



Community Resource Guide



The purpose of this guide is to provide you with information about a variety of community resources that you may find helpful. This guide is not exhaustive, so you are encouraged to seek out additional resources not listed here that may be a better fit for your needs. We also encourage you to contact the resources listed for the most up-to-date information (eligibility, hours, locations, etc.), as changes occur frequently. If you need additional information or assistance, please contact Diane Haskins at diane.haskins@mchs.edu. Mercy College of Health Sciences does not exclusively endorse any of the resources in this guide.

ADVOCACY SERVICES

[Iowa Department of Human Rights](#)

321 E. 12th St.
Des Moines, IA 50319
(515) 242-5655

[Polk County Crisis & Advocacy Services](#)

2309 Euclid Ave.
Des Moines, IA 50310
(515) 286-3600

CHILDCARE ASSISTANCE/REFERRAL

[Bright Horizons](#)

[Mercy Child Development Center](#)

1150 6th Ave.
Des Moines, IA 50314
(515) 643-9090

[Care.com](#)

Babysitting, childcare, and housekeeping resource directory

[Children & Families of Iowa](#)

1111 University Ave.
Des Moines, IA 50314
(515) 288-1981

[College Sitter Contact](#)

CSC connects families with highly qualified college student childcare providers. Sign up, search, select, and schedule online.

[Families Forward Child Development Center](#)

Child Development Center offering full-day care for children ages 2-5.
1203 Hartford Ave.
Des Moines, IA 50315
(515) 244-9748

[Iowa Childcare Connect](#)

Provides Iowans with near-real-time updates directly from childcare providers in convenient and easy-to-access online applications.

[Iowa Child Care Resource & Referral](#)

1-855-244-5301

CHILDCARE ASSISTANCE/REFERRAL (cont.)

[Iowa Health & Human Services](#)

1900 Carpenter Ave.
Des Moines, IA 50314
1-866-448-4605

[Sittercity](#)

Digital platform for finding in-home care.

[West Des Moines Community Schools](#)

[Kids West Child Care](#)

3550 Mills Civic Parkway
West Des Moines, IA 50265
(515) 633-5010

CLOTHING/HOUSEHOLD

[Caring Hands Thrift Store](#)

201 9th St., N.E.
Altoona, IA 50009
(515) 967-4533 ext. 4

[Central Iowa Shelter and Services](#)

1420 Mulberry
Des Moines, IA 50309
(515) 284-5719

[Eddie Davis Community Center](#)

1312 Maple St.
West Des Moines, IA 50265
(515) 277-1103

[The FreeStore](#)

1020 24th St.
West Des Moines, IA 50266
(515) 282-3733

[St. Vincent DePaul](#)

See website for locations and times.
1426 6th Ave.
Des Moines, IA 50314
(515) 282-8327

[West Des Moines Human Services](#)

[Clothing Closet](#)

139 6th St.
West Des Moines, IA 50265
(515) 222-3660

COVID-19 RESOURCES

[Center for Disease Control](#)

[Mercy College – COVID-19 Updates](#)

[MercyOne Des Moines](#)

[Polk County Health Department](#)

[United States Government](#)

Mask, treatment, vaccine, and testing information.

To find a vaccine provider near you, visit

[Vaccines.gov](#) or call 1-800-232-0233.

DOMESTIC VIOLENCE SERVICES

[Catholic Charities Domestic Violence & Sexual Assault Services](#)

24-Hour Crisis Line: 1-888-612-0266

[Children & Families of Iowa](#)

1111 University Ave.

Des Moines, IA 50314

24/7 Local Crisis Hotline: (515) 243-6147

[Iowa Coalition Against Domestic Violence](#)

4725 Merle Hay Road, Ste. 107

Des Moines, IA 50322

(515) 244-8028

[Iowa Victim Service Call Center](#)

1-800-770-1650 or text "IOWAHELP" 20121

[Mid-Iowa Sexual Assault Response Team \(SART\)](#)

Assistance for Victims Receiving Medical Care

Through [Polk Co. Crisis and Advocacy](#)

515-286-3600 (24-Hour Crisis Line)

[National Domestic Violence Hotline](#)

1-800-799-SAFE (7233)

EDUCATION ASSISTANCE

[Post-Secondary Education Retention Program \(PSERP\)](#)

See website for eligibility requirements and to learn more about how the program helps low-income/first generation college students successfully complete their education goals.

EMERGENCY SHELTER

[Bethel Mission \(Men\)](#)

1310 6th Ave.

Des Moines, IA 50309

(515) 244-5445

[Catholic Charities Emergency Family Shelter](#)

1535 11th St.

Des Moines, IA 50314

(515) 282-1235

[Central Iowa Shelter & Services](#)

1420 Mulberry St.

Des Moines, IA 50309

(515) 284-5719

[Hope Center for Women and Children](#)

A safe refuge for single women and mothers with children, short-term shelter, and free long-term life recovery program.

(515) 264-0144

[New Directions Shelter](#)

Provides free, temporary, emergency shelter and services for families with children experiencing homelessness.

(515) 243-7456

EMPLOYMENT/JOB ASSISTANCE

[DSM Partnership](#)

Employment resources including major employers and job listings in the Greater Des Moines area, internships, and student opportunities.

[Evelyn K. Davis Center](#)

1171 7th St.

Des Moines, IA 50314

(515) 697-7700

[Future Ready Iowa](#)

[Iowa Workforce Development](#)

430 E. Grand Ave.

Des Moines, IA 50309

(515) 281-5387

[Project IOWA](#)

1420 Mulberry St.

Des Moines, IA 50309

(515) 280-1274

EMPLOYMENT/JOB ASSISTANCE (cont.)

St. Vincent DePaul

1426 6th Ave.
Des Moines, IA 50314
(515) 282-8327 ext. 150

WorkSource

1001 Office Park Rd., Suite 121
West Des Moines, IA 50265
(515) 225-4355

FINANCIAL ASSISTANCE

PLEASE NOTE: This list of financial resources has been compiled for your convenience and does not in any way guarantee assistance from any of the agencies on this list.

Basic Needs Assistance Program/Aging Resources of Central Iowa

Assistance for emergency needs of low-income persons aged 18-59 years with a disability and adults over 60 with or without a disability including rent, utilities, assistive devices, dental expenses, and others.
5835 Grand Ave., Suite 106
Des Moines, IA 50312-1444
(515) 255-1310
(800) 747-5352

Cross Outreach Des Moines

Rent/Security Deposit Assistance, Water/Electric Assistance
(515) 279-9998

Assistance is limited and not guaranteed.

Embrace Iowa

Eligible households can receive up to \$750 towards the purchase of appliances, car repairs, dental service, medication, eyeglasses, furniture, home repairs, household items, beds, and other essential needs.

Financial Empowerment Center

Free, professional financial coaching.
1171 7th St.
Des Moines, IA 50314
(515) 697-7700

FINANCIAL ASSISTANCE (cont.)

General Assistance Programs
(Programs vary by county)

Boone County

Dallas County

Hardin County

Jasper County

Linn County

Marion County

Story County

Warren County

Good Neighbor Emergency Assistance, Inc.

Food assistance, emergency transportation, phone cards, cell phone plan and internet bills.
Story County Residents Only
613 Clark Ave.
Ames, IA 50010
(515) 296-1449

IMPACT Community Action Partnership

Serving Boone, Jasper, Marion, Polk, and Warren Counties and offering utility, food, housing, and disaster assistance.
(515) 518-4770

Iowa Community Action Association

16 agencies offering a variety of assistance services.
(515) 244-0307

Iowa Financial Authority – Mortgage & Rent Assistance

Iowa Homeowner Assistance Fund

Provides eligible homeowners assistance with mortgage payments and related property expenses.

Rent Subsidy Program

Provides eligible applicants with a monthly rent assistance payment.

Lifeline

Federal program that lowers the monthly cost of phone or internet service.

Low-Income Home Energy Assistance Program (LIHEAP), Family Development and Self-Sufficiency (FaDSS), Weatherization Assistance

See website for where to apply in your county.

FINANCIAL ASSISTANCE (cont.)

Modest Needs Foundation

Grant program providing assistance with rent, utilities, car payment, car repairs, other expenses.

National Community Action Partnership

See website to find a Community Action Agency anywhere in the U.S.

New Opportunities Outreach

Serving Audubon, Calhoun, Carroll, Dallas, Greene, Guthrie, and Sac Counties with education, support, and various assistance services.
(712) 792-9266

Polk County General Assistance

Help with basic needs, special needs, and property tax assistance.
2309 Euclid Ave.
Des Moines, IA 50310
(515) 286-2088

Salvation Army

1326 6th Avenue
Des Moines, IA 50314
(515) 282-3422

TMobile Project 10Million

Program offers free internet, mobile hotspots, and access to low-cost laptops and tablets.

U.S. Dept. of Housing & Urban Development

Rental Help

Utility Help

West Des Moines Human Services Emergency Assistance

Serving residents of West Des Moines
139 6th St.
West Des Moines, IA 50265
(515) 222-3660

FOOD/BASIC NEEDS ASSISTANCE/FOOD PANTRIES/MEALS

Bethel Mission – Hope Café

Free, nutritious meals to individuals and families.
1310 6th Ave.,
Des Moines, IA 50314
(515) 244-5445

FOOD/BASIC NEEDS ASSISTANCE/FOOD PANTRIES/MEALS (cont.)

Caring Hands/Altoona Food Pantry

Call for more information.
(515) 967-4533

Catholic Charities

See website for locations and times.
(515) 262-7290

Bidwell Pantry

Check website for hours.
1203 Hartford Ave.
Des Moines, IA 50315
(515) 244-6251

Central Iowa Community Fridge Locations

Central Iowa Shelter and Services

1420 Mulberry
Des Moines, IA 50309
(515) 284-5719

Cross Outreach

Basic needs including laundromat vouchers, gift cards for emergency hygiene or food items for households with children, and storage costs for households in transition from homelessness.
(515) 279-9998

DMARC Food Pantry Network

See website for locations and times.
(515) 277-6969

Eddie Davis Community Center

1312 Maple St.
West Des Moines, IA 50265
(515) 277-1103

Eternity Church Food Bank

See website for locations and times.
(515) 223-9260

Food Bank of Iowa

See website for locations and times.
(515) 564-0330

FOOD/BASIC NEEDS ASSISTANCE/FOOD PANTRIES/MEALS (cont.)

Impact Community Action Partnership

Monthly food pantry program provides a 2- to 3-day supply of groceries for families.
(515) 518-4770

Iowa Dept. of Human Services Food Assistance

See website for information on Supplemental Nutrition Assistance Program (SNAP) and other food-related programs.

Knock and Drop Iowa – Latino Food Pantry

(By appointment only)
4801 Franklin Ave., #152
Des Moines, IA 50310
(515) 443-6349

SNAP (Supplemental Nutrition Assistance Program)

You can apply for SNAP through the [Iowa Department of Health and Human Services](#) website. Call the **SNAP hotline** (855-944-3663) for help with qualification and application questions or email foodassistanceoutreach@iowafba.org.

St. Vincent DePaul

See website for locations and times.

West Des Moines Human Services

See website for days and times.
139 6th St.
West Des Moines, IA 50265
(515) 222-3660

Women, Infants and Children (WIC)

Provides supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women and to infants and children up to age 5 who are found to be at nutritional risk.

HEALTH (Free Counseling/Mental Health/Therapy Resources)

Uwill

- Mercy College partner for student mental health and wellness solutions
- Private, secure, confidential
- Free, quick, and immediate access to teletherapy
- Therapist of your choice based on preferences (issue, gender, language, ethnicity)
- 180 minutes per academic year per student
- Times that fit YOUR schedule (day, night, weekend)
- Variety of appointment types (video, phone, online chat, or message)
- Click on link above to register with your student email account and book a session.

HEALTH (Counseling/Mental Health/Therapy/Crisis Resources)

PLEASE NOTE: There may be a cost associated with the services listed below. Please check with individual providers to see if they accept private insurance, Medicare, Medicaid, and/or personal payment or if they provide financial assistance or will work with individuals based on their income.

American Red Cross

Disaster Distress Helpline

Call or text 1-800-985-5990

Broadlawns Medical Center

Mental Health Services

(515) 282-5752

Catholic Charities Counseling Program

Licensed, Professional Therapists

(515) 44-3761

CDC (Centers for Disease Control & Prevention)

Mental Health information, tools, and resources

Childhelp National Child Abuse Hotline

Call or text 1-800-4453

Child Protective Services

Iowa Department of Human Services

24/7 Abuse Hotline: 1-800-362-2178

HEALTH (Counseling/Mental Health/Therapy/Crisis Resources) (cont.)

**Children and Families of Iowa
Domestic Violence Services**

See website for locations and services.
24/7 Hotline: (515) 243-6147

Clive Behavioral Health

Open 24/7 - Adult, Adolescent, and Child Services
1450 NW 114th St.
Clive, IA 50325
844-680-0504

**Dependent Adult Protective Services
Iowa Department of Human Services**

24/7 Hotline: 1-800-362-2178 to report abuse,
neglect, exploitation, or self-neglect

Foundation 2 Crisis Center

24/7 Helpline: 1-800-332-4224

Iowa Victim Service Call Center

24/7 Helpline: 1-800-770-1650 or text
'IOWAHELP' to 20121

LifeWorks

See website for location information.
(515) 255-8399

LiveAnotherDay.org

Mental health and recovery resources for the BIPOC
community.
24/7 Help Line: 1-866-720-1044

LUNA

Support, advocacy, empowerment for Latinx victims
and survivors of sexual assault and domestic abuse.
24/7 Crisis Line: 1-866-256-7668
(515) 271-5060

Mercy Behavioral Health Services

1111 6th Ave., West Building, Floor 3
Des Moines, IA 50314
(515) 643-9030

Mid-Iowa Sexual Assault Response Team (SART)

Care, support, and counseling to pediatric and adult
victims of sexual assault.
24/7 Crisis Line: (515) 286-3600

HEALTH (Counseling/Mental Health/Therapy/Crisis Resources) (cont.)

Mind and Spirit Counseling Center

8553 Urbandale Ave.
Urbandale, IA 50322
(515) 274-4006

Mindspring Mental Health Alliance

Mental health resources, support, and workshops.
511 E. 6th St., Suite B
Des Moines, IA 50309
(515) 850-1467

Monsoon

Domestic violence, sexual assault, human trafficking
services to Asian/Pacific Islander victims/survivors.
24/7 Helpline: 1-866-881-4641

Mosaic Family Counseling Center Inc.

6200 Aurora Ave., Suite 305E
Urbandale, IA 50322
(515) 724-8920

NAMI Iowa

Mental health resources, advocacy, and support.

National Domestic Violence Hotline

24/7 Hotline: 1-800-799-7233 or text 'START' to
88788

National Sexual Assault Hotline

Crisis Intervention, Counseling, Support, and Referrals.
1-800-656-HOPE (4673)

National Suicide and Crisis Lifeline

Dial '988'

National Crisis Text Line

24/7 Support: Text 'HOME' to 741741

NISAA

Domestic violence and sexual assault services to
African immigrants and refugees.
24/7 Helpline: 1-866-881-4641

HEALTH (Counseling/Mental Health/Therapy/Crisis Resources) (cont.)

Rehabs.org

Provides resources and non-biased information on treatment centers in the U.S.

1-800-743-5860

[Substance Abuse and Mental Health Services Administration \(SAMHSA\) National Helpline](#)

24/7 Helpline: 1-800-662-4357

[Stepping Stone Family Services](#)

1739 28th St.

West Des Moines, IA 50266

(515) 276-6338

[The Trevor Project](#)

24/7 information & support to LGBTQ young people.

1-866-488-7386

[Chat With Us](#)

Text Us: 678-678

[UCS Healthcare](#)

Medical, behavioral, psychiatric, substance use

1300 Woodland Ave.

West Des Moines, IA 50265

(515) 280-3860

[Unity Point Health](#)

[Eyerly-Ball Mental Health Services](#)

945 19th St.

Des Moines, IA 50314

(515) 241-0982

[Your Life Iowa](#)

Free, confidential, 24/7 support and resources for alcohol, drug, gambling, suicide, and mental health concerns.

Call 1-855-581-8111 or text 1-855-895-8398

HEALTH (Medical/Dental/Vision)

[Broadlawns Medical Center](#)

1801 Hickman Rd.

Des Moines, IA 50314

(515) 282-2200

HEALTH (Medical/Dental/Vision) (cont.)

[Dental Connections](#)

1111 9th St., Suite 190

Des Moines, IA 50314

(515) 244-9136

[Des Moines Area Community College \(DMACC\)](#)

[Dental Services](#)

Preventive dental services for the community at a reduced fee.

(515) 964-6280

[Free Clinics of Iowa](#)

See website for locations, hours, and services.

[PHC Dental](#)

See website for locations and phone numbers.

[Polk County Health Department](#)

1907 Carpenter Ave.

Des Moines, IA 50314

(515) 286-3798

HEALTH INSURANCE/HEALTH PROGRAMS

[E.J. Smith & Associates](#)

Specialists in College Student Health Insurance

(847) 564-3660

[Healthcare.gov: Student Health Ins. Plans](#)

[Healthcare.gov: Income-based Ins. Information](#)

[Healthcare.gov: Medicaid/Children's Health Ins. Program \(CHIP\) Coverage](#)

[Iowa Medicaid Programs](#)

HOUSING/HOMELESSNESS

[Affordablehousing.com](#)

Low-income apartments and waiting lists.

[Anawim Housing](#)

1535 Linden St., Suite 100B

Des Moines, IA 50309

(515) 244-8308

HOUSING/HOMELESSNESS

[Conlin Properties](#)

3721 SW 61st Street, Suite A
Des Moines, IA 50321
(515) 246-8016

[Central Iowa Regional Housing Authority](#)

1201 SE Gateway Drive
Grimes, IA 50111
(515) 986-1882

[Des Moines Municipal Housing Agency](#)

2309 Euclid Avenue
Des Moines IA 50310
(515) 323-8950

[HOME, Inc.](#)

Rentals, homes for sale, counseling, and education
for renters and homeowners.

[IowaHousingSearch.org](#)

Free rental housing locator

[LowIncomeHousing.us](#)

Affordable low-income rental/housing resources.

[Oakridge Neighborhood](#)

(515) 244-7702

[Polk County Housing Trust Fund](#)

Community Housing Resources

[Primary Health Care \(PHC\)](#)

[Homeless Support Services](#)

1200 University Avenue, #110A
Des Moines, IA 50314
(515) 248-1850

[The Home Connection](#)

Supportive housing for families with children
experiencing homelessness.

[U.S. Dept. of Housing and Urban Development](#)

Housing, rental assistance, and rent relief resources.

HOUSING/HOMELESSNESS (cont.)

[YMCA Supportive Housing Campus](#)

2 SW 9th St.
Des Moines, IA 50309
(515) 288-2424

LEGAL ASSISTANCE

[Drake Legal Clinic](#)

2400 University Ave.
Des Moines, IA 50311
(515) 271-3851

[Eddie Davis Community Center](#)

Free legal referral and reference clinics
1312 Maple St.
West Des Moines, IA 50265
(515) 277-1103

[Iowa Legal Aid](#)

1-800-532-1275

[Polk County Volunteer Lawyers Project](#)

(515) 243-3904

RESOURCE ASSISTANCE

[GradReady](#)

Video lessons, resources, tools, and tips to help
students succeed financially, academically, and
personally. (Click on “Get Started” to create an
account.)

[Hope Center for Student Basic Needs](#)

Projects, research, resources, and programs to
support students.

[Iowa Concern](#)

Source for legal, financial, stress, and crisis/disaster
related information and resources.
24/7 Support: 1-800-447-1985

[MercyOne Community Resource Directory](#)

Local programs, resources, and support

[United Way – 211 Iowa](#)

24/7 referral system for health and human service
programs, community and disaster services, and
governmental programs.
Dial 2-1-1 or TEXT your zip code to 898211.

SUBSTANCE ABUSE/ADDICTION RECOVERY

Addiction Center

Addiction and recovery resources (treatment providers and centers, online addiction counseling)
(877) 852-3360

AddictionHelp.com

Addiction, alcohol, treatment, recovery, and mental health resources.
(866) 994-8751

Al-Anon

(515) 277-5059 (Des Moines)
Or (888) 4AL-ANON

Alcoholics Anonymous of Des Moines

24/7 Helpline: (515) 282-8550

**Broadlawns Medical Center
Addiction Treatment Services**

1761 Hickman Rd.
Des Moines, IA 50314
(515) 282-6610

Covert Action Treatment Facility

1223 Center St., Ste. 22
Des Moines, IA 50309
(515) 218-6125

DetoxLocal

Nationwide directory of medical detox providers
24/7 Detox Help Line: 1-866-640-2212

Detox Rehabs

Local alcohol and drug treatment center with detox services.
24/7 Treatment Help: 1-888-294-0030

Gamblers Anonymous

See website for meeting times and locations.

Hope Ministries Life Recovery Programs

(515) 265-7272

Iowa Region of Narcotics Anonymous

4425 Fleur Dr., #107
Des Moines, IA 50321
(800) 897-6242

SUBSTANCE ABUSE/ADDICTION RECOVERY

(cont.)

LiveAnotherDay.org

Mental health and recovery resources
24/7 Help Line: 1-866-720-1044

Powell Chemical Dependency Center

Iowa Lutheran Hospital
700 E. University Ave., 4th Floor
Des Moines, IA 50316
(515) 263-2424

Rehabs.org

Provides resources and non-biased information on treatment centers in the U.S.
1-800-743-5860

**Substance Abuse and Mental Health Services
Administration (SAMHSA) National Helpline**

24/7 Helpline: 1-800-662-4357

St. Gregory Recovery Center

Main Facility:
601 2nd St
Bayard, Iowa 50029
Outpatient Center:
401 Grant Ave.
West Des Moines, IA 50265
888-919-2880

TAX PREPARATION (FREE)

Iowa Center for Economic Success Tax Services

2210 Grand Ave.
Des Moines, IA 50312
(515) 283-0940

**Volunteer Income Tax Assistance (VITA)
Program**

See website for locations and times.

TRANSPORTATION - General

Des Moines Area Regional Transit Authority (DART)

620 Cherry St.
Des Moines, IA 50309
(515) 283-8100

HIRTA Public Transit

(877) 686-0029

Megabus

Low-cost express bus service across the U.S.

TRANSPORTATION - Non-Emergency Medical

PLEASE NOTE: Charges vary by service provider. Some services are covered by Insurance and/or Medicaid. Check with your insurance company prior to scheduling service. 24-hour minimum advance reservations may be required.

Ambassadors Medical Transport Services

Non-emergency medical, group charter and shuttles, recreational, wheelchair, and ambulatory transport.

Joy Ride Transport

3000 Justin Dr.
Urbandale, IA 50322
(515) 331-1100

Non-Emergency Medical Transportation (NEMT)

Transportation to routine medical appointments at no cost for Iowa Medicaid members.

VETERANS

American Red Cross

Military Veteran Caregiver Network

Peer support, education, and mentoring.

Hidden Heroes

Help and support for military caregivers.

MakeTheConnection.net

Stories, experiences, mental health information, treatment, and support for veterans and their families.

Polk County Commission of Veteran Affairs

2309 Euclid Ave.
Des Moines, IA 50310
(515) 286-3670

VETERANS (cont.)

Student Veterans of America

Service, research, programs, and advocacy for veterans in higher education.

Team Rubicon

Military and civilians joining together on domestic and international disaster operations.

Team RWB (Red, White, and Blue)

Health and wellness community for veterans.

Together We Served

Virtual base for connecting veterans who served together.

U.S. Department of Veterans Affairs

National Call Center: 1-800-827-1000

VA Caregiver Support Program

1-855-260-3274
(M-F 8AM - 10PM & SAT 8AM - 5PM ET)

VA Central Iowa Healthcare System

See website for locations and contact information.
1-800-698-2411

VA Mental Health Guide Services

VA Women Veterans Call Center

Call or text: 1-855-829-6636
(M-F 8AM - 10PM and SAT 8AM - 6:30PM ET)

Vet Centers

Community-based counseling centers.
1-877-927-8387

Veterans Crisis Line

1-800-273-8255 and Press 1 or text 838255

Veteran Wellness Alliance

Connecting veterans with support, services, and peer networks.

Wounded Warrior Project

Free programs and support services for veterans and their families.