<tr>
<td><strong>Hours:</strong> Monday – Friday 8:30 am – 12:00 pm, 1:00 pm – 5:00 pm</td>
<td><strong>Hours:</strong> Tuesday – Thursday 8:00 am – 5:00 pm. Call for availability.</td>
<td><strong>Hours:</strong> Monday – Thursday 8:00 am – 5:30 pm. Friday 7:30 am – 4:30 pm. Call for availability.</td>
<td><strong>Hours:</strong> Monday – Thursday 8:30 am –5:30 pm, Friday 8:30 am – 4:00 pm. Call for availability.</td>
<td><strong>Hours:</strong> Monday – Friday 8:00 am – 5:00 pm. Call for availability.</td>
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<tr>
<td><strong>Eligibility:</strong> All ages, 2 and up</td>
<td><strong>Eligibility:</strong> Ages 1and older, Medicaid insurance ages 1–18.</td>
<td><strong>Eligibility:</strong> All ages.</td>
<td><strong>Eligibility:</strong> All ages</td>
<td><strong>Eligibility:</strong> All ages.</td>
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<td><strong>Other Information:</strong></td>
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<tr>
<td>• <strong>Fees:</strong> Insurance and private pay. Accepts Medicaid (all ages) and other insurance.</td>
<td>• <strong>Fees:</strong> Accepts hawk-i, Medicaid, private insurance, and private pay.</td>
<td>• <strong>Fees:</strong> Accepts Medicaid (all ages), hawk-i, other insurance and private pay. Sliding fee scale also available</td>
<td>• <strong>Fees:</strong> Private insurance, hawk-i, and private pay. Accepting new Medicaid patients ages 17 and under</td>
<td>• <strong>Fees:</strong> Insurance, hawk-i, and private pay. Accepts Medicaid (all ages) and other insurance.</td>
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<tr>
<td>• <strong>Languages:</strong> English</td>
<td></td>
<td>• <strong>Languages:</strong> English, Spanish, other interpretation available upon request.</td>
<td>• <strong>Languages:</strong> English</td>
<td>• <strong>Languages:</strong> English, Spanish</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://WWW.COLFAXDENTALSERVICES.COM">WWW.COLFAXDENTALSERVICES.COM</a></td>
<td></td>
<td><strong>Website:</strong> <a href="http://WWW.PHCINC.NET/SERVICES/DENTAL">WWW.PHCINC.NET/SERVICES/DENTAL</a></td>
<td><strong>Website:</strong> <a href="http://WWW.SOUTHRIDGEDETALDSM.COM">WWW.SOUTHRIDGEDETALDSM.COM</a></td>
<td><strong>Website:</strong> <a href="http://WWW.SOUTHSIDEDETALCLINIC.COM">WWW.SOUTHSIDEDETALCLINIC.COM</a></td>
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</table>
WEST DES MOINES DENTAL CARE

(515) 223-5001
1701 22nd St Ste 1
West Des Moines, IA 50324

Hours: Monday 8:00 am – 5:00 pm, Tuesday – Wednesday 7:00 am – 3:00 pm, Thursday 8:00 am – 5:00 pm, Friday 8:00 am – 12:00 pm.

Eligibility: Ages 3 – adult

Program Overview: General dentistry. Appointments for those with Medicaid insurance are Wednesday mornings only. Handicap accessible.

Other Information:
• Fees: Insurance and private pay. Not all dentists will see new patients with Medicaid, accepts 5 new Medicaid patients/month older than 16 years.
• Languages: English, phone interpretation upon request

WESTOWN PEDIATRIC DENTAL

(515) 267-0737
4090 Westown Pky, Ste B1
West Des Moines, IA 50625

Hours: Monday – Thursday 8:00 am – 5:00 pm, Friday 8:00 am – 3:00 pm. Call for availability.

Eligibility: Children up to age 15.

Program Overview: Pediatric Dentistry services. Handicap accessible.

Other Information:
• Fees: Accepts Medicaid, hawk-i, and other insurance and private pay. Not accepting new Medicaid patients, existing patients only.
• Languages: English, Spanish, other interpretation through Language Tech.
• Website: WWW.WESTOWNPEDIATRICDENTISTRY.COM

REBECCA WESTRA, DDS

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

Hours: Monday – Friday 8:00 am – 12:00 pm, 1:00 pm – 5:00 pm. Call for availability.

Eligibility: All ages.

Program Overview: General dentistry. Handicap accessible.

Other Information:
• Fees: Accepts Medicaid and other insurance. Waitlist for Medicaid patients
• Languages: English
### Dental

**Free & Subsidized**

#### Des Moines Health Center

**Address:** 1111 9th St. Ste 190
**City:** Des Moines, IA 50314
**Phone:** (515) 244-9136

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

**Eligibility:** All ages, limited appointments available for adults.

**Program Overview:** General dentistry. Serving Polk, Warren, and Dallas County.

**Other Information:**
- **Fees:** Accepts, 
  Medicaid, however, child’s dental care must be current before adults in the same family will be seen. Provides sliding fee scale for children who need exams and X-rays.
- **Languages:** English, Spanish
- **Website:** [WWW.DSMHEALTH.ORG](http://WWW.DSMHEALTH.ORG)

#### DMACC Dental Hygiene

**Address:** 2006 S. Ankeny
**City:** Ankeny, IA 50021
**Phone:** (515) 964-6280
**Extension:** 800-362-2127 ext 6280

**Hours:** Tuesday and Thursday by appointment ONLY

**Eligibility:** All ages

**Program Overview:** Provides cleaning, x-rays, and other preventive services.

**Other Information:**
- **Fees:** A dental cleaning is 29.00 and other fees vary with services provided.
- **Languages:** English
- **Website:** [WWW.GO.DMACC.EDU/STUDENTS/PAGES/DENTAL.ASPX](http://WWW.GO.DMACC.EDU/STUDENTS/PAGES/DENTAL.ASPX)

#### I-Smile™: Visiting Nurse Services of Iowa

**I-Smile™ Program:**

**Address:** 1111 9th St. Ste 320
**City:** Des Moines, IA 50314
**Phone:** (515) 557-9023

**Hours:** WIC River Place: 1st, 2nd, and 4th Thursday of the month 10:30 am – 4:00 pm
WIC Lutheran: 1st and 3rd Tuesday 8:00 am – 4:00 pm.

**Eligibility:** Infant – age 21 and pregnant women.

**Program Overview:** Provides dental screenings, fluoride varnish, oral health education, nutrition counseling related to oral health and assists clients in finding a dental home.

**I-Smile™ Program:** Call to schedule an appointment.

**WIC Dental Screenings:** ONLY for WIC participants. Appointments and Walk–ins Tuesdays;

**Other Information:**
- **Fees:** Free, Medicaid
- **Languages:** English, Others through interpreter. Call for specific languages.
- **Website:** [WWW.ISMILEDENTALHOME.IOWA.GOV](http://WWW.ISMILEDENTALHOME.IOWA.GOV)

#### WIC Lutheran Hospital

**Address:** 700 E. University Ave, Level B
**City:** Des Moines, IA 50316
**Phone:** (515) 263-5660

**Program Overview:**

**Other Information:**
- **Fees:** Accepts Medicaid, 
  however, child’s dental care must be current before adults in the same family will be seen. Provides sliding fee scale for children who need exams and X-rays.
- **Languages:** English, Spanish, other interpretation upon request
- **Website:** [WWW.PHCINC.NET/SERVICES/DENTAL](http://WWW.PHCINC.NET/SERVICES/DENTAL)

#### Primary Health Care Dental Clinic

**Address:** 2353 SE 14th St.
**City:** Des Moines, IA 50315
**Phone:** (515) 248-1470

**Hours:** Monday – Thursday 8:00 am – 5:30 pm, Friday 7:30 – 4:30 Call for availability.

**Eligibility:** All ages.

**Program Overview:** general dentistry, handicap accessible.

**Other Information:**
- **Fees:** Accepts Medicaid, 
  however, child’s dental care must be current before adults in the same family will be seen. Provides sliding fee scale for children who need exams and X-rays.
- **Languages:** English, Spanish, other interpretation upon request
- **Website:** [WWW.PHCINC.NET/SERVICES/DENTAL](http://WWW.PHCINC.NET/SERVICES/DENTAL)

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## Educational Support Services (Child and Adolescent)

### Pre-Elementary Services

#### Des Moines Public Schools Head Start

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>(515) 242-7588</td>
<td>1301 2nd Ave, Des Moines IA 50314</td>
</tr>
<tr>
<td>(515) 242-7970</td>
<td>6500 Corporate Drive, Heartland AEA 11 Main Office, Johnston IA 50131</td>
</tr>
</tbody>
</table>

**Hours:** Call for more information

**Eligibility:** Children ages 3 to 5 years. Must be 3 by September 15 to be eligible.

**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.

**Other Information:**
- **Fees:** Free to students and families.
- **Languages:** English, Spanish, Other languages through interpreter
- **Website:** [WWW.DMSCHOOLS.ORG](http://WWW.DMSCHOOLS.ORG)

#### Drake University Head Start/Early Head Start

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
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<tbody>
<tr>
<td>(515) 271-1854</td>
<td>3206 University Ave, Des Moines IA 50311</td>
</tr>
<tr>
<td>(800) 44-DRAKE ext. 1854</td>
<td>1301 2nd Ave, Des Moines IA 50311</td>
</tr>
</tbody>
</table>

**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 (children age 3 and 4) and Early Head Start (children birth to age 3) 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. Individualized services focus on education, medical, dental, mental health, nutrition and social service to children and families.

**Other Information:**
- **Fees:** Free to students and families.
- **Languages:** English, Spanish,
- **Website:** [WWW.DRAKEHEADSTART.ORG](http://WWW.DRAKEHEADSTART.ORG)

#### Early Access

<table>
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<tr>
<th>Contact</th>
<th>Address</th>
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<tbody>
<tr>
<td>Iowa Family Support</td>
<td>6500 Corporate Drive, Heartland AEA 11 Main Office, Johnston IA 50131</td>
</tr>
<tr>
<td>Network for information and referral: (888) 425-4371</td>
<td>4000 Lower Beaver Road, Des Moines IA 50310</td>
</tr>
</tbody>
</table>

**Hours:** Call for information and referral 7:45 am – 7:00 pm

**Local Early ACCESS offices open 8 am – 4:00 pm**

**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:** Services may include Assistive Technology, Audiology, Family Training/Counseling, Health Services, Medical Evaluation, Nursing, Nutrition, Occupational Therapy, Physical Therapy, Psychological, Sign Language and Cued Speech, Social Work, Speech Instruction, Speech and Language Pathology, Transportation, and Vision

**Other Information:**
- **Fees:** Free to students and families.
- **Languages:** English, Spanish, other languages through interpreter
- **Website:** [WWW.IAFAMILYSUPPORTNETWORK.ORG](http://WWW.IAFAMILYSUPPORTNETWORK.ORG)

  - [WWW.DMPS.K12.IA.US](http://WWW.DMPS.K12.IA.US)

#### Early Childhood Services

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
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<tbody>
<tr>
<td>(515) 270-9030</td>
<td>6500 Corporate Drive, Heartland AEA 11 Main Office, Johnston IA 50131</td>
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</table>

**Hours:** Local Area Education Agency offices open 8 am – 4:00 pm

**Eligibility:** Children age 2 years 10 ½ months to kindergarten age 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.
- **Assistive Technology**
- **Audiology**
<table>
<thead>
<tr>
<th><strong>Family Training/Counseling</strong></th>
<th><strong>Health Services</strong></th>
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<tbody>
<tr>
<td><strong>Medical Evaluation</strong></td>
<td><strong>Nursing</strong></td>
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<tr>
<td><strong>Nutrition</strong></td>
<td><strong>Occupational Therapy</strong></td>
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<tr>
<td><strong>Physical Therapy</strong></td>
<td><strong>Psychological</strong></td>
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<tr>
<td><strong>Sign Language and Cued Speech</strong></td>
<td><strong>Social Work</strong></td>
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<tr>
<td><strong>Speech Instruction</strong></td>
<td><strong>Speech and Languages Pathology</strong></td>
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<tr>
<td><strong>Transportation</strong></td>
<td><strong>Vision</strong></td>
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**Other Information:**
- **Fees:** Free to students and families.
- **Languages:** English, Spanish, other languages through interpreter

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### Everybody Wins! Iowa

**Hours:** Office open Monday–Friday 8:00 am–5:00 pm  
**Eligibility:** adopted elementary school students. Schools that participate: Berg Elementary (Newton), Capitol View Elementary, Carver Community School, Christ the King School, Downtown School, Edmunds Elementary, Children & Family Urban Ministries, Monroe Elementary, River Woods Elementary, South Union Elementary, Walnut Street School, Windsor Elementary, St. Anthony’s Elementary, St. Theresa Elementary.  
**Program Overview:** Everybody Wins! Iowa is a literacy and mentoring organization dedicated to increasing children’s success in school through reading and mentoring experiences with caring volunteers. Volunteers visit selected schools 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.  
**Other Information:**
- **Fees:** Free to students and families.
- **Languages:** English
- **Website:** [WWW.EVERYBODYWINSIOWA.ORG](http://WWW.EVERYBODYWINSIOWA.ORG)

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### Hispanic Educational Resources

**Hours:** Monday–Friday 8:00 am –4:30 pm  
**Eligibility:** Latino community including bi–lingual childcare, Head Start, human services, a boy scouts troop, homeless youth meal site, and a free clinic (La Clinica de Esperanza).  
**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.  
**Other Information:**
- **Fees:** Many services are free, call for current child care fees
- **Languages:** English, Spanish
- **Website:** [WWW.HERDM.COM](http://WWW.HERDM.COM)
**Iowa Mentoring Partnership**

<table>
<thead>
<tr>
<th>Iowa Mentoring Partnership:</th>
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<tbody>
<tr>
<td><strong>Hours:</strong> Call for more information.</td>
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<tr>
<td><strong>Eligibility:</strong> Children 18 and under. Each program has its own zip code and age standards.</td>
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<tr>
<td><strong>Program Overview:</strong> 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:</td>
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<tr>
<td>- Big Brothers Big Sisters of Central Iowa</td>
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<tr>
<td>- Des Moines “I Have A Dream Foundation”</td>
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<tr>
<td>- Everybody Wins! Iowa</td>
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<td>- TeamMates Mentoring Program – Johnston Community Schools</td>
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<td>- Mentor Iowa</td>
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<td>- Orchard Place</td>
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<td>- Project Connect Mentoring Program</td>
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<td>- Serve Our Youth</td>
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<tr>
<td><strong>Other Information:</strong></td>
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<td>- <strong>Fees:</strong> Free</td>
<td></td>
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<tr>
<td>- <strong>Languages:</strong> English</td>
<td></td>
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<tr>
<td>- <strong>Website:</strong> <a href="http://WWW.IOWAMENTORING.ORG">WWW.IOWAMENTORING.ORG</a></td>
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**Des Moines Public Schools: Learning Supports Department**

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<thead>
<tr>
<th>Des Moines Public Schools: Learning Supports Department</th>
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<tbody>
<tr>
<td><strong>Hours:</strong> Monday–Friday 8:00 am – 4:30 pm</td>
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<tr>
<td><strong>Eligibility:</strong> Students and families in need.</td>
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<tr>
<td><strong>Program Overview:</strong> 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.</td>
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<tr>
<td><strong>Project Connect Mentoring:</strong> School based mentoring to encourage academic achievement and positive social/emotional development for at risk students in grades 2–12. Mentors may also participate in evening, weekend, and summer programming.</td>
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</tr>
<tr>
<td><strong>SUCCESS Program:</strong> School based youth services program offered year round for students (prenatal through age 21). Case managers connect students with after school and summer groups and other community services to promote skill building, drug and violence prevention, tutoring and service learning.</td>
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<tr>
<td><strong>Way to Grow Program:</strong> Focuses on high risk families who are pregnant or have children under age 6, focusing on school readiness.</td>
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<td><strong>Other Information:</strong></td>
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<td>- <strong>Fees:</strong> Free</td>
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<tr>
<td>- <strong>Languages:</strong> English</td>
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<tr>
<td>- <strong>Website:</strong> <a href="http://WWW.DMSCHOOLS.ORG">WWW.DMSCHOOLS.ORG</a></td>
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**Mentor Iowa**

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<tr>
<th>Mentor Iowa</th>
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<tr>
<td><strong>Hours:</strong> Monday–Friday 8:30 am –5:00 pm</td>
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<tr>
<td><strong>Eligibility:</strong> 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.</td>
<td></td>
</tr>
<tr>
<td><strong>Program Overview:</strong> 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.</td>
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Early Services Project: Mentors are provided for children age 4-11 who have committed a minor delinquent act.

Transition Program: Mentors are provided for teens age 14+ who are re-entering the community after an out of home placement after a crime.

Truancy Court: Mentors are provided for teens with a history of truancy.

Youth Justice Initiative: Mentors are provided for West Des Moines youth who have committed a delinquent act.

Girl Power: A forum for young women age 11-16 to discuss career exploration, substance abuse and gangs, violence, sexuality, and healthy decision making. Mentors are encouraged to participate.

Other Information:
- Fees: Free
- Languages: English
- Website: WWW.MENTORIOWA.ORG

TEAMMATES MENTORING PROGRAM – JOHNSTON COMMUNITY SCHOOLS

(515) 986-2007
PO Box 975
Johnston, IA 50131

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.

Other Information:
- Fees: Free
- Languages: English
- Website: WWW.TEAMMATES.ORG

DMACC

(515) 964-6200
(800) 362-2127
2006 S. Ankeny Blvd.
Ankeny, IA 50023

(515) 432-7203
(800) 362-2127
1125 Hancock Dr.
Boone, IA 50036

(712) 792-1755
(800) 362-2127
906 N. Grant Rd.
Carroll, IA 51401

(641) 791-3622
(800) 362-2127
600 N. 2nd Ave. West
Newton, IA 50208

Hours: Call for specific location hours and services

Eligibility: See website or call for specific program eligibility

Program Overview: Des Moines Area Community College is a publicly supported two-year institution serving the Des Moines metropolitan area and surrounding counties. The College District includes all or major portions of Audubon, Boone, Carroll, Dallas, Guthrie, Jasper, Madison, Marion, Polk, Story and Warren counties and minor parts of 11 adjacent counties.

Success Center: ESL Classes, Credit Recovery, Credit Transfer, GED Testing and Prep (English and Spanish), DMACC Adult High School Diploma, College Credit Classes, STEP Program, High School Correspondence Program

Career Academy/Hunziker Center: College Credit Classes, High School Career Academy Programs

DMACC Perry Center: – Opening Summer 2011; variety of educational opportunities for high school students and adult learners in the west–central region of Iowa.

Other Information:
- Fees: Free
- Languages: English
- Website: WWW.DMACC.EDU
IOWA HOMELESS YOUTH CENTER (IHYC) – YOUTH & SHELTER SERVICES, INC.

(515) 265-1222
1219 Buchanan St.
Des Moines, IA 50316

Hours:
Eligibility: Youth age 16–24

Program Overview: IHYC works to eliminate homelessness among children, youth, and young mothers in Polk County.

GRIP Mentoring: “Great Relationships in Pairs” – elementary and middle school students who have academic difficulty, social challenges, or issues that affect life at home may receive a mentor. Mentors meet elementary students at school and middle school students during or after school. Mentors and students may eat together, play a game or work on a project, play sports or simply chat together. (515) 232-4332 x 4452

Residential Shelter: 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. Youth also are coached through obtaining their GED, job readiness skills, and employment.

Other Information:
• Fees: Free
• Languages: English
• Website: WWW.YSS.AMES.IA.US

WWW.IOWAHOMELESSYOUTH.ORG
**JOB CORPS**

Corporate Office:
(800) 733-JOBS(5627)

Denison Office:
(712) 263-4192
10 Opportunity Dr.
Denison, IA 51442

**Hours:** 24 hour Job Training Program

**Eligibility:** Individuals age 16-24 seeking job opportunities

**Program Overview:** Job Corps is the nation’s largest federally funded job training and education program for economically disadvantaged youth. Besides vocational training, Job Corps provides academic and life skills training including the opportunity for students to earn a High School Diploma or GED.

**Other Information:**
- **Fees:** Free
- **Languages:** English
- **Website:** [WWW.JOBCORPS.GOV](http://WWW.JOBCORPS.GOV)
  [WWW.DENISON.JOBCORPS.GOV](http://WWW.DENISON.JOBCORPS.GOV)
### EMERGENCIES

**NON-MEDICAL/NON-LIFE THREATENING**

#### AMERICAN DOMESTIC VIOLENCE CRISIS LINE

**Contact Information:**
- **Toll-Free Number:** (866) USWOMEN
- **Local Number:** (866) 879-6636
- **Business Office:** (503) 203-1444

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

**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 regards to custody of their children.

**Professional Counseling:** Provides emergency reintegration therapy for survivors.

**Transition Services, Safety Planning, & Case Management** services available.

**Other Information:**
- **Fees:** Free
- **Languages:** English
- **Website:** WWW.866USWOMEN.ORG

#### CRISIS TEAM (BROADLAWNS HOSPITAL)

**Contact Information:**
- **Number:** (515) 282-5752

**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.

**Other Information:**
- **Fees:** Free
- **Languages:** English
- **Website:** WWW.BROADLAWNS.ORG/CRISIS-TEAM.CFM

#### CHILD ABUSE HOTLINE

**Contact Information:**
- **Local Number:** (515) 286-2132
- **Toll-Free Number:** (800) 362-2178

**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!

**Other Information:**
- **Fees:** Free
- **Languages:** English
- **Website:** WWW.DHS.STATE.IA.US

#### CRIME VICTIM COMPENSATION

**Contact Information:**
- **Number:** (515) 281-5044, (800) 373-5044
- **Office Location:** Lucas Building, Ground Floor
- **Location:** Des Moines, IA 50319

**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.

**Other Information:**
- **Fees:** Free
- **Languages:** English
- **Website:** WWW.DHS.STATE.IA.US
**EYERLY BALL CRISIS OBSERVATION CENTER**

(515) 564-5742  
Central Iowa Shelter  
1420 Mulberry Street,  
Des Moines, IA 50309.

**Hours:** 24 hours a day, 7 days a week  
**Eligibility:** Any individual, age 18 or older, experiencing a mental health crisis that can not be resolved at home and does not require hospitalization.  
**Program Overview:** A multi-disciplinary team, consisting of registered nurses, licensed clinical professionals, and care coordinators will assess the individual and provide crisis intervention and stabilization services. The goal of the Crisis Observation Center is to return the individual to their home or community setting and to provide referrals for additional services and follow-up, as needed.  
**Other Information:**  
- **Languages:** English  
- **Website:** [WWW.EYERLYBALL.ORG](http://WWW.EYERLYBALL.ORG)

**FAMILY VIOLENCE CENTER (CHILDREN & FAMILIES OF IOWA)**

IA Domestic Violence  
Hotline:  
(800) 942-0333  
Children & Families of Iowa,  
Local Crisis Line:  
(515) 243-6147

**Hours:** Call anytime, 24 hours a day  
**Eligibility:** Victims and children.  
**Program Overview:** The Center’s provides 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. Family Violence Center clients are offered individual and group counseling. Coordination for legal aid, law enforcement, housing, job development and social services. Court advocacy is also available for shelter residents.  
**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.**  
**Other Information:**  
- **Fees:** Free  
- **Languages:** English  
- **Website:** [WWW.CFIOWA.ORG](http://WWW.CFIOWA.ORG)

**FIRST CALL FOR HELP (2–1–1)**

1111 9th St., Suite 100  
Des Moines, IA 50314

**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.  
**Other Information:**  
- **Fees:** Free  
- **Languages:** English  
- **Website:** [WWW.UNITEDWAYDM.ORG](http://WWW.UNITEDWAYDM.ORG)
### Iowa Concerns Crisis Line

**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.  
**Other Information:**  
- **Fees:** Free  
- **Languages:** English  
- **Website:** [WWW.EXTENSION.IASTATE.EDU/IOWACONCERN/](http://WWW.EXTENSION.IASTATE.EDU/IOWACONCERN/)

### Iowa Crisis Response Team

**Hours:** Available 24 hours a day.  
**Eligibility:**  
**Program Overview:** For individuals and families, a counselor is available on call 24 hours a day, seven days a week to provide crisis assistance and guidance on immediate steps one should take to get help in a behavioral health or family crisis.  
**Managers and supervisor:** 24 hour on-call coverage is also available for guidance in handling critical incident responses. Our counselors are skilled in leading organizations and employees through traumatic incidents, accidents or actions that cause disruption to an organization or department's operations.  
**Other Information:**  
- **Fees:** Free  
- **Languages:** English  
- **Website:** [WWW.EXTENSION.IASTATE.EDU/IOWACONCERN/](http://WWW.EXTENSION.IASTATE.EDU/IOWACONCERN/)

### Iowa Statewide Sexual Abuse Line

**Hours:** Call anytime  
**Eligibility:** Anyone needing assistance  
**Program Overview:** Confidential. 24-hour support, information and referral for Iowa residents.  
**Other Information:**  
- **Fees:** Free  
- **Languages:** English  
- **Website:** [WWW.EXTENSION.IASTATE.EDU/IOWACONCERN/](http://WWW.EXTENSION.IASTATE.EDU/IOWACONCERN/)

### Iowa Teenline

**Hours:** 24 hours daily.  
**Eligibility:** Teenagers in need of assistance. Confidential and free.  
**Program Overview:** Provides assistance with relationships issues, violence, AIDS/HIV, alcohol or drug usage, sexual relationships, birth control/pregnancy, health, eating, weight, and stress.  
**Other Information:**  
- **Fees:** Free  
- **Languages:** English  
- **Website:** [WWW.EXTENSION.IASTATE.EDU/TEENLINE](http://WWW.EXTENSION.IASTATE.EDU/TEENLINE)

### L.U.N.A.

**Spanish Crisis Line:**  
(866) 256-7668  
**24 Hour Statewide Hotline:**  
(800) 942-0333  
**National Crisis Line:**  
(800) 799-7233  
**TTY:**  
(800) 787-3224  
**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.  
**Other Information:**  
- **Fees:** Free  
- **Languages:** English, Spanish  
- **Website:** [WWW.LUNAIOWA.ORG](http://WWW.LUNAIOWA.ORG)
General Office:  
(515) 271-5060  
515 28th St. Ste 105  
Des Moines IA 50312

POISON CONTROL CENTER
800-222-1222  
Iowa Statewide Poison Control Center:  
401 Douglas St., Ste. 402  
Sioux City, IA 50110

<table>
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<tr>
<th>Hours:</th>
<th>24 hours a day. 7 days a week. 365 days a year.</th>
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<tbody>
<tr>
<td>Program Overview:</td>
<td>Provides poison prevention, education, and assistance.</td>
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<td>Other Information:</td>
<td></td>
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</table>
  - Fees: Free  
  - Languages: English  
  - Website: WWW.IOWAPOISON.ORG WWW.AAPCC.ORG |

POLK COUNTY CRISIS AND ADVOCACY SERVICES
(515) 286-3600  
Polk County River Place  
2309 Euclid Avenue  
Des Moines, IA 50310

<table>
<thead>
<tr>
<th>Hours:</th>
<th>24 hour crisis line.</th>
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<tbody>
<tr>
<td>Eligibility:</td>
<td>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.</td>
</tr>
<tr>
<td>Program Overview:</td>
<td>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.</td>
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<td>Other Information:</td>
<td></td>
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</table>
  - Fees: Free  
  - Languages: English, Spanish  
  - Website: WWW.CMS.POLKCOUNTYIOWA.GOV/CFYS/PAGES/CRISISADVOCACY.ASPX |

THE IOWA COALITION AGAINST DOMESTIC VIOLENCE
(515) 244-8028  
In-State Hotline:  
(800) 942-0333  
(515) 244-7417 Fax  
515 28th St., #104  
Des Moines, IA 50312

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<th>Hours:</th>
<th>Monday– Friday 8:00 am–4:00 pm.</th>
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<tr>
<td>Eligibility:</td>
<td>Serve battered women and their children.</td>
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<tr>
<td>Program Overview:</td>
<td>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.</td>
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<tr>
<td>Other Information:</td>
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</table>
  - Fees: Free  
  - Languages: English  
  - Website: WWW.ICADV.ORG |
### AARP

**National Office:**
(888) 687-2277

**State Office:**
(866) 554-5378

**Des Moines:**
(515) 287-1555
3311 SW 9th St.
Des Moines, IA 50315
Fax: (515) 287-1787

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

**Eligibility:** individuals over age 55 seeking job assistance

**Program Overview:** AARP provides employment assistance, referral, and information. AARP employment assistance office works closely with ISED, Iowa Workforce Development, DMACC, CECIL and the United Way to provide job leads everyday. AARP assists with computer training and provides available computers for job seekers after registration with Iowa Workforce Development.

**Other Information:**
- Fees: Free
- Appointment Needed: No
- Languages: English, other languages available upon request
- Website: [WWW.AARP.ORG/STATES/IA/](http://WWW.AARP.ORG/STATES/IA/)

### DES Employment Group

(515) 288-2300
1300 Cummins Rd.
Des Moines, IA 50315
Fax: (515) 288-6700

**Hours:** Monday – Thursday 8:00 am – 5:00 pm Friday 8:00 am–6:00 pm.

**Eligibility:** Individuals seeking job assistance

**Program Overview:** 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.

**Other Information:**
- Fees: Free
- Appointment Needed: for interviewing only
- Languages: English, some Spanish speaking positions available
- Website: [WWW.DESEMPLOYMENTGROUP.COM](http://WWW.DESEMPLOYMENTGROUP.COM)

### Experience Works

(866) 976-5939
(515) 243-2525
P.O. Box 4040
Des Moines, IA 50333
Fax: (515) 243-1426

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

**Eligibility:** Unemployed individuals age 55 and older seeking job assistance and training

**Service Area:** Mahaska, Jackson, Clinton, Scott and Dallas (DOES NOT SERVE POLK COUNTY)

See website for specific service area

**Program Overview:** Provides employment and training opportunities for low income older Iowans. A representative is available at many Iowa Workforce Development offices. Call office to be connected with the office that serves your county.

**Other Information:**
- Fees: Free
- Appointment Needed: yes
- Languages: English
- Website: [WWW.EXPERIENCEWORKS.ORG](http://WWW.EXPERIENCEWORKS.ORG)
IOWA WORKS CENTRAL IOWA

(800) JOB-IOWA
(800) 562-4692

State Administrative Office:
1000 East Grand Ave.
Des Moines, IA 50319

Des Moines Workforce Center: Region 11
(515) 281-9619
430 East Grand Ave.
Des Moines, Iowa 50319

Unemployment Office:
(515) 281-9619

Deaf and Hard of Hearing:
Relay 711

Hours: State Office: Monday – Friday 8:15 am – 4:15 pm
Des Moines Office: Monday – Thursday 8:00 am – 4:30 pm, Friday 9:00 am – 4:30 pm

Eligibility: Individuals seeking job assistance and unemployment benefits.

Program Overview: Iowa Works Central Iowa is a collaboration between Iowa Workforce Development, Iowa Employment Solutions–DMACC, Job Corps, Iowa Comprehensive Human Services, and the American Indian Council Employment Assistance. Iowa Works links job placement and skill development into a system of lifelong learning and opportunity. Iowa Works connects job seekers to the right program so that 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.

Programs and Services at the State Office:
Worker’s Compensation: Employees who are injured in Iowa, working under contract of hire made in Iowa, or whose employment is principally localized in Iowa, are eligible for benefits if they have a job-related injury.

Programs and Services at the Des Moines Workforce Center:
*Des Moines office serves Polk County. Job Seekers must apply in their own county. See website or call for information and nearest office.

Dislocated Worker Program: (515) 281–9611 Assist Iowa’s workers and their families in locating resources when they are impacted by a mass layoff or plant closure.

Iowa Jobs: Local, state, and federal job listings from all over the state. Includes apprenticeships and internships, part-time and full-time jobs. Search jobs on website.

Job Fairs: Hosts Job Fairs monthly in Des Moines. For schedule and listing of potential employers call office or check the website.

Job Corps: Assists youth 16–24 years with vocational training, GED/HS Diploma completion, and housing assistance.

New Iowan Centers: (515) 242–0246 Assists in Job Search skills and information, immigration assistance, ESL, employer training in cultural diversity, community immigration training, housing and relocation assistance, job placement, resource center, and computer training for those new to Iowa and/or the United States. Offers the Rosetta Stone as a language learning option in English, Spanish, and Vietnamese.

Promise Jobs: (515) 281–9700 Assists Family Investment Program (FIP) recipients to become self sufficient. Activities for participants include workplace skills training, job search assistance, on-the-job training, monitored employment, basic and post secondary education, parenting skills, family development services, family planning services, and entrepreneurial training.

Ticket to Work Program: (866)–520–8986 x107. Provides employment supports to Social Security Disability Insurance and SSI beneficiaries between ages 18–65. Support includes skills testing, employment workshops, resume, application, and interviewing tips, assistive technology and computer classes.

Unemployment Insurance Claims: (515) 281–9619 or (800) 562-4692. To file an unemployment claim call or visit website to verify eligibility. Claims can be filed online.

Veterans Services: (515) 281–9711. Veterans Career Counselors assist with employment counseling, testing and training/employment opportunities.

Other Information:
- Fees: Free
- Appointment Needed: no
- Languages: English, Spanish, other languages available upon request
- Website: WWW.IOWAWORKFORCE.ORG

WWW.IOWAEMPLOYMENT SOLUTIONS.ORG
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<tr>
<th><strong>ISED (IOWANS FOR SOCIAL AND ECONOMIC DEVELOPMENT)</strong></th>
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</table>
| **(515) 283-0940** | **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, financial education, and savings program.  
**Other Information**:  
- **Fees**: Free  
- **Appointment Needed**: Preferred, Walk-ins accepted  
- **Languages**: English, Spanish, Other through outside translation services  
- **Website**: WWW.ISEDIOWA.ORG |
| **1111 9th St. Suite 380** | Des Moines, iowa 50314  |

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<tr>
<th><strong>KELLY SERVICES</strong></th>
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| **(515) 282-0264** | **Hours**: Monday – Friday 8:00 am –5:00 pm  
**Eligibility**: Job seekers  
**Program Overview**: Kelly Services provides employment to people with skills including office services, accounting, engineering, information technology, law, science, marketing, creative services, light industrial, education, and health care.  
**Other Information**:  
- **Fees**: Free  
- **Appointment Needed**: yes  
- **Languages**: English  
- **Website**: WWW.KELLYSERVICES.COM |
| **400 Locust St Ste 250** | Des Moines, IA 50309 |

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<tr>
<th><strong>LABOR READY</strong></th>
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| **(515) 246-0780** | **Hours**: Monday – Friday 5:30 am – 6:00 pm, 6:00 am – 9:00 am Saturday  
**Eligibility**: Job seekers for temporary day labor positions.  
**Program Overview**: Provides temporary employees to jobs in construction, manufacturing, hospitality services, landscaping, warehousing, retail and more.  
**Other Information**:  
- **Fees**: Free  
- **Appointment Needed**: no, call for job assignment procedures  
- **Languages**: English  
- **Website**: WWW.LABORREADY.COM |
| **2907 Douglas Ave** | Des Moines, IA 50310 |

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<tr>
<th><strong>OFFICE TEAM</strong></th>
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| **(800) 804-8367** | **Hours**: Monday – Friday 7:30 am – 6:00 pm  
**Eligibility**: Job seekers  
**Program Overview**: Staffing service specializing in the placement of skilled office and administrative support professionals on a temporary and temporary-to-full-time basis. Positions available: Executive Assistant, Administrative Assistant, Customer Service Representative, Receptionist, Data Entry Specialist, Office Manager, Project Coordinator, Human Resources Assistant, Marketing Assistant.  
**Other Information**:  
- **Fees**: Free  
- **Appointment Needed**: yes  
- **Languages**: English  
- **Website**: WWW.OFFICETEAM.COM |
| **(515) 244-2500** | Fax: (515) 244-5613  
**801 Grand Ave, Suite 2950** | Des Moines, IA 50309 |
**Superior Staffing**

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

**Hours:** Monday – Friday 8:00 am – 12:00 noon and 1:00 pm – 5:00 pm; Accepting applications Monday – Wednesday 8:00 am – 11:00 am, 1:00 pm – 3:00 pm

**Eligibility:** Job seekers  
**Program Overview:** Light Industrial, Office Administration, CDL Drivers, Clerical, Skilled trades, Marketing, Manufacturing, Management, Warehouse, Accounting

**Other Information:**
- Fees: Free  
- Appointment Needed: no  
- Languages: English  
- Website: [WWW.SUPERIORSTAFF.COM](http://WWW.SUPERIORSTAFF.COM)

**USA Staffing Inc – Industrial Office**

(515) 266-6700  
3921 NE 14th 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.

**Other Information:**
- Fees: Free  
- Appointment Needed: no  
- Languages: English, Spanish

**USA Staffing Inc – Clerical Office**

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

**Hours:** Monday – Friday 7:30 am – 5:30 pm  
Accepting Applications Monday – Wednesday 9:00 am – 3:00 pm

**Eligibility:** Individuals seeking job opportunities in clerical work.  
**Program Overview:** Temp agency that employees clerical positions. Positions are for a 4 month assignment. Two forms of ID are needed.

**Other Information:**
- Fees: Free  
- Appointment Needed: no  
- Languages: English, Spanish
### ESL Classes

**Adult Education/Success Center (DMACC)**

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<tr>
<th>Phone</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>(515) 287-8700</td>
<td>Daytime and evening hours available. Many locations are available call for details. Learning Center: Monday - Thursday 8:00 pm – 9:00 pm; Friday 8:00 am – 4:00 pm.</td>
<td>Individuals interested in ESL courses.</td>
<td>The ESL course schedule varies by semester. Students will be evaluated for placement in beginner or intermediate classes.</td>
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<td>800-362-2127 ext:6384</td>
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**First Christian Church of Des Moines (DMACC)**

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<th>Phone</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>(515) 255-2181</td>
<td>Tuesday, Wednesday, Thursday: 9:30 am – 11:30 am.</td>
<td>Individuals interested in ESL courses. (Classes offered through DMACC.)</td>
<td>Childcare provided; no infants.</td>
<td></td>
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<tr>
<td>2500 University Ave</td>
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<tr>
<td>Des Moines, IA 50311</td>
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**Friendship Baptist Center**

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<th>Phone</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>(515) 244-1701</td>
<td>Monday 5:00 pm</td>
<td>Individuals learning English.</td>
<td>Provides a group setting to practice conversational English. Childcare provided.</td>
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<tr>
<td>1526 Martin Luther King Pkwy</td>
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<tr>
<td>Des Moines, IA 50314</td>
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**Hispanic Educational Resources**

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<tr>
<th>Phone</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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</thead>
<tbody>
<tr>
<td>(515) 282-6542</td>
<td>Monday – Friday 8:00 am – 4:30 pm</td>
<td>Latino community including bi–lingual child care, Head Start, human services, a boy scouts troop, homeless youth meal site, and a free clinic (La Clinica de Esperanza).</td>
<td>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.</td>
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<tr>
<td>828 Scott Ave</td>
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<tr>
<td>Des Moines, IA 50309</td>
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**New Iowan Center – Rosetta Stone Program**

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<th>Phone</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>(515) 242-0246</td>
<td>Monday – Thursday 8:00 am–4:30 pm; Friday 9:00 am–4:30 pm. No appointment needed.</td>
<td>Individuals interested in ESL courses: English, Spanish, Vietnamese.</td>
<td>Computer Lab available with Rosetta Stone Program available for English learners. Worksheets, quizzes, and exams available. Services are also available to help prepare for citizenship classes. Call for more information.</td>
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<tr>
<td>430 E Grand</td>
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<td>Des Moines, IA</td>
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**Other Information:**
- Fees: between $25–$35 to cover the book
- Registration Needed: yes
- Languages: English
- Website: [WWW.GO.DMACC.EDU/URBAN/PAGES/ESL_1.ASPX](http://WWW.GO.DMACC.EDU/URBAN/PAGES/ESL_1.ASPX)
- Fees: none
- Registration Needed: yes
- Languages: English
- Website: [WWW.FRIENDSHIPBAPTISTCENTER.ORG](http://WWW.FRIENDSHIPBAPTISTCENTER.ORG)
- Registration Needed: yes
- Languages: English
- Website: [WWW.HERDSM.ORG](http://WWW.HERDSM.ORG)
<table>
<thead>
<tr>
<th><strong>Refugee Cooperative Services—Lutheran Services of Iowa</strong></th>
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</thead>
</table>
| (515) 271-7332  
3200 University Avenue  
Des Moines, IA 50311 | **Hours:** Tuesday and Thursday 9:00 am–11:00 am. (Must call ahead to be enrolled in the class)  
Thursday 6:15 pm–8:15 pm. (Open enrollment)  
**Eligibility:** Tuesday/Thursday morning course is intended for LSI participants, but is open to all. Thursday evening course is open to all.  
**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.  
**Other Information:**  
- **Fees:** none  
- **Registration Needed:** yes  
- **Languages:** English  

<table>
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<tr>
<th><strong>Trinity United Methodist Church</strong></th>
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</table>
| (515) 288-4056  
1548 8th St.  
Des Moines, IA 50314 | **Hours:** Tuesday and Thursday 6:00 pm–8:00 pm  
**Eligibility:** Anyone is able to attend.  
**Program Overview:** Classes are the basic beginner’s level through level 4. Citizenship classes are offered as needed. Childcare and nursery services are provided for free.  
**Other Information:**  
- **Fee:** Classes are free but there is a $25 materials fee.  
- **Registration Needed:** yes  
- **Languages:** English, Spanish  
- **Website:** [WWW.TRINITYUMCDM.ORG/index.php?option=com_content&view=article&id=66&Itemid=73](http://www.trinityumcdm.org/index.php?option=com_content&view=article&id=66&Itemid=73) |

<table>
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<tr>
<th><strong>West Des Moines Methodist Church</strong></th>
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</table>
| (515) 279-0826  
720 Grand Ave.  
West Des Moines, IA 50265 | **Hours:** Monday and Thursday 6:00 pm–8:00 pm  
**Eligibility:** Anyone is able to attend.  
**Program Overview:** Classes are ongoing and can be joined at any time. Beginner and Advanced levels are offered. Free childcare provided.  
**Other Information:**  
- **Fee:** Classes are free but there is a $20 materials fee.  
- **Registration Needed:** no  
- **Languages:** English  
- **Website:** [WWW.HERDSM.ORG/](http://www.herdsm.org/) |
**FAMILY PLANNING**

**ALPHA WOMEN’S CENTER**

Des Moines:  
(515) 285-5700  
3605 SE 14th St.  
Des Moines, IA 50320

Ankeny:  
(515) 965-7885  
406 SW School St., Room 206  
Ankeny, IA 50023

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

**Other Information:**
- **Fees:** Free
- **Appointment Needed:** no
- **Languages:** English, Limited resources in Spanish.
- **Website:** WWW.AWCDESMOINES.ORG

**BROADLAWNS FAMILY PLANNING CLINIC**

(515) 282-2340  
1801 Hickman Rd. 3rd Floor  
Des Moines, IA 50314

**Hours:** Tuesday & Thursday 8:00 am – 4:00 pm  
**Eligibility:** If on Iowa Cares have to be a Polk County resident.

**Program Overview:** Offers prenatal, full exams, pregnancy tests, condoms, and birth control. They also provide STI and pregnancy outreach in the schools.

**Other Information:**
- **Fees:** sliding fee scale
- **Appointment Needed:** yes
- **Languages:** English, Interpreters available upon request
- **Website:** WWW.BROADLAWNS.ORG/WOMENS—HEALTH

**EMMA GOLDMAN CLINIC**

(319) 337-2111  
(800) 848-7684  
227 North Dubuque St.  
Iowa City, IA 52245

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

**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.

**Other Information:**
- **Fees:** sliding fee scale
- **Appointment Needed:** no
- **Languages:** English
- **Website:** WWW.EMMAGOLDMAN.COM

**HOMEWARD HOME HEALTH**

(515) 239-6730  
1114 Duff Ave  
Ames, IA 50010

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

**Eligibility:** Call for specific details.

**Program Overview:** Offers free prenatal visits by a member of Homeward nursing staff. Information is also provided about parenting, childcare, 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.

**Other Information:**
- **Fees:** sliding fee scale
- **Appointment Needed:** no
**LA CLINICA DE LA ESPERANZA**

(515) 244-6162  
3200 Grand Ave #6  
Des Moines, IA 50312

**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 8:00 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.

**Other Information:**
- **Fees:** sliding fee scale
- **Appointment Needed:** no
- **Languages:** English, Spanish
- **Website:** [WWW.UNITYPOINT.ORG/DESMOINES/LA-CLINICA.ASPX](http://WWW.UNITYPOINT.ORG/DESMOINES/LA-CLINICA.ASPX)

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**HOUSE OF MERCY MEDICAL CLINIC**

(515) 643-6525  
1409 Clark St.  
Des Moines, IA 50314

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

**Other Information:**
- **Fees:** none
- **Languages:** English
- **Website:** [WWW.HOUSEOFMERCYDESMOINES.ORG/](http://WWW.HOUSEOFMERCYDESMOINES.ORG/)

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

(877) 811-7526  
Central Des Moines  
851 19th St.  
Des Moines, IA

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

**Eligibility:** anyone in need of reproductive health services.

**Program Overview:** Planned parenthood provides reproductive health care, education, and advocacy for reproductive rights.

**Other Information:**
- **Fees:** vary based on service
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.PLANNEDPARENTHOOD.ORG/PLANNED-PARENTHOOD-HEARTLAND](http://WWW.PLANNEDPARENTHOOD.ORG/PLANNED-PARENTHOOD-HEARTLAND)

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Creative Visions Healthy Connections
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>1343 13th St.</td>
<td>Des Moines, IA 50309</td>
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<tr>
<td>Susan Knapp Health Center</td>
<td>2304 University Ave.</td>
<td>Des Moines, IA 50311</td>
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<tr>
<td>Family Practice Center</td>
<td>200 Army Post Rd. Ste. 26</td>
<td>Des Moines, IA 50315</td>
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<tr>
<td>Education Center</td>
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<tr>
<td>(844) 811-7526</td>
<td>851 19th St.</td>
<td>Des Moines, IA 50314</td>
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<tr>
<td>Ankeny</td>
<td>704 N. Ankeny Blvd.</td>
<td>Ankeny, IA 50023</td>
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<tr>
<td>Polk County Health Department</td>
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</table>
| (515) 286-3697 | 1907 Carpenter Ave. | Des Moines, IA 50314 | Monday–Friday 9:00 am–5:00 pm. | Family Planning services only accepts Wellmark, Medicaid, and Medicare. | 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. | Fees: sliding fee scale, insurance also accepted. 
Appointment Needed: yes. 
Languages: English. 
Website: WWW.CMS.POLKCOUNTRYIOWA.GOV/HEALTH/ |
| Ruth Harbor | | | | | | |
| (515) 279–4661 or (866) 900–4661 (toll free) | 534 42nd St. | Des Moines, IA 50312 | Monday–Friday 8:30 am–5:00 pm. Call for an appointment | Young women facing unplanned pregnancies. | 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. | Fees: free. 
Appointment Needed: no. 
Languages: English. 
Website: WWW.RUTHHARBOR.ORG |
# FINANCIAL ASSISTANCE

## 2-1-1

<table>
<thead>
<tr>
<th>Phone Numbers</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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</thead>
<tbody>
<tr>
<td>(515) 246-6555, (800) 244-7431</td>
<td>24 hours a day / 7 days a week.</td>
<td>Anyone needing assistance.</td>
<td>Provides 24-hour referrals to financial assistance. Call for more information.</td>
<td>Fees: none, Appointment Needed: no, Languages: English, Website: <a href="http://WWW.211IOWA.ORG">WWW.211IOWA.ORG</a></td>
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## CHRISTIAN COMMUNITY FOOD PANTRY

<table>
<thead>
<tr>
<th>Phone Number</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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</thead>
<tbody>
<tr>
<td>(515) 265-3434</td>
<td>Mondays and Wednesdays from 4:00 pm – 6:00 pm.</td>
<td>Must live in SE Polk School District and have already gone to General Relief</td>
<td>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.</td>
<td>Fees: none, Appointment Needed: no, Languages: English</td>
</tr>
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## CITY OF DES MOINES (IOWA COMMUNITY ACTION AGENCY)

### Community Services on 6th

<table>
<thead>
<tr>
<th>Phone Number</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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</thead>
<tbody>
<tr>
<td>(515) 248-6216</td>
<td>Call office for hours of operation and application hours.</td>
<td>Must live in Des Moines City limits to receive services and meet income guidelines.</td>
<td>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. Then click on departments, community development, and then click on assistance programs for more specific details.</td>
<td>Fees: none, Appointment Needed: no, Languages: English, Website: <a href="http://WWW.DMGOV.ORG/PAGES/DEFAULT.ASPX">WWW.DMGOV.ORG/PAGES/DEFAULT.ASPX</a></td>
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## CREATIVE VISIONS

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<tr>
<th>Phone Number</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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</thead>
<tbody>
<tr>
<td>(515) 244-4003</td>
<td>Call on Mondays 9:00 am – 5:00 pm to make an appointment. Appointments are on Wednesdays.</td>
<td>Must live in Polk County and meet income guidelines.</td>
<td>Accept applications for rent and utilities assistance. A photo ID, social security card, proof of income for the last 30 days, and a denial letter from General Assistance is required.</td>
<td>Fees: none, Appointment Needed: yes, Languages: English, Website: <a href="http://WWW.CREATIVEVISIONSIA.ORG/">WWW.CREATIVEVISIONSIA.ORG/</a></td>
</tr>
</tbody>
</table>
CROSS MINISTRIES
(515) 279-9998
Cottage Grove Avenue
Presbyterian Church
1050 – 24th Street
Des Moines, Iowa 50316

Hours: Financial Assistance – Tuesday – Friday, hours vary. Call the CROSS Ministries phone,
(515) 279–9998, for hours and a list of information required to receive services.

Food Pantry – Wednesday 3:30 pm– 6:30 pm and Saturday 9:00 am – 12:00 pm

Eligibility: Call CROSS Ministries for eligibility information

Program Overview: CROSS Ministries is a social outreach ministry serving the Greater Des Moines area for over 36 years.
• Financial Assistance: CROSS ministries provides financial assistance for rent, mortgage, and utility bills. Assistance is also available for storage costs for households in transition, bus tokens, and laundry vouchers. A personal hygiene pantry with toiletries, diapers, and some cleaning supplies is also available.
• Food Pantry: A food pantry is available. Individuals and families may receive an emergency food box once every 30 days from any DMARC food pantry site. A photo ID for the head of household and recent piece of mail with current address is required. Other identification is needed for each family member.

Other Information:
• Fees: none
• Appointment Needed: yes
• Languages: English
• Website: CROSSMINISTRIESDM.ORG

DEPARTMENT OF HUMAN SERVICES (DHS)
(515) 286-3555
Income Maintenance
Services:
1900 Carpenter Avenue
Des Moines, IA 50314

Hours: Monday – Friday 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.
• All Spanish applications are submitted to the Carpenter Avenue office.
• Please call to see which office serves which zip codes.

Other Information:
• Fees: none
• Appointment Needed: yes
• Languages: English
• Website:
WWW.DHS.STATE.IA.US/CONSUMERS/TEST/ASSISTANCEPROGRAMS.HTML

GENERAL RELIEF (POLK COUNTY COMMUNITY, FAMILY AND YOUTH SERVICES )
(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.

Other Information:
• Fees: none
• Appointment Needed: no
• Languages: English
• Website:
CMS.POLKCOUNTYIOWA.GOV/CFYS/PAGES/GENERALASSISTANCE.ASPX
### ISED (Iowans for Social and Economic Development)

**Address:**
Regional Office: 1111 9th St, Suite 380
Des Moines, IA 50314

**Contact:**
- (515) 283-0940
- (515) 283-0941

**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.

**Other Information:**
- **Fees:** None
- **Appointment Needed:** No
- **Languages:** English
- **Website:** [www.isedventures.org](http://www.isedventures.org)

### PROTEUS

**Address:**
3850 Merle Hay Rd., Ste 500
Des Moines, IA 50310

**Contact:**
- (515) 271-5303
- (800) 372-6031

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

**Eligibility:**
Migrant and seasonal farm workers. Low-income guidelines. Call for more information.

**Program Overview:**
- **National Farmworker Jobs Program:** Assists farm workers to obtain basic education, job training, or occupational enhancements so they can transition from their seasonal agricultural employment into more stable year-round employment in jobs offering higher wages and benefits, self-sufficiency, and economic stability.
- **Migrant Health Project:** Migrant farm workers and their family members are seen by Pas and Migrant Health Aides. All patients receive a comprehensive health assessment and physical, and depending on their needs, may be referred through a voucher to other local healthcare providers for medical services.
- **Promotoras Program:** Trains farm worker women as “health promoters” to participate in health training and use their skills to educate and advocate for peers. They improve health by increasing access to existing services and by working to change the systems or conditions that make healthy living difficult.
- **Homeless Project:** Provides financial assistance to homeless clients, those facing eviction, or those transitioning to permanent housing in the Greater Des Moines area.
- **Food & Clothing Pantry:** Any individual living in Iowa can access the pantry once a month.

**Other Information:**
- **Fees:** Sliding fee scale for Migrant Health Project. None for other programs.
- **Appointment Needed:** No
- **Languages:** English and Spanish
- **Website:** [www.proteusinc.net](http://www.proteusinc.net)

### Red Rock Area Community Action Center

**Address:**
406 SW School Street, Ste 305
Ankeny, IA 50023

**Contact:**
- (515) 965-0433
- (515) 965-0434

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

**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.

**Other Information:**
- **Fees:** None
- **Appointment Needed:** No
- **Languages:** English
- **Website:** [iowacommunityaction.org/about/index_rracap.cfm](http://iowacommunityaction.org/about/index_rracap.cfm)
<table>
<thead>
<tr>
<th><strong>SAVATION ARMY</strong></th>
<th><strong>ST. BENEDICTS MISSION</strong></th>
<th><strong>ST. VINCENT DE PAUL</strong></th>
</tr>
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<tbody>
<tr>
<td><strong>(515) 282-3422</strong></td>
<td><strong>(515) 244-2986</strong></td>
<td><strong>(515) 282-8327</strong></td>
</tr>
<tr>
<td>1330 6&lt;sup&gt;th&lt;/sup&gt; Avenue</td>
<td>1224 MLK Pkwy</td>
<td>1426 6&lt;sup&gt;th&lt;/sup&gt; Avenue</td>
</tr>
<tr>
<td>Des Moines, IA 50314</td>
<td>Des Moines, IA 50314</td>
<td>Des Moines, IA 50314</td>
</tr>
<tr>
<td><strong>Hours:</strong> Monday–Friday 9:00 am – 11:30 am &amp; 1:00 pm – 3:30pm.</td>
<td><strong>Hours:</strong> Appointment ONLY. Open Wednesdays 1:30–3:30.</td>
<td><strong>Hours:</strong> Monday–Friday 8:30 am – 3:00pm. Must come in to sign up at 8:30 am. Financial assistance is available Monday–Friday. Food and clothing assistance is available Tuesday–Friday.</td>
</tr>
<tr>
<td><strong>Eligibility:</strong> Anyone in need of assistance must have gone through General Relief first.</td>
<td><strong>Eligibility:</strong> Must be a resident of Des Moines or Altoona.</td>
<td><strong>Eligibility:</strong> Anyone needing assistance.</td>
</tr>
<tr>
<td><strong>Program Overview:</strong> 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.</td>
<td><strong>Program Overview:</strong> 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.</td>
<td><strong>Program Overview:</strong> 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.</td>
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<td><strong>Other Information:</strong></td>
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</table>
| - **Website:** WWW.SALVATIONARMYDESMOINES.ORG | | - **Website:** SVDPDSM.ORG/
**Food Assistance Programs**

**Polk County Community, Family and Youth Services (Supplemental Food Program)**

(515) 286-3655  
2309 Euclid Ave. (River Place)  
Des Moines, IA 50310

**Hours:** Monday–Friday 8:00 am–5:00 pm. Closed the last two business days of each month.  
**Eligibility:** Women who are pregnant or post partum up to one year, 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. Delivery service is also available if needed. 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 current income required.  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** yes  
- **Languages:** English, Language Line services also available  
- **Website:** [CMS.POLKCOUNTYIOWA.GOV/CFYS/PAGES/SUPPFOODS.ASPX](https://www.cms.polkcountyiowa.gov/CFYS/PAGES/SUPPFOODS.ASPX)

**SHARE Iowa**

(800) 344-1107

**Hours:** Monday–Friday 8:00 am – 4:30 pm (phone lines open) can leave message after hours.  
**Eligibility:** Available for anyone who is interested. No income guidelines. Participants must volunteer in their community at least 2 hours a month to qualify.  
**Program Overview:** Each month a selected package of groceries, including meat and fresh produce available at low cost. Order deadlines and pick-up dates are available by phone or by visiting the website. Call or visit the website to find out which site is closest to pick up food.  
**Other Information:**  
- **Fees:** Vary depending on food package selected  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** [WWW.SHAREIOWA.COM](http://www.sharieowa.com)

**WIC Clinics**

**Iowa Lutheran Hospital**  
(515) 263-5660  
700 E. University B Floor  
Des Moines, IA 50316

**Hours:** Monday – Friday 8:00 am – 4:00 pm. 1st & 3rd Tuesday 9:00 am–5:30 pm. Call early to make an appointment.  
**Eligibility:** Iowa Lutheran Hospital serves zip codes: 50316 and 50317. River Plaza services other Polk County zip codes.  
**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 meet the income eligibility requirement. Program provides milk, eggs, cheese, juice, cereal, peanut butter, and dried beans. Call for more information on goods provided.  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** yes  
- **Languages:** English, Language Line services also available  
- **Website:** [WWW.IDPH.STATE.IA.US/WIC](http://www.idph.state.ia.us/wic)

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**Other Information:**
- **Language:** English, Language Line services also available
- **Website:** [WWW.IDPH.STATE.IA.US/WIC](http://www.idph.state.ia.us/wic)

111
Traveling WIC Clinics:

Altoona Clinic  
(515) 282-5800  
Lutheran Church of the Cross  
1708 8th St. SW  
Altoona, IA 50009

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

West Des Moines Clinic  
(515) 282-5800  
United Methodist Church  
8th St. & Grand Ave.  
West Des Moines, IA 50265

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

**Hours:** 4th Tuesday of the month from 8:15 am–4:00 pm. Last appointment is 3:45 pm 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.

**Hours:** 2nd & 3rd Tuesday of the month from 8:15 am–4:00 pm. Last appointment is 3:45 pm 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

## Amazing Grace Ministries and Outreach

### Hours:
- Food Pantry and Clothing Closet available Saturday from 11:00 am–1:00 pm. Use North Entrance.

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

### Program Overview:
- Amazing Grace Ministries and Outreach provides a food pantry every Saturday and a meal open to the public every fourth Sunday. In emergencies can be called after hours for food distribution.

### Other Information:
- **Fees:** None
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.AGMOCHURCH.ORG](http://WWW.AGMOCHURCH.ORG)

## Bidwell Riverside Center Center (DMARC Food Pantry)

### Hours:
- Monday, Tuesday, Friday 10:00 am–3:00 pm.
- Wednesday 10:00 am–1:00 pm,
- Thursday 1:00 pm–6:00 pm

### Eligibility:
- Must live in 50315, 50320, or 50321 zip codes.

### Program Overview:
- Food, personal items, diapers and formula available. Call to verify eligibility for food. Must have photo id and recent piece of mail.

### Other Information:
- **Fees:** None
- **Appointment Needed:** no
- **Languages:** English, Spanish sometimes available.
- **Website:** [WWW.BIDWELLRIVERSIDE.ORG](http://WWW.BIDWELLRIVERSIDE.ORG)

## Catholic Worker House (Bishop Dingman House)

### Hours:
- Tuesday, Thursday, Friday, and Sunday 3:00 pm–5:00 pm. A light snack is provided at 3:00 pm and a meal is provided at 6:00 pm. Saturday open 12:00 pm–3:00 pm. Meal is provided at 12:00 pm.

### Eligibility:
- Anyone in need of services.

### Program Overview:
- The first floor of the Bishop Dingman 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 Tuesdays and Fridays donations from Trader Joes are available to take on a first come, first serve basis.

### Other Information:
- **Fees:** None
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.DMCATHOLICWORKER.ORG](http://WWW.DMCATHOLICWORKER.ORG)
### CHRIST APOSTOLIC TEMPLE

(515) 265-2417  
(515)265-8213  
1230 E. 17th 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, one visit per month. Please bring a photo ID. Food pick-up is in the back of the church. Call for an appointment; leave a voicemail if necessary.  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** [WWW.CHristapostolicTemple.ORG/index.html](http://WWW.CHristapostolicTemple.ORG/index.html)

### CARING HANDS FOOD PANTRY (CARING HANDS OUTREACH)

(515) 967-4533  
209 9th St. NE, Suite B  
Altoona, IA 50009

**Hours:** Monday and Wednesday 4:00 pm – 6:00 pm, 1st and 3rd Saturday 9:00 am – 11:00 am  
**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. Donations accepted during hours stated above.  
**Other Information:**  
- **Fees:** None  
- **Languages:** English  
- **Website:** [WWW.CARINGHANDSOUTREACHCENTER.COM](http://WWW.CARINGHANDSOUTREACHCENTER.COM)

### COMMERCE COMMUNITY CHURCH

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

**Hours:** Thursday 10:00 am – 3:00 pm. Call for goods on Thursdays ONLY.  
**Eligibility:** Anyone in need of assistance.  
**Program Overview:** One visit per month. Need a photo id and the number of people in the household.  
**Other Information:**  
- **Fees:** None  
- **Languages:** English

### DES MOINES COMMUNITY ACTION AGENCY (DMARC FOOD PANTRY)

(515) 248-6216  
Community Services Center on 6th  
1618 6th Avenue  
Des Moines, IA 50311

**Hours:** Monday – Friday 8:00 am – 5:00 pm.  
**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. 1st come 1st serve.  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** [WWW.DMGOV.ORG/DEPARTMENTS/HOUSINGSERVICES/PAGES/ASSISTANCE.ASPX](http://WWW.DMGOV.ORG/DEPARTMENTS/HOUSINGSERVICES/PAGES/ASSISTANCE.ASPX)

### COMPASSION MINISTRIES (FIRST ASSEMBLY OF GOD)

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

**Hours:** Monday and Wednesday 10:30 am – 12:00 pm.  
**Eligibility:** Anyone in need of assistance.  
**Program Overview:** Must bring ID. One visit allowed per week. One visit per family.  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** [WWW.DESMOINESFIRST.ORG](http://WWW.DESMOINESFIRST.ORG)
**CREATIVE VISIONS**  
(515) 244-4003  
1343 13th St.  
Des Moines, IA 50314  

<table>
<thead>
<tr>
<th>Hours:</th>
<th>Tuesdays and Thursdays 9:00 am – 5:00 pm</th>
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<tbody>
<tr>
<td>Eligibility:</td>
<td>Anyone in need of assistance.</td>
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<tr>
<td>Program Overview:</td>
<td>Canned/dry foods. Provide photo ID, social security card, and proof of last 30 days income.</td>
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<tr>
<td>Other Information:</td>
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<tr>
<td>Fees:</td>
<td>None</td>
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<tr>
<td>Appointment Needed:</td>
<td>yes</td>
</tr>
<tr>
<td>Languages:</td>
<td>English, Spanish upon request</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://WWW.CREATIVEVISIONS.ORG">WWW.CREATIVEVISIONS.ORG</a></td>
</tr>
</tbody>
</table>

**CROSS MINISTRIES (COTTAGE GROVE AVENUE PRESBYTERIAN CHURCH) (DMARC FOOD PANTRY)**  
(515) 279-9998  
Cottage Grove Avenue Presbyterian Church  
1050 – 24th Street  
Des Moines, IA 50316  

| Hours: | Financial Assistance – Tuesday – Friday, hours vary.  
Food Pantry – Wednesday 3:30 pm-7:00 pm and Saturday 9:00 am–12:00 pm |
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<tbody>
<tr>
<td>Eligibility:</td>
<td>Call CROSS Ministries for eligibility information</td>
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<tr>
<td>Program Overview:</td>
<td>CROSS Ministries provides financial assistance for rent, mortgage, and utility bills. Assistance is available for storage costs for households in transition.</td>
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<td>Other Information:</td>
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<td>Fees:</td>
<td>None</td>
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<tr>
<td>Appointment Needed:</td>
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<tr>
<td>Languages:</td>
<td>English</td>
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<tr>
<td>Website:</td>
<td><a href="http://WWW.CROSSMINISTRIESDM.ORG">WWW.CROSSMINISTRIESDM.ORG</a></td>
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</tbody>
</table>

**EASTSIDE CHURCH OF THE NAZARENE**  
(515) 265-6000  
1451 E. 25th St.  
Des Moines, IA 50317  

<table>
<thead>
<tr>
<th>Hours:</th>
<th>Tuesday and Thursday by appt. Call at 9:00 am to schedule appointment for the day. Voicemails are not returned.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility:</td>
<td>Serve individuals living in 50316 and 50317 zip codes. One visit every 90 days.</td>
</tr>
<tr>
<td>Program Overview:</td>
<td>Non-perishable and limited perishable food. Bring proof of address and ID for everyone in home.</td>
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<tr>
<td>Other Information:</td>
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<tr>
<td>Fees:</td>
<td>None</td>
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<tr>
<td>Appointment Needed:</td>
<td>yes</td>
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<tr>
<td>Languages:</td>
<td>English</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://WWW.EASTSIDENAZARINE.ORG">WWW.EASTSIDENAZARINE.ORG</a></td>
</tr>
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</table>

**EMPOWERMENT CENTER (BETHEL AME CHURCH)**  
(515) 266-1871  
1544 E. University Ave.  
Des Moines, IA 50316  

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<thead>
<tr>
<th>Hours:</th>
<th>Mondays 10:00 am – 2:00 pm</th>
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<tbody>
<tr>
<td>Eligibility:</td>
<td>Anyone in need of assistance.</td>
</tr>
<tr>
<td>Program Overview:</td>
<td>Non-perishable food, personal hygiene items, diapers sometimes available. Need photo ID. Can be used once a month.</td>
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<tr>
<td>Other Information:</td>
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<tr>
<td>Fees:</td>
<td>None</td>
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<tr>
<td>Appointment Needed:</td>
<td>no</td>
</tr>
<tr>
<td>Languages:</td>
<td>English</td>
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</tbody>
</table>

**EPWORTH UNITED METHODIST CHURCH**  
(515) 782-3054  
412 Euclid Ave.  
Des Moines, IA 50313  

<table>
<thead>
<tr>
<th>Hours:</th>
<th>Tuesdays 5:30 pm–8:30 pm and Saturdays 10:00 am–2:00 pm.</th>
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<tbody>
<tr>
<td>Eligibility:</td>
<td>Serves Harding Hills and Highland Park neighborhood residents.</td>
</tr>
<tr>
<td>Program Overview:</td>
<td>Non-perishable food items. Need photo ID for everyone in the household and proof of current address.</td>
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<tr>
<td>Other Information:</td>
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<tr>
<td>Fees:</td>
<td>None</td>
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<tr>
<td>Appointment Needed:</td>
<td>no</td>
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<tr>
<td>Languages:</td>
<td>English</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://WWW.EPWORTHUMC-DESMOINES.ORG/MISSIONS.HTM">WWW.EPWORTHUMC-DESMOINES.ORG/MISSIONS.HTM</a></td>
</tr>
</tbody>
</table>
### First Federated Church

**Address:**
5870 Merle Hay Road Suite D
Des Moines, IA 50310

**Hours:**
Tuesday 9:30 am – 11:00 am

**Eligibility:**
Anyone in need of assistance. Emergencies ONLY.

**Program Overview:**
Food pantry available on Tuesdays. Can be used 3x a year. Must bring a photo ID. Clothing closet also available to anyone on Wednesdays from 12:30 pm – 2:00 pm.

**Other Information:**
- Fees: None
- Appointment Needed: no
- Languages: English
- Website: [WWW.FIRSTFEDERATED.ORG](http://WWW.FIRSTFEDERATED.ORG)

### Grimes Food Pantry (Grimes United Methodist Church)

**Address:**
(515) 986-4036
801 West 1st St.
Grimes, IA 50111

**Hours:**
Tuesdays and Thursdays 9:00 am–2:00 pm. Must call for an appointment.

**Eligibility:**
Anyone living in the Grimes area.

**Program Overview:**
Vouchers for produce. Baby formula, baby food, and diapers sometimes available. Call to check.

**Other Information:**
- Fees: None
- Appointment Needed: yes
- Languages: English
- Website: [WWW.GRIMESUMC.COM/FOODPANTRY.CFM](http://WWW.GRIMESUMC.COM/FOODPANTRY.CFM)

### Hickman Road Church of Christ

**Address:**
(515) 255-8055
5217 Hickman Rd.
Des Moines, IA 50310

**Hours:**
Tuesday 9:00 am –11:00 am, 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.

**Other Information:**
- Fees: None
- Appointment Needed: yes
- Languages: English

### Downtown Food Pantry (Iowa Homeless Youth Center) (DMARC Food Pantry)

**Address:**
(515) 243-1381
701 Grand Avenue
Des Moines, IA 50309

**Hours:**
Monday, Wednesday, Friday 10:00 am–2:00 pm.
Also offer lunch Monday, Tuesday, Wednesday, Friday, and Saturday from 12:00 pm–1:00 pm and evening meals from 5:00 pm – 5:30 pm on weeknights. Farmer’s Market produce available Mondays around 12:00 pm during summers.

**Eligibility:**
Anyone in need of assistance. Must bring photo id, social security card, and current piece of mail.

**Program Overview:**
Once per month services.

**Other Information:**
- Fees: None
- Appointment Needed: no
- Languages: English

### Partnership Place (DMARC Food Pantry)

**Address:**
(515) 868-1357
5870 Merle Hay Road Suite D
Johnston, IA 50131

**Hours:**
Tuesdays, Thursdays 9:00 am–12:00 noon and Saturdays 10:00 am–2:00 pm.

**Eligibility:**
Anyone in need of assistance. Must bring photo id for all household members and recent piece of mail.

**Program Overview:**
Non-perishable food items available once per month per family. Perishable food items available for families once a week. Infant items available upon request. Clothing closet also open during food pantry hours. Each family member is allowed 5 clothing items per visit. Available when needed.

**Other Information:**
- Fees: None
<table>
<thead>
<tr>
<th><strong>LEE TOWN ASSEMBLY CHURCH</strong></th>
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<tbody>
<tr>
<td><strong>(515) 265-3784</strong></td>
<td><strong>(515) 265-3784</strong></td>
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<tr>
<td>2720 State Avenue</td>
<td>2720 State Avenue</td>
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<tr>
<td>Des Moines, IA 50317</td>
<td>Des Moines, IA 50317</td>
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<tr>
<td><strong>Hours:</strong> Monday–Thursday by appointment ONLY. Friday 8:00 am–4:00 pm Walk-In ONLY. <strong>Eligibility:</strong> Serves 50317 zip code <strong>Program Overview:</strong> Perishable and non-perishable foods. Baby formula, baby food, and diapers sometimes available. Call ahead to check. Families can use food pantry once every three months. Perishable items such as breads and sweets are available to families every Friday. Need a photo id and current piece of mail to verify address. <strong>Other Information:</strong></td>
<td><strong>Hours:</strong> Monday–Thursday by appointment ONLY. Friday 8:00 am–4:00 pm Walk-In ONLY. <strong>Eligibility:</strong> Serves 50317 zip code <strong>Program Overview:</strong> Perishable and non-perishable foods. Baby formula, baby food, and diapers sometimes available. Call ahead to check. Families can use food pantry once every three months. Perishable items such as breads and sweets are available to families every Friday. Need a photo id and current piece of mail to verify address. <strong>Other Information:</strong></td>
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<tr>
<td><strong>Languages:</strong> English</td>
<td><strong>Languages:</strong> English</td>
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<tr>
<td><strong>Website:</strong> <a href="http://WWW.JOHNSTONPARTNERSHIP.ORG/HOME">WWW.JOHNSTONPARTNERSHIP.ORG/HOME</a></td>
<td><strong>Website:</strong> <a href="http://WWW.JOHNSTONPARTNERSHIP.ORG/HOME">WWW.JOHNSTONPARTNERSHIP.ORG/HOME</a></td>
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<tr>
<th><strong>MT. OLIVE BAPTIST CHURCH</strong></th>
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<tbody>
<tr>
<td><strong>(515) 282-7947</strong></td>
<td><strong>(515) 282-7947</strong></td>
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<tr>
<td>3100 2nd Avenue</td>
<td>3100 2nd Avenue</td>
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<tr>
<td>Des Moines, IA 50313</td>
<td>Des Moines, IA 50313</td>
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<tr>
<td><strong>Hours:</strong> 3rd Thursday of the month from 5:30 pm–6:30 pm. <strong>Eligibility:</strong> Anyone in need of assistance. <strong>Program Overview:</strong> Limited meat and canned goods. Formula and diapers sometimes available. Call to check. Need to know number of children in the home and if family receives WIC or Food Assistance. <strong>Other Information:</strong></td>
<td><strong>Hours:</strong> 3rd Thursday of the month from 5:30 pm–6:30 pm. <strong>Eligibility:</strong> Anyone in need of assistance. <strong>Program Overview:</strong> Limited meat and canned goods. Formula and diapers sometimes available. Call to check. Need to know number of children in the home and if family receives WIC or Food Assistance. <strong>Other Information:</strong></td>
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<td><strong>Languages:</strong> English</td>
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<td><strong>Website:</strong> <a href="http://WWW.MTOLIVEDESMOINES.ORG">WWW.MTOLIVEDESMOINES.ORG</a></td>
<td><strong>Website:</strong> <a href="http://WWW.MTOLIVEDESMOINES.ORG">WWW.MTOLIVEDESMOINES.ORG</a></td>
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<tr>
<th><strong>NEW FRIENDSHIP CHURCH OF GOD IN CHRIST</strong></th>
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<tbody>
<tr>
<td><strong>(515) 243-7097</strong></td>
<td><strong>(515) 243-7097</strong></td>
</tr>
<tr>
<td>1317 Forest Avenue</td>
<td>1317 Forest Avenue</td>
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<tr>
<td>Des Moines, IA 50314</td>
<td>Des Moines, IA 50314</td>
</tr>
<tr>
<td><strong>Hours:</strong> Monday, Wednesday, and Friday 11:00 am–12:00 pm. <strong>Eligibility:</strong> Anyone in need of assistance. <strong>Program Overview:</strong> Canned/dry foods. Provide proof of ID and address. <strong>Other Information:</strong></td>
<td><strong>Hours:</strong> Monday, Wednesday, and Friday 11:00 am–12:00 pm. <strong>Eligibility:</strong> Anyone in need of assistance. <strong>Program Overview:</strong> Canned/dry foods. Provide proof of ID and address. <strong>Other Information:</strong></td>
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<td><strong>Languages:</strong> English</td>
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<tr>
<th><strong>PROTEUS</strong></th>
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<tr>
<td><strong>(515) 271-5303</strong></td>
<td><strong>(515) 271-5303</strong></td>
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<tr>
<td><strong>(800) 372-6031 Toll Free</strong></td>
<td><strong>(800) 372-6031 Toll Free</strong></td>
</tr>
<tr>
<td>3850 Merle Hay Rd. Ste 500</td>
<td>3850 Merle Hay Rd. Ste 500</td>
</tr>
<tr>
<td>Des Moines, IA 50310</td>
<td>Des Moines, IA 50310</td>
</tr>
<tr>
<td><strong>Hours:</strong> Call for availability. <strong>Eligibility:</strong> Anyone in need. <strong>Program Overview:</strong> 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. <strong>Other Information:</strong></td>
<td><strong>Hours:</strong> Call for availability. <strong>Eligibility:</strong> Anyone in need. <strong>Program Overview:</strong> 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. <strong>Other Information:</strong></td>
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<tr>
<td><strong>Languages:</strong> English, Spanish</td>
<td><strong>Languages:</strong> English, Spanish</td>
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<tr>
<td><strong>Website:</strong> <a href="http://WWW.PROTEUSINC.NET">WWW.PROTEUSINC.NET</a></td>
<td><strong>Website:</strong> <a href="http://WWW.PROTEUSINC.NET">WWW.PROTEUSINC.NET</a></td>
</tr>
</tbody>
</table>
**Red Rock Area Community Action Center (DMARC Food Pantry)**

(515) 965-0433  
406 SW School St. Ste. 305  
Ankeny, IA 50021

**Hours:** Monday–Friday 9:00 am – 12:00 pm; 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.  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** no  
- **Languages:** English  
- **Website:** [WWW.IOWACOMMUNITYACTION.ORG/ABOUT/RURAL_POLK_COUNTY.CFM](http://WWW.IOWACOMMUNITYACTION.ORG/ABOUT/RURAL_POLK_COUNTY.CFM)

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**Salvation Army Citadel (DMARC Food Pantry)**

(515) 266-3156  
1216 E. 25th Ct.  
Des Moines, IA 50317

(515) 282-3422  
1326 6th Avenue  
Des Moines, IA 50314

**Hours:** (E. 25th) Mondays, Wednesdays, Thursdays, and Fridays 9:30 am – 12:00 pm and 1:00 pm – 3:30 pm. Tuesdays 1:00 pm – 3:30 pm. 
**Hours:** (6th Ave) Monday–Friday 9:00 am – 11:30 am, 12:30 pm – 3:30 pm.  
**Eligibility:** Anyone living in Polk County.  
**Program Overview:** Wednesdays produce available in the afternoon. Bring photo ID for adults, social security numbers and birth dates for children, and mail to confirm address. Families can use pantry once every 30 days.  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** no  
- **Languages:** English  
- **Website:** [WWW.SALVATIONARMY–DESMOINES.ORG/DESMOINES](http://WWW.SALVATIONARMY–DESMOINES.ORG/DESMOINES)

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**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)  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** yes  
- **Languages:** English

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**St. Mary’s Family Center (DMARC Food Pantry)**

(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, bread, diapers, formula. Bring ID and proof of address.  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** no  
- **Languages:** English  
- **Website:** [WWW.DMDIOCESE.ORG/ST–MARY–FAMILY–CENTER.CFM](http://WWW.DMDIOCESE.ORG/ST–MARY–FAMILY–CENTER.CFM)
### St. Vincent de Paul

**Phone:** (515) 282-8327  
**Address:** 1426 6th Avenue, Des Moines, IA 50314

**Hours:** Monday – Friday 8:30 am-3:00 pm, 1st and 3rd Tuesday of the month 5:00 pm – 8:00 pm. Must sign up at 8:30 am daily.  
**Eligibility:** Must have completed General Assistance process prior.  
**Program Overview:** Assist with food, diapers, health and hygiene items, rent, and utilities. Also provides clothing and furniture.  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** [WWW.SVDPDSM.ORG/?PAGE_ID=118](http://WWW.SVDPDSM.ORG/?PAGE_ID=118)

### Urbandale Food Pantry (DMARC Food Pantry)

**Phone:** (515)251-6688  
**Address:** 7611 Douglas Ave. Ste. 31, Urbandale, IA 50322

**Hours:** Monday 10:00 am – 6:30 pm, Wednesday, and Thursday 10:00 am – 2:00 pm  
**Eligibility:** residents of Urbandale and Windsor Heights  
**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.  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** [WWW.URBANDALEFOODPANTRY.ORG/](http://WWW.URBANDALEFOODPANTRY.ORG/)

### West Des Moines Human Services (DMARC Food Pantry)

**Phone:** (515) 222-3660  
**Address:** 318 5th St, Des Moines, IA 50265

**Hours:** Monday, Tuesday, and Thursday 9:00 am – 3:00 pm and Wednesday & Friday 8:30 am – Noon  
**Eligibility:** Individuals living in the West Des Moines area.  
**Program Overview:** Assist with food, only one visit per month.  
**Other Information:**  
- **Fees:** None  
- **Appointment Needed:** yes  
- **Languages:** English, Spanish  
- **Website:** [WWW.WDM.IOWA.GOV/INDEX.ASPX?PAGE=181](http://WWW.WDM.IOWA.GOV/INDEX.ASPX?PAGE=181)
**FURNITURE/APPLIANCES**

<table>
<thead>
<tr>
<th><strong>BAPTIST MISSION</strong></th>
<th><strong>DAV THRIFT STORE</strong></th>
<th><strong>HANDS OF HELP</strong></th>
<th><strong>GOODWILL STORES</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(515) 279-2250</td>
<td>(515) 262-3850</td>
<td>(515) 263-1428</td>
<td>(515) 963-0209</td>
</tr>
<tr>
<td>101 7th St.</td>
<td>2627 E. University Ave.</td>
<td>4325 NE 29th, Lot 108</td>
<td>509 N Ankeny Blvd</td>
</tr>
<tr>
<td>West Des Moines, IA 50265</td>
<td>Des Moines, IA 50317</td>
<td>Des Moines, IA 50317</td>
<td>Ankeny, IA 50023</td>
</tr>
<tr>
<td><strong>Hours:</strong> Monday – Thursday 10:00 am – 5:30 pm, Friday 10:00 am – 5:00 pm and Sundays Noon – 3:30 pm. Closed on Saturdays.</td>
<td><strong>Hours:</strong> Monday– Saturday 8:00 am – 7:30 pm</td>
<td><strong>Hours:</strong> Tuesday, Wednesday, Thursday, Saturday, or when needed. MUST call ahead first.</td>
<td><strong>Hours:</strong> Call store location for specific hours</td>
</tr>
<tr>
<td><strong>Eligibility:</strong> No eligibility requirements.</td>
<td><strong>Eligibility:</strong> No eligibility requirements</td>
<td><strong>Eligibility:</strong> Anyone in need.</td>
<td><strong>Eligibility:</strong> Anyone is welcome and there are no zip code boundaries.</td>
</tr>
<tr>
<td><strong>Program Overview:</strong> Used appliances for sale only. No furniture.</td>
<td><strong>Program Overview:</strong> Used clothing, furniture, and household items for sale.</td>
<td><strong>Program Overview:</strong> Used kitchen items, appliances, furniture, electronics, bedroom and bathroom items, clothing (all sizes), and other miscellaneous items.</td>
<td><strong>Program Overview:</strong> Provides new and gently used household goods and clothing for adults, children, and maternity at low cost. Red Cross vouchers accepted.</td>
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<td><strong>Other Information:</strong></td>
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</table>

**Website:** [WWW.DAVDESMOINES.COM/](http://WWW.DAVDESMOINES.COM/)
<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
<th>Additional Information</th>
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<tbody>
<tr>
<td>(515) 255-1908</td>
<td>1982 Grand Ave</td>
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<tr>
<td></td>
<td>West Des Moines, IA 50265</td>
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<tr>
<td>(515) 255-1908</td>
<td>1982 Grand Ave</td>
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<td></td>
<td>West Des Moines, IA 50265</td>
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<tr>
<td>(515) 987-1131</td>
<td>170 Laurel St. SE</td>
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<tr>
<td></td>
<td>Waukee, IA 50263</td>
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<tr>
<td>(515) 987-1131</td>
<td>170 Laurel St. SE</td>
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<td></td>
<td>Waukee, IA 50263</td>
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<tr>
<td><strong>Salvation Army</strong></td>
<td><strong>Hours:</strong> Monday–Saturday 9:00 am – 6:00 pm and Friday 9:00 am – 8:00 pm.</td>
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<tr>
<td><strong>Eligibility:</strong></td>
<td>No eligibility requirements.</td>
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<tr>
<td><strong>Program Overview:</strong></td>
<td>Used clothing, furniture, and household items for sale</td>
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<td><strong>Other Information:</strong></td>
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<td>[<a href="http://WWW.SALVATIONARMY%E2%80%93DESMOINES.ORG/DESMOINES/THRIFTSTORES">WWW.SALVATIONARMY–DESMOINES.ORG/DESMOINES/THRIFTSTORES</a>]</td>
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<td>[<a href="http://WWW.SALVATIONARMY%E2%80%93DESMOINES.ORG/DESMOINES/THRIFTSTORES">WWW.SALVATIONARMY–DESMOINES.ORG/DESMOINES/THRIFTSTORES</a>]</td>
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</tr>
</tbody>
</table>
**Broadlawns Medical Center**

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

**Program Overview:** Broadlawns Medical Center is an acute care, community hospital, supported by several specialty clinics that serve the medical, surgical, mental health and primary health care needs of the community.

**Eligibility:** No eligibility requirements

**Inpatient Care:** 515-282-2331

**Outpatient/Clinics:** 515-282-2331

**Physical Therapy:** 515-282-5621

**Pharmacy:** 515-282-3386

**Social Services:** 515-282-6669

**Mental Health Services:** 515-282-6770

**Crisis Team:** 515-282-5752

**Community Access Program:** 515-282-6770

**Family Outpatient Center of Unified Services:** 515-362-4021

**Positive Alternatives to Hospitalization Program:** 515-697-6750

**Residential Group Home:** 515-244-8381

**Women’s Health Care:** 515-282-2228

**Other Information:**

- **Fees:** yes, sliding scale available
- **Appointment Needed:** varies based on service
- **Languages:** 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).
- **Website:** [WWW.BROADLAWNS.ORG](http://WWW.BROADLAWNS.ORG)

**Christ the King Clinic**

(515) 285-2888 Ext. 117  
5711 SW 9th St.  
Des Moines, IA 50315

**Program Overview:** Provides well child exams, school physicals, and some lab work. Also provide chronic care. No documentation or identification needed to receive care.

**Eligibility:** Free services open to all needing acute care.

**Hours:** Monday evenings from 7:00 pm–9:00 pm. (enter through South door)

**Pediatric Clinic:** Wednesdays 7:00 pm–9:00 pm.

**Dental screening:** 1st Tuesday of the month 6:00 pm – 8:00 pm

**Other Information:**

- **Fees:** no
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.CHISTTHEKINGPARISH.ORG](http://WWW.CHISTTHEKINGPARISH.ORG)

**Corinthian Family Health Free Clinic**

(515) 243-4073  
814 School St.  
Des Moines, IA 50309

**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).

**Eligibility:** For anyone needing services.

**Hours:** 1st and 3rd Tuesday of the month from 4:00 pm–6:30 pm; 2nd and 4th Saturday of the month from 9:00 am–12:00 pm.

**Diabetic class 1st and 3rd Tuesday of the month from 6:00 pm–7:30 pm.**

**Other Information:**

- **Fees:** no
- **Appointment Needed:** no
- **Languages:** English
<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Numbers</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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</thead>
<tbody>
<tr>
<td><strong>First Assembly of God</strong></td>
<td>(515) 279-9766 2725 Merle Hay Rd.</td>
<td><strong>Hours</strong>: Thursday 6:00 pm–8:00 pm. Must arrive before 7:30 pm to be seen.</td>
<td><strong>Eligibility</strong>: Anyone in need of assistance.</td>
<td><strong>Program Overview</strong>: Physicals, vaccinations, TB tests, etc. Call for more information.</td>
<td><strong>Other Information</strong>: Fees: no, Appointment Needed: no, Languages: English, Website: <a href="http://WWW.DESMOINESFIRST.ORG">WWW.DESMOINESFIRST.ORG</a></td>
</tr>
<tr>
<td><strong>Grace United Methodist Church</strong></td>
<td>(515) 255-2131 3700 Cottage Grove</td>
<td><strong>Hours</strong>: Tuesday 5:30 pm–7:30 pm</td>
<td><strong>Eligibility</strong>: Anyone in need of assistance. Free.</td>
<td><strong>Program Overview</strong>: Physicals, vaccinations, TB tests, etc. Call for more information.</td>
<td><strong>Other Information</strong>: Fees: no, Appointment Needed: no, Languages: English, Website: <a href="http://WWW.GRACEDESMOINES.ORG">WWW.GRACEDESMOINES.ORG</a></td>
</tr>
<tr>
<td><strong>Health Insurance Premium Payment Program (HIPP) Program</strong></td>
<td>(888) 346-9562 Toll Free (515) 281-7313 Local (515) 242-5456 Fax 1305 E Walnut St. 5th Floor</td>
<td><strong>Hours</strong>: Monday–Friday 8:00 am–4:30 pm.</td>
<td><strong>Eligibility</strong>: HIP Program: only those eligible for Medicaid may apply. You must have medical insurance or be able to get it through your employer and be on a health plan that is cost-effective. AIDSHIV HIPP Program: Iowa residents ineligible for Medicaid must provide a doctor’s certification that the person’s ability to work is impaired due to AIDS or HIV–related illness. Participants must 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 and meet the income limits.</td>
<td><strong>Program Overview</strong>: HIP Program: The HIP Program helps people get insurance or keep insurance they already have by paying for the premium. Iowa AIDSHIV Health Insurance Premium Payment (HIPP) Program: The AIDSHIV HIPP program helps persons living with IDS/HIV–related illness by paying their health insurance premiums when they become too ill to work.</td>
<td><strong>Other Information</strong>: Fees: no, Appointment Needed: no, Languages: English, Website: <a href="http://WWW.DHS.IOWA.GOV/IME/MEMBERS/MEDICAID-A-TO-Z/HIPP">WWW.DHS.IOWA.GOV/IME/MEMBERS/MEDICAID-A-TO-Z/HIPP</a> Email: <a href="mailto:HIPPMEDICAID@DHS.IOWA.GOV">HIPPMEDICAID@DHS.IOWA.GOV</a></td>
</tr>
<tr>
<td><strong>Jim Ellefson Free Medical Clinic</strong></td>
<td>(515) 266-7622 1607 E. 33rd St.</td>
<td><strong>Hours</strong>: Tuesday 1:30 pm–4:30 pm; Thursday 5:30 pm – 8:30 pm. First come, first serve. Clinic reserves the right to close early at the discretion of the staff.</td>
<td><strong>Eligibility</strong>: For anyone needing services.</td>
<td><strong>Program Overview</strong>: Basic health care for acute conditions only. No chronic conditions. Some services are free but charge for physical and donations for medications.</td>
<td><strong>Other Information</strong>: Fees: no, Appointment Needed: no, Languages: English</td>
</tr>
</tbody>
</table>

**First Assembly of God**

- **Address**: 2725 Merle Hay Rd., Des Moines, IA 50310
- **Phone Numbers**: (515) 279-9766
- **Hours**: Thursday 6:00 pm–8:00 pm. Must arrive before 7:30 pm to be seen.
- **Eligibility**: Anyone in need of assistance.
- **Program Overview**: Physicals, vaccinations, TB tests, etc. Call for more information.
- **Other Information**: Fees: no, Appointment Needed: no, Languages: English, Website: [WWW.DESMOINESFIRST.ORG](http://WWW.DESMOINESFIRST.ORG)

**Grace United Methodist Church**

- **Address**: 3700 Cottage Grove, Des Moines, IA 50311
- **Phone Numbers**: (515) 255-2131
- **Hours**: Tuesday 5:30 pm–7:30 pm
- **Eligibility**: Anyone in need of assistance. Free.
- **Program Overview**: Physicals, vaccinations, TB tests, etc. Call for more information.
- **Other Information**: Fees: no, Appointment Needed: no, Languages: English, Website: [WWW.GRACEDESMOINES.ORG](http://WWW.GRACEDESMOINES.ORG)

**Health Insurance Premium Payment Program (HIPP) Program**

- **Phone Numbers**: (888) 346-9562 Toll Free (515) 281-7313 Local (515) 242-5456 Fax 1305 E Walnut St. 5th Floor
- **Hours**: Monday–Friday 8:00 am–4:30 pm.
- **Eligibility**: HIP Program: only those eligible for Medicaid may apply. You must have medical insurance or be able to get it through your employer and be on a health plan that is cost-effective. AIDSHIV HIPP Program: Iowa residents ineligible for Medicaid must provide a doctor’s certification that the person’s ability to work is impaired due to AIDS or HIV–related illness. Participants must 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 and meet the income limits.
- **Program Overview**: HIP Program: The HIP Program helps people get insurance or keep insurance they already have by paying for the premium. Iowa AIDSHIV Health Insurance Premium Payment (HIPP) Program: The AIDSHIV HIPP program helps persons living with IDS/HIV–related illness by paying their health insurance premiums when they become too ill to work.
- **Other Information**: Fees: no, Appointment Needed: no, Languages: English, Website: [WWW.DHS.IOWA.GOV/IME/MEMBERS/MEDICAID-A-TO-Z/HIPP](http://WWW.DHS.IOWA.GOV/IME/MEMBERS/MEDICAID-A-TO-Z/HIPP) Email: [HIPPMEDICAID@DHS.IOWA.GOV](mailto:HIPPMEDICAID@DHS.IOWA.GOV)

**Jim Ellefson Free Medical Clinic**

- **Address**: 1607 E. 33rd St., Des Moines, IA 50317
- **Phone Numbers**: (515) 266-7622
- **Hours**: Tuesday 1:30 pm–4:30 pm; Thursday 5:30 pm – 8:30 pm. First come, first serve. 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.
- **Other Information**: Fees: no, Appointment Needed: no, Languages: English
**LA CLINICA DE LA ESPERANZA**

(515) 244-6162

3200 Grand Ave #6
Des Moines, IA 50312

**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 8:00 am on a first-call basis.

**Eligibility:** La Clinica 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.

**Other Information:**
- **Fees:** no
- **Appointment Needed:** no
- **Languages:** Spanish, English
- **Website:** [WWW.DMU.EDU/CLINIC/LA-CLINICA/](http://WWW.DMU.EDU/CLINIC/LA-CLINICA/)

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**MAPLE ST. BAPTIST CHURCH**

(515) 262-1931

1552 Maple St.
Des Moines, IA 50317

**Hours:** 1st, 3rd, 5th, Tuesday of the month. 6:30 pm–8:30 pm.

**Eligibility:** Anyone needing services.

**Program Overview:** Basic health care, physicals, lab tests. All ages welcome.

**Other Information:**
- **Fees:** no
- **Appointment Needed:** no
- **Languages:** English, Spanish upon request
- **Website:** [WWW.MAPLESTREETMBC.ORG/CHURCH.HTML](http://WWW.MAPLESTREETMBC.ORG/CHURCH.HTML)

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**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.

**Eligibility:** Anyone needing services. All ages welcome.

**Program Overview:** Basic health care, physicals, immunizations, lab tests, lead screenings.

**Other Information:**
- **Fees:** no
- **Appointment Needed:** no
- **Languages:** English, Spanish upon request

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

(877) 811-7526

Central Des Moines
851 19th 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

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

**Eligibility:** anyone in need of reproductive health services.

**Program Overview:** Planned parenthood provides reproductive health care, education, and advocacy for reproductive rights.

**Other Information:**
- **Fees:** vary based on service
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.PLANNEDPARENTHOOD.ORG/PLANNED-PARENTHOOD-HEARTLAND/](http://WWW.PLANNEDPARENTHOOD.ORG/PLANNED-PARENTHOOD-HEARTLAND/)
Creative Visions Healthy Connections
1343 13th 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 19th St.
Des Moines, IA 50314

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

**POLK COUNTY HEALTH DEPARTMENT**

(515) 286-3798 or (866) 209-1300
1907 Carpenter Ave.
Des Moines, IA 50314

**Hours:** Monday – Friday 9:00 am – 5:00 pm. Call for hours on specific services.

**Eligibility:** Anyone in need of services

**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

**Other Information:**
- **Fees:** sliding fee scale and free
- **Appointment Needed:** yes
- **Languages:** English
- **Website:** [WWW.POLKCOUNTYIOWA.GOV/HEALTH](http://WWW.POLKCOUNTYIOWA.GOV/HEALTH)

**PRIMARY HEALTH CARE**

(515) 248-1400
South Side Center
2353 SE 14th St.
Des Moines, IA 50320

**Hours:** Vary depending upon location. Call for specifics.

**Eligibility:** anyone in need of services, some services have income guidelines

**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.

**Other Information:**
- **Fees:** sliding fee scale and free
- **Appointment Needed:** yes
- **Languages:** English, Spanish
- **Website:** [WWW.PHCINC.NET](http://WWW.PHCINC.NET)
Program Overview:
National Farmworker Jobs Program: See Job Training section
Migrant Health Project: Migrant farm workers and their family members are seen by Past and Migrant Health Aides. All patients receive a comprehensive health assessment and physical, and depending on their needs, may be referred through a voucher to other local healthcare providers for medical services.
Promotoras Program: Trains farm worker women as “health promoters” to participate in health training and use their skills to educate and advocate for peers. They improve health by increasing access to existing services and by working to change the systems or conditions that make healthy living difficult.
Homeless Project: See Financial Assistance section
Food & Clothing Pantry: see Free Clothing and Food Pantries sections;
Other Information:
- Fees: Sliding fee scale for Migrant Health Project. None for other programs
- Appointment Needed: yes
- Languages: English, Spanish
- Website: WWW.PROTEUSINC.NET/
### HOSPITALS

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BROADLAWNS MEDICAL CENTER</strong></td>
<td>Variable</td>
<td>Based on need</td>
<td>Crisis Team: 515-282–5752 Emergency: 515.282.2253</td>
<td>Fees: Based on insurance coverage Languages: Interpreters available Website: <a href="http://WWW.BROADLAWNS.ORG">WWW.BROADLAWNS.ORG</a></td>
</tr>
<tr>
<td>801 Hickman Road Des Moines, IA 50314</td>
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<tr>
<td><strong>MERCY MEDICAL CENTER</strong></td>
<td>Variable</td>
<td>Based on need</td>
<td>Emergency at Mercy Medical Center: 515-241–3211 Emergency at Mercy West Lakes: 515-358–8218 Nurse Line: 515-243–2584</td>
<td>Fees: Based on insurance coverage Languages: Interpreters available Website: <a href="http://WWW.MERCYDESMOINES.ORG">WWW.MERCYDESMOINES.ORG</a></td>
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<tr>
<td><strong>Mercy Medical Center</strong></td>
<td>(515) 247–3121</td>
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<tr>
<td>1111 6th Ave Des Moines, IA 50314</td>
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<tr>
<td><strong>Mercy Medical Center-West Lakes</strong></td>
<td>(515) 358–8000</td>
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<tr>
<td>1755 59th Place West Des Moines, IA 50266</td>
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<tr>
<td><strong>Blank Children’s Pediatric Clinic</strong></td>
<td>(515) 241-5437</td>
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<td>1200 Pleasant St. Des Moines, IA 50309</td>
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<tr>
<td><strong>Iowa Lutheran Hospital</strong></td>
<td>(515) 263-5104</td>
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<td>700 E. University Ave Des Moines, IA 50316</td>
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<td><strong>Iowa Methodist Medical Center</strong></td>
<td>(515) 241-6212</td>
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<tr>
<td>1200 Pleasant St. Des Moines IA 50309</td>
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<td><strong>Methodist West Hospital</strong></td>
<td>(515) 343-1000</td>
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<td>1660 60th St. West Des Moines, IA 50266</td>
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</table>
Veteran’s Affairs Central Iowa Health Care System

(515) 699-5999  
(800) 294-8387  
3600 30th St.  
Des Moines, IA 50310

Hours: Variable  
Eligibility: Veterans (depending on Veteran status)

Program Overview:
Veteran Crisis Line: 800–273–8255  
Nurse Line or to schedule appointment: 1–866–687–7382  
Women Veteran’s Hotline: 855–829–6636

Other Information:
- Fees: contact VA for individual benefits  
- Languages: English  
- Website: WWW.CENTRALIOWA.VA.GOV
HOME REPAIR

CITY OF WEST DES MOINES

(515) 273-0770
4200 Mills Civic Parkway
Suite 2 E
West Des Moines, IA 50265

Hours: Monday – Friday 8:00 am – 5:00 pm
Eligibility: Live in Ankeny, Altoona, Clive, Grimes, Johnston, Pleasant Hill, Urbandale, West Des Moines, Windsor Heights. Households with income less than 80 percent of Area Media Income, single family dwellings not including mobile homes, homes purchased on contract, duplexes or condominiums. Call for application.

Program Overview:
Metro Home Improvement Plan helps with basic structural repairs, building systems, weatherization, and handicap accessibility. Services do not include constructions of garages, deck, cabinets, and room additions.

Other Information:
- Fees: financial assistance in the form of a forgivable loan. The maximum loan is $12,500 and the minimum is $500 per household.
- Appointment Needed: yes
- Languages: English
- Website: WWW.WDM.IOWA.GOV

DES MOINES COMMUNITY ACTION AGENCY

(515) 248-6216
1618 6th Avenue
Des Moines, Iowa 50314

Hours: Monday – Friday 8:00 am – 5:00 pm Tuesdays and Thursdays 5:00 to 8:00 pm (appointment only)
Eligibility: Homeowners who plan to stay in their homes five years or more.

Program Overview:
Home Maintenance/Minor Repair: Assists with application for Community Development through the city of Des Moines.
The services include foundations and roofing and other “integrity level” aspects of houses. The services do not include windows or siding.

Other Information:
- Fees: There is a five year lean against home. After five years nothing is owed on loan.
- Appointment Needed: no
- Languages: English
- Website: WWW.DMGOV.ORG

NEIGHBORHOOD FINANCE CORPORATION

(515) 288-5626
1912 6th Avenue
Des Moines, Iowa 50314

Hours: Monday – Friday 8:00 am – 5:00 pm
Eligibility: This is a property driven program, not income. Be in the lending area, 2/3rds of Polk County. Inspection required.

Program Overview:
Home Rehabilitation Program: helps with purchasing loans, refinancing loans, home improvement, home buyer education and counseling. Offer green service repairs such as heating, plumbing, and efficiency.

Other Information:
- Fees: There is a five year lean against home. After five years nothing is owed on loan.
- Appointment Needed: no
- Languages: English, Spanish
- Website: WWW.NEIGHBORHOODFINANCE.ORG

POLK COUNTY HEALTH DEPARTMENT

(515) 286-2115
1907 Carpenter Avenue
Des Moines, Iowa 50314

Hours: Monday – Friday 8:00 am – 5:00 pm
Eligibility: Low-income guidelines: 80% or below of community median income. Privately-owned homes constructed before 1978. Child under the age of 6 lives or spends significant amount of time at home.

Program Overview:
The Metropolitan Partnership For Lead Safe Housing: financial assistance to repair lead based paint hazards in homes in Polk and Dallas Counties.
The services include reducing or eliminating lead hazards in housing, repairing and replacing windows, sidings, and floor coverings.

**Other Information:**
- **Fees:** none.
- **Appointment Needed:** no
- **Languages:** English, Spanish
- **Website:** [WWW.METROLEADSsafe.ORG/](http://WWW.METROLEADSsafe.ORG/)

### Polk County Public Works

**Contact:**
- Phone: (515) 286-3705 or (515) 286-3437
- Address: 5885 N.E. 14th Street, Des Moines, Iowa 50313

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

**Eligibility:** Referral from Youth Services or General Assistance. Inspections of homes of up to $80,000 value.

**Programs Overview:**
- **Emergency Repair** provides services for eligible low income families in unincorporated and incorporated areas of Polk County. Services include plumbing, electrical, and general carpentry. Families may call Community and Family Services for assistance. (515) 875-5566
- **Home Rehabilitation** maintains affordable housing and revitalizes the designated neighborhoods. (515) 286-3726

**Other Information:**
- **Fees:** none.
- **Appointment Needed:** no
- **Languages:** English, Spanish
- **Website:** [WWW.POLKCOUNTYOIA.W/G/PUBLICWORKS/](http://WWW.POLKCOUNTYOIA.W/G/PUBLICWORKS/)

### Re-Building Together of Greater Des Moines

**Contact:**
- Phone: (515) 284-7403
- Address: 1111 9th Street Suite 265, Des Moines, Iowa 50314

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

**Eligibility:** Own and live in home, low income per Polk County guidelines, assessed property not to exceed $134,000, complete an application

**Programs Overview:**
- **Home Modification** undertakes smaller projects like installing ramps or making simple modification to homes.
- **Re-Building Day:** the first Saturday in May, thousands of volunteers come together to help make minor improvements and repairs on homes.
- **Senior Repair Project**
- **Veterans Housing** meets the growing needs of veterans by providing modifications, repair services, and accessibility modifications

**Other Information:**
- **Fees:** none.
- **Appointment Needed:** no
- **Languages:** English, Spanish
- **Website:** [WWW.REBUILDINGTOGETHER.ORG/](http://WWW.REBUILDINGTOGETHER.ORG/)

### Universal Design and Home Accessibility (Iowa State University Extension)

**Contact:**
- Phone: (515) 294-8520
- Address: 62 LeBaron Hall, Ames, IA 50011

**Hours:** Contact Mary Yearns 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.

**Other Information:**
- **Fees:** Dependant on situation
- **Languages:** English
- **Website:** [WWW.EXTENSION.IASTATE.EDU/PAGES/HOUSING/UNI-DESIGN.HTML](http://WWW.EXTENSION.IASTATE.EDU/PAGES/HOUSING/UNI-DESIGN.HTML)
**ANAWIM (P)**

**Address:** Suite 131, 655 Walnut, Des Moines, IA 50309

**Phone:** (515) 244-8308

**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 6th Ave. and 13th 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.

**Other Information:**
- **Fees:** Vary based on property.
- **Appointment Needed:** No
- **Languages:** English
- **Website:** WWW.ANAWIMHOUSING.ORG/

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**BEACON OF LIFE (T)**

**Address:** 1717 Woodland Ave, Des Moines, IA 50309

**Phone:** (515) 244-4713

**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.

**Other Information:**
- **Appointment Needed:** No
- **Languages:** English
- **Website:** WWW.BEACONOFLIFEDM.ORG/

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**CENTRAL IOWA CENTER FOR INDEPENDENT LIVING (P)**

**Address:** Suite 131, 655 Walnut, Des Moines, IA 50309

**Phone:** (515) 243-1742

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

**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.

**Other Information:**
- **Appointment Needed:** no
- **Languages:** English
- **Website:** WWW.CENTRALIOWACIL.COM

### CIRHA (P)

(515) 986-1882  
(515) 986-1883- fax  
1201 SE Gateway Dr.  
Grimes, IA 50111

**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.

**Other Information:**
- **Fees:** Vary based on property.
- **Appointment Needed:** yes
- **Languages:** English
- **Website:** WWW.CIRHAHOME.ORG

### 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.

**Other Information:**
- **Appointment Needed:** yes
- **Languages:** English

### Conlin Properties, Inc. (P)—Section 42 Housing

(515) 246-8016  
(515) 246-8015  
319 7th Street, Suite 500  
Des Moines, IA 50309

**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.

**Other Information:**
- **Fees:** Vary based on property.
- **Appointment Needed:** yes
- **Languages:** English
- **Website:** WWW.CONLINPROPERTIES.COM
- **Email:** INFO@CONLINPROPERTIES.COM
## Des Moines Habitat for Humanity (P)

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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</thead>
<tbody>
<tr>
<td>(515) 471-8686</td>
<td>2341 2nd Avenue, Des Moines, IA 50310</td>
<td>Monday–Friday 8:00 am – 4:00 pm</td>
<td>Income and need based. Call for guidelines.</td>
<td>Assists families to improve their place of living. Habitat for Humanity constructs, rebuilds, and preserves homes. They also assist with training families in home ownership. Call to see when they are accepting applications.</td>
<td>Fees: Vary based on property.</td>
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## City of Des Moines/HUD (P)

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<tr>
<th>Phone</th>
<th>Address</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>(515) 323-8950</td>
<td>Park Fair Mall, 100 E. Euclid, Ste. 101, Des Moines, IA 50313</td>
<td>Monday–Friday 8:00 am – 5:00 pm</td>
<td>Must be 18yrs of age. Call for income guidelines.</td>
<td>Call to see if public housing (adults only program) is open for application. There is a waiting list.</td>
<td>Fees: Vary based on property.</td>
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## Eyerly Ball Residential (T)

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<tr>
<th>Phone</th>
<th>Address</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>(515) 277-7933</td>
<td>Administrative Office, 940 Cummins Pkwy, Des Moines, IA 50312</td>
<td>Monday–Friday 8:00 am–4:30 pm</td>
<td>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.</td>
<td>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.</td>
<td>Appointment Needed: no</td>
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## Freedom for Youth Ministries (T)

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<tr>
<th>Phone</th>
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<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td>(515) 282-4822</td>
<td>2301 Hickman Road, Des Moines, IA 50310</td>
<td>Monday–Friday 9:00 am–5:00 pm</td>
<td>Single young adult men and women ages 18–22 without children.</td>
<td>Transitional home for young men and women ages 18–22. During stay, which can last up to 2 years, they will develop goals and a plan of action and prepare for their future through education, either GED or post high-school trade school or college. They will work part-time at the Freedom Center to help with living expenses and to develop skills in money management, saving and fiscal responsibility.</td>
<td>Appointment Needed: no</td>
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<td><strong>HOME CONNECTION—HAWTHORNE HILL (T)</strong></td>
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<td><strong>(515) 244-9748</strong></td>
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<tr>
<td>3001 Grand Avenue</td>
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<td>Des Moines, IA 50312</td>
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<td><strong>Hours:</strong> Monday–Friday 8:00 am – 5:00 pm</td>
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<tr>
<td><strong>Eligibility:</strong> Depends on the program. Call for specific information.</td>
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<tr>
<td><strong>Program Overview:</strong> Call for more information on programs.</td>
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<tr>
<td>New Directions Shelter: Emergency shelter for women with children.</td>
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<tr>
<td>Home Connection: Transitional housing for homeless families with children under 18 y/o.</td>
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<td><strong>Other Information:</strong></td>
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<td>- Appointment Needed: no</td>
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<td>- Languages: English</td>
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<tr>
<td>- Website: <a href="http://WWW.HAWTHORN-HILL.ORG">WWW.HAWTHORN-HILL.ORG</a></td>
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<tr>
<th><strong>HOME, INC. (P)</strong></th>
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<tbody>
<tr>
<td><strong>(515) 243-1277</strong></td>
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<tr>
<td>1111 9th St. Suite 210</td>
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<tr>
<td>Des Moines, IA 50314</td>
</tr>
<tr>
<td><strong>Hours:</strong> Monday – Thursday 8:00 am – 4:30 pm &amp; Fridays 8:00 am – 4:00 pm (Closed daily 12:00 noon–1:00 pm).</td>
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<tr>
<td><strong>Eligibility:</strong> Depends upon the program. Call for requirements.</td>
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<tr>
<td><strong>Program Overview:</strong> 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).</td>
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<td><strong>Other Information:</strong></td>
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<td>- Appointment Needed: no</td>
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<tr>
<td>- Languages: English</td>
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<tr>
<td>- Website: <a href="http://WWW.HOMEINCDSM.ORG">WWW.HOMEINCDSM.ORG</a></td>
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<thead>
<tr>
<th><strong>JACOB’S PLACE (P)</strong></th>
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<tr>
<td><strong>(515) 277-9272</strong></td>
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<tr>
<td>2400 30th St.</td>
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<tr>
<td>Des Moines, IA</td>
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<tr>
<td><strong>Hours:</strong> Monday–Friday 8:00 am – 5:00 pm</td>
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<tr>
<td><strong>Eligibility:</strong> Age 62+ or mobility impaired.</td>
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<tr>
<td><strong>Program Overview:</strong> Provide permanent housing for low income elderly age 62+ and for mobility impaired. Rent based on income.</td>
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<td><strong>Other Information:</strong></td>
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<tr>
<td>- Appointment Needed: no</td>
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<td>- Languages: English</td>
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<thead>
<tr>
<th><strong>RIVER HILLS APARTMENTS (P)</strong></th>
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<tbody>
<tr>
<td><strong>(515) 288-6075</strong></td>
</tr>
<tr>
<td>River Hills 1</td>
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<tr>
<td>700 E. 5th St.</td>
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<tr>
<td>Des Moines, IA 50309</td>
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<tr>
<td><strong>Hours:</strong> Monday–Friday 8:00 am – 5:00 pm</td>
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<tr>
<td><strong>Eligibility:</strong> Low-income families with children, senior citizens</td>
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<tr>
<td><strong>Program Overview:</strong> 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.</td>
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<tr>
<td><strong>Other Information:</strong></td>
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<tr>
<td>- Appointment Needed: no</td>
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<tr>
<td>- Languages: English</td>
</tr>
<tr>
<td><strong>(515) 288-2159</strong></td>
</tr>
<tr>
<td>River Hills 2</td>
</tr>
<tr>
<td>916 E. 6th St.</td>
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<tr>
<td>Des Moines, IA 50316</td>
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<thead>
<tr>
<th><strong>ST. PAUL TRANSFORMATION CENTER (T)</strong></th>
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<tbody>
<tr>
<td><strong>(515) 288-9841</strong></td>
</tr>
<tr>
<td>1353 9th St.</td>
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<tr>
<td>Des Moines, IA 50314</td>
</tr>
<tr>
<td><strong>Hours:</strong> Monday–Friday 9:00 am – 5:00 pm</td>
</tr>
<tr>
<td><strong>Eligibility:</strong> Based on income. Call for requirements.</td>
</tr>
<tr>
<td><strong>Program Overview:</strong> 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.</td>
</tr>
</tbody>
</table>
WEST DES MOINES HUMAN SERVICES

(515) 222-3660
318 5th St.
West Des Moines, IA 50265

Hours: Monday, Tuesday, and Thursday 9:00 am - 3:00 pm and Wednesday & Friday 9:00 am - 12:00 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.

Other Information:
- Appointment Needed: no
- Languages: English, Spanish
- Website: WWW.WDM.IOWA.GOV/INDEX.ASPX?PAGE=178
## Iowa International Center

**Hours:** Monday–Friday 8:00 am–5:00 pm.  
**Eligibility:** Anyone needing interpretation services  
**Program Overview:** Predominantly native interpreters and translation of more than 55 languages and dialects. 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  
**Other Information:**  
- **Fee:** $55–$65 Minimum charge of an hour, travel charge applies when outside the Des Moines area. Free emergency interpretation hotline also available.  
- **Appointment Needed:** yes  
- **Languages:** Albanian, Arabic, Arabic (Sudanese), Bosnian, Bulgarian, Burmese, Chin (Mizo, Zomi, Zotung), Chinese (Mandarin), Croatian, Dinka, Farsi, Filipino, French, German, Hindi, Hmong, Hungarian, Italian, Japanese, Jola–Kasa, Kachin, Karen, Kirundi, Korean, Krio/Aku, Kunama, Lao, Malay, Mandinka, Mizo, Moldovan, Mon, Nepali, Polish, Portuguese, Romanian, Russian, Serbian, Serbo–Croatian, Somali, Spanish, Swahili (Kiswahili), Swedish, Tagalog, Tai Dam, Telegu, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Vietnamese, Visaya, Wolof, Zomi, Zotung  
- **Website:** [WWW.IOWAINTERNATIONALCENTER.ORG](http://WWW.IOWAINTERNATIONALCENTER.ORG)

## International Translation Services, Inc.  

**Hours:** 7:00 am–9:00 pm 7 days/ week.  
**Eligibility:** Call for details on services.  
**Program Overview:** ITS offers both oral interpretation and written translation. 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  
**Other Information:**  
- **Appointment Needed:** yes  
- **Languages:** African English, Albanian, Amharic, Arabic, Armenian, Azerbaijani, Bengali, Bosnian, Bulgarian, Burmese, Burundi, Belarusian, Cambodian, Chin–Chinese, Chinese, Croatian, Czech, Dinka, Dutch, English, Estonian, Farsi (Persian), Finnish, Flemish, French (Canadian), French (European), Georgian, German, Greek, Grio, Haitian, Hebrew, Hindi, Hmong, Hungarian, Indonesian, Italian, Japanese, Kazakh, Karen, Karenni, Kirundi, Kinyarwanda, Korean, Krio, Kru, Kush, Kurdisch, Kunama, Lao (Laotian), Latvian, Lithuanian, Liberian, Krihn, Mende, Maltese, Mizo, Moldavian, Mongolian, Nepali, Norwegian, Ogoni, Pashto, Persian, Polish, Portuguese (Brazilian), Portuguese (European), Punjabi, Romanian, Russian, Romanian, Russian, Serbian, Sign Language, Slovenian, Somali, Spanish (Latin America), Spanish (Spain), Sudanese, Swahili, Swedish, Tagalog (Filipino), Tai Dam, Thai, Tigrinya, Tigré, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Welsh, Yiddish  
- **Website:** [WWW.TRANSLATORSIOWA.COM](http://WWW.TRANSLATORSIOWA.COM)

## Iowa Latino Affairs  

**Hours:** Monday–Friday 8:00 am–4:30 pm  
**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 and interpreter, call for more information or visit the website
**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.

**Other Information:**
- Appointment Needed: yes
- Languages: English, Spanish
- Website: WWW.LATINOAFFAIRS.IOWA.GOV

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**LANGUAGEtech, Inc.**

(515) 277-6058  
(515) 556-6611 (cell)  
1028 25th 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. Interpretation—medical, legal, social service, education, business, Translation, Language and Conversation Classes, Pre-Travel advice

**Other Information:**
- Appointment Needed: yes
- Languages: Arabic, Bosnian, Burmese languages (Burmese, Chin –Falam, Haka/Lai, Mizo, Karen, Karenni, Kayah), Cambodian, Chinese (Mandarin), Eritrean languages (Amharic, Kunama, Tigrigna) French, German, Indian (Hindi, Telegu), Kirundi, Korean, Lao, Nepali, Portuguese, Russian, Somali, Spanish, Sudanese Languages (Dinka, Nuer, Thok–Nath), Swahili, Thai, Ukrainian, Vietnamese
- Website: WWW.LANGTECHINC.COM

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**LLS—Legal Language Services**

1-800-788-0450

**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. 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.

**Other Information:**
- Appointment Needed: yes
- Languages: Arabic, Bosnian, Cantonese, Chuukese, French, Haitian Creole, Hmong, Ilocano, Korean, Laotian, Mandarin, Marshallese, Polish, Portuguese, Russian, Serbo–Croatian, Somali, Turkish, Vietnamese
- Website: WWW.LEGALLANGUAGE.COM/SERVICES/INTERPRETING/IOWA/
### Candeo

**Address:**
6950 NE 14th St. Suite 36  
Ankeny, IA 50023

**Phone Numbers:**
(515) 289-4781  
(515) 243-2525  
Fax: (515) 243-1426

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

**Eligibility:** Individuals with developmental disabilities and or mental illness age 16 and older

**Program Overview:** Candeo is a Latin word meaning “to grow, to shine, to grow brilliant”. Candeo provides services in supported community living, habilitation services/life skills, and employment services. Candeo serves individuals who are diagnosed with intellectual disability, mental illness, developmental disability, or autism spectrum disorder.

**Other Information:**
- **Appointment Needed:** yes
- **Languages:** English
- **Website:** [WWW.CANDEOIOWA.ORG](http://WWW.CANDEOIOWA.ORG)

### Experience Works

**Address:**
P.O. Box 4040  
Des Moines, IA 50333

**Phone Numbers:**
(866) 976-5939  
(515) 243-2525

**Fax:** (515) 243-1426

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

**Eligibility:** Unemployed individuals age 55 and older seeking job assistance and training.

**Service Area:** Mahaska, Jackson, Clinton, Scott and Dallas (DOES NOT SERVE POLK COUNTY)

**See website for specific service area**

**Program Overview:** Provides employment and training opportunities for low income older Iowans. A representative is available at many Iowa Workforce Development offices.

**Other Information:**
- **Appointment Needed:** yes
- **Languages:** English
- **Website:** [WWW.EXPERIENCE WORKS.ORG](http://WWW.EXPERIENCE WORKS.ORG)

### Goodwill Industries of Central Iowa

**Address:**
4900 NE 22nd St  
Des Moines, IA 50313

**Phone Numbers:**
(515) 265-5323

**Hours:** Monday–Sunday (Every Day) 8:00 am – 4:30 pm

**Eligibility:** Individuals with disabilities and other barriers to employment

**Supported Employment Program:** Job development, placement and follow-up services for people who want to work in the community. Assists people in finding and maintaining suitable employment. Job skills such as interviewing, resume writing, and job coaching are provided.

**Work Development Program:** Offers a “sheltered” work environment geared toward people with disabilities where on-site work stations allow people to train at their own pace and ability. Ongoing training and counseling provides increased independence.

**Work Experience Program:** Training and assistance for those who have limited access to education employment, housing, socialization, health care, or political process. This may include disabled workers, recovering substance abusers, homeless individuals, welfare recipients, chronically unemployed, school drop-outs, and at-risk youth.

**Other Information:**
- **Appointment Needed:** yes
- **Languages:** English
- **Website:** [WWW.DMGOODWILL.ORG](http://WWW.DMGOODWILL.ORG)

### Job Corps

**Corporate Office:**
(800) 733-JOBS(5627)

**Denison Office:**

**Hours:** 24 hour Job Training Program

**Eligibility:** Individuals age 16–24 seeking job opportunities

**Program Overview:** Job Corps is the nation’s largest federally funded job training and education program for economically disadvantaged youth. Besides vocational training, Job Corps provides academic and life skills training including the opportunity for students to earn a High School Diploma or GED.

**Other Information:**
PROTEUS, INC.

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

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

**Eligibility:** Migrant and seasonal farm workers. Low-income guidelines. Call for more information.

**Program Overview:**
- **National Farmworker Jobs Program:** Assists farm workers to obtain basic education, job training, or occupational enhancements so they can transition from their seasonal agricultural employment into more stable year-round employment in jobs offering higher wages and benefits, self-sufficiency and economic stability.
- **Migrant Health Project:** See Health Services (free) section
- **Promotoras Program:** Trains farm worker women as “health promoters” to participate in health training and use their skills to educate and advocate for peers. They improve health by increasing access to existing services and by working to change the systems or conditions that make healthy living difficult.
- **Homeless Project:** see financial assistance section
- **Food & Clothing Pantry:** see food pantry section

**Other Information:**
- **Fees:** Sliding fee scale for Migrant Health Project. None for other programs.
- **Appointment Needed:** no
- **Languages:** English and Spanish
- **Website:** [WWW.PROTEUSINC.NET](http://WWW.PROTEUSINC.NET)
LEGAL SERVICES

DES MOINES POLICE DEPARTMENT

(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

Other Information:

- Appointment Needed: no
- Languages: English, Spanish, other upon request
- Website: WWW.DMGOV.ORG/DEPARTMENTS/POLICE/PAGES/default.aspx
**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.

**Other Information:**

- Appointment Needed: yes
- Languages: English
- Website: WWW.LAW.DRAKE.EDU/clinicsCENTERS/NEALBEASMITH/

**Iowa Attorney General’s Office**

(515) 281-5926  
1-888-777-4590 (Iowa only)  
1305 East Walnut St.  
Des Moines, IA 50319

**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.

**Other Information:**

- Appointment Needed: yes
- Languages: English
- Website: WWW.IOWAATTORNEYGENERAL.ORG

**Iowa Legal Aid**

Central Iowa Regional Office  
(515) 280-3636  
(800) 532-1275  
1111 9th St.  
Suite 230  
Des Moines, IA 50314

**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.

**Other Information:**

- Appointment Needed: yes
- Languages: English
- Website: WWW.IOWALEGALAID.ORG
JUSTICE FOR OUR NEIGHBORS
(515) 491-5376
2718 University Ave.
Des Moines, IA 50311

Legal Clinic:
Grace United Methodist Church
3700 Cottage Grove Ave.
Des Moines, IA 50311

Mailing Address
P.O. Box 41006
Des Moines, IA 50311

Hours: Monday–Friday 8:00 am–4:00 pm, Clinic 6:00 pm fourth Monday of the month.
Eligibility: Immigration Issues only; English and Spanish available
Program Overview: Justice For Our Neighbors (JFON) is a faith–driven ministry, welcoming immigrants into our churches and communities by providing free, high–quality immigration legal services, education, and advocacy. Potential clients must call to schedule an appointment for an upcoming legal clinic or fill out an inquiry on the website in order to make an appointment. JFON holds one legal clinic a month in each of these four cities: Des Moines, Cedar Rapids, Columbus Junction, and Storm Lake. JFON is also involved in advocacy and available for public speaking engagements to educate the community about immigration issues. Call for information about speakers and advocacy resources.
Other Information:
- Fee: none
- Appointment Needed: yes
- Language: English/Spanish
- Website: WWW.IAFJON.ORG

MONSOON UNITED ASIAN WOMEN OF IOWA
(515) 288-0881
Helpline:
(866) 881-4641
515 28th 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
Other Information:
- Fee: none
- Appointment Needed: no
- Language: English, Arabic, additional Asian and African dialects upon request
- Website: WWW.MUAWI.ORG

POLK COUNTY JUVENILE DRUG COURT
(515) 286-3357
2309 Euclid Ave
Des Moines, IA 50310

Hours: Monday–Friday 8:00 am–4:30 pm.
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 intensive supervision, immediate sanctions and incentives, and judicial monitoring, to at risk youth with substance abuse and delinquency issues. Children are referred for having committed a Delinquent Act(s) and are not accepted if they have history of sex offenses. Prior or pending violent offenses will be 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 completes tasks. As participants complete each phase they will receive incentives 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.
Other Information:
- Appointment Needed: yes
- Language: English
**POLK COUNTY SHERIFF’S OFFICE**

2309 Euclid Ave  
Des Moines, IA 50310

- Law Enforcement, Criminal Investigation, and County Jail  
- Administrative Office: 515–286–3800  
- Patrol Division: 515–286–3306  
- Jail Division: 515–323–5400

**Other information:**
- **Appointment Needed:** yes  
- **Language:** English  
- **Website:** [WWW.POLKCOUNTYIOWA.GOV/SHERIFF/](http://WWW.POLKCOUNTYIOWA.GOV/SHERIFF/)  
- **Email:** [WWW.POLKCOUNTY.SHERIFF@POLKCOUNTYIOWA.GOV](mailto:WWW.POLKCOUNTY.SHERIFF@POLKCOUNTYIOWA.GOV)

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**YOUTH LAW CENTER**

(515) 244–1172  
(800) 728–1172  
300 Walnut St.  
Suite 295  
Des Moines, IA 50309

- **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.

- 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, and promote state-wide policies that favorably impact children.

**Other information:**
- **Fee:** none  
- **Appointment Needed:** no  
- **Language:** English  
- **Website:** [WWW.YOUTHLAWCENTER.ORG](http://WWW.YOUTHLAWCENTER.ORG)  
- **Email:** YLC@YOUTHLAWCENTER.ORG
<table>
<thead>
<tr>
<th><strong>ANKENY FAMILY VISION</strong></th>
<th><strong>CHILDREN’S EYE CLINIC</strong></th>
<th><strong>DES MOINES EYE SURGEONS</strong></th>
<th><strong>EYE CARE OF IOWA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(515) 964-1671</td>
<td>(515) 222-1180</td>
<td>(515) 225-3546</td>
<td>(515) 262-1094</td>
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<tr>
<td>311 N. Ankeny Blvd.</td>
<td>6000 University Ave Ste 210</td>
<td>5901 Westown Pkwy Ste 200</td>
<td>2566 Hubbell Ave.</td>
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<tr>
<td>Ankeny, IA 50021</td>
<td>West Des Moines, IA 50266</td>
<td>West Des Moines, IA 50266</td>
<td>Des Moines, IA 50317</td>
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<tr>
<td><strong>Hours:</strong> Monday, Tuesday, and Friday 8:00 am – 5:00 pm, Wednesday 9:00 am – 5:00 pm, &amp; Thursday 10:00 am – 6:00 pm</td>
<td><strong>Hours:</strong> Monday – Thursday 8:00 am – 5:00 pm &amp; Friday 8:00 am – 4:00 pm</td>
<td><strong>Hours:</strong> Monday–Thursday 8:00 am – 5:00 pm, Friday 8:00 am – 4:00 pm, &amp; Saturday 9:00 am – Noon</td>
<td><strong>Hours:</strong> Monday, Tuesday, Thursday, Friday 8:30 am – 5:30 pm, Wednesday 8:30 am – 7:00 pm Saturday 8:00 am – Noon</td>
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<tr>
<td><strong>Eligibility:</strong> Accepts Medicaid only for eye exams and glasses. Also accepts Medicare, Hawk–i, and private insurance. Please check your own insurance coverage.</td>
<td><strong>Eligibility:</strong> Children ages with Medicaid, Hawk–i, or private insurance</td>
<td><strong>Eligibility:</strong> Accepts Medicaid and Hawk–i, eye exams only; and other private insurance.</td>
<td><strong>Eligibility:</strong> Medicaid accepted for eye exams only (Monday and Thursday mornings), no new patients. Also accepts Blue Cross.</td>
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<tr>
<td><strong>Program Overview:</strong> 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.</td>
<td><strong>Program Overview:</strong> 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.</td>
<td><strong>Program Overview:</strong> 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.</td>
<td><strong>Program Overview:</strong> Provides contact lenses, optical lab, eye infections, eye injuries, dry eyes.</td>
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<td><strong>Other Information:</strong></td>
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<td>° Website: <a href="http://WWW.AFVCWEB.COM">WWW.AFVCWEB.COM</a></td>
<td>° Website: <a href="http://WWW.CHILDRENSEYECLINIC.COM">WWW.CHILDRENSEYECLINIC.COM</a></td>
<td>° Website: <a href="http://WWW.DMEYESURGEONS.COM">WWW.DMEYESURGEONS.COM</a></td>
<td>° Website: <a href="http://WWW.EYECAREOFIOWA.COM">WWW.EYECAREOFIOWA.COM</a></td>
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**OPTOMETRIST (TITLE 19)**
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
<th>Other Information</th>
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<tbody>
<tr>
<td><strong>Des Moines, IA 50315</strong></td>
<td>1905 E. P. True Pkwy Ste 103</td>
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<tr>
<td><strong>EYE-MART OPTICAL OUTLET</strong></td>
<td>(515) 225-0877</td>
<td>Monday–Friday 10:00 am – 6:00 pm (Merle Hay, 9:00 am – 7:00 pm (South) Saturdays 9:00 am – 5:00 pm</td>
<td>Accepts Medicaid patients for eye exams and glasses. Specializes in bifocals, transitions, contact lenses and frames.</td>
<td>Appointment Needed: yes</td>
<td>EYEMARTOPTICALOUTLET.COM/INDEX.PHP</td>
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<td></td>
<td>West Des Moines, IA 50265</td>
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<tr>
<td></td>
<td>1905 E. P. True Pkwy Ste 103</td>
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<td>Website: EYEMARTOPTICALOUTLET.COM/INDEX.PHP</td>
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<tr>
<td><strong>Des Moines, IA 50310</strong></td>
<td>3839 Merle Hay Rd. #110</td>
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<td><strong>MODERN OPTICAL</strong></td>
<td>(515) 287-5422</td>
<td>Monday–Friday 9:00 am – 5:00 pm &amp; NO appointments on Saturday</td>
<td>Medicaid patients for eye exams and glasses. Specializes in prescriptions, eye exams, children’s frames, replacements, and contacts.</td>
<td>Appointment Needed: yes</td>
<td>EYEMARTOPTICALOUTLET.COM/INDEX.PHP</td>
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<td></td>
<td>5112 SE 14th St.</td>
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<td>Language: English</td>
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<td>Des Moines, IA 50320</td>
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<td>Website: EYEMARTOPTICALOUTLET.COM/INDEX.PHP</td>
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<tr>
<td><strong>Des Moines, IA 50310</strong></td>
<td>3800 Merle Hay Rd. #906</td>
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<tr>
<td><strong>PEARLE VISION</strong></td>
<td>(515) 285-1122</td>
<td>Monday–Friday 10:00 am – 9:00 pm, Saturday 10:00 am – 7:00 pm, &amp; Sunday 12:30pm – 5:30 pm. Hours are consistent with the mall however a doctor may not always be available. Call for an appointment.</td>
<td>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. 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.</td>
<td>Appointment Needed: yes</td>
<td>EYEMARTOPTICALOUTLET.COM/INDEX.PHP</td>
</tr>
<tr>
<td></td>
<td>1111 E. Army Post Road #212</td>
<td></td>
<td></td>
<td>Language: English</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(South Ridge Mall)</td>
<td></td>
<td></td>
<td>Website: <a href="http://WWW.PEARLEVISION.COM">WWW.PEARLEVISION.COM</a></td>
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<tr>
<td></td>
<td>Des Moines, IA 50314</td>
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<tr>
<td><strong>West Des Moines, IA 50265</strong></td>
<td>2001 Westown Pkwy #205</td>
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<tr>
<td><strong>VALLEY OPTICAL SHOPPES</strong></td>
<td>(515) 223-9400</td>
<td>Monday–Thursday 8:30 am – 5:30 pm, Friday 8:00 am–5:30 pm &amp; Saturday 8:30 am –12:00 Noon</td>
<td>Minimal Medicaid clients. Accepts Medicaid patients for eye exams only.</td>
<td>Appointment Needed: yes</td>
<td><a href="http://WWW.VALLEYOPTICAL.COM">WWW.VALLEYOPTICAL.COM</a></td>
</tr>
<tr>
<td></td>
<td>West Des Moines, IA 50265</td>
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<td></td>
<td>Language: English</td>
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</table>

**Eligibility:** Medicaid patients for eye exams and glasses. **Program Overview:** Specializes in bifocals, transitions, contact lenses and frames. **Other Information:** Appointment Needed: yes, Language: English, Website: EYEMARTOPTICALOUTLET.COM/INDEX.PHP.
VISION CLINIC OF ANKENY
(515) 964-4239
209 E. 1st 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 – 12:00 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.

**Other Information:**
- *Appointment Needed:* yes
- *Language:* English
- *Website:* VISIONCLINICOFAVENNY.COM

VOGUE VISION
(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

**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.

**Other Information:**
- *Appointment Needed:* yes
- *Language:* English
- *Website:* WWW.VOGUEVISION.COM/

WHYLIE EYE CARE CENTER
(515) 967-6605
501 8th St. SE
Altoona, IA 50009

(515) 964-8080
629 N. Blvd.
Ankeny, IA 50021

(515) 263-3560
1242 E. 14th St.
Des Moines, IA 50316

(515) 255-5533

**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.

**Other Information:**
- *Appointment Needed:* yes
- *Language:* English
- *Website:* WHYLIES.COM
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 86th St.
Urbandale, IA 50322

Wolfe Eye Clinic

(515) 223-8685
6200 Westown Parkway
West Des Moines, IA 50266

Hours: Monday–Friday 7:00 am – 5:00 pm.

Eligibility: Accepts Medicaid, hawk-i, and private insurances.

Program Overview: Wolfe Eye Clinic offers specialty services. Patients are responsible for checking their insurance coverage for specific procedures.

Other Information:
- Appointment Needed: yes
- Language: English
- Website: WWW.WOLFEYECLINIC.COM/
## Parenting Programs

### Ankeny Community Schools

<table>
<thead>
<tr>
<th>(515) 965-9606</th>
<th>Hours:  Monday–Friday 8:30 am – 4:00 pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>306 SW School St.</td>
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<tr>
<td>Ankeny, IA 50023</td>
<td></td>
</tr>
</tbody>
</table>

- **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. 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 the website. To register online click on Community Education ➔ Course Catalogue and Registration.

### Alpha Women's Center

<table>
<thead>
<tr>
<th>Des Moines: (515) 285-5700</th>
<th>Hours:  Des Moines Office: Monday &amp; Thursday 10:00 am – 7:00 pm, Tuesday 10:00 am–5:30 pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>3605 SE 14th St.</td>
<td>Ankeny Office: Monday and Wednesday 9:00 am – 5:00 pm</td>
</tr>
<tr>
<td>Des Moines, IA 50320</td>
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</tbody>
</table>

- **Eligibility:** Anyone needing services.
- **Program Overview:** Free pregnancy testing, peer support and counseling, parenting, prenatal classes, nutrition and safety classes. Ultrasounds are also available.

### Brighter Beginnings

<table>
<thead>
<tr>
<th>(515) 633-5001</th>
<th>Hours: Tuesday, Wednesday, Friday 9:00 am–12:00 pm</th>
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</thead>
<tbody>
<tr>
<td>(515) 633-5009</td>
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<tr>
<td>Valley United Methodist Church</td>
<td></td>
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<tr>
<td>4201 Ashworth Rd.</td>
<td></td>
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<tr>
<td>West Des Moines, IA 50265</td>
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</tbody>
</table>

- **Eligibility:** Families that live within the West Des Moines Community School district. Families are eligible if they have children age birth through kindergarten.
- **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.

### Broadlawns Medical Center

<table>
<thead>
<tr>
<th>(515) 282-2228</th>
<th>Hours:  Class times will vary. Call for details.</th>
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<tbody>
<tr>
<td>1801 Hickman Rd.</td>
<td></td>
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<tr>
<td>Des Moines, IA 50314</td>
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</tbody>
</table>

- **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.

- **Other Information:**
  - **Fees:** none.
<table>
<thead>
<tr>
<th>C.A.N. PREVENTION COUNCIL OF POLK COUNTY</th>
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<tbody>
<tr>
<td><strong>(515) 241-6777</strong></td>
</tr>
<tr>
<td>Blank Children’s Hospital</td>
</tr>
<tr>
<td>Unity Point Health</td>
</tr>
<tr>
<td>1206 Pleasant Street</td>
</tr>
<tr>
<td>Des Moines, Iowa 50309</td>
</tr>
<tr>
<td><strong>Hours:</strong> Monday–Thursday 9:00 am – 3:00 pm</td>
</tr>
<tr>
<td><strong>Eligibility:</strong> Anyone needing assistance.</td>
</tr>
<tr>
<td><strong>Program Overview:</strong> 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.</td>
</tr>
<tr>
<td><strong>Other Information:</strong></td>
</tr>
<tr>
<td>• Fees: none.</td>
</tr>
<tr>
<td>• Appointment Needed: yes</td>
</tr>
<tr>
<td>• Languages: English</td>
</tr>
<tr>
<td>• Website: <a href="http://WWW.BROADLAWS.ORG/">WWW.BROADLAWS.ORG/</a></td>
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</table>

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<thead>
<tr>
<th>EARLY HEAD START</th>
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<tbody>
<tr>
<td><strong>(515) 271-1854</strong></td>
</tr>
<tr>
<td>1-800-44-Drake Ext. 1854</td>
</tr>
<tr>
<td>3206 University Avenue</td>
</tr>
<tr>
<td>Des Moines, IA 50311</td>
</tr>
<tr>
<td><strong>Hours:</strong> Monday–Friday 8:00 am – 4:30 pm</td>
</tr>
<tr>
<td><strong>Eligibility:</strong> Pregnant women and/or with children ages birth to three. Call for requirements.</td>
</tr>
<tr>
<td><strong>Program Overview:</strong> 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.</td>
</tr>
<tr>
<td><strong>Other Information:</strong></td>
</tr>
<tr>
<td>• Fees: none.</td>
</tr>
<tr>
<td>• Appointment Needed: yes</td>
</tr>
<tr>
<td>• Languages: English</td>
</tr>
<tr>
<td>• Website: <a href="http://WWW.UNITYPOINT.ORG/BLANKCHILDRENS/CAN-PREVENTION.ASPX">WWW.UNITYPOINT.ORG/BLANKCHILDRENS/CAN-PREVENTION.ASPX</a></td>
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<table>
<thead>
<tr>
<th>PARENTING WAY, INC</th>
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<tbody>
<tr>
<td><strong>(515) 255-9490</strong></td>
</tr>
<tr>
<td>1211 Vine St. Ste. 1140</td>
</tr>
<tr>
<td>West Des Moines, IA 50265</td>
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<tr>
<td><strong>Hours:</strong> Monday–Friday 8:30 am – 4:30 pm</td>
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<tr>
<td><strong>Eligibility:</strong> Varies depending upon program and Classes are ongoing and revolving.</td>
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<tr>
<td><strong>Program Overview:</strong> Family Directions offers many parenting programs:</td>
</tr>
<tr>
<td>• Parents Anonymous Community Parent groups: Weekly meetings open to any interested parent. 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.</td>
</tr>
<tr>
<td>• 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.</td>
</tr>
<tr>
<td>• The Parenting Way: a structured ten–week parenting skills course developed and trademarked by Family Directions of Iowa. Parent may register at any time, but must complete each session. Parents are asked to enroll in a Parents Anonymous® group when they sign up for a class. Class pre-registration is required.</td>
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<tr>
<td><strong>Other Information:</strong></td>
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<tr>
<td>• Fees: none.</td>
</tr>
<tr>
<td>• Appointment Needed: yes</td>
</tr>
<tr>
<td>• Languages: English</td>
</tr>
<tr>
<td>• Website: <a href="http://WWW.PARENTINGWAY.ORG/">WWW.PARENTINGWAY.ORG/</a></td>
</tr>
</tbody>
</table>
**UnityPoint Health**

(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.  
**Other Information:**  
- *Fees:* none.  
- *Appointment Needed:* yes  
- *Languages:* English  
- *Website:* [WWW.UNITYPOINT.ORG/DESMOINES/CLASSES-AND-EVENTS.ASPX](http://WWW.UNITYPOINT.ORG/DESMOINES/CLASSES-AND-EVENTS.ASPX)

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**Lutheran Services in Iowa**

(515) 274-4946  
3125 Cottage Grove  
Des Moines, IA 50311

**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 a 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, the Family Violence Center, Fort Des Moines Facility for Men, and the Polk County Jail. Classes are also offered in Spanish.  
**Other Information:**  
- *Fees:* none.  
- *Appointment Needed:* yes  
- *Languages:* English  
- *Website:* [WWW.LSIOWA.ORG](http://WWW.LSIOWA.ORG)

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**Mercy Medical Center**

(515) 643-6667 (MOMS)  
1111 6th Avenue  
Des Moines, IA 50314

**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.  
**Other Information:**  
- *Fees:* none.  
- *Appointment Needed:* yes  
- *Languages:* English  
- *Website:* [WWW.MERCYDESMOINES.ORG](http://WWW.MERCYDESMOINES.ORG)
Visiting Nurse Services of Iowa

(515) 288-1516
1111 9th St. Ste. 320
Des Moines, IA 50314

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 (515–558–9954) assists healthcare providers in providing developmental, social/emotional, family stress and parental depression screenings to children and families during well–child medical exams. If a concern is identified through this screening process, the family is linked to Visiting Nurse Services of Iowa for care coordination services. Call for more information.
Nurse Family Partnership Program (515–558–9946) provides nursing visits to pregnant and parenting adolescents and first time mothers in Polk County. Registered nurses and a registered dietician provide health education, child development screening and education, depression screening and referral, mental health and social work services.
Iowa Family Support Network (1–888–425–4371) assists families and providers in connecting with Early ACCESS, Family Support/home visiting, group based parenting classes, 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.
Healthy Start and Empowerment Family Support Projects (515–558–9946) 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 20+languages.
Maternal Child Health Program (515–558–9946 ) 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, nutrition counseling, family planning counseling, mental health and social work services.
Stork’s Nest Program (515–558–9950) offers three sessions of parenting classes and three sessions of prenatal classes per year. They are 8 week classes meeting on Tuesdays or Thursdays (depending on the session) from 10:00 am – 12:00 noon. Transportation provided and limited childcare available. Call for available interpretation services. Must register to attend by calling.
Other Information:
• Fees: none.
• Appointment Needed: yes
• Languages: English, Spanish, Additional languages available–call for current list
• Website: WWW.VNSIA.ORG
WWW.IAFAMILYNSUPPORTNETWORK.COM

Young Women’s Resource Center

(515) 244-4901
818 5th Avenue
Des Moines, IA 50309
Fax: (515) 243-5073

Hours: Monday–Thursday 8:00 am–5:00 pm, Friday 8:00 am–12:00 pm
Eligibility: Serves young women ages 10–21. No Boundaries
Program Overview:
Childbirth Education: 8 week childbirth education classes held at the YWRC that provide comprehensive pregnancy, labor, birth and postpartum education for young women and their partners
Doula: Provide practical support, mentoring, and coaching to young women during their pregnancy, delivery and after the birth of their child.
Young Moms: Weekly group that provides education and support to parenting and pregnant young women in local high schools and at the YWRC. A full meal and childcare are provided for the evening group.
Other Information:

- **Fees**: none.
- **Appointment Needed**: yes
- **Languages**: English, Spanish, Additional languages available - call for current list
- **Website**: WWW.YWRC.ORG/
- **Email**: YWRC@YWRC.ORG
**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.  
**Other Information:**  
- **Fees:** Medicaid Waiver funding  
- **Appointment Needed:** yes  
- **Languages:** English, Spanish  
- **Website:** www.childserve.org/

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**EASTER SEALS**

(515) 289-1933  
401 NE 66th 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.  
**Other Information:**  
- **Fees:** Medicaid Waiver funding  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** www.easterseals.com/

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**H.O.P.E. (HONORING OPPORTUNITIES FOR PERSONAL EMPOWERMENT)**

(515) 277-4673  
P.O. Box 13374  
Des Moines, IA 50330

**Hours:** Monday – Friday 7:30 am–4:00 pm  
**Eligibility:**  
- Children and Adults who have been diagnosed with Intellectual Disability 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:** They are 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.  
**Other Information:**  
- **Fees:** Medicaid Waiver funding  
- **Appointment Needed:** yes  
- **Languages:** English, Spanish,  
- **Website:** www.hope–agency.org
**IOWA FAMILY SERVICES**  
(515) 270-0093  
3319 109th St.  
Urbandale, IA 50322  

**Hours:** Appointments Monday – Friday 8:00 am – 4:00 pm; Respite services are flexible based on family need.  
**Eligibility:** Children under age 18 who receive the Children’s Mental Health Waiver. The Children’s Mental Health Waiver provides assistance to Children diagnosed with a SED (Severe Emotional Disturbance). Iowa Family Services offers Respite Statewide.  
**Program Overview:** Iowa Family Services provides Respite services for families with a child who receives services through the Children’s Mental Health Waiver.  
**Other Information:**  
- **Fees:** Children’s Mental Health Waiver funding.  
- **Appointment Needed:** yes  
- **Languages:** English, Other services through contracted interpreter as needed.  
- **Website:** WWW.IOWAFAMILYSERVICES.COM

**LINK ASSOCIATES**  
(515) 262-8888  
4301 NE 14th St.  
Des Moines, IA 50313  

**Hours:** Monday–Thursday 8:00 am – 4:30 pm, Friday 8:00 am – 4:00 pm  
**Eligibility:** Families with children and/or dependent adults with special needs, who are on the ID Waiver.  
**Program Overview:**  
In–home respite care: 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. Respite can be utilized for overnights, emergency or crisis situations, and for varying lengths of time.  
**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.  
**Other Information:**  
- **Fees:** Medicaid Waiver funding.  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** WWW.LINKASSOCIATES.ORG

**LUTHERAN SERVICES IN IOWA**  
(515) 271-7355  
3116 University Ave.  
Des Moines, IA 50311  

**Hours:** Monday–Friday 8:00 am – 5:00 pm  
**Eligibility:** Families that have children who have a special health care needs  
**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. This waiver provides therapy, skills to assist in community and family living, and respite care for. These services allow an eligible child to live at home with their families, rather than living in a medical or residential facility.  
**Emergency Respite:** During a stressful or emergency family situation, parents and guardians in Polk County request 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.  
**Other Information:**  
- **Fees:** Medicaid Waiver funding or private pay, emergency respite: free  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** WWW.LSIOWA.ORG
**Optimae Life Services Inc.**

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

**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 Life Services provides a full array of mental health, rehabilitation and support services throughout multiple counties in Iowa. Additionally, individual and group therapy, psychiatric consultation and medication management  
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.

**Other Information:**  
- **Fees:** Medicaid Waiver funding  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** www.optimaelifeservices.com

**Youth Emergency Services and Shelter (YESS)**

(515) 282-9377  
(515) 243-7825  
918 SE 11th St.  
Des Moines, IA 50309

**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.

**Other Information:**  
- **Fees:** no  
- **Appointment Needed:** no  
- **Languages:** English  
- **Website:** www.yessiowa.org
### Shelters

**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. Must call to set up pre-screen.

**Program Overview:** Provides long-term transitional housing facility with 34-woman capacity. Offer many different classes and groups to help women understand how to get into situations, how to change behaviors, and how to become strong, independent women.

**Other Information:** Fees:

- **Fees:** 13 dollars a day.
- **Appointment Needed:** no
- **Languages:** English
- **Website:** WWW.BEACONOFLIFEDM.ORG

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**Hope Ministries (T,E)**

- **Bethel Mission (E)**
  - **(515) 244-5445**
  - 1310 6th Avenue
  - Des Moines, IA 50314

**Hours:** Shelter is operated on a 24-hour basis.

**Eligibility:** Bethel Mission: Homeless men in need of assistance. Must have no violent or sexual offense in background.

Door of Faith: Homeless men AFTER completing a recovery program at Bethel Mission. Participants are eligible to stay at the recovery center up to 1 year.

**Hope Family Shelter:** Homeless women and children desiring life change.

**Program Overview:***

- **Bethel Mission:** Provides 180 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.
- **Door of Faith:** ministers to homeless men through a program of tough love, sobriety, accountability and responsibility. Case management, group Bible studies and personal reflection, and job placement assistance. Vocational training and education is periodically offered.
- **Hope Family Shelter:** 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.

**Other Information:**

- **Fees:** based on program and length of stay
- **Appointment Needed:** no
- **Languages:** English
- **Website:** WWW.HOPEIOWA.ORG/HOME

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**Catholic Worker House (E)**

- **(515) 243-0765**
- 1310 7th St.
- Des Moines, IA 50314

**Hours:** Tuesday, Thursday, Friday, and Sunday 3:00 pm–5:00 pm. Meal is provided at 3:00 pm and 6:00 pm.

**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

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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.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.DESMOINESCATHOLICWORKER.ORG](http://WWW.DESMOINESCATHOLICWORKER.ORG)

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**CENTRAL IOWA SHELTER AND SERVICES (E)**

(515) 284-5719  
205 15th St.  
Des Moines, IA 50309

**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 veterans; 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, On–site Legal 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.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.CENTRALIOWASHELTER.ORG](http://WWW.CENTRALIOWASHELTER.ORG)

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**DOMESTIC VIOLENCE SERVICES (CHILDREN & FAMILIES OF IOWA)**

IA Domestic Violence Hotline:  
(800) 942-0333  
Children & Families of Iowa, Local Crisis Line:  
(515) 243-6147

**Hours:** Anytime.  
**Eligibility:** Residents of any state who are in imminent danger or experienced prior abuse  
**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:** Domestic Violence Services 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. Women are able to work or attend school while residing at the shelter.  
**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 Domestic Violence Services 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.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.CFIOWA.ORG](http://WWW.CFIOWA.ORG)
- **Email:** CONTACTUS@CFIOWA.ORG
DESMOINES AREA INTERFAITH HOSPITALITY NETWORK (E)

(515) 277-7051  
4114 Allison Avenue  
Des Moines, Iowa 50310

**Hours:** Call anytime  
**Eligibility:** Any homeless families in Polk County  
**Program Overview:** The Network provides shelter, meals, and case management services to families and children experiencing homelessness in Polk County.  
**The Shelter Services:** The DMIHN helps homeless families with children through a network of 12 religious congregations that provide clean, safe overnight shelter and nutritious meals. Must call and do a one page intake and attend interview to complete. The shelter is available from 30 days to 90 days if needed. All services provided at the DMIHN are free of charge.  
**Community Outreach Services:** Services include case management, health care assessment and referral, childcare and removal of barriers to school enrollment and attendance, employment and housing search, transportation assistance, furniture assistance, and aftercare services.  
**Other Information:**  
- **Fees:** none  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** WWW.DMIHN.ORG

HAWTHORN HILL: HOME CONNECTION (T) & NEW DIRECTIONS (E)

Admin Office  
(515) 283-1911  
Home Connection  
(515) 244-9748  
New Directions  
(515) 243-7456  
3001 Grand Ave.  
Des Moines, IA 50312

**Hours:** Shelters open on a 24-hour a day basis.  
**Eligibility:** Home Connection: Homeless families with children under the age of 18. Parents must also be working or going to school to be eligible.  
New Directions: Homeless mothers with children in need of assistance.  
**Program Overview:**  
Home Connection: 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: 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.  
**Other Information:**  
- **Fees:** none  
- **Appointment Needed:** no  
- **Languages:** English  
- **Website:** WWW.HAWTHORN–HILL.ORG

HOUSE OF MERCY

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

**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.  
**Program Overview:**  
Transitional Living Programming: A 24–hour halfway house program for homeless, chemically dependent, with or without children who have a substance abuse problem and are in need of assistance with recovery, self-sufficiency, parenting, and life skills.  
Community Services Programming: Outpatient Programming which includes extended outpatient and continuing care substance abuse treatment services for chemically dependent women, the homeless, and other women living at House of Mercy. Services are

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### Iowa Homeless Youth Center (IHYC) Buchanan Transitional Living Center (T)

**Buchanan Transitional Living Center**
(515) 265-1222
1219 Buchanan St.
Des Moines, IA 50316

**Iowa Aftercare Network**
(515) 288-7884
1216 Martin Luther King Jr. Pkwy
Des Moines, IA 50314

**Lighthouse Host Homes**
(515) 233-3141
Ames/Story County
(800) 600-2330
24-hour crisis line

**Hours**: Buchanan Transitional Living Center: 24 hours a day 7 days a week
**Iowa Aftercare Network**: 8:00 am – 5:00 pm

**Eligibility**: Youth up to age 22.

**Program Overview**: Buchanan Transitional Living Center: 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 Aftercare Network: Young adults who, after reaching age 18 while in foster care and are now on their own. 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.

Lighthouse Host Homes: Host Home/Transitional Living arrangements are located in Ames, Boone, Des Moines, Indianola, Marshalltown, Mason City, and Webster City. Residences for a 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.

**Transitional Living Project (TLP)**: provide the option of monitored self–sufficient living for up to 18 months. The program is 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. The program emphasizes living skills such as budgeting, problem solving, running a household, and seeking and maintaining employment. Residents 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.

**Other Information**:
- **Fees**: none
- **Appointment Needed**: no
- **Languages**: English
- **Website**: [WWW.HOUSEOFMERCYDESMOINES.ORG](http://WWW.HOUSEOFMERCYDESMOINES.ORG)

### Ruth Harbor (T)

(515) 279–4661 or (866) 900–4661 (toll free)
534 42nd St.
Des Moines, IA 50312

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

**Other Information**:
- **Fees**: none
ST. JOSEPH'S EMERGENCY SHELTER (CATHOLIC CHARITIES) (E)

(515) 282-1235
1535 11th St.
Des Moines, IA 50314

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.
Other Information:
  - Fees: none
  - Appointment Needed: no
  - Languages: English
  - Website: WWW.RUTHHARBOR.ORG

YOUTH EMERGENCY SERVICES AND SHELTER (YESS) (E)

(515) 282-9377
(515) 243-7825
918 SE 11th St.
Des Moines, IA 50309

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.
Other Information:
  - Fees: no
  - Appointment Needed: no
  - Languages: English
  - Website: WWW.DMDIOCESE.ORG/ST-JOSEPH-EMERGENCY-FAMILY-SHELTER.CFM

YMCA OF GREATER DES MOINES (T)

(515) 288-2424
2 SW 9th St.
Des Moines, IA 50309

Hours: 24 hours a day, 7 days a week
Eligibility: For homeless men in need of assistance.
Program Overview: 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.
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.
Other Information:
  - Fees: no
  - Appointment Needed: no
  - Languages: English
## SUPPORT GROUPS

### ABC SUPPORT GROUP (LUTHERAN SERVICES IN IOWA)

**Hours:** Group meets Thursday 9:30 am – 11:30 am. Call for more information.

**Eligibility:** Parents with young children.

**Program Overview:** PEOPLE Place, a family resource center of Lutheran Services in Iowa offer the After Baby Comes 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. Child care available.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Email:** [PEOPLEPLACE@LSIOWA.ORG](mailto:PEOPLEPLACE@LSIOWA.ORG)

### THE PROJECT (PRIMARY HEALTH CARE)

**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.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.AIDSPROJECTCI.ORG](http://WWW.AIDSPROJECTCI.ORG)

### AL–ANON/ ALATEEN

**Hours:** For the most current listings of meetings go online.

**Eligibility:** Friends and family of alcoholics

**Program Overview:** Provides support and counseling to those who feel their lives have been affected by a friend or relative’s drinking. All group meetings are confidential and names are anonymous. Des Moines metro area meetings located in Altoona, Adel, Ankeny, Clive, Des Moines, Urbandale, West Des Moines.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.AL–ANONDESMOINES.ORG/HOME_PAGE.HTML](http://WWW.AL–ANONDESMOINES.ORG/HOME_PAGE.HTML)

### AMANDA THE PANDA CHILDREN AND FAMILY GRIEF CENTER

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

**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.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.AMANDATHEPANDA.ORG/](http://WWW.AMANDATHEPANDA.ORG/)
BEST BUDDIES IOWA

(515) 282-6218
7648 Hickman Rd.
Des Moines, IA 50324

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

**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.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** WWW.BESTBUDDIESIOWA.ORG

BIG BROTHERS AND BIG SISTERS OF CENTRAL IOWA: MAIN OFFICE

(515) 288-9025
9051 Swanson Blvd.
Clive, IA 50325

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

**Eligibility:** BBBSCI 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 (BBBSCI) 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.

**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.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** WWW.BBBSI.ORG
- **Email:** INFO@BBBSI.ORG

CHADD OF IOWA

(515) 223-6730
West Des Moines Public Library
4000 Mills Civic Parkway
West Des Moines, IA.

**Hours:** Meetings are the 1st Monday of every month; 7:00 pm–9:00 pm. Call or check website for specific information.

**Eligibility:** Support and education for parents of children with ADD.

**Program Overview:** CHADD of Iowa meets at various locations, dates, and times throughout the state.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** WWW.CHADD.NET

CHILDREN AND FAMILIES FIRST

(515) 244-1716
1620 Pleasant 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.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** WWW.CHILDRENFAMILIESFIRST.ORG/
- **Email:** CHILDFAMILIES@AOL.COM
CHILDREN IN THE MIDDLE (UNITY POINT HEALTH)

515-241-2300
Methodist West
1660 60th St. West Des Moines, IA, 50266

Iowa Lutheran Hospital
700 University Ave., Des Moines, IA, 50616

Lakeview location
6000 University Ave, Suite 200
West Des Moines, IA, 50266

Hours: Visit website to register and see available dates or call 515-241-2300 option #1.
Eligibility: This seminar is open to the public and is suitable for grandparents and step-parents.
Program overview: 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.
Other Information:
- Fees: $60 parent; $30 for other family members/significant others
- Appointment Needed: yes
- Languages: English, Spanish
- Website: WWW.UNITYPOINT.ORG/DESMOINES/CLASSES-AND-EVENTS-DETAILS.ASPX?ID=79A9AB1D-80DB-44CB-BF3C-
  B9150FB73B02&TYPET=71CA2CF-F5FB-453F-9485-65FCEFAFC30A

CREATIVE VISIONS

(515) 244-4003
1343 13th 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.
Other Information:
- Fees: none
- Appointment Needed: yes
- Languages: English
- Website: WWW.CREATIVEVISIONSIA.ORG/

DES MOINES MOTHERS OF MULTIPLES

(515) 266-6283
Capitol Hill Christian Church
3322 E. 25th St.
Des Moines, IA 50317

Hours: Meets the 2nd 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.
Other Information:
- Fees: none
- Appointment Needed: yes
- Languages: English
- Website: CAPITOLHILLCC.ORG

DMARC–LIFE AFTER DEATH OF SPOUSE (LADOS)

(515)277-6969
Plymouth Congregational Church
4126 Ingersoll Ave.
Des Moines, IA 50312

Hours: Meets the 2nd Sunday of each month at 7:00 pm.
Eligibility: Anyone needing support that has experienced the death of a spouse.
Program Overview: LADOS provides a forum where widowed men and women of all ages meet monthly to compassionately and practically encourage one another to grieve in their unique way.
Other Information:
- Fees: none
- Appointment Needed: yes
- Languages: English, Spanish
- Website: WWW.DMRELIGIOUS.ORG
**Parenting Way, Inc**

(515) 255-9490  
1211 Vine St. Ste. 2140  
West Des Moines, IA 50265

**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. 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.
- **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.
- **The Parenting Way:** A structured ten-week parenting skills course developed and trademarked by Family Directions of Iowa. Parents may register at any time, but must complete each session. Parents are asked to enroll in a Parents Anonymous® group when they sign up for a class. Class pre-registration is required.

**Other Information:**
- **Fees:** None
- **Appointment Needed:** Yes
- **Languages:** English, Spanish
- **Website:** [WWW.PARENTINGWAY.ORG](http://WWW.PARENTINGWAY.ORG)

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**HCI Care Services**

(515) 274-3400  
1-800-806-9934  
2910 Westown Parkway, Ste 200  
West Des Moines, IA 50266

**Hours:** Times and locations vary, visit website for more information  
**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 or near HCI Hospice Care Services offices.  
**Other Information:**
- **Fees:** None
- **Appointment Needed:** Yes
- **Languages:** English
- **Website:** [WWW.HCICARESERVICES.ORG](http://WWW.HCICARESERVICES.ORG)

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**Hispanic Family Support Group (L.U.N.A)**

(515) 271-5060  
West Minster Presbyterian Church  
4114 Allison Ave.  
Des Moines, IA 50310

**Hours:** Times vary based on class, call for current schedule.  
**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.

**Other Information:**
- **Fees:** None
- **Appointment Needed:** Yes
- **Languages:** English, Spanish
- **Website:** [WWW.LUNAIOWA.ORG/PAGES/MAIN.PHP?PAGEID=1&PAGECATEGORY=1](http://WWW.LUNAIOWA.ORG/PAGES/MAIN.PHP?PAGEID=1&PAGECATEGORY=1)
**IOWA FOSTER AND ADOPTIVE PARENT’S ASSOCIATION (IFAPA)**

(515) 289-4567  
6864 NE 14th St. Ste. 5  
Ankeny, IA 50023  

**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.  

**Other Information:**  
- **Fees:** none  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** WWW.IFAPA.ORG

**KidsNet**

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

Des Moines Area Contact:  
(515) 261-3719  

**Hours:** Call for more information or log on to website 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.  

**Other Information:**  
- **Fees:** none  
- **Appointment Needed:** yes  
- **Languages:** English  
- **Website:** WWW.IOWAKIDSNET.COM

**Monsoon United Asian Women of Iowa**

(515) 288-0881  
Helpline:  
(866) 881-4641  
4952 Franklin Ave  
Des Moines, IA 50310  

**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, tea talks, Yoni chats, Sewing Program, and weaving for healing, language classes  

**Other Information:**  
- **Fees:** none  
- **Appointment Needed:** no  
- **Languages:** English  
- **Website:** WWW.MUAWI.ORG

**NAMI Iowa (National Alliance on Mental Illness)**

515) 254-0417  
800-417-0417  
5911 Meredith Dr. Ste E  
Des Moines, IA 50322  

**Hours:** Monday–Friday 9:00 am–3:00 pm, group locations and times vary, call for current schedule  

**Eligibility:** individuals and family members living with mental illness  

**Program Overview:**  

Family Support Groups and NAMI Connections Support Group available on various afternoons
and evenings in Des Moines.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.NAMIOWA.ORG](http://WWW.NAMIOWA.ORG)
- **Email:** INFO@NAMIOWA.COM

### Polk County Crisis and Advocacy Services

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
<th>Hours</th>
<th>Eligibility</th>
<th>Program Overview</th>
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</thead>
<tbody>
<tr>
<td>(515) 286-3600</td>
<td>Polk County River Place 2309 Euclid Avenue Des Moines, IA 50310</td>
<td><strong>Crisis:</strong> Hours: 8:00 am – 4:30 pm; Phone answered 24 hours a day. <strong>Eligibility:</strong> Victims of personal, violent crime. Not limited to Polk residents. Anyone wanting services and willing to come to the office. Free voluntary and confidential. <strong>Program Overview:</strong> 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.</td>
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<tr>
<td>(515) 286-3535</td>
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<td><strong>Other Information:</strong></td>
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### Young Women’s Resource Center

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<th>Program Overview</th>
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<tr>
<td>(515) 244-4901</td>
<td>818 5th Avenue Des Moines, IA 50309 Fax: (515) 243-5073</td>
<td><strong>Hours:</strong> Monday–Thursday 8:00 am–5:00 pm, Friday 8:00 am–12:00 pm <strong>Eligibility:</strong> Serves young women ages 10–21. No Boundaries. <strong>Program Overview:</strong></td>
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- **Fees:** none
- **Appointment Needed:** no
- **Languages:** English
- **Website:** [WWW.YWRC.ORG/](http://WWW.YWRC.ORG/)
- **Email:** YWRC@YWRC.ORG

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TRANSPORTATION

ANKENY SERVICE CENTER

(515) 965-1976
Neveln Center
406 SW School St. Ste. 116
Ankeny, IA 50023

| Hours: | Monday, Tuesday, & Thursday 8:00 am– 1:00 pm. Wednesday & Friday 9:00 am– 12:00 Noon |
| Eligibility: | Seniors in Ankeny and northern Polk County. |
| Program Overview: | Free transportation for older residents of Ankeny. Because drivers are volunteers, transportation services require sufficient notice for availability. Riders must be able to get in and out of vehicle independently. No handicap vehicles available. Professional appointments only. |
| Other Information: | • Fees: none • Appointment Needed: yes • Languages: English • Website: WWW.ANKENYSERVICECENTER.ORG |

CITY OF WEST DES MOINES

(515) 222-3661
PO Box 65320,
West Des Moines, IA 50265

| Hours: | Office hours are Monday–Friday, 8:30 am–4:00 pm. |
| Eligibility: | Available to residents of West Des Moines who are elderly, disabled, or low-income. Handicap accessible. |
| Program Overview: | Transportation is available to doctor and dentist appointments. Transportation also goes to the senior lunch and activities site. To schedule an appointment, call before noon the day before the scheduled appointment. Pick-up times are about 45 minutes before the appointment time. |
| Other Information: | • Fees: none • Appointment Needed: yes • Languages: English • Website: WWW.WDM.IOWA.GOV |

DART– DES MOINES AREA REGIONAL TRANSIT AUTHORITY

(515) 283-8111 (questions)
(515) 283-8100 (schedule)
(515) 283-8120 (Spanish)
1100 DART Way
Des Moines, IA 50309

| Hours: | Route times vary. DART holds extended business hours to take questions. |
| Program Overview: | Bike & Ride– Each bus has a bike rack for easy storage. Employer Support Program (ESP) ESP enables participating employers to offer a tax–free subsidy for their employees who commute to work using DART. Many organizations in the Des Moines area offer this benefit, paying up to 100% of employees’ monthly transit fares. Ask your employer or visit the website for more details. On Call/ Flex Transportation This program is available to the public in specific geographic boundaries. This service is not guaranteed to be available. Call to make a reservation and inquire about cost. Opportunities Thru Transit (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, Prairie Meadows & Polk County. Application for OTT passes are available; call or visit the website. Para transit For persons in Polk County who are unable to use the DART buses due to a disability. Client must apply; applications take about 21 days for approval. Call Intake at 283–8136 for an application. Ride Share Available to people who do not live on a bus route. A variety of carpool options available based on a rider’s need. Carpools using DART vehicals are available at a charge to the
rider. Some carpools are available at no charge to riders who volunteer to be the driver. See website for more details.

Other Information:
- Fees: vary
- Appointment Needed: yes
- Languages: English
- Website: WWW.RIDEDART.COM

**GREYHOUND**

(515) 243-1773  
(515) 243-0577- Baggage  
1107 Keo Way  
Des Moines, IA 50309

**Hours:** Call to schedule an appointment or purchase a ticket. 24 hour service online.

**Eligibility:** Available to the public. Handicap accessible.

**Program Overview:** No special requirements. Senior citizens receive a 5% discount with ID. Retired and active duty military receive a 10% discount with ID.

Other Information:
- Fees: none
- Appointment Needed: yes
- Languages: English
- Website: WWW.GREYHOUND.COM

**POLK COUNTY SENIOR SERVICES**

(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.

Other Information:
- Fees: none
- Appointment Needed: yes
- Languages: English
- Website: WWW.POLKCOUNTYIOWA.GOV/CFYS/SERVICES/ADULT-SERVICES/

**PRISON VAN MINISTRY—TRINITY UNITED METHODIST CHURCH**

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

**Hours:** Oakdale & Anamosa: 2nd Saturday of each month. Depart at 8:30 am from the McDonalds on 6th and University Ave.  
Ft. Madison & Mt. Pleasant: 4th Saturday of each month. Depart at 7:30 am from Trinity United Methodist Church.

**Eligibility:** For riders who make a reservation in advance. Payment required at time of reservation. Cash or money orders (made out to Trinity UMC) only. Know the prison’s visitor requirements. Some require visitors to be approved prior to visiting.

**Program Overview:** Trips are made, monthly, to Oakdale, Anamosa, Ft. Madison, and Mt. Pleasant prisons. Families must bring their own carseats.

**Cost:** Oakdale and Anamosa- $18 for anyone over age 10; $9 for anyone under age 10  
Mt. Pleasant and Ft. Madison- $20 for anyone over age 10; $9 for anyone under age 10

Other Information:
- Fees: none
- Appointment Needed: yes
- Languages: English
- Website: WWW.TRINITYUMCDM.ORG/INDEX.PHP?OPTION=COM_CONTENT&VIEW=ARTICLE&ID=66&ITEMID=74

**TMS MANAGEMENT GROUP, INC.—IOWA MEDICAID NON–EMERGENCY MEDICAL TRANSPORTATION**

(866) 572-7662  
(866) 584-7597 Fax  
Des Moines Airport  
5800 Fleur Dr. Rm 231  
Des Moines, IA 50321

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

For urgent needs the reservation line is open 24 hours every day.

**Eligibility:** Individuals with Medicaid Title XIX health insurance. Must be a non–emergency Medicaid reimbursible appointment. Transportation made anywhere in Iowa. Reservation must be made 72 hours (3 business days) before the appointment.

**Program Overview:**


Transportation provided through public transit, private transportation company, non-profit organization, volunteer, or other contracted individual. Transportation available through car, van, taxi, stretcher vehicle, and wheelchair vehicle.

Mileage reimbursement provided with prior approval through TMS for individuals who wish to use their own insured vehicle. Individuals must call at least 2 business days before every appointment for which they wish to receive reimbursement. Mileage reimbursement is 30 cents per mile. Request appropriate paperwork when calling to schedule the appointment and file within 30 days. Reimbursement is given upon receipt of the paperwork after the appointment.

Other Information:
- Fees: none
- Appointment Needed: yes
- Languages: English, Spanish
- Website: WWW.TMSMANAGEMENTGROUP.COM/INDEX.PHP/IOWA-MEDICAID-NET-PROGRAM/

**IOWA MOBILITY MANAGEMENT: IOWA DEPARTMENT OF TRANSPORTATION**

(515) 239-1765

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

**Eligibility:** anyone looking for transportation options

**Program Overview:** Coordinators identify transportation options and service providers, offer education on how to use public transportation, and educate local communities of available mobility options statewide

**Other Information:**
- Fees: none
- Appointment Needed: no
- Languages: English
- Website: WWW.IOWADOT.GOV/IOWAMOBILITYMANAGEMENT/COORDINATORS.HTML

**URBANDALE CARING CORP**

(515) 278-3999

**Hours:** Available to schedule Monday–Friday, 9:00 am–1:00 pm.

**Eligibility:** People residing in the Urbandale area.

**Program Overview:** Free transportation for residents of Urbandale. Requires an application and interview. Interview typically involves a home visit. Rides are based on the availability of volunteers. Not necessarily handicap accessible.

**Other Information:**
- Fees: none
- Appointment Needed: yes
- Languages: English, Spanish
- Website: WWW.URBANDALENETWORK.ORG/CARING-CORPS/

**VISITING NURSE SERVICES OF IOWA TRANSPORTATION**

(515) 558-9972

1111 9th St. Ste. 320

Des Moines, IA 50314

**Hours:** Monday–Friday, 7:45 am–4:30 pm.

**Eligibility:** Children under age 21 using Medicaid Title XIX health insurance. Must be an appointment for a health related need. Call 2 business days before the appointment before noon. Polk County transportation needs only.

**Program Overview:** Transportation is available at no cost for children’s health care appointments. Eligible appointments include: well-child visits, sick visits, dental, mental health, vision, and any kind of therapy. Transportation does not include rides to pick-up prescriptions.

**Other Information:**
- Fees: none
- Appointment Needed: yes
- Languages: English, Spanish, other languages upon request
- Website: WWW.VNSIA.ORG
YOUTH RESIDENTIAL SERVICES

CHILDREN AND FAMILIES OF IOWA
(515) 288-1981
(515) 288-9109 Fax
1111 University Ave.
Des Moines, IA 50314

Hours: Monday – Friday 8:00 am – 7:30 pm & Thursday until 5:00 pm. Appointment ONLY
Eligibility: women and families affected by domestic violence

Program Overview:
Domestic Violence Services: Responding to the needs of victims of domestic abuse and
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.

Other Information:
- Fees: Sliding fee scale, Medicaid, Medicare, Hawk-i, and other private insurance.
- Appointment Needed: no
- Languages: English
- Website: WWW.CFIOWA.ORG
- Email: CONTACTUS@CFIOWA.ORG

CHILD Serve
(515) 727-8750
5406 Merle Hay Road
P.O. Box 707
Johnston, IA 50131

Hours: Front office hours Monday – Thursday 7:30 am – 6:30 pm, Friday 7:30 am–4:30 pm
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 offers seven core community services. Community
services include homecare, therapy, adaptive equipment, respite, supported community
living, case management, and childcare.

Other Information:
- Fees: through insurance and Medicaid Waiver
- Appointment Needed: yes
- Languages: English , Spanish
- Website: WWW.CHILDSERVE.ORG

FOUR OAKS (PMIC, GROUP CARE AND SHELTER)

Des Moines
Regional Office
(515) 261-3719
2600 72nd St.
Urbandale, IA 50322

Mason City Campus
(641) 423-3222
P.O. Box 1352

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.

**Other Information:**
- **Fees:** Medicaid insurance
- **Appointment Needed:** yes
- **Languages:** English, Spanish, other languages upon request
- **Website:** WWW.Fouroaks.ORG
- **Email:** Referrals@FOuroaks.ORG

### IOWA HOMELESS YOUTH CENTER (IHYC)

- **(515) 265-1222**
  - 1219 Buchanan St.
  - Des Moines, IA 50316
- **(515) 288-7884**
  - 1216 MLK Pkwy
  - Des Moines, IA 50314
- **(515) 288-7884**
  - Des Moines/Polk County
- **(515) 233-3141**
  - Ames/Story County
- **(800) 600-2330**
  - 24-hour crisis line
- **(515)-249-1443**
  - Outreach

**Hours:** 24 hours a day 7 days a week (shelter), 8:00 am – 5:00 pm (aftercare)

**Eligibility:** Teens and young adults, see below for specific eligibility

**Program Overview:**

**Lighthouse Host Homes:** 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.

**Aftercare:** 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.

**Other Information:**
- **Fees:** none
- **Appointment Needed:** yes
- **Languages:** English
- **Website:** WWW.Iowahomelessyouth.ORG
- **Email:** AYOUTH@YSS.AMES.IA.US
| **LUTHERAN SERVICES OF IOWA** | **HOURS:** Monday–Friday 8:00 am – 5:00 pm.  
| (515) 274-4946 | **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.  
| 3125 Cottage Grove Ave. | **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.  
| Des Moines, IA 50311 | **OTHER INFORMATION:**  
| | - Appointment Needed: yes  
| | - Languages: English, Spanish, other languages upon request  
| | - Website: WWW.LSIOWA.ORG  
| (515) 271-7411 |  
| 3116 University Ave. |  
| Des Moines, IA 50311 |  
| **ORCHARD PLACE – RESIDENTIAL CAMPUS** |  
| (515) 285-6781 | **HOURS:** Monday – Friday 8:00 am – 5:00 pm & by evening appointments.  
| 925 SW Porter Ave. | **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.  
| Des Moines, IA 50315 | **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.  
| | **OTHER INFORMATION:**  
| | - Appointment Needed: yes  
| | - Languages: English  
| | - Website: WWW.ORCHARDPLACE.ORG/  
| | - Email: ADMISSIONS@ORCHARDPLACE.ORG  
| **PACE JUVENILE CENTER** |  
| (515) 697-5700 | **HOURS:** Monday–Friday 7:30 am–5:00 pm.  
| 620 8th St. | **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.  
| Des Moines, IA 50309 | **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.

Other Information:

- Appointment Needed: yes
- Languages: English
- Website: WWW.ORCHARDPLACE.ORG

**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 quite, 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.  

**Other Information:**

- Appointment Needed: yes
- Languages: English

**Polk County Youth Services (PCYS)**

(515) 286–2100  
1548 Hull Ave.  
Des Moines, IA 50316

**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.  

**Other Information:**

- Appointment Needed: yes
- Languages: English
### RABINER TREATMENT CENTER

**Phone:** (515) 576-7388  
**Address:** P.O. Box E, Fort Dodge, IA 50501

| **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.

**Other Information:**
- **Appointment Needed:** Yes
- **Languages:** English
- **Website:** [WWW.RABINER.ORG](http://WWW.RABINER.ORG)

### SOUTH CENTRAL YOUTH AND FAMILY SERVICES COMMISSION (SHELTER)

**Phone:** (515) 961-8421  
**Address:** 203 East 4th Ave, Indianola, IA 50125

| **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.

**Other Information:**
- **Appointment Needed:** Yes
- **Languages:** English
- **Website:** [WWW.SCYFSC.ORG](http://WWW.SCYFSC.ORG)
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

YOUTH EMERGENCY SERVICES AND SHELTER (YESS)

(515) 282–9377
918 SE 11th St.
Des Moines, IA 50309

Hours: 24-hours
Eligibility: Children ages birth – 17. Services are not restricted to geographic location; YESS services are also available to youth from all of Iowa and across the country.
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.
Other Information:
- Fees: none
- Appointment Needed: yes
- Website: WWW.YESSIOWA.ORG
- Email: HELP@YESSIOWA.ORG

YOUTH HOMES OF MID–AMERICA

(515) 276–3473
P.O. Box 39
Johnston, IA 50131

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.

**Other Information:**
- **Appointment Needed:** yes
- **Languages:** English
- **Website:** [WWW.YHMA.ORG](http://WWW.YHMA.ORG)
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