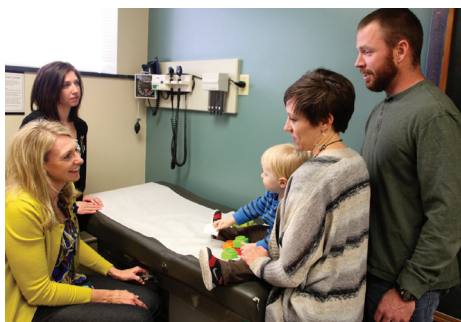


Quick Guide to Community Resources

Revised January 2018



Published by



and



Visiting Nurse Services of Iowa
1111 9th St., Suite 320, Des Moines, IA
(515) 558-9946 | vnsia.org



VNS of Iowa Programs

Do you need help and don't know which services best fit your needs? We can help!

**Call us today at
558-9946**

As you walk through the doors at Visiting Nurse Services (VNS) of Iowa, we want to support you and your family by connecting you to resources within VNS of Iowa and other resources available to you within the community.

Our Mission

Promoting dignity, independence and quality of life for all through education, compassion and effective community-based care.

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1ST FIVE

1st Five care coordinators arrange services for families with children 0 – 5 years of age. 1st Five staff understand that the health and well-being of family members directly impacts the health of an infant or young child. Please request a referral to 1st Five through your local health care provider.

CARE FOR KIDS PROGRAM

The Care for Kids Program serves all Medicaid/Title 19 individuals under the age of 21. The focus is to link individuals to medical, dental, vision and other medical services while connecting families to community resources that help improve the health and well being of individuals in the Care for Kids program.

COMMUNITY HOME VISITING PROGRAM

The Community Home Visiting Program provides nursing visits to pregnant and parenting women living in Polk County. Registered nurses and dieticians provide: Prenatal and postpartum health education, child development screening and education, prenatal depression screening and referral, referrals to community resources, nutrition counseling, family planning counseling, interpretation services available upon request.

COMMUNITY VOICES

Community Voices Interpretation Services specializes in interpretation and translation. Our interpreters speak more than 20 languages and dialects, including Spanish, Nepali, Burmese, Chin, Karen, Swahili and Arabic. Our interpreters serve as a gateway for non-English speaking clients, helping them access available services and resources. Our staff is also available to work with organizations and businesses to improve client satisfaction, workflow efficiencies and billing opportunities as they work with clients who have communication barriers.

VNS of Iowa Programs (continued)

HEALTHY START & EMPOWERMENT FAMILY SUPPORT PROJECTS

Healthy Start & Empowerment provides 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, postpartum and parenting education, child development screening and education, prenatal depression screening and referral, support groups, referrals to community resources and support in accessing services. Referrals can be made by a physician, social worker, family member, friend, or as a self-referral.

HOME CARE (VNS HOME CARE)

VNS Home Care provides comprehensive services to meet clients' health care needs. Our services assist clients in regaining independence and abilities as they recover from an illness, injury or medical condition.

IOWA FAMILY SUPPORT NETWORK (IFSN)

Iowa Family Support Network provides a coordinated intake and referral system to assist families, child healthcare providers, and other professionals. IFSN serves families with a variety of parenting and developmental needs and provides links to resources. IFSN also manages the Children at Home program which provides financial assistance to parents of children with disabilities.

Families, child healthcare providers, and other professionals can make referrals and obtain information about family support services, group based services, Children at Home, IDEA Part C early intervention known as Early ACCESS, and other community support in Iowa.

I-SMILE™

I-Smile™ provides oral health screenings; oral health education; nutrition education relating to oral health; fluoride varnish application; and a referral to a dentist for comprehensive dental needs for pregnant woman and children under the age of 21.

MATERNAL CHILD HEALTH OUTREACH

Maternal Child Health Outreach has outreach specialists who assist uninsured families, children and pregnant women in obtaining hawk-i, Medicaid or other health care coverage and finding a doctor and dentist. Outreach specialists speak Spanish and English.

NAVIGATOR PROGRAM (Health Insurance Marketplace)

The new Health Insurance Marketplace helps uninsured people find health coverage. Our dedicated navigators are trained and licensed by the Iowa Insurance Division to help you understand your health coverage options. We then help you enroll in a Marketplace plan that meets your needs and fits your budget.

NURSE FAMILY PARTNERSHIP

The Nurse Family Partnership matches first-time parents with a nurse home visitor who provides ongoing education and support beginning during the mother's pregnancy and continuing until the child turns two years old.

PLAY AND LEARN

Play and Learn designs free activities for caregivers to play and learn with their children ages 0 to 8 years old, while connecting with other caregivers. Play ideas are given to caregivers to help get kids ready and stay ready for school. Every child receives a book and a healthy snack at each session.

SENIOR COMPANION PROGRAM

The Senior Companion Program provides service to adults who would benefit from extra social/emotional support or those needing local transportation or respite care on a regular weekly basis.

The program recruits seniors aged 55 or older to serve people in their neighborhood/community while earning a tax-free hourly stipend, mileage reimbursement, paid holidays and other benefits. This extra income does not decrease any benefits the Senior Companion may be receiving including social security disability, food stamps or any other assistance program. Senior Companions serve between 15 and 40 hours a week.

VNS of Iowa Programs (continued)

STORK'S NEST

Stork's Nest is an educational incentive program. Pregnant women who live in Polk County and who meet program income guidelines may enroll in the Stork's Nest. Participants earn points for healthy behaviors such as keeping medical appointments, WIC participation, breast feeding, and school attendance. These points are redeemed for needed baby items such as diapers, clothing, strollers, cribs and car seats. Parenting and prenatal classes are available.

STORYBOOK PROJECT OF IOWA

The Storybook Project of Iowa keeps incarcerated parents and their children connected through reading. Once a month, parents and grandmothers select one book per child and read to their children/grandchildren through a digital voice recorder with the assistance of a trained volunteer. The stories are burnt onto a CD and mailed, along with the book, to the child. The mission is to strengthen the bond between parent and child during incarceration while promoting reading and literacy.

TRANSPORTATION SERVICES

VNS of Iowa offers transportation for individuals and families living in Polk County who meet the following criteria and/or enroll in the following services:

- Children under age 21 and pregnant women enrolled in Fee-For-Service Medicaid/Title XIX (not assigned to an MCO) – Transportation to medical, dental, and mental health appointments;
- Healthy Start & Empowerment participants - Transportation may be provided to support/educational groups and other appointments and services as indicated by their case plans

To learn if you may be eligible, please call (515) 558-9972 or email transport@vnsia.org.

VNS OF IOWA WELLNESS

VNS of Iowa Wellness offers a variety of screenings and immunizations. Services offered include:

- On-site flu clinics for businesses, organizations and child care centers
- On-site employee wellness/biometric screenings. Blood profiles and physical values are provided, which employees can use to identify their risk factors for disease. Employers receive aggregate reports to help enhance their wellness program.
- TB tests
- Paternity tests
- Other immunizations as requested

Partner Programs and Organizations

HEALTHY HOMES DES MOINES

Healthy Homes Des Moines is a collaborative effort to minimize clinic and hospital visits related to pediatric asthma in Des Moines neighborhoods.

Through this program, households with children suffering from asthma receive home repairs to address asthma triggers, and families receive health education to self-manage asthma and maintain a healthy home.

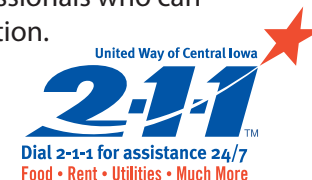
Visiting Nurse Services is proud to be part of this collaboration by providing outreach and health education, as well as care coordination for children with asthma.

To learn more, visit healthyhomesdesmoines.org

UNITED WAY OF CENTRAL IOWA 2-1-1

Do you know someone who needs support but don't know how to help? Encourage them to call 2-1-1 or text their zip code to 898211. Just like dialing 9-1-1 in an emergency, 2-1-1 is the three-digit helpline to connect those who need support with local agencies and resources. This helpline is available 24/7 with trained professionals who can assess a caller's needs and identify the best solution.

Common needs from callers include rent and food assistance, affordable housing, tax preparation, and legal services. 2-1-1 is free, confidential and available any time.



Financial Assistance

General Assistance

Polk County residents: Please complete the Polk County General Assistance Application **before reaching out to the other agencies.**

Polk County General Assistance

2309 Euclid Ave
Des Moines
286-2088

MONDAY - FRIDAY
7:30 a.m. - 4:30 p.m.

NOTE:

You will receive a "Notice of Decision." If denied, other agencies may require this document before assisting you.

Cross Ministries

Located inside IMPACT Community Action Partnership
3226 University Ave, Des Moines
279-9998

Must call Thursday mornings, starting at 9:45 a.m., to make an appointment.

FIP (Family Investment Program) Iowa Dept. of Human Services

Complete and submit an application online at www.oasis.iowa.gov or download an application at www.dhs.iowa.gov/how-to-apply and return to:

Polk County River Place
2309 Euclid Ave, Des Moines
725-2600

FIP recipients are also part of PROMISE JOBS, a job training and employment assistance program.

Impact Community Action Partnership

500 Army Post Rd, Des Moines
274-9496

3226 University Ave, Des Moines
518-4770

2701 SE Convenience Blvd, Suite 2,
Ankeny
965-0433

ALL LOCATIONS OPEN
MONDAY - FRIDAY
8 a.m. - 4:30 p.m.

Salvation Army Temple (West)

1330 6th Ave, Des Moines
282-3422

MONDAY
9:30 a.m. - 12 noon and 1 - 3:30 p.m.

TUESDAY, THURSDAY, FRIDAY
9 a.m. - 12 noon and 1 - 3:30 p.m.

WEDNESDAY
9 a.m. - 12 noon and 1:30 - 3:30 p.m.

Must call Monday mornings, starting at 8:30 a.m., to make an appointment.

St. Vincent de Paul

1426 6th Ave, Des Moines
282-8327
(833) 846-6437

MONDAY - FRIDAY
9 a.m. - 3:30 p.m.

Must call Wednesday mornings, between 8-10 a.m., to make an appointment.

West Des Moines Human Services

139 6th St, West Des Moines
222-3660

MONDAY, TUESDAY, THURSDAY
8 a.m. - 3 p.m.

WEDNESDAY
8 a.m. - 12 noon

Serves residents of West Des Moines only.

Personal Pantries & Baby Supplies

Hours and supplies may change. Please call before you visit.

VNS of Iowa's Stork's Nest

1111 9th Street,
Suite 320
Des Moines

558-9950

STORE HOURS

WEDNESDAY
12 noon - 4 p.m.

FRIDAY
9 a.m. - 12 noon



Alpha Women's Center (DM)

3605 SE 14th St, Des Moines
285-5700

MONDAY & TUESDAY
9 a.m. - 5 p.m.

THURSDAY
12 noon - 7 p.m.

Alpha Women's Center (Ankeny)

114 SW State St, Ankeny
965-7885

MONDAY & WEDNESDAY
9 a.m. - 5 p.m.

Bethany Christian Services

316 E 6th St, Des Moines
270-0824

LAST FRIDAY OF EVERY MONTH
9 a.m. - 12 noon

Bidwell Riverside Distribution Center

1203 Hartford Ave, Des Moines
244-6251 ext 213

MONDAY, WEDNESDAY, FRIDAY
10 a.m. - 3 p.m.

TUESDAY
10 a.m. - 7 p.m.

THURSDAY
10 a.m. - 5 p.m.

SATURDAY
9 a.m. - 1 p.m.

Birthright Des Moines

5806 Hickman Rd, Des Moines
633-2133
(800) 550-4900 - 24/7 Helpline

TUESDAY & WEDNESDAY
11 a.m. - 5 p.m.

THURSDAY
1 - 7 p.m.

FRIDAY
11 a.m. - 3 p.m.

Catholic Charities Outreach Center

1815 Hubbell Ave, Des Moines
262-7290

MONDAY - FRIDAY
10 a.m. - 3:30 p.m.

Impact Community Action Partnership

3226 University Ave, Des Moines
518-4770

MONDAY - FRIDAY
8 a.m. - 4:30 p.m.

Salvation Army Temple (West)

1330 6th Ave, Des Moines
282-3422

MONDAY
9:30 a.m. - 12 noon and 1 - 4 p.m.

TUESDAY, THURSDAY, FRIDAY
9 a.m. - 12 noon and 1 - 4 p.m.

WEDNESDAY
9 a.m. - 12 noon and 1:30 - 4 p.m.

Appointments for the week are made by phone starting at 8:30 a.m. Monday morning. Please do not leave a message.

West Des Moines Human Services

139 6th St, West Des Moines
222-3660

MONDAY, TUESDAY, THURSDAY
8 a.m. - 3 p.m.
2nd and 4th Tuesday of the month 4:30 - 6:30 p.m.

WEDNESDAY & FRIDAY
8:30 a.m. - 12 noon
Serves residents of West Des Moines and Clive only.

Clothing Closets

Hours may change. Please call before you visit.

Amazing Grace Ministries and Outreach

1903 53rd St, Des Moines
277-9062

SATURDAY

9:30 - 10:45 a.m.

Bethel AME Church

1528 E. University Ave, Des Moines
266-1871

MONDAY

10 a.m. - 2 p.m.

Bidwell Riverside Distribution Center

1203 Hartford Ave, Des Moines
244-6251 ext 213

MONDAY, WEDNESDAY, FRIDAY

10 a.m. - 3 p.m.

TUESDAY

10 a.m. - 7 p.m.

THURSDAY

10 a.m. - 5 p.m.

SATURDAY

9 a.m. - 1 p.m.

Capitol Hill Lutheran Church

511 Des Moines St, Des Moines
(Lowest level of church)
244-8913

WEDNESDAY

3 - 5 p.m.

SATURDAY

9:30 - 11:30 a.m.

Caring Hands Food Pantry & Clothes Hanger

201 9th St NE, Altoona
967-4533

MONDAY & WEDNESDAY

3 - 6 p.m.

1ST & 3RD SATURDAY OF THE MONTH

9 - 11 a.m.

Must live in Southeast Polk School District

Central Iowa Shelter & Services

1420 Mulberry St, Des Moines
284-5719

Call for daily schedule.

Clive Community Services

2910 NW 82nd St, Suite A, Clive
257-8550

MONDAY

4 - 7 p.m.

FRIDAY

9 a.m. - 12 noon

Eddie Davis Community Center

1312 Maple St, West Des Moines
277-1103

MONDAY - FRIDAY

9 a.m. - 4 p.m.

Call for hours for clothing

Highland Park Christian Church

4260 NW 6th Dr, Des Moines
244-3182

MONDAY & FRIDAY

9:30 - 11:30 a.m.

Partnership Place

5870 Merle Hay Rd, Suite D, Johnston
868-1357

TUESDAY & THURSDAY

9 a.m. - 12 noon

SATURDAY

10 a.m. - 2 p.m.

Residents of Johnston and Johnston School District

St. Vincent de Paul

1426 6th Ave, Des Moines
282-8327

MONDAY - FRIDAY

Doors open at 7:50 a.m.

Sign up at 7:50 a.m. for an appointment.

West Des Moines Human Services

139 6th St, West Des Moines
222-3660

MONDAY, TUESDAY, THURSDAY

8:30 a.m. - 3 p.m.

WEDNESDAY & FRIDAY

8:30 a.m. - 12 noon

*2nd and 4th Tuesday of the month 4:30 - 6:30 p.m.
Serves residents of West Des Moines, Clive,
Urbandale and Windsor Heights.*

Food Pantries

Hours may change. Please call for eligibility requirements before you visit.

*indicates a DMARC Food Pantry. DMARC pantries serve families or individuals once per month.

Amazing Grace Ministries and Outreach

1903 53rd St, Des Moines
277-9062

SATURDAY

9:30 a.m. - 10:45 a.m.

Bethel AME Church

1528 E. University Ave, Des Moines
266-1871

MONDAY

10 a.m. - 2 p.m.

*Please phone before visiting.
Serving east-side residents.*

*Bidwell Riverside Distribution Center

1203 Hartford Ave, Des Moines
244-6251 ext 213

MONDAY, WEDNESDAY, FRIDAY

10 a.m. - 3 p.m.

TUESDAY

10 a.m. - 7 p.m.

THURSDAY

10 a.m. - 5 p.m.

SATURDAY

9 a.m. - 1 p.m.

Caring Hands Food Pantry & Clothes Hanger

201 9th St NE, Altoona
967-4533

MONDAY & WEDNESDAY

3 - 6 p.m.

1ST AND 3RD SATURDAY OF EACH MONTH

9 - 11 a.m.

Must live in SE Polk School District

*Catholic Charities Outreach Center

1815 Hubbell Ave, Des Moines
262-7290

MONDAY - FRIDAY

10 a.m. - 3:30 p.m.

An additional non-DMARC pantry is available.

*Central Iowa Shelter & Services

1420 Mulberry St, Des Moines
284-5719

SUNDAY

9 - 11 a.m.

TUESDAY & WEDNESDAY

8 a.m. - 1:30 p.m. and 2:30 - 5 p.m.

THURSDAY

8 a.m. - 1:30 p.m. and 2:30 - 4 p.m.
and 5 - 7 p.m.

FRIDAY

8 a.m. - 4 p.m.

SATURDAY

8 a.m. - 2 p.m.

Christ Apostolic Temple

1230 E. 17th St, Des Moines
265-2417

By appointment only.

*Clive Community Services

2910 NW 82nd St, Suite A, Clive
257-8550

MONDAY

4 - 7 p.m.

FRIDAY

9 a.m. - 12 noon

An additional non-DMARC pantry is available.

Commerce Community Church

4007 High St, West Des Moines
225-6651

THURSDAY

10 a.m. - 2 p.m.

Creative Visions

1343 13th St, Des Moines
244-4003

MONDAY - THURSDAY

9 a.m. - 7:30 p.m.

SATURDAY

10 a.m. - 2 p.m.

*Cross Ministries

**Located inside IMPACT
Community Action Partnership**

3226 University Ave, Des Moines
279-9998

MONDAY - FRIDAY

8 a.m. - 4:30 p.m.

*Daily fresh bread and produce available.
Emergency food available in addition to the
DMARC food pantry.*

DSM First Food Pantry

2725 Merle Hay Rd, Des Moines
279-9766

WEDNESDAY

10:30 a.m. - 12:30 p.m.

Eastside Church of the Nazarene

1451 E. 25th St, Des Moines
265-6000

*Call at 9 a.m. on Tuesdays or Thursdays to make
an appointment. Serves residents in the 50316
and 50317 zip codes.*

Eddie Davis Community Center

1312 Maple St, West Des Moines
277-1103

MONDAY - FRIDAY

9 a.m. - 4 p.m.

(continued on next page)

Food Pantries

Hours may change. Please call for eligibility requirements before you visit.

*indicates a DMARC Food Pantry. DMARC pantries serve families or individuals once per month.

Elpis Christian Fellowship

440 College Ave, Des Moines
401-9475

WEDNESDAY

9 a.m. – 3 p.m.

SATURDAY

9 a.m. – 12 noon

First Church of the Open Bible

2200 Beaver Ave, Des Moines
274-9296

TUESDAY – FRIDAY

8 a.m. – 4 p.m.

*Impact Community

Action Partnership

2701 SE Convenience Blvd, Suite 2
Ankeny
965-0433

MONDAY – FRIDAY

8 a.m. – 4:30 p.m.

Lee Town Assembly Church

2720 State Ave, Des Moines
265-3784

FRIDAY

8 a.m. – 4 p.m.

Serves residents in the 50317 ZIP code

*Partnership Place

5870 Merle Hay Rd, Suite D
Johnston
868-1357

TUESDAY & THURSDAY

9 a.m. – 12 noon

SATURDAY

10 a.m. – 2 p.m.

*Residents of Johnston and Johnston
School District*

*Polk County River Place Food Pantry

2309 Euclid Ave, Des Moines
286-3695

MONDAY – FRIDAY

8 a.m. – 5 p.m.

*Salvation Army Citadel (East)

1216 East 25th Court, Des Moines
266-3156

MONDAY, WEDNESDAY – FRIDAY

9 a.m. – 12 noon and 1 – 2:50 p.m.

TUESDAY

1 – 2:50 p.m.

*Salvation Army Temple (West)

1330 6th Ave, Des Moines
282-3422

MONDAY – FRIDAY

9 a.m. – 12 noon and 1 – 3:30 p.m.

St. Theresa Food Pantry

1230 Merle Hay Rd, Des Moines
279-4654 ext. 300

MONDAY – WEDNESDAY

10 a.m. – 2 p.m.

St. Vincent de Paul

• 1426 6th Ave, Des Moines
282-8327

MONDAY – FRIDAY

9 a.m. – 4:15 p.m.

TUESDAY & THURSDAY

5 – 7 p.m. *By appointment only.*

SATURDAY

11 a.m. – 2 p.m. *By appointment only.*

• 520 Army Post Rd, Des Moines
282-8328

MONDAY, WEDNESDAY, FRIDAY

11 a.m. – 6 p.m.

TUESDAY & SATURDAY

9 a.m. – 1 p.m.

THURSDAY

By appointment only.

*Urbandale Food Pantry

7611 Douglas Ave, Suites 34/35
Urbandale
251-6688

MONDAY – THURSDAY

9:30 a.m. – 6:30 p.m.

SATURDAY

8 a.m. – 12 noon

Waukee Area Christian Services

Westview Church (lower level)
1155 SE Boone Dr, Waukee
987-5523

MONDAY

4 – 6 p.m.

THURSDAY

9 – 11 a.m.

1ST & 2ND SATURDAY OF THE MONTH

9 – 11 a.m.

Must reside in Waukee School District.

*West Des Moines

Human Services

139 6th St, West Des Moines
222-3660

MONDAY, TUESDAY & THURSDAY

8:30 a.m. – 3 p.m.

*2nd and 4th Tuesday of the month 4:30 – 6:30
p.m.*

WEDNESDAY & FRIDAY

8:30 a.m. – 12 noon

Serves residents of West Des Moines and Clive.

Community Meals

Central Iowa Shelter & Services 284-5719

- **Central Iowa Shelter & Services**
205 15th St, Des Moines
SERVING LUNCH MONDAY – FRIDAY
11:30 a.m. - 12:30 p.m.

- **Downtown**
701 Grand Ave, Des Moines
SERVING DINNER MONDAY – FRIDAY
5 – 7 p.m.

- **Forest Ave Senior Center**
2008 Forest Ave, Des Moines
SERVING DINNER MONDAY – FRIDAY
4 – 6 p.m.

- **Iglesia Apostlica Church**
2561 Onawa St, Des Moines
SERVING DINNER MONDAY – FRIDAY
3:30 - 5:30 p.m.

- **Norwoodville Community Center**
3077 NE 46th Ave, Des Moines
SERVING DINNER MONDAY - THURSDAY
3 - 5 p.m.

Children & Family Urban Movement

Located at Trinity United
Methodist Church
1548 8th St, Des Moines
282-3242

BREAKFAST SERVED FOR CHILDREN
MONDAY - FRIDAY
6 - 8 a.m.

SUPPER CLUB SERVED FOR ALL AGES
MONDAY - SATURDAY
4:30 - 5:30 p.m.

The Connection Café

815 High St, Des Moines
771-1481

MONDAY - SATURDAY (EXCEPT THURSDAY)
Call for hours.

Creative Visions

1343 13th St, Des Moines
244-4003

MEALS TAKE PLACE ON SUNDAY
5 – 7 p.m.

Friendship Baptist Center

1526 Martin Luther King Jr. Pkwy
Des Moines
244-1701

Call for schedule of meals being served.

**For assistance locating additional community meals
please call 2-1-1.**

Hope Café

1310 6th Ave, Des Moines
244-5445

MONDAY - SATURDAY
Breakfast - 7 a.m.
Lunch - 12 noon
Dinner - 5 p.m.

SUNDAY
Breakfast - 8 a.m.
Lunch - 1 p.m.
Dinner - 5 p.m.

Iowa Homeless Youth Center Outreach

612 Locust St, Des Moines
883-2379

MONDAY - FRIDAY
12 noon – 1 p.m. and 5 – 6 p.m.
*Serves individuals ages 16 – 21.
Must complete intake.*

Mount Hebron Missionary Baptist Church

1338 9th St, Des Moines
280-9163

MEALS SERVED WEDNESDAY
12 noon – 1 p.m.

Food Assistance Programs

Food Assistance
Iowa Dept. of Human Services
Complete and submit an application
online at www.oasis.iowa.gov
or download an application at
www.dhs.iowa.gov/how-to-apply
and return to:

Polk County River Place
2309 Euclid Ave, Des Moines
725-2600

*Recipients are eligible to participate in the
Double Up Food Bucks program.*

Share IOWA
800-344-1107
www.shareiowa.com

*Call for information on this program
to purchase groceries at a low cost.*

WIC (Women, Infants & Children)
2300 Euclid Ave, Suite D, Des Moines
800-532-1579

MONDAY - FRIDAY
8 a.m. - 4 p.m.

*Women who are pregnant or with children up to
age 5. Call to find the agency closest to you.*

Employment Assistance

EMPLOYMENT AGENCIES

Central Iowa Works

1111 9th St, Suite 260, Des Moines
243-2130
www.centraliowaworks.org

Evelyn K. Davis Center for Working Families

801 University Ave, Unit 3,
Des Moines
697-7700
info@evelynkdaviscenter.org

Goodwill Career Connection Centers

- **GCCC Des Moines**
Stoney Point Plaza
5921 SE 14th St, Suite 2300,
Des Moines
953-6456

- **GCCC Johnston**
5355 NW 86th St, Johnston
265-5323

Iowa Workforce Development IowaWORKS Center

200 Army Post Rd, Des Moines
281-9619
www.iowaworkforcedevelopment.gov

Proteus National Farmworker Jobs Program

3850 Merle Hay Rd, Suite 500,
Des Moines
800-372-6031
www.proteusinc.net

STAFFING AGENCIES

DES Employment Group

1300 Cummins Rd, Des Moines
(866) 740-JOBS (5627)
www.desemploymentgroup.com
Call for an appointment.

Kelly Services

3725 86th St, Suite 3725, Urbandale
282-0264
www.kellyservices.us

People Ready

5525 Merle Hay Rd, Suite 140
Des Moines
246-0780
www.peopleready.com

QPS Employment Group

3629 Beaver Ave, Des Moines
266-6700
www.qpsemployment.com

Emergency Family Shelters

Primary Health Care Outreach

Primary Health Care Outreach is a centralized intake program for local shelters. **Please call here first when looking for emergency shelter.**

1200 University Avenue, Des Moines

248-1850

Other Emergency Shelters

You do not need to go through Primary Care Outreach to check in to the following shelters:

Central Iowa Shelter & Services

1420 Mulberry St, Des Moines
284-5719

OPEN 24 HOURS, 7 DAYS A WEEK

For any homeless person over the age of 18.

Children and Families of Iowa – Domestic Violence Shelter and Services

Confidential location
243-6147 (local)
800-942-0333 (toll-free)

OPEN 24 HOURS, 7 DAYS A WEEK

For victims of domestic abuse and their children.

Hope Ministries Bethel Mission

1310 6th Ave, Des Moines
244-5445

OPEN 24 HOURS, 7 DAYS A WEEK

For homeless men.

Youth Emergency Shelter & Services (YESS)

918 SE 11th St, Des Moines
282-9377

OPEN 24 HOURS, 7 DAYS A WEEK

For children up to age 18.

Transitional Housing

Hope Ministries Door of Faith

6701 SW 9th St, Des Moines
974-0545

Transitional and long-term shelter for homeless men.

Hope Ministries Hope Center

3333 E. University Ave, Des Moines
264-0144

Serves women and women with children.

The Home Connection, Hawthorn Hill

3001 Grand Ave, Des Moines
244-9748

Serves homeless women with children.

House of Mercy

1409 Clark St, Des Moines
643-6500

Serves women and women with children with substance use disorders in need of residential treatment.

Iowa Homeless Youth Centers

883-2379

- **Buchanan**
1219 Buchanan St, Des Moines
Serves youth ages 16-21.
- **Lighthouse**
901 E Douglas Ave, Des Moines
Serves pregnant and parenting women ages 16-25.

Ruth Harbor

534 42nd St, Des Moines
279-4661

For young, pregnant and parenting women.

Rental Housing Assistance

Des Moines Municipal Housing Agency

Polk County River Place
2309 Euclid Ave, Des Moines
323-8950

MONDAY - FRIDAY
8 a.m. - 5 p.m.

Anawim Housing

1171 7th St, Suite 1
Des Moines
244-8308
www.anawimhousing.org

MONDAY - FRIDAY
8 a.m. - 4:30 p.m.

Iowa Housing Search

IowaHousingSearch.org
1-877-428-8844

MONDAY - FRIDAY
8 a.m. - 7 p.m.

Bilingual call center

Child Care

Child Care Assistance Iowa Dept. of Human Services

Complete and submit an application online at www.oasis.iowa.gov or download an application at www.dhs.iowa.gov/how-to-apply and return to:

Polk County River Place
2309 Euclid Ave, Des Moines
725-2600

Child Care Resource & Referral

877-216-8481
www.lowaccrr.org

MONDAY - FRIDAY
8 a.m. - 4:30 p.m.

Free assistance in locating child care.

Refugee & Immigrant Services

**Catholic Charities
Refugee Resettlement**
601 Grand Ave, Des Moines
237-5095

MONDAY – FRIDAY
8:30 a.m. – 4:30 p.m.

Iowa Bureau of Refugee Services
1914 Carpenter Ave, Des Moines
875-5600

MONDAY – FRIDAY
8 a.m. – 4:30 p.m.

Lutheran Services in Iowa
3200 University Ave, Des Moines
271-7335

MONDAY – FRIDAY
8:30 a.m. – 4:30 p.m.

The Refugee Resource Center is temporarily closed, and plans to re-open later in 2018.

Proteus, Inc.
3850 Merle Hay Rd, Suite 500
Des Moines
271-5303

MONDAY – FRIDAY
9 a.m. – 4:30 p.m.

**United States Citizenship and
Immigration Services**
Neal Smith Federal Building
210 Walnut St, Des Moines
564-4700

MONDAY – FRIDAY
7:30 a.m. – 4 p.m.

**US Committee for Refugees
and Immigrants**
1200 University Ave, Suite 205
Des Moines
528-7525



MONDAY – FRIDAY
9 a.m. – 5 p.m.

Interpretation Services

**Community Voices
Interpretation Services**  
A program of VNS of Iowa
1111 9th St, Suite 320
Des Moines
info@communityvoicesiowa.org
558-9597



**Broadlawns Medical
Center Interpreting
& Translation Services**  
1801 Hickman Rd, Des Moines
282-3366
TTY: 282-4290
interpretersgroup@broadlawns.org

**EMBARC
Interpretation Services**  
2309 Euclid Ave, Des Moines
286-3783
Fax: 286-3502
interpreting@embarciowa.org

**International
Translation Services, Inc.** 
897-7628
Fax: 630-566-1174
ITS@translatorsiowa.com

Iowa International Center 
3839 Merle Hay Rd, Suite 259
Des Moines
282-8269
Fax: 282-0454
translation@iowainternationalcenter.org

LANGUAGE tech, Inc. 
PO Box 41190, Des Moines
277-6058
interpreting@langtechinc.com

Mercy Interpretation Services  
1111 6th Ave, Des Moines
247-8255
TTY: 643-7446
interpreter@mercydesmoines.org

Voices Interpreting, LLC  
7528-B Hickman Rd
Windsor Heights, Iowa
612-6011
d.lopez@voicesinterpreting.com

 In-person Interpretation

 Telephone Interpretation

Health Services

In an emergency, call 911

Broadlawns Medical Center

1801 Hickman Rd, Des Moines
282-2200
www.broadlawns.org

The Iowa Clinic

875-9000
www.iowaclinic.com

La Clinica de la Esperanza

3200 Grand Ave, 6th Floor
Des Moines
244-6162

Hours vary. Ask about financial assistance application for free or low-cost care.

Mercy

247-3121
www.mercydesmoines.org

Planned Parenthood of The Heartland

Free birth control available
(877) 811-7526

- 1000 E. Army Post Rd, Des Moines
- 2304 University Ave, Des Moines
- 10534 New York Ave, Urbandale

Hours vary. Call for an appointment.

Polk County Health Department

1907 Carpenter Ave, Des Moines
286-3798

MONDAY, WEDNESDAY - FRIDAY

8 a.m. - 5 p.m.

TUESDAY

8 a.m. to 7 p.m.

Many services are free or at low cost.

Primary Health Care

• **Engbretsen Medical Clinic**
2353 SE 14th St, Des Moines
248-1400

• **University Clinic**
1200 University Ave, Suite 120
Des Moines
248-1500

• **East Side Medical**
3509 E. 29th St, Des Moines
248-1600

• **Primary Health Care at Mercy**
250 Laurel St, Des Moines
643-4610

Hours vary. Call for an appointment.

UnityPoint Health

241-6212
www.unitypoint.org

Free Medical Clinics – Walk-ins Only

Christ the King Clinic

5711 SW 9th St,
Des Moines
285-2888

MONDAY (ADULTS)

7 – 9 p.m.

**WEDNESDAY (CHILDREN 18
AND UNDER) 7 – 9 p.m.**

Enter through south door.

Clive Community Services

2910 NW 82nd St,
Suite A, Clive
257-8550

**FIRST & THIRD MONDAY
OF THE MONTH**

5:30 – 7:30 p.m.

Corinthian Family Health Free Clinic

814 School St,
Des Moines
243-4073

SATURDAY

9 a.m. – 12 noon

Creative Visions

1343 13th St,
Des Moines
244-4003

THURSDAY

10 a.m. – 3 p.m.

Grace United Methodist Church Free Medical Clinic

3700 Cottage Grove Ave,
Des Moines
255-2131

TUESDAY

5:30 – 7:30 p.m.

Free hot meal provided 5 – 7 p.m.

Islamic Center of Des Moines Free Clinic

6201 Franklin Ave,
Des Moines
255-0212

**1ST AND 3RD SATURDAY
OF THE MONTH**

9 – 11 a.m.

Margaret Cramer Clinic –

DSM First Church

2725 Merle Hay Rd,
Des Moines

279-9766

THURSDAY

Patient registration:
5:30 – 7 p.m.

Appointments: 6 – 8 p.m.

Mae E. Davis Free Medical Clinic – Eddie Davis Community Center

1312 Maple St,
West Des Moines
277-1103

TUESDAY

7 – 9 p.m.

*Orthopedic Clinic on
3rd Tuesday of the month*

Dr. Nick Palmer/ Jim Ellefson Free Medical Clinic

1607 E. 33rd St,
Des Moines
266-7622

TUESDAY

1:30 – 4 p.m.

THURSDAY

5:30 – 8 p.m.

St. Luke's Clinic – Polk City United Methodist Church

1421 W. Broadway St,
Polk City
984-6274

**1ST AND 3RD WEDNESDAY
OF THE MONTH**

6 – 8 p.m.

A \$5 donation is appreciated

Waukee Area Christian Services

Westview Church
(lower level)
1155 SE Boone Drive
Waukee
987-5523

MONDAY

5:30 – 7 p.m.

Counseling & Mental Health Providers

VNS of Iowa can help make referrals to counselors and mental health providers. For assistance, please call (515) 558-9946.

515 Therapy and Consulting

401-1010

- 6600 Westown Pkwy, Suite 240
West Des Moines
- 2327 70th St
Rocklyn Office Park, Bldg 4
Urbandale
- 2700 Westown Pkwy, Suite 425
West Des Moines

Broadlawns Medical Center

1801 Hickman Rd, Des Moines
282-2200

*The Crisis Observation Center is open 24/7
564-5742*

Catholic Charities Counseling Program

601 Grand Ave, Des Moines
237-5045
En Español: 237-5018

Central Iowa Psychological Services

3737 Woodland Ave, Suite 415
West Des Moines
222-1999

Child Guidance Center

808 5th Ave, Des Moines
244-2267

Children and Families of Iowa

1111 University Ave, Des Moines
697-7916

Clinical Assessment & Treatment Services

4313 University Ave, Des Moines
255-4211

Compass Clinical Associates

2500 82nd Pl, Urbandale
412-5112

Counseling for Growth & Change

6959 University Ave, Windsor Heights
243-1020

Des Moines Pastoral Counseling Center

8553 Urbandale Ave, Urbandale
274-4006

Please confirm the provider you choose participates with your Medicaid Managed Care Organization (MCO) or private insurance.

Employee and Family Resources (EFR)

505 5th Ave, Suite 600, Des Moines
288-9020

Eyerly Ball Cropp Clinic

1301 Center St, Des Moines
243-5181

Integrative Counseling Solutions

1200 Valley West Dr, Suite 306
West Des Moines
267-1340

LifeWorks Inc.

600 42nd St, Des Moines
255-8399

Lutheran Family Services

6200 Aurora Ave, Suite 410W
Urbandale
251-4900

Mercy Behavioral Health

1111 6th Ave, Des Moines
271-6111

Mid-Iowa Family Therapy Clinic

6900 University Ave, Suite 115
Windsor Heights
254-1556

MOSAIC FAMILY

Counseling Center Inc.

5005 Douglas Ave, Suite 101
Des Moines
724-8920

New Beginnings

Counseling Service

6200 Aurora Ave, Suite 103 E
Urbandale
401-6886

New Heights Counseling Resources, Inc.

2335 70th St, Urbandale
274-9690

Penn Mental Health

1301 Penn Ave, Suite 408, Des Moines
263-5000

Stepping Stone Family Services

1308 8th St, Suite 5, West Des Moines
276-6338

UnityPoint Health – Des Moines Counseling & Psychiatry Clinic

6000 University Ave, Suite 200
West Des Moines
241-2300

Suicide Prevention Lifeline: 800-273-TALK (8255)
Ayuda En Español: 888-628-9454

If you have a mental health emergency, call 911. Tell dispatch there is a mental health crisis and explain the situation.

Dental Providers

All dental providers listed on pages 30-31 accept Medicaid. Please confirm the provider you choose participates with your dental carrier.

Do you need help finding a dentist to best fit the needs of your family?

Call the I-Smile™ Program at VNS of Iowa at 288-1516.



A-1 Iowa Dental, PLLC.

- 6901 Hickman Rd, Suite 2
Urbandale
270-5385
- 210 S. Ankeny Blvd, Ankeny
964-5602

Bondurant Family Dentistry

108 Main St NE, Bondurant
967-4002

Only accepts Medicaid from Bondurant residents.

Broadlawns Dental Clinic

1761 Hickman Rd, Des Moines
282-2421

Only accepts new patients on Monday mornings. Call at 8 a.m.

Dental Connections

1111 9th St, Suite 190, Des Moines
244-9136

Sliding fee scale available.

Des Moines Children's Dentistry

5950 Village View Dr, Suite 200
West Des Moines
225-1677

Only accepts new Medicaid patients who are under age 12.

Des Moines Pediatric Dental Center

4949 Westown Pkwy, Suite 150
West Des Moines
225-0066

Only accepts new Medicaid patients who are age 6 and under.

East Des Moines Family Dentistry

2707 Easton Blvd, Des Moines
265-0339

Hilltop Dental

2580 Hubbell Ave, Des Moines
265-0311

Hintz Family Dentistry

- 319 N. Ankeny Blvd, Ankeny
965-1653
- 615 East 14th St, Des Moines
262-2655

Call to make an appointment today!

Iowa Dental Clinic, PC

5601 Hickman Rd, Suite 5
Des Moines 277-1199

Ocean Dental

1345 E. University Ave, Suite 302
Des Moines
264-9022

Park Avenue Family Dental

1004 E. Park Ave, Des Moines
244-7428

Only accepts new Medicaid patients who are over the age of 18.

Primary Health Care

- 2353 SE 14th St, Des Moines
248-1470
- 1200 University Ave, Suite 100
Des Moines
248-1888

Sliding fee scale available.

Southside Dental Clinic

5921 SE 14th St, Suite 1500
Des Moines
285-4759

Westgate Dental

1000 73rd St., Suite 1, Windsor Heights
223-5001

Limited to ages 16 and older

Westown Pediatric Dentistry

4090 Westown Pkwy, Suite B1
West Des Moines
267-0737

Health Insurance

hawk-i and Medicaid

Call VNS of Iowa at **(515) 558-6243** for Medicaid and hawk-i assistance.

Call VNS of Iowa's Navigator program at **(515) 288-1516** for assistance with the Health Insurance Marketplace.

Apply

Visit www.dhs.iowa.gov/how-to-apply

- Use the online DHS benefits portal or
- Download the paper DHS application.

Iowa Medicaid Enterprise Member Services

- (800) 338-8366 (toll free)
- (515) 256-4606 (Des Moines area)

hawk-i

- www.dhs.iowa.gov/hawk-i
- (800) 257-8563

Managed Care Organizations (MCOs)

- Amerigroup Iowa, Inc.
(800) 600-4441
- UnitedHealthcare Plan of the River Valley, Inc.
(800) 464-9484

For more information on Iowa Medicaid Services, visit www.dhs.iowa.gov/ime/members

Legal Assistance

For all resources below, please call for eligibility requirements

American Friends Service Committee

4211 Grand Ave, Des Moines
274-2003

Disability Rights Iowa: Law Center for Protection and Advocacy

400 East Court Ave, Suite 300, Des Moines
278-2502
www.disabilityrightsiowa.org

Drake Legal Clinic

2400 University Ave, Des Moines
271-3851

Iowa Concern Hotline (Iowa State Extension)

1-800-447-1985

Iowa Legal Aid

1111 9th St, Suite 230, Des Moines
800-532-1275
www.iowalegalaid.org

Proteus HOLA Program

3850 Merle Hay Rd, Suite 500
Des Moines
800-372-6031

Youth Law Center

300 Walnut St, Suite 295, Des Moines
244-1172 or 1-800-728-1172

Free legal advice to youth. State-wide hotline.

Important and Emergency Numbers

24-Hour assistance unless otherwise noted

In an emergency, call 911

Broadlawns Crisis Team 24-hour assistance282-5752

Boys Town National Hotline 1-800-448-3000

Short-term counseling and crisis intervention to children and families

Child & Adult Abuse Hotline 1-800-362-2178

Child Support Recovery Unit 1-888-229-9223

Children and Families of Iowa Domestic Violence Services 1-800-942-0333

Crime Victim Compensation 281-5044 or 1-800-373-5044

For anyone who has been a victim of a violent crime

Iowa Poison Control Center 1-800-222-1222

Iowa Sexual Abuse Line 1-800-284-7821

Iowa Teen Line 1-800-443-8336

Personal and health related information and referral for teens

Iowa Victim Call Center800-770-1650 or text "iowahelp" to 20121

L.U.N.A. 1-866-256-7668

For Latino and Spanish-speaking individuals who need assistance from abuse.

Monsoon United Asian Women of Iowa 1-866-881-4641

For Asian/Pacific Islander individuals who need assistance from abuse.

National Human Trafficking Hotline 1-888-373-7888

or text INFO or HELP to 233733

NISAA African Family Services 1-866-881-4641

For African immigrants and refugee individuals who need assistance from abuse.

Polk County Crisis & Advocacy Services 286-3535

United Way of Central Iowa 2-1-1211

Call 211, visit 211iowa.org, or text your Zip Code to 898211



with you at every step

HCI Care Services and Visiting Nurse Services of Iowa is a family of non-profit services providing health care and support to our communities. Our programs include:

AMANDA THE PANDA

Death touches us all at some point in our lives. It might be the death of a parent or grandparent, a child or sibling, or a beloved friend. The journey from grief to healing can be difficult.

Amanda the Panda helps people take that journey, restoring grieving children and families back into the mainstream of their lives through innovative services that provide hope and healing. Services include Camp Amanda, support groups, family nights, school visits and support during the holidays — all provided at no cost.



(515) 223-4847
amandathepanda.org

HCI GIVING TREE THRIFT STORES

HCI Giving Tree thrift stores sell and accept donations of gently used furniture, decor, home goods, collectibles and clothing. All our proceeds support services provided to hospice patients and families served by HCI Hospice Care Services.



3330 100th Street, Urbandale | (515) 270-2414
hcigivingtree.org

HCI HOSPICE CARE SERVICES

Since 1978, HCI Hospice Care Services has provided comfort, dignity and peace of mind to patients with a life-limiting illness. Hospice care provides holistic support for both patients and their families in the place they live, whether that it is in their home, a long-term care facility, a hospital or in one of our residential hospice homes.



(800) 806-9934
hcareservices.org

VISITING NURSE SERVICES OF IOWA

Founded in 1908, Visiting Nurse Services of Iowa provides medical and social services for women, children, families, adults and seniors. Our staff provide family support, home visits, parent education and connections to community resources to ensure the health of children and families in our community. Additional services include senior support, home care, mental health therapy, interpretation services and much more.



(515) 558-9946
vnsia.org

