



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**Bidwell Riverside Child Development Center**

1203 Hartford Ave.
Des Moines, IA 50315
(515) 244-2268

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.

DHS Childcare Availability Map**Iowa Child Care Resource & Referral**

1-855-244-5301

Iowa Department of Human Services

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

CHILDCARE ASSISTANCE/REFERRAL (cont.)**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**Bidwell Riverside**

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

Caring Hands Outreach Center**Uplift Program**

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

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

[Access Assault Care Center](#)

Confidential help for domestic violence & sexual assault.
24-Hour Crisis Line: (515) 292-0519 or Toll Free
1-855-983-4641

[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 of Women and Children](#)

3333 E. University Ave.
Des Moines, IA 50317
(515) 264-0144

EMPLOYMENT/JOB ASSISTANCE

[Evelyn K. Davis Center](#)

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

[Future Ready Iowa](#)

[Iowa Center for Economic Success](#)

8345 University Blvd.
Clive, IA 50325
(515) 283-0940

[Iowa Workforce Development](#)

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

EMPLOYMENT/JOB ASSISTANCE (cont.)

Project IOWA

1420 Mulberry St.
Des Moines, IA 50309
(515) 280-1274

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.

Affordable Connectivity Program

FCC program to help households struggling to pay for internet service.

Caring Hands – Uplift Program (Altoona)

(515) 967-4533 ext. 4

Limited assistance with rent and utilities.

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

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 Mortgage Help Hotline

(877) 622-4866

Low-Income Home Energy Assistance Program

(LIHEAP), Family Development and Self-Sufficiency (FaDSS), Weatherization Assistance
See website for where to apply in your county.

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

FINANCIAL ASSISTANCE (cont.)

Salvation Army

1326 6th Avenue
Des Moines, IA 53014
(515) 282-3422

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

Bidwell Riverside

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

Bethel Mission – Hope Café

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

Caring Hands

See website for locations and times.
(515) 967-4533

Catholic Charities

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

Central Iowa Community Fridge Locations

Central Iowa Shelter and Services

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

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

Cross Outreach

Assistance with personal hygiene kits, cleaning supplies, bus tokens or passes, and laundromat vouchers.
(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
For help with qualification and application questions regarding the Supplemental Nutrition Assistance Program (SNAP), call the SNAP Hotline at (855) 944-3663 or email foodassistanceoutreach@iowafba.org.

Impact Community Action Partnership

Monthly Food Pantry
(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

Mt. Olive Missionary Baptist Church
3100 2nd Ave.
Des Moines, IA 50313
(515) 282-7947
Free food – every Friday from 4-6 p.m.

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

St. Vincent DePaul

See website for locations and times.
(515) 282-8327 ext. 140

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)

Supplemental nutrition program for babies, children under the age of 5, pregnant and breastfeeding women, and women who have had a baby in the last 6 months. See website to find agency closest to you.
(515) 281-6650

**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 or scan QR code below to register with your student email account and book a session.

Students Receive
Free Immediate Access to a Therapist



Private. Secure. Confidential.
Scan to get started

**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) 237-5045

CDC (Centers for Disease Control & Prevention)

Mental Health information, tools, and resources

Central Iowa Psychological Services

See website for locations and services.
(515) 348-8257

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

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

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

**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

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

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) 277-0672

Monsoon

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

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

Mosaic Family Counseling Center Inc.

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

NAMI Iowa

Mental health resources, advocacy, and support.
3839 Merle Hay Rd., Ste. 229
Des Moines, IA 50310
(515) 254-0417

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

**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

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

UCS Healthcare

Medical, behavioral, psychiatric, substance use
1300 Woodland Ave.
West Des Moines, IA 50265
(515) 280-3860

ULifeline

Anonymous, confidential, online resource for college
mental health.

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

Dental Connections

1111 9th St., Suite 190
Des Moines, IA 50314
(515) 244-9136

Des Moines Area Community College (DMACC)

Dental Services

(515) 964-6280

Free Clinics of Iowa

See website for locations, hours, and services.
(515) 954-7508

PHC Dental

See website for locations and phone numbers.

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

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

Capax Infiniti Housing, Inc.

(515) 276-5823

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

HOUSING/HOMELESSNESS (cont.)**Hawthorn Hill**

3001 Grand Avenue
Des Moines, IA 50312
(515) 244-9748

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

U.S. Dept. of Housing and Urban Development

Housing, rental assistance, and rent relief resources.

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

LEGAL ASSISTANCE (cont.)**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 success financially, academically,
personally. (Click on “Get Started” to create an
account.)

Hope4College

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

Al-Anon

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

Alcoholics Anonymous of Des Moines

24/7 Helpline: (515) 282-8550

SUBSTANCE ABUSE/ADDICTION RECOVERY
(cont.)

[Broadlawns Medical Center](#)
[Addiction Treatment Services](#)

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

[Center for Behavioral Health](#)
[Drug Addiction Treatment Centers](#)

1200 University Ave., #106
Des Moines, IA 50314
(515) 244-9500

[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

[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

[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/ADDICTION RECOVERY
(cont.)

[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

[United Way of Central Iowa](#)

[Volunteer Income Tax Assistance \(VITA\)](#)

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.

@ Your Service

2661 NE 46th Ave.
Des Moines, IA 50317
(515) 285-2831

Truecare Mobility

1525 E. Army Post Rd.
Des Moines, IA 50320
(515) 777-6132

Joy Ride Transport

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

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

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.

VETERANS (cont.)

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.