

FINANCIAL ASSISTANCE

☐ West Des Moines Human Services

318 5th Street (515)222-3660

-Mon- Thurs: 8:00 am – 3:00 pm

-Wed 8am-12pm -Provides emergency financial services

Zip 50309

☐ Veterans Affairs

120 2nd Avenue, Room 236 (515)286-3670

-Monday thru Friday: 8:00 am – 4:00 pm

-Provides temporary assistance for basic services (including rent and utility assistance)

-Must have served in Military during wartime

****FOR RENT AND UTILITY ASSISTANCE, FIRST APPLY FOR ASSISTANCE THROUGH GENERAL ASSISTANCE OR VETERANS AFFAIRS**

Zip 50310

☐ Polk County General Assistance (General Relief)

2309 Euclid Avenue (515)286-2088

-Monday thru Friday: 8:30 am – 4:30 pm

-Provides temporary financial assistance for basic services such as rent and utility assistance

☐ Proteus, Inc.

3850 Merle Hay Road (515)271-5303 & 1-800-372-6031

-Tuesday 8am-4:30pm

-Assists with emergency financial assistance to mainly non-English speaking individuals/families. Can assist English speaking individuals/families in emergency situations

Zip 50311

☐ Cross Ministries

1050 24th Street (515)279-9998

-call for hours

-Can assist with rent, deposit, utility bills, vouchers for laundry and storage

-Personal hygiene pantry for toilet paper, shampoo, diapers, soap, etc.

Zip 50314

☐ **Creative Vision Human Development Institute**

1343 13th Street (515)244-4003

-Tuesday 9am-8pm

-Can provide financial assistance for rent or utility bills

-Must go through General Assistance first

☐ **St. Benedict Mission**

1224 Martin Luther King (515)244-2986

-Wednesday: 2:30 pm – 4:30 pm

-Provides rent and utility assistance. Does not help with rental deposit

☐ **Salvation Army**

1326 6th Avenue (515)282-3422

-Monday thru Friday: 9:00 am – 12:00 am & 1:00 pm – 4:00 pm

-Hours vary for financial assistance. Call first.

-Provides temporary financial assistance with rent and utility bills

COMMUNITY CENTERS

***The following 4 providing Energy Assistance, Weatherization, Housing Rehabilitation Programs, and Payment Planning Specialists:**

Zip 50309

☐ **City of Des Moines Community Development**

602 Robert D. Ray Drive (515)283-4180

-Monday thru Friday: 8:00 am – 4:30 pm

-Administration office for the city's community site offices

-Does not provide direct services to individuals

Zip 50310

☐ **Polk County Crisis and Advocacy Services**

2309 Euclid Avenue (515)286-3600

-Monday thru Friday: 8:00 am – 4:30 pm

-Phone answered 7 days a week, 24 hours

-Provides victim assistance to victims of sexual assaults

-Also assists families of homicide and suicide victims

☐ **WIC (Women, Infant & Children)**

2300 Euclid Avenue, Suite D (515)282-5800

-Monday thru Friday: 8:00 am – 4:30 pm
-Provides women who are pregnant or parenting young children with nutrition education, and monthly assistance in purchasing supplemental foods

Zip 50311

☐ **Forest Avenue Community Services Site Office**

2011 Forest Avenue (515)248-6216
-Monday thru Friday: 8:00 am – 5:00 pm

Zip 50314

☐ **Urban Dreams**

1410 6th Avenue (515)288-4742
-Monday thru Friday: 9:00 am – 11:00 pm
-Saturday: 9:00 am – 2:00 pm
-Offers assistance and support for ex-offenders and their families
-Also has programs to address high risk youth and young adults, provide outpatient substance abuse, and offers parent education

GENERAL SERVICES

Zip 50265

☐ **Family Directions of Iowa Services**

1211 Vine Street #2140, West Des Moines (515)255-9490
-Monday thru Friday: 9:00 am – 5:00 pm

Parents Anonymous

*Community Family Support Programs
-**The Parenting Way** *Ten Week Parent Education Classes
-**Parents as Teachers** *In-Home Parent Education Children 0-5
-**Teens & Teen Parent Programs -Reentry & Recovery Programs**

☐ **West Des Moines Human Service**

318 5th Street, West Des Moines (515)222-3660
-Monday thru Friday: 8:00 am – 4:00 pm
-Transportation for West Des Moines Residents

Zip 50309

☐ **Des Moines Regional Transit Authority (DART)**

1100 Dart Way (515)283-8100
-**Office Hours:** Monday thru Friday: 8:00 am – 5:00 pm
-**Bus Service:** Hours vary by route – runs 7 days a week

-Phones Answered: Monday thru Friday: 6:00 am – 7:00 pm

Saturdays: 7:00 am – 5:00 pm

Sundays: 8:00 am – 4:00 pm

-Provides public transportation services to residents of the Greater Des Moines Area.

-OTT (Opportunities Through Transit): Discounted bus pass for low-income households

-Paratransit – provides transportation for disabled/elderly persons

-Senior and Disabled Reduced Fare ID Cards available

☐ **Hispanic Educational Resources, Inc.**

828 Scott Avenue (515)282-6542

-Monday thru Friday: 6:30 am – 5:30 pm

-Offers services specifically to the Hispanic/Latino community

-Services include ESL, Children's Center and case management

☐ **PEER Advocacy Program**

1914 Carpenter Street (515)286-2112

-Monday thru Friday: 8:00 am – 5:00 pm

-Connections Senior Citizens to available resources in the community

-Provides advocacy, meals, transportation and some assistance filling out forms for seniors

Zip 50310

☐ **Iowa Department of Human Services – Polk County**

2309 Euclid Avenue (515)283-9238

-Monday thru Friday: 8:00 am – 4:30 pm

-Administers entitlement programs, including FIP, Food Stamps, day care assistance, child and dependent adult abuse reporting, caretaker waiver programs, and Medicaid

Zip 50312

☐ **American Red Cross (Central Iowa Chapter)**

2116 Grand Avenue (515)243-7681

-Monday thru Friday: 8:00 am – 5:00 pm

-Phone answered 7 days a week, 24 hours

-Provides emergency assistance for victims of fires or natural disasters.

-Financial Assistance, food, shelter and clothing available for these individual Families

ADVOCACY

Zip 50309

☐ **Central Iowa Center for Independent Living**

655 Walnut Street (515)243-1742

-Monday thru Friday: 8:00 am – 4:30 pm

-Offers information and referral, counseling, and advocacy for persons with disabilities

Zip 50311

☐ **Citizens for Community Improvement**

2005 Forest Avenue (515)255-0800

-Monday thru Friday: 9:00 am – 5:00 pm

-Provides counseling for home buyers, credit counseling, and budgeting

-Money Management Counseling

-Homeownership Classes

-Money Management Classes

Zip 50312

☐ **Iowa Coalition Against Domestic Violence**

515 28th Street, Suite 104 (515)244-8028

-Provides support services for victims of domestic violence, including education

☐ **MUNA**

515 28th Street, Suite 109 (515)244-2117

Crisis Line: (866)256-7668

-Monday thru Friday: 8:00 am – 5:00 pm

-Advocates for Hispanic/Latina women

-Provides personal and legal advocacy, counseling, and a 24-hour crisis line

Zip 50314

☐ **Home, Inc.**

1111 9th Street, Suite 210 (515)243-1277

-Monday thru Friday: 8:00 am – 12:00 pm & 1:00 pm – 4:00 pm

-Provides information, referral and counseling for persons dealing with housing issues including landlord/tenant issues, terminations and evictions, and home purchase

LEGAL

Zip 50302

United States Citizenship & Immigration Services

210 Walnut Street, Room 369 Federal Bldg. (515)323-2050

-Monday thru Friday: 8:00 am – 4:00 pm

-Provides information regarding aliens, naturalization, work authorization permits, Visa petitions and immigrant status

Zip 50309

Youth Law Center

300 Walnut Street #295 (800)728-1172

www.youthlawcenter.org

-Monday thru Friday: 8:00 am – 4:30 pm

-Provides free juvenile court representation to Polk County youth and free legal advice to youth across the State of Iowa

Zip 50311

Drake Law School Legal Clinic (Neal & Bea Smith Law Center)

2400 University Avenue (515)271-3851

-Monday thru Friday: 8:00 am – 4:30 pm

-Provides legal assistance in Elderly Law, Civil Law, Children's Rights, and Criminal Law at a low cost

Zip 50314

Iowa Legal Aid

1111 9th Street, Suite 230 (800)532-1275

-Offices are open to the public Monday – Friday 8:30 am - 4:30 pm

-Applications for assistance are taken:

* Monday thru Friday: 9:00 am – 11:00 am

* Monday, Tuesday, Wednesday and Friday: 1:30 pm – 3:30 pm

-Emergency applications are taken anytime during regular office hours

Iowa Legal Aid provides free legal assistance with civil legal problems for clients who meet income and asset guidelines, based on the size of their household. Some Iowans in need of assistance, including those who are 60 and older, may be exempt from financial guidelines. The help provided ranges from counsel and advice to representation before various agencies and courts. The types of cases handled include obtaining protective orders for victims of domestic violence and assisting with other family law issues, assisting with eviction actions and public housing issues, securing income support such as disability or unemployment benefits, food stamps and Medicaid/Medicare, and protecting clients with consumer issues

CLOTHING VOUCHERS

Zip 50265

Veterans Affairs

120 2nd Avenue #236 (515)286-3670

-Monday thru Friday: 8:00 am – 4:00 pm

-Clothing vouchers are offered for eligible Veterans

Zip 50309

Capitol Hill Lutheran Church

511 Des Moines Street (515)244-8913

-Wednesday: 3:00 pm – 5:00 pm

-Saturday: 9:30 am – 11:30 am

-Must live in Altoona and/or the Southeast Polk School District

Zip 50310

Agape Pregnancy Center

2550 Martin Luther King (515)255-0243

-Monday thru Friday: 8:30 am – 4:30 pm

-Must call first for assistance with clothing

Polk County General Assistance

2309 Euclid Avenue (515)286-2088

-Monday thru Friday: 8:00 am – 4:30 pm

-Provides clothing vouchers for qualifying low-income persons

First Federated Church

4801 Franklin Avenue (515)255-2122 ext. 122

-Wednesday: 12:30 pm – 2:00 pm

Zip 50311

Amazing Grace Ministries & Outreach

1409 23rd Street (515)277-9062

-Saturday: 11:00 am – 12:30 pm

-Serves anyone in need, including undocumented individuals

Zip 50312

□ **American Red Cross Central Iowa Chapter**

2116 Grand Avenue (515)243-7681

-Monday thru Thursday: 8:00 am – 4:30 pm

-Friday: 8:00 am – 3:00 pm

-Provides clothing vouchers to those affected by fires or natural disasters

Zip 50313

□ **Highland Park Christian Church**

4260 NW 6th Drive (515)244-3182

-Monday & Friday: 9:30 am – 11:30 am

-Call to confirm hours as they may vary

Zip 50314

□ **Friendship Baptist Center**

1526 Martin Luther King (515)244-1701

-Tuesday thru Thursday: 9:30 am – 12:00 pm

-Open to anyone living in the area

Zip 50315

□ **School Clothing Programs (Des Moines Public Schools)**

1001 Amos Avenue #450 (515)242-7890

-Monday thru Friday: 8:00 am – 4:00 pm

-Offers a \$50 clothing voucher per child to lower income families with children in the Des Moines Public School system

-Must speak with school social worker or counselor to apply

□ **Veterans Affairs**

120 2nd Avenue #236 (515)286-3670

-Monday thru Friday: 8:00 am – 4:00 pm

-Clothing vouchers are offered for eligible Veterans

THRIFT STORES

Zip 50263

☐ **Goodwill Industries**

170 SE Laurel St (515) 987-1131
Waukee, IA 50263
Mon - Fri 10:00 am - 7:00 pm
Sat 9:00 am - 5:00 pm

Zip 50265

☐ **Found Treasures**

132 5th St (515) 277-6828
West Des Moines, IA 50265
Sun-Mon 1pm-5pm
Tus-Sat 10am-5pm

Zip 50266

☐ **Goodwill Industries**

1600 Valley West DR, WDM (515)225-1908
-Monday - Friday: 9:00 am – 9:00 pm
-Saturday: 9:00 am – 6:00 pm
-Sunday: 12:00 pm – 5:00 pm

☐ **Goodwill Industries**

6630 Mills Civic Pkwy
-Monday - Friday: 9:00 am – 9:00 pm
Saturday: 9:00 am – 6:00 pm
-Sunday: 12:00 pm – 5:00 pm

Zip 50310

☐ **Goodwill Industries**

4520 NW Urbandale Avenue (515)270-6631
-Monday - Friday: 9:00 am – 9:00 pm
Saturday: 9:00 am – 6:00 pm
-Sunday: 12:00 pm – 5:00 p

Health care

☐ **Waukee Area Christian Services Free Clinic**

1155 SE Boone Dr. (515) 987-5523

Waukee, IA 50263

Mondays 5:30pm-7pm

Zip 50265

☐ **Mae E Davis Medical Center**

131 9th Street, West Des Moines (515)284-8808

-Tuesday: 7:00 pm – 9:00 pm

-Walk in or call -**NO COST**

Zip 50309

☐ **Corinthian Church Medical Clinic**

814 School Street (515)243-4073

-3rd Tuesday of the Month: 4:00 pm – 6:00 pm -Walk In -**NO COST**

☐ **La Clinica de la Esperanza**

828 Scott Avenue (515)244-6162

☐ **Central Iowa Shelter & Services**

1420 Mulberry Street

-Wednesday: 4:00 pm – 8:00 pm

Zip 50310

☐ **First Assembly of God**

2725 Merle Hay Road (515)279-9766

-Thursday: 6:00 pm – 8:00 pm

-Must be checked in by 7:30 pm

-Free Medical Clinic

Zip 50313

☐ **Heart and Hands Health Center**

321 Euclid Avenue (515)243-6408

-Monday thru Friday: 9:00 am – 6:00 pm

-Call for appointment -**COST**: Varies

-Monday: 6:00 pm – 8:00 pm -Tuesday: 1:00 pm – 5:00 pm

-Thursday: 8:00 am – 12:00 pm

-Walk in or call -Donations Accepted

Zip 50314

☐ **Broadlawns Family Health Care**

1801 Hickman Road (515)282-2334

-Monday thru Friday: 8:00 am – 5:00 pm

-Call for appointment -**COST**: Varies

☐ **Polk County Health Department**

1907 Carpenter Street (515)286-3798

-Monday, Wednesday, Thursday & Friday: 8:00 am – 5:00 pm

-Tuesday: 8:00 am – 7:00 pm -Call for an appointment -**COST**: Varies

☐ **House of Mercy Medical Clinic**

1409 Clark Street (515)643-6525

-Monday thru Friday: 9:00 am – 11:45 am & 12:30 pm – 4:30 pm

-Call for an appointment -**NO COST -CO-PAY for medications**

The Outreach Project:

1200 University Avenue, Suite 120

(515)248-1500

☐ **Primary Health Care continued**

Community Access Pharmacy:

1200 University Avenue

(515)262-0854

*Monday – Friday: 8:00 am – 5:00 pm

☐ **Hope Ministries Bethel Mission Facility**

1310 6th Avenue

-Thursday: 1:00 pm – 4:00 pm