



# Volunteer Resources

## Index

Board Members	Pg. 2		Health - FREE Medical Clinics	Pg. 16
Resettlement Agencies	Pg. 3		Health - Counseling and Mental Health	Pg. 18
Refugee Service Centers	Pg. 4		Health - Dental Providers (All accept Medicaid)	Pg. 19
Ethnic Community Based Organizations	Pg. 5		Health Insurance Assistance (Hawk-I and Medicaid)	Pg. 21
Employment Assistance	Pg. 8		Housing/Housing Emergencies	Pg. 22
Financial Assistance	Pg. 10		Interpretation Services	Pg. 23
Food Assistance Programs	Pg. 12		Legal Assistance	Pg. 25
Food Pantries	Pg. 13		Emergency Numbers	Pg. 26
Health Service Providers	Pg. 15			

## Board Members

Alison Hoeman, Director	515-478-0669	<a href="mailto:alison@dsmrefugeesupport.org">alison@dsmrefugeesupport.org</a>
Erin Bell, Event Coordinator	515-490-4511	<a href="mailto:erin@dsmrefugeesupport.org">erin@dsmrefugeesupport.org</a>
Emily Kresowik, Legal Assistance	515-783-5179	<a href="mailto:emily.f.zach@gmail.com">emily.f.zach@gmail.com</a>
Sedina Traljesic	515-344-1425	<a href="mailto:sedina@dsmrefugeesupport.org">sedina@dsmrefugeesupport.org</a>
Mallory Bennett, Family Engagement Coordinator	515-707-0369	<a href="mailto:mallory@dsmrefugeesupport.org">mallory@dsmrefugeesupport.org</a>
Kirk Neustrom	515-979-4923	<a href="mailto:kirk@dsmrefugeesupport.org">kirk@dsmrefugeesupport.org</a>
Donations Account Email	<a href="mailto:donations@dsmrefugeesupport.org">donations@dsmrefugeesupport.org</a>	
Volunteer Account Email	<a href="mailto:volunteer@dsmrefugeesupport.org">volunteer@dsmrefugeesupport.org</a>	
Soccer Email	<a href="mailto:soccer@dsmrefugeesupport.org">soccer@dsmrefugeesupport.org</a>	
Camp Email	<a href="mailto:summercamp@dsmrefugeesupport.org">summercamp@dsmrefugeesupport.org</a>	
Gala Email	<a href="mailto:events@dsmrefugeesupport.org">events@dsmrefugeesupport.org</a>	
Grant Writer: Giller Consulting	<a href="mailto:mollie@gillerconsultinggroup.com">mollie@gillerconsultinggroup.com</a>	

## Resettlement Agencies

Catholic Charities Refugee Resettlement	515-237-5095	601 Grand Avenue, Des Moines	<a href="https://www.catholiccharitiesdm.org/our-services/refugee-services/">https://www.catholiccharitiesdm.org/our-services/refugee-services/</a>
US Committee for Refugees and Immigrants	515-528-7525	1200 University Avenue, Suite 205, Des Moines	<a href="https://refugees.org/uscri-des-moines/">https://refugees.org/uscri-des-moines/</a>
International Rescue Committee	515-216-3619	108 3rd St Suite 200 Des Moines	<a href="https://www.rescue.org/united-states/des-moines-ia">https://www.rescue.org/united-states/des-moines-ia</a>
Lutheran Services in Iowa, Refugee Connection Center	515-271-7335	3200 University Avenue, Des Moines	<a href="https://lsiowa.org/ircs/">https://lsiowa.org/ircs/</a>
<p>**Information about New Iowans can be found in a presentation put together by USCRI and Catholic Charities. This link can be found under the "Who Are Refugees" page in the second paragraph.</p>			

## Refugee Service Centers

Iowa Bureau of Refugee Services	515-875-5600	1914 Carpenter Avenue, Des Moines	<a href="https://hhs.iowa.gov/programs/programs-and-services/refugee-services">https://hhs.iowa.gov/programs/programs-and-services/refugee-services</a>
Lutheran Services in Iowa, Refugee Connection Center	515-271-7335	3200 University Avenue, Des Moines	<a href="https://lsiowa.org/ircs/">https://lsiowa.org/ircs/</a>
U.S. Immigration Office US Citizenship and Immigration Services (USCIS)	515-564-4700	Neal Smith Federal Building 210 Walnut Street, Des Moines	<a href="https://homelandsecurity.iowa.gov/immigration/">https://homelandsecurity.iowa.gov/immigration/</a>

## Ethnic Community Based Organizations (ECBOs) in Central Iowa

African Community Institute	515-322-5661	<a href="mailto:african.aci@gmail.com">african.aci@gmail.com</a>
African Immigrant and Refugee Transition Service	515-204-1715	<a href="https://www.airts.org/">https://www.airts.org/</a>
Africans in Iowa for Empowerment	515-339-6697	<a href="http://www.africansiniowa.org">www.africansiniowa.org</a>
Al Exito!	515-480-0904	<a href="https://www.alexitoiowa.org/">https://www.alexitoiowa.org/</a>
Angelo Othow Foundation, United Upper Nile South Sudanese Community		<a href="https://www.angelo-othow.org/about-us">https://www.angelo-othow.org/about-us</a>
Angkor Wat Friendship Association	515-247-0189	<a href="https://www.iowaasianalliance.com/cambodian/">https://www.iowaasianalliance.com/cambodian/</a>
Bhutanese Community in Iowa	515-418-9718	<a href="http://www.bhutaniowa.org/">http://www.bhutaniowa.org/</a>
Bor Women Association		<a href="http://iowalink.com/borwomen.org/">http://iowalink.com/borwomen.org/</a>
Bosnian American Association in Iowa		<a href="https://www.bosniakamerican.org/">https://www.bosniakamerican.org/</a>
Child Futures International	<a href="mailto:antoniotech@yahoo.com">antoniotech@yahoo.com</a>	<a href="https://www.childfutureinternational.org/">https://www.childfutureinternational.org/</a>
Congo Progress	515-865-4491	<a href="https://www.congoprogress.org/">https://www.congoprogress.org/</a>
Congolese Youth Connect	515-783-2728	<a href="https://www.congoleseyouthconnect.com/">https://www.congoleseyouthconnect.com/</a>
Dream Iowa	641-229-1419	<a href="https://dreamiowa.us/">https://dreamiowa.us/</a>
Ethnic Minorities of Burma Advocacy and Resource Center (EMBARC)	515-286-3928	<a href="http://www.embarciowa.org/">http://www.embarciowa.org/</a>

Equatoria South Sudanese Community Association, Iowa	515-953-8104	<a href="https://www.facebook.com/Equatoria-South-Sudanese-Community-Association-Iowa-279605475406644/">https://www.facebook.com/Equatoria-South-Sudanese-Community-Association-Iowa-279605475406644/</a>
Genesis Youth Foundation	515-710-6838	<a href="http://www.genesisyouthfoundation.org">www.genesisyouthfoundation.org</a>
Hindu Cultural and Education Center	515-505-5538	<a href="http://www.hcec-iowa.org/contact-us/">http://www.hcec-iowa.org/contact-us/</a>
Hmong Community in Iowa	515-261-0403	<a href="https://www.iowaasianalliance.com/hmong/">https://www.iowaasianalliance.com/hmong/</a>
Indo-American Association of Iowa	515-556-5024	<a href="http://iaaiowa.org/">http://iaaiowa.org/</a>
Iowa Chin Community		<a href="https://www.facebook.com/chincommunityiowa/">https://www.facebook.com/chincommunityiowa/</a>
Iowa Congolese Organization and Center for Healing	515-505-9109	<a href="https://www.icoachiowa.org/home-english">https://www.icoachiowa.org/home-english</a>
Iowa Nepalese Association	832-468-6227	<a href="https://www.iowanepaleseassociation.org/">https://www.iowanepaleseassociation.org/</a>
Karen Community in Iowa		<a href="https://www.facebook.com/KarenIowa">https://www.facebook.com/KarenIowa</a>
Knock and Drop Iowa 4801 Franklin Ave, Des Moines	515-443-6349	<a href="https://knockanddropiowa.org/">https://knockanddropiowa.org/</a>
Liberian Association of Iowa	515-661-0409	<a href="https://www.facebook.com/IAIowaLib/">https://www.facebook.com/IAIowaLib/</a>
Latinas Unidas por una Nuevo Amanecer		<a href="https://www.facebook.com/LUNAIowa/">https://www.facebook.com/LUNAIowa/</a>
Monsoon Asian and Pacific Islanders in Solidarity (Monsoon United Asian Women of Iowa)	515-288-0881	<a href="https://monsooniowa.org/">https://monsooniowa.org/</a>
NISAA African Family Services	515-255-5430	<a href="http://nisaa-afs.org/">http://nisaa-afs.org/</a>
Proteus	800-372-6031	<a href="https://www.proteusinc.net/">https://www.proteusinc.net/</a>

Tai Studies Center	274-6125	<a href="http://taistudiescenter.org/">http://taistudiescenter.org/</a>
Vietnamese American Community in Iowa		<a href="http://www.vietnameseiniowa.org/">http://www.vietnameseiniowa.org/</a>

## Employment Assistance

### Employment Assistance Agencies:

Central Iowa Works	243-2130	1111 9 <sup>th</sup> Street, Suite 260, Des Moines	<a href="http://www.centraliowaworks.org">www.centraliowaworks.org</a>
Evelyn Kay Davis Center for Working Families	697-7700	801 University Avenue, Unit 3, Des Moines	<a href="mailto:info@evelynkdaviscenter.org">info@evelynkdaviscenter.org</a>
Goodwill Career Connection Centers	Des Moines: 953-6456 Johnston: 265-5323	5921 SE 14 <sup>th</sup> Street, Suite 2300, Des Moines 5355 NW 86 <sup>th</sup> Street, Johnston	<a href="https://www.facebook.com/dmconnectioncenter/">https://www.facebook.com/dmconnectioncenter/</a>
Iowa Workforce Development Iowa Works Center	281-9619	200 Army Post Road, Des Moines	<a href="https://workforce.iowa.gov/jobs/iowaworks">https://workforce.iowa.gov/jobs/iowaworks</a>  Edgar Ramirez <a href="mailto:eramire@dhs.state.ia.us">eramire@dhs.state.ia.us</a>
Oakridge Neighborhood Services Housing, many additional services including health navigation, employment, interpretation, and more	515-244-7702	1401 Center Street	<a href="https://oakridgeneighborhood.org/">https://oakridgeneighborhood.org/</a>



## Staffing Agencies:

DES Employment Group	1-866-740-5627	1300 Cummins Road, Des Moines	<a href="https://desemploymentgroup.com/">https://desemploymentgroup.com/</a>
Kelly Services	282-0264	3725 86 <sup>th</sup> Street, Suite 3725, Urbandale	<a href="https://www.kellyservices.com/">https://www.kellyservices.com/</a>
People Ready	246-0780	5525 Merle Hay Road, Suite 140, Des Moines	<a href="https://www.peopleready.com/">https://www.peopleready.com/</a>
QPS Employment Group	266-6700	3629 Beaver Avenue, Des Moines	<a href="https://www.qpsemployment.com/locations/detail/qps-des-moines">https://www.qpsemployment.com/locations/detail/qps-des-moines</a>

## Financial Assistance

General Assistance: <i>Polk County Residents should apply here before reaching out to other agencies</i>	286-2088	2309 Euclid Avenue, Des Moines	<a href="https://www.polkcountyiowa.gov/community-family-youth-services/community-and-family/general-assistance-home/">https://www.polkcountyiowa.gov/community-family-youth-services/community-and-family/general-assistance-home/</a>
Cross Ministries (Located inside IMPACT Community Action Partnership, call Thursday am to make appointment)	279-9998	3226 University Avenue, Des Moines	<a href="https://crossoutreachdm.org/">https://crossoutreachdm.org/</a>
FIP (Family Investment Program), Iowa Department of Human Services	725-2600	2309 Euclid Avenue, Des Moines	Online application at <a href="http://www.oasis.iowa.gov">www.oasis.iowa.gov</a> or download from <a href="http://www.dhs.iowa.gov/how-to-apply">www.dhs.iowa.gov/how-to-apply</a> and return to Polk County River Place
Impact Community Action Partnership	Des Moines Army Post: 274-9496 Des Moines University: 518-4779 Ankeny: 965-0433	500 Army Post Road, Des Moines 3226 University Avenue, Des Moines 2701 SE Convenience Boulevard, Suite 2, Ankeny	<a href="https://www.impactcap.org/">https://www.impactcap.org/</a>
Salvation Army Temple (Must call to make appointment)	282-3422	1330 6 <sup>th</sup> Avenue, Des Moines	<a href="https://centralusa.salvationarmy.org/desmoinestemple/">https://centralusa.salvationarmy.org/desmoinestemple/</a>
St. Vincent de Paul (Must call Wednesday mornings to make appointment)	282-8327	1426 6 <sup>th</sup> Avenue, Des Moines	<a href="https://www.svdpsdm.org/">https://www.svdpsdm.org/</a>

West Des Moines Human Services (WDM Residents Only)	222-3660	139 6 <sup>th</sup> Street, West Des Moines	<a href="https://www.wdm.iowa.gov/government/human-services">https://www.wdm.iowa.gov/government/human-services</a>
--	----------	---	---

## Food Assistance Programs

Food Assistance Iowa Department of Human Services	725-2600	2309 /Euclid Avenue, Des Moines	Complete online app at <a href="http://www.oasis.iowa.gov">www.oasis.iowa.gov</a> or download at <a href="http://www.dhs.iowa.gov/how-to-apply">www.dhs.iowa.gov/how-to-apply</a> and return to Polk County River Place
Share IOWA	1-800-344-1107	536 E Broadway Council Bluffs, IA 51503	<a href="http://www.shareiowa.com">www.shareiowa.com</a>
WIC (Women, Infants, and Children, for women who are pregnant or with children up to 5 years old)	1-800-532-1579	2300 Euclid Avenue, Suite D, Des Moines	<a href="https://happyhealthyiawic.org/">https://happyhealthyiawic.org/</a>

## Food Pantries

Amazing Grace Ministries and Outreach	277-9062	1903 53 <sup>rd</sup> Street, Des Moines (North-West, near Franklin Library)
Bethel AME Church	266-1871	1528 E. University Avenue, Des Moines (East)
Bidwell Riverside Distribution Center (DMARC)	244-6251 Ext.213	1203 Hartford Avenue, Des Moines (Southeast)
Caring Hands Food Pantry and Clothes	267-4533	201 9 <sup>th</sup> Street NE, Altoona
Catholic Charities Outreach Center	262-7290	1815 Hubbell Avenue, Des Moines (East)
Central Iowa Shelter Services (DMARC)	284-5719	1420 Mulberry Street, Des Moines (Downtown)
Christ Apostolic Temple	265-2417	1230 E 17 <sup>th</sup> Street, Des Moines (East)
Clive Community Services	257-8550	2910 NW 82 <sup>nd</sup> Street, Suite A, Clive
Commerce Community Church	225-6651	4007 High Street, West Des Moines
Creative Visions	244-4003	1343 13 <sup>th</sup> Street, Des Moines (North-West)
Cross Ministries (DMARC) – Located inside IMPACT Community Action Partnership	279-9998	3226 University Avenue, Des Moines (West)
DSM First Food Pantry	279-9766	2725 Merle Hay Road, Des Moines (North-West)
Eastside Church of the Nazarene	265-6000	1451 E 25 <sup>th</sup> Street, Des Moines (East)
Eddie Davis Community Center	277-1103	1312 Maple Street, West Des Moines

Elpis Christian Fellowship	401-9475	440 College Avenue, Des Moines (West-Central)
First Church of the Open Bible	274-9296	2200 Beaver Avenue, Des Moines (North-West)
Impact Community Action Partnership (DMARC)	965-0433	2701 SE Convenience Blvd, Suite 2, Ankeny
Lee Town Assembly Church	265-3784	2720 State Street, Des Moines (East)
Partnership Place (DMARC)	868-1357	5870 Merle Hay Road, Suite D, Johnston
Polk County River Place Food Pantry (DMARC)	286-3695	2309 Euclid Avenue, Des Moines (North-West)
Salvation Army Citadel (DMARC)	266-3156	1216 E 25 <sup>th</sup> Court, Des Moines (East)
Salvation Army Temple (DMARC)	282-3422	1330 6 <sup>th</sup> Avenue, Des Moines (North-Central)
St. Theresa Food Pantry	(515) 279-4654	1230 Merle hay Road, Des Moines (North-West)
St. Vincent de Paul	282-8327	1426 6 <sup>th</sup> Avenue, Des Moines (Central)
Urbandale Food Pantry (DMARC)	251-6688	7611 Douglas Avenue, Suites 34/35, Urbandale
Waukee Area Christian Services Westview Church	987-5523	1155 SE Boone Drive, Waukee
West Des Moines Human Services (DMARC)	222-3660	139 6 <sup>th</sup> Street, West Des Moines

## Health Service Providers (In an emergency call 911)

Broadlawns Medical Center	282-2200	1801 Hickman Road, Des Moines	<a href="http://www.broadlawns.org">www.broadlawns.org</a>
The Iowa Clinic	875-9000	Various Locations	<a href="http://www.iowaclinic.com">www.iowaclinic.com</a>
La Clinica de la Esperanza (Hours vary, ask about financial assistance application)	244-6162	3200 Grand Avenue, 6 <sup>th</sup> Floor, Des Moines	
Mercy One More than 50 primary care, pediatric, internal medicine and specialty clinics provide personalized care in Central Iowa	247-3121	Various Locations	<a href="https://www.mercyone.org/desmoines/">https://www.mercyone.org/desmoines/</a>
Planned Parenthood of the Heartland (Hours vary, <i>free birth control available</i> )	877-811-7526	Various locations, call for appointment	<a href="https://www.midiowahealth.org/organizations/planned-parenthood-of-the-heartland">https://www.midiowahealth.org/organizations/planned-parenthood-of-the-heartland</a>
Polk County Health Department (Many free/low cost services)	286-3798	1907 Carpenter Avenue, Des Moines	<a href="https://www.polkcountyiowa.gov/health-department/">https://www.polkcountyiowa.gov/health-department/</a>
Primary Health Care (Hours vary, call for appointment)	248-1500	Various locations	<a href="https://phciowa.org/">https://phciowa.org/</a>
UnityPoint Health	241-6212	Various locations	<a href="http://www.unitypoint.org">www.unitypoint.org</a>

## Health - FREE Medical Clinics (Walk In Only)

Christ the King Clinic (Enter South Door)  Mondays 7-9pm, Adults Wednesdays 7-9pm, Children 18 and under	285-2888	5711 SW 9 <sup>th</sup> Street, Des Moines	<a href="https://christthekingparish.org/free-clinic">https://christthekingparish.org/free-clinic</a>
Clive Community Services  1 <sup>st</sup> and 3 <sup>rd</sup> Monday/Month, 5:30 – 7:30pm	257-8550	2910 NW 82 <sup>nd</sup> Street, Suite A, Clive	<a href="https://clivecommunityservices.com/">https://clivecommunityservices.com/</a>
Corinthian Family Health Free Clinic  Saturdays 9-Noon	243-4073	814 School Street, Des Moines	
Creative Visions  Thursdays 10-3	244-4003	1343 13 <sup>th</sup> Street, Des Moines	<a href="https://cvonline.us/">https://cvonline.us/</a>
Grace United Methodist Church  Tuesdays 5:30 – 7:30pm, Free meal provided	255-2131	3700 Cottage Grove Avenue, Des Moines	<a href="https://gracedesmoines.org/">https://gracedesmoines.org/</a>
Islamic Center of Des Moines  1 <sup>st</sup> and 3 <sup>rd</sup> Saturday/Month, 9-11am	255-0212	6201 Franklin Avenue, Des Moines	<a href="https://www.islamiccenterdm.com/">https://www.islamiccenterdm.com/</a>



Margaret Cramer Clinic-DSM First Church  Thursdays 5:30 – 7:00pm	279-9766	2725 Merle Hay Road, Des Moines	
Mae E. Davis Clinic – Eddie Davis Community Center  Tuesdays 7-9pm	277-1103	1312 Maple Street, West Des Moines	
Norwalk Free Medical Clinic  6-8PM on the 1st and 3rd Thursdays of the month - Registration begins at 5:45 No appointment necessary		2601 Border St. Norwalk, IA - Crossroads church	
Dr. Nick Palmer/Jim Ellefson Clinic  Tuesdays 1:30 – 4:00pm Thursdays 5:30 – 8:00pm	266-7622	1607 E. 33 <sup>rd</sup> Street, Des Moines	
St. Luke's Clinic – Polk City United Methodist Church  1 <sup>st</sup> and 3 <sup>rd</sup> Wednesday/Month 6-8pm	984-6274	1421 W. Broadway Street, Polk City	
Waukee Area Christian Services  Mondays 5:30 – 7:00pm	987-5523	Westview Church (Lower Level) 1155 SE Boone Drive, Waukee	<a href="https://waukeechristianservices.org/">https://waukeechristianservices.org/</a>

## **Health - Counseling and Mental Health Services**

Call EveryStep at 558-9946 or 211 to help find a provider.

If you have a mental health emergency, please call 911.

Suicide prevention: 800-273-TALK (8255)

Substance Abuse and Mental Health Services Administration 1-800-662-4357  
Free, Confidential, 24/7, English and Spanish

## Health - Dental Providers (All listed below accept Medicaid)

A-1 Iowa Dental, PLLC.	Urbandale: 270-5385 Ankeny: 964-5602	6901 Hickman Road, Suite 2, Urbandale 210 S. Ankeny Boulevard, Ankeny	<a href="https://www.myfamilydentalcare.com/locations/details/42-Urbandale">https://www.myfamilydentalcare.com/locations/details/42-Urbandale</a>
Broadlawns Dental Clinic	282-2421	1761 Hickman Road, Des Moines	<a href="https://www.broadlawns.org/clinics-and-services/dental">https://www.broadlawns.org/clinics-and-services/dental</a>
Dental Connections	244-9136	1111 9 <sup>th</sup> Street, Suite 190, Des Moines	<a href="https://dentalconnections.org/">https://dentalconnections.org/</a>
Des Moines Children's Dentistry (Only accepts new Medicaid patients under 12)	225-1677	5950 Village View Dr, Suite 200, West Des Moines	<a href="https://www.dsmpd.com/">https://www.dsmpd.com/</a>
East Des Moines Family Dentistry	265-0339	2707 Easton Boulevard, Des Moines	<a href="https://www.facebook.com/p/East-Des-Moines-Dental-100070529403113/">https://www.facebook.com/p/East-Des-Moines-Dental-100070529403113/</a>
Hilltop Dental	265-0311	2580 Hubbell Avenue, Des Moines	<a href="https://hilltopdentaldesmoines.com/">https://hilltopdentaldesmoines.com/</a>
Hintz Family Dentistry	Ankeny: 965-1653 Des Moines: 262-2655	319 N. Ankeny Boulevard, Ankeny 615 East 14 <sup>th</sup> Street, Des Moines	<a href="https://www.hintzfamilydentistry.com/">https://www.hintzfamilydentistry.com/</a>
Iowa Dental Clinic, PC	277-1199	5601 Hickman Road, Suite 5	<a href="https://iowadentalclinicpc.com/">https://iowadentalclinicpc.com/</a>

Park Avenue Family Dental (Only accepts new Medicaid patients under 18)	244-7428	1004 E. Park Avenue, Des Moines	
Primary Health Care	Des Moines: 248-1470 University: 248-1888	2353 SE 14 <sup>th</sup> Street, Des Moines 1200 University Avenue, Suite 100	<a href="https://phciowa.org/dental/">https://phciowa.org/dental/</a>
Southside Dental Clinic	285-4759	5921 SE 14 <sup>th</sup> Street, Suite 1500, Des Moines	<a href="https://southsidedentalclinic.com/">https://southsidedentalclinic.com/</a>
Westgate Dental	223-5001	1000 73 <sup>rd</sup> Street, Suite 1, Windsor Heights	<a href="https://www.westgatedentalia.com/">https://www.westgatedentalia.com/</a>
Westown Pediatric Dentistry	267-0737	4090 Westown Parkway, Suite B1, West Des Moines	<a href="https://www.facebook.com/allsmilespediatricdentistryiowa/">https://www.facebook.com/allsmilespediatricdentistryiowa/</a>

## Health Insurance Assistance (Hawk-I and Medicaid)

<p>To apply visit <a href="http://www.dhs.iowa.gov/how-to-apply">www.dhs.iowa.gov/how-to-apply</a></p> <p>Everystep also offers additional assistance, call 288-1516 for their navigator program  <a href="https://www.everystep.org/">https://www.everystep.org/</a></p>		
Iowa Medicaid Enterprise Member Services	256-4606	<a href="http://www.dhs.iowa.gov/ime/members">www.dhs.iowa.gov/ime/members</a>
Hawk-i	800-257-8563	<a href="http://www.dhs.iowa.gov/hawk-i">www.dhs.iowa.gov/hawk-i</a>
Managed Care Organizations (MCO's) Amerigroup Iowa, Inc.	800-600-4441	<a href="https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-health-link/mco">https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-health-link/mco</a>
UnitedHealthcare Plan of the River Valley, Inc.	800-464-9484	<a href="https://www.opm.gov/healthcare-insurance/health-care/plan-information/plan-codes/2018/brochures/73-661.pdf">https://www.opm.gov/healthcare-insurance/health-care/plan-information/plan-codes/2018/brochures/73-661.pdf</a>

## Housing/Housing Emergencies

24/7 Housing Interpretation Hotline 1. Call 515-282-8269 2. Dial Extension 5 3. Say your language 4. Say the company code "7092"			
Home Inc	515-243-1277	1618 6th Ave Des Moines	<a href="https://www.homeincdsm.org/">https://www.homeincdsm.org/</a>
Primary Health Care Outreach (Housing Emergency Assistance) <i><b>*Call this agency first if looking for emergency shelter</b></i>	515-248-1850	1200 University Ave Suite 200, Des Moines, IA 50314	<a href="https://phciowa.org/homeless/">https://phciowa.org/homeless/</a>
Oakridge Neighborhood Services Housing, many additional services including health navigation, employment, interpretation, and more	515-244-7702	1401 Center Street	<a href="https://oakridgeneighborhood.org/housing-options/">https://oakridgeneighborhood.org/housing-options/</a>

## Interpretation Services

<p>24/7 Housing Interpretation Hotline</p> <ol style="list-style-type: none"> <li>1. Call 515-282-8269</li> <li>2. Dial Extension 5</li> <li>3. Say your language</li> <li>4. Say the company code "7092"</li> </ol>			
<p>Bilingual Family Liaisons BFL translates Spanish, Arabic, Burmese, Dari, Dinka, Karen, Karenni, Kunama, Nepali, Pashto, Somali, Swahili, Tigrinya, Vietnamese</p>	<p>Contact Alison Hoeman (515-478-0669) for introduction and referrals.</p>		<p><a href="https://www.dmschools.org/departments/division-of-leadership-learning/student-and-family-services/community-schools/bilingual-family-liaisons/">https://www.dmschools.org/departments/division-of-leadership-learning/student-and-family-services/community-schools/bilingual-family-liaisons/</a></p>
<p>Broadlawns Medical Center Interpreting and Translation Services (Phone/In-Person)</p>	<p>515-282-3366 TTY: 515-282-4290</p>	<p>1801 Hickman Road, Des Moines</p>	<p><a href="https://www.broadlawns.org/patients-and-visitors/patients/interpretation-services">https://www.broadlawns.org/patients-and-visitors/patients/interpretation-services</a></p>
<p>EMBARC (Phone/In-Person)</p>	<p>515-286-3783</p>	<p>2309 Euclid Avenue, Des Moines</p>	<p><a href="https://www.embarciowa.org/">https://www.embarciowa.org/</a></p>
<p>EveryStep (Formally VNS/Community Voices) (Phone/In-Person)</p>	<p>515-558-9597</p>	<p>1111 9<sup>th</sup> Street, Suite 320, Des Moines</p>	<p><a href="https://www.everystep.org/services/interpretation">https://www.everystep.org/services/interpretation</a></p>
<p>International Translation Services, Inc. (Online appts. and In-Person)</p>	<p>515-897-7628</p>		<p><a href="https://translatorsiowa.com/">https://translatorsiowa.com/</a></p>
<p>Iowa International Center (Phone/In-Person)</p>	<p>515-282-8269</p>	<p>3839 Merle Hay Rd., Suite 259, Des Moines</p>	<p><a href="https://iowainternationalcenter.org/">https://iowainternationalcenter.org/</a></p>
<p>LANGUAGE tech, Inc. (In-Person)</p>	<p>515-277-6058</p>	<p>PO Box 41190, Des Moines</p>	<p><a href="https://www.langtechinc.com/">https://www.langtechinc.com/</a></p>

Mercy Interpretation Services (Phone/In-Person)	515-247-8255	1111 6 <sup>th</sup> Avenue, Des Moines	<a href="https://www.mercyone.org/for-patients/language-assistance">https://www.mercyone.org/for-patients/language-assistance</a>
Voices Interpreting, LLC (Phone/In-Person)	515-612-6011	7528-B Hickman Road, Windsor Heights	<a href="https://voicesinterpreting.com/">https://voicesinterpreting.com/</a>



## Legal Assistance

American Friends Service Committee	515-274-4851	4211 Grand Avenue, Des Moines	<a href="https://afsc.org/">https://afsc.org/</a>
Drake Legal Clinic	515-271-2502	2400 University Avenue, Des Moines	<a href="https://www.drake.edu/law/clinics-centers/clinic/">https://www.drake.edu/law/clinics-centers/clinic/</a>
Iowa Legal Aid	800-532-1275	1111 9 <sup>th</sup> Street, Suite 230, Des Moines	<a href="https://www.iowalegalaid.org/">https://www.iowalegalaid.org/</a>
Justice for Our Neighbors	515-255-9809	2024 Forest Avenue, Suite 101, Des Moines	<a href="https://gracedesmoines.org/community/justice-for-our-neighbors/">https://gracedesmoines.org/community/justice-for-our-neighbors/</a>

## Emergency Numbers (24 Hours Assistance, for an emergency call 911)

<b><i>In an emergency, call 911</i></b> <b><i>If in imminent danger call 911</i></b>		
2-1-1 United Way of Central Iowa 2-1-1 Call 211, or visit 211Iowa.org, or text your zip code to 898211		
24/7 Housing Interpretation Hotline 5. Call 515-282-8269 6. Dial Extension 5 7. Say your language 8. Say the company code "7092"		
Broadlawns Crisis Team	515-282-5752	<a href="https://www.broadlawns.org/clinics-and-services/mental-health/crisis-services">https://www.broadlawns.org/clinics-and-services/mental-health/crisis-services</a>
Child and Adult Abuse Hotline	1-800-362-2178	<a href="https://hhs.iowa.gov/contacts/child-or-dependent-adult-abuse-reporting">https://hhs.iowa.gov/contacts/child-or-dependent-adult-abuse-reporting</a>
Children and Families of Iowa Domestic Violence Services	1-800-942-0333	<a href="https://cfiowa.org/programs/domestic-violence/">https://cfiowa.org/programs/domestic-violence/</a>
Crime Victim Compensation	515-281-5044	<a href="https://www.iowaattorneygeneral.gov/for-crime-victims/crime-victim-compensation">https://www.iowaattorneygeneral.gov/for-crime-victims/crime-victim-compensation</a>
Iowa Poison Control Center	1-800-222-1222	<a href="https://www.iowapoisson.org/">https://www.iowapoisson.org/</a>

Iowa Sexual Abuse Line	1-800-284-7821	
Iowa Teen Line	1-800-443-8336	
Iowa Victim Call Center	1-800-770-1650, or text "iowahelp" to 20121	<a href="https://survivorshelpline.org/">https://survivorshelpline.org/</a>
L.U.N.A (For Latinx/Spanish-speaking individuals who need assistance from abuse)	1-866-256-7668	
Monsoon United Asian Women of Iowa (For Asian/Pacific Islanders individuals who need assistance from abuse)	1-866-881-4641	<a href="https://monsooniowa.org/">https://monsooniowa.org/</a>
National Human Trafficking Hotline	1-888-373-7888, or text "INFO" or "HELP" to 233733	<a href="https://humantraffickinghotline.org/en">https://humantraffickinghotline.org/en</a>
NISAA African Family Services (for African immigrant or refugee individuals who need assistance from abuse)	1-866-881-4641	<a href="https://nisaa-afs.org/">https://nisaa-afs.org/</a>
Polk County Crisis and Advocacy Services	515-286-3535	<a href="https://www.polkcountyiowa.gov/community-family-youth-services/community-and-family/crisis-advocacy-services/">https://www.polkcountyiowa.gov/community-family-youth-services/community-and-family/crisis-advocacy-services/</a>