

URBANDALE COMMUNITY SCHOOL DISTRICT



PARENT GUIDE TO COMMUNITY RESOURCES

Guía de Recursos para Padres
Vodič za Roditelje u Resurse Zajednice
Updated October 2017

This Parent Guide to Community Resources is designed to provide families with information about a number of local organizations that can help support daily living needs.

If you have questions about any of the resources provided in this guide, or if you have a need that cannot be addressed by one of the provided resources (there are more available), please contact one of the Facilitators of Family Outreach (FFOs)—see page 4. The FFOs have extensive knowledge to help connect families to services. 211 is also a great resource, you can dial 211 on any local phone and tell them what your needs are and they will direct you to a place that can meet your needs.

Please help us keep this guide current. If you find any inaccurate information, please notify one of the FFOs listed on page 4.

Last Updated: October 2017

Esta Guía de Recursos Comunitarios para Padres está diseñada para ayudar a proporcionar a las familias información sobre una serie de organizaciones locales que pueden ayudar a apoyar las necesidades de la vida diaria.

Si tiene preguntas sobre el cualquiera de los recursos indicados en esta guía, o si usted tiene una necesidad que no puede ser abordado por uno de los recursos previstos (hay más disponibles), póngase en contacto con uno de los facilitadores de Alcance Familiar (FFOS) -ver página 4. Los FFOS tiene un amplio conocimiento para ayudar a conectar a las familias a los servicios.

Por favor ayúdenos a mantener esta guía recursos al día. Si encuentra alguna información incorrecta, por favor notifique a uno de los FFOS indicados en la página 4.

Última actualización: Octubre 2017

Ovaj vodič za roditelje sa uputama u Podršku Zajednice je dizajniran da pruži pomoć obiteljima sa informacijama o broju lokalnih organizacija koje mogu pomoći podržati dnevne životne potrebe.

Ako imate pitanja o bilo kojem od resursa što se nalaze u ovom vodiču, ili ako imate potrebu da se ne može riješiti niti jednim od ponuđenih resursa (postoji više njih na raspolaganju), molimo da kontaktirate jednog od voditelja za Porodičnu Saradnju sa Zajednicom -koji su navedeni na stranici 4. Oni imaju široko znanje da pomognu povezivanju obitelji sa uslugama.

Molimo Vas, pomozite nam da održimo ove resurse u vodiču tačnim. Ako nađete bilo koje netačne informacije, molimo Vas da obavijestite jednog od voditelja za Porodičnu Saradnju sa Zajednicom nevedene na stranici br. 4.

Zadnji put ažurirano: Oktobar 2017

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Facilitators of Family Outreach (FFO) Services / Facilitadores de Servicio de Alcance Familiar (FFO) / Voditelji usluga za porodičnu saradnju sa zajednicom (FFO)

Below are the names of Urbandale Community School District staff members who serve as Facilitators of Family Outreach (FFOs). These individuals provide long-term coordination of support services to children, youth, and families whose living conditions place the children and youth at risk of not succeeding in school. Facilitators of Family Outreach Services attend student study team meetings, provide emergency transportation for students and families, and develop, coordinate, and provide workshops and support groups for students and families.

Brittany Cooley

515-559-7086

Karen Acres Elementary, Rolling Green Elementary, and Webster Elementary

cooleyb@urbandaleschools.com

Tiffany Braxton

515-202-8107

Jensen Elementary, Olmsted Elementary, and Valerius Elementary

braxtont@urbandaleschools.com

Abby Schueller

515-202-8117

Urbandale Middle School

schuellera@urbandaleschools.com

Christy Stroope

515-457-6813

Urbandale High School

stroopec@urbandaleschools.com

Coordinator of Student, Family and Community Services (CSFCS) Coordinador de Estudiantes, Familia y Servicios a la Comunidad Koordinator usluga za Učenike, Porodicu i Zajednicu

The CSFCS coordinates mental health services for children and families. The CSFCS attends building-level problem-solving meetings, provides professional development in the area of mental health, conducts home visits, and connects families to needed resources in the community (housing, food, child care, employment). The CSFCS consults with building administrators and teachers to support students who have mental health issues. The CSFCS acts as the District contact for outside service providers in order to coordinate efforts and better support students and their families.

Michele Hamilton

515-402-8538

hamiltonm@urbandaleschools.com

Department of Human Services (DHS)

Departamento de Servicios Humanos / Odjeljenje za Ljudske Usluge

Ongoing Needs

Accepts applications for food assistance (food stamps), financial assistance (FIP), child care assistance, and Medicaid/Title 19.

7:30-4:30 Monday - Friday

Polk County River Place
515-286-2088
2309 Euclid Avenue
Des Moines, IA 50310

Carpenter Office
1900 Carpenter Avenue
Des Moines, Iowa 50314
www.dhs.iowa.gov

Polk County General Assistance- Please bring your photo Id, Social Security cards for each family member and verification of income for the last 30 days. You also need to bring your last 30 days of expenses- receipts showing where you have spent your money. After you fill out the application you will be approved or denied that day as long as you provide all the information. If you are denied you can take your denial letter to Cross Ministries and St. Vincent De Paul for help.

Assistance with rent, utilities, home repair program, food, vouchers for beds/crib
Once every 12 months, with some exceptions.

Beds/crib is one time ever per family- \$200 voucher is provided. You can get the beds new at St. Vincent De Paul. You MUST go to St. Vincent DePaul and get an estimate first before going to Polk County General Assistance for a voucher.

7:30-4:30 Monday-Friday

515-286-2088
2309 Euclid Avenue
Des Moines, IA 50310
<http://www.polkcountyiowa.gov/cfys/services/general-assistance-program/>

Food / Alimentos / Hrana

Urbandale Food Pantry

Please bring ID for head of household and each person in the household requiring assistance. They can provide food, personal care products, cold/frozen foods and milk (when available) once per calendar month, and bread and fresh produce (when available) DAILY

Hours of Operation:

Monday-Thursday 9:30am-6:30pm

Friday Closed

Saturday 8:00am-Noon

Sunday Closed

515-251-6688

Cedar Ridge Shopping Center

7611 Douglas Avenue, Suite 31

Urbandale, Iowa 50322

St. Mary's Family Center

Always call before going to make sure they are open. Also, bring ID/social security cards if you have them. Spanish speakers available. They can provide food, clothes, personal care item, baby items, financial aid

Hours of operation:

Monday-Friday 10:00am-3:30pm

515-262-7290

1815 Hubbell Avenue

Des Moines, Iowa 50316

Shelter / Albergue / Prihvatilište

Centralized Intake System- First Step is to Call Primary Health Care to do an intake and explain your situation. A case manager will let you know if there is an opening in a shelter for your family or if there are available housing programs for your family.

Primary Health Care Homeless Support Services

(Entrance at the West Side of the Building)

515-248-1850

1200 University Avenue, #110A

Des Moines, Iowa 50314

St. Joseph Emergency Shelter (Families)

515-282-1235

1535 11st Street

Des Moines, Iowa 50314

Hawthorn Hill (Families)

515-244-9748

3001 Grand Avenue

Des Moines, Iowa 50312

Family Promise of Greater Des Moines (Families)

515-277-7051
4114 Allison Avenue
Des Moines, Iowa 50310

Family Violence Center (Single or families)

515-243-6147
Des Moines, Iowa 50311

*this location is a very private location to protect the safety of women and families who are staying there. The address is not shared with the public.

Central Iowa Shelter and Services (Adult Singles)

515-284-5719
1420 Mulberry Street
Des Moines, Iowa 50309

Youth Emergency Services and Shelter (Under age of 18)

515-282-9377
918 SE 11th Street
Des Moines, Iowa 50309

Clothing / Vestimenta / Odjeća

Clothing Closet

515-457-6800
Urbandale High School
7111 Aurora Avenue
Urbandale, Iowa 50322
Contact: Amber Steel

Clothing Closet Satellite Site

515-251-6688
Urbandale Food Pantry
7611 Douglas Avenue Suite 31
Urbandale, Iowa 50322

Bidwell Riverside

Please bring ID or Social Security card for each family member. You will receive 10 pieces of clothing for each family member. They also can help with personal care items, baby items, household items, and food

Hours of operation:

Monday 10am-1pm
Tuesday Noon-7pm
Wednesday 10am-3pm
Thursday 10am-7pm
Friday 10am-3pm
Saturday 9am-1pm

1203 Hartford Avenue
Des Moines, Iowa 50315
515-244-6251

Child Care / Cuido de Niños / Njega za dijete

Child Care Resource & Referral

Available to assist families in selecting child care providers who best meet the needs of a child and their family.

877-216-8481

<http://www.iowaccrr.org>

Adventuretime

- Before/after school programs at all six Urbandale elementary schools
- All-day programs at Olmsted Elementary (in-service, recess, or no school days)
- Summer Programs for elementary-aged students
- Three and Four-Year-Old Preschool Programs at Olmsted, Rolling Green, and Webster

515-457-5855

<http://www.urbandalecommunityed.com/adventuretime/home>

Energy Assistance / Asistencia Económica de Electricidad / Pomoć za Energiju

UCAN (Urbandale Community Action Network)

515-278-3999

IMPACT (Community Action Partnership)

Low Income Home Energy Assistance Program. Applications taken starting in October. The program will provide supplemental assistance based on several factors. It is one-time payment to your energy provider.

3226 University Avenue

Des Moines, IA

515-518-4770

Transportation / Transportación / Prevoz

DART (Des Moines Area Regional Transit – Bus Service)

515-283-8100

www.ridedart.com

Reduced Fare Program (Des Moines Area Regional Transit – Bus Service)

DART offers a variety of reduced-fare programs to improve access to public transit for all residents. These programs include: Opportunities Thru Transit, Persons with Disability Program, Senior Citizen Program, Student Program and Refugee Program.

Stop by DART Central Station, at 620 Cherry Street, Des Moines, IA and complete an application

*some programs require additional information for application purposes please visit website or contact DART for eligibility requirements.

VNS

Children under the age of 21, accompanied by an adult (medical, dental, or mental health appointments only)

515-558-9972

UCAN (Urbandale Community Action Network)
515-278-3999

Employment / Empleo / Zapošljavanje

Iowa Workforce Development
515-281-9619
www.iowaworkforce.org

Evelyn K. Davis Center for Working Families
515-697-7700
<https://www.evelynkdaviscenter.org>

Career Connection Center Goodwill of Central Iowa
515-953-6456
www.dmgoodwill.org/our-services/goodwill-connection-center/

Hospitals / Hospitales / Bolnice

Broadlawns
515-282-2200
1801 Hickman Road
Des Moines, Iowa 50314

Blank Children's Hospital
515-241-5437
1200 Pleasant Street
Des Moines, Iowa 50309

Iowa Lutheran
515-263-5612
700 E. University Avenue
Des Moines, Iowa 50316

Iowa Methodist
515-241-6212
1200 Pleasant Street
Des Moines, Iowa 50309

Mercy Medical Center
515-247-3121
1111 6th Avenue
Des Moines, Iowa 50314

VA Central Iowa Health Care System
515-699-5999
3600 30th Street
Des Moines, Iowa 50310

Medical Clinics / Clínicas Médicas / Zdravstvene Klinike

Broadlawns Primary Care Clinic (Sliding Fee Scale and Title 19)

515-282-2273
1801 Hickman Road
Des Moines, Iowa 50314

Christ the King (Free Clinic)

515-285-2888
5711 SW 9th Street
Des Moines, Iowa 50315
Open Mondays 7-9 PM; Wednesdays (pediatric clinic) 7-9 PM
No appointment necessary

Corinthian Family Health (Free Clinic)

515-243-4073
814 School Street
Des Moines, Iowa 50309
Open Saturdays 9 AM – 12 PM
No appointment necessary

DMU Free Clinic (via mobile unit)

3200 Grand Avenue
Des Moines, Iowa 50312
Open 1st and 3rd Sundays 9-11 AM

Grace United Methodist Church (Free Clinic)

3700 Cottage Grove
Des Moines, Iowa 50311
Open Tuesdays 5:30-7:30 PM

Holy Family School (Free Clinic)

1265 E. 9th Street
Des Moines, Iowa 50316
Open 1st Monday of every month 7-9 PM

Islamic Center of Des Moines (Free Medical Clinic)

6201 Franklin Avenue
Des Moines, Iowa 50322
Open Saturdays 9-11 AM

Jim Ellefson Free Medical Clinic

1607 East 33rd Street
Des Moines, Iowa 50317
Open Tuesdays 1-4 PM and Thursdays 5:30-8:30 PM

Mae E. Davis Free Medical Clinic

515-277-1103
Eddie Davis Community Center
1312 Maple Street
West Des Moines, Iowa 50265
Open Tuesdays 7-9 PM

Margaret Cramer Clinic; First Assembly of God Church

515-279-9766 ext 42
2725 Merle Hay Road
Des Moines, Iowa 50310
Open Thursdays 6-8 PM
Registration 5:30-7 PM

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

515-984-6274
1421 W. Broadway
Polk City, Iowa 50226
Open 1st and 3rd Wednesdays 6-8 PM

Dental Clinics / Clínicas Dentales / Stomatološke Ordinacije

I-Smile

515-557-9023
www.ismiledentalhome.iowa.gov

Ocean Dental (Title 19)

515-264-9022
1345 East University
Des Moines, Iowa 50316

Des Moines Health Center (Title 19, Hawk-I, sliding scale)

515-244-9136
1111 Ninth Street, Suite 190
Des Moines, Iowa 50314

Broadlawns Dental Clinic (Title 19, sliding scale)

515-282-2421
1801 Hickman Road
Des Moines, Iowa 50314

Vision Clinics / Clínicas de Visión / Očne Klinike

Wylie's Eye Clinic (Title 19)

515-270-8545
5280 Northwest 86th Street
Johnston, Iowa 50131

Christian Eye Clinic

Gives 3 pairs of glasses away at cost every month; need referral from pastor or Facilitator of Family Outreach
515-333-3333
7011 Douglas Avenue
Urbandale, Iowa 50322

Westrum Optometry (Spanish speaking)

515-282-5005

315 East 5th Street, Suite 4
Des Moines, Iowa 50309

Mental Health / Salud Mental / Mentalno Zdravlje

Mercy Behavioral Health

515-271-6111
1111 6th Avenue, West Entrance
Des Moines, Iowa 50314
<https://www.mercydesmoines.org/behavioralhealth>

Lutheran Children's Behavioral Health

3116 University Avenue
Des Moines, IA 50311
Phone: 515.271.7411
Fax: 515.271.7479
<http://lsiowa.org>

Children and Families of Iowa

515-288-1981
1111 University Avenue
Des Moines, Iowa 50314
<http://www.cfiowa.org>

Orchard Place – Child Guidance Center (Children's mental health, Title 19, sliding scale)

515-246-3500
808 5th Avenue
Des Moines, Iowa 50312
www.orchardplace.org

Eyerly Ball (Adult mental health, sliding scale)

515-241-0982
945 19th Street
Des Moines, Iowa 50309
<http://www.eyerlyball.org>

Polk County Crisis and Advocacy Services

515-286-3600
Polk County River Place
2309 Euclid Avenue
Des Moines, Iowa 50310
www.polkcountyiowa.gov

Youth Emergency Shelter Services (YESS):

515-282-YESS (515-282-9377)
918 SE 11th Street
Des Moines, Iowa 50309

Alcoholics Anonymous

515-282-8550 (24-hour)
www.aadesmoines.org

Autism Society of Iowa

515-964-4357

www.autismiowa.org

National Alliance on Mental Illness (NAMI)

NAMI advocates for access to services, treatment, supports and research and is steadfast in its commitment to raise awareness and build a community of hope for all of those in need. Support groups and advocacy.

515-254-0547

<http://www.namiowa.com>

National Suicide Prevention Lifeline

1-800-273-8255

www.suicidepreventionlifeline.org

Home Repair / Reparación de Vivienda / Kućni popravak

Department of Human Services (DHS)

515-875-5566

UCAN (Urbandale Community Action Network)

515-278-3999

Military Family Support / Apoyo a la Familia Militar / Pomoć za Vojne Porodice

Military One Source

Crisis Hotline: 1-800-273-8255 (stateside only)

Stateside Phone: 1-800-342-9647

Overseas Phone: 1-800-342-9647

www.militaryonesource.com

U.S Veterans Center

Re-adjustment counseling for veterans and families. Assistance with getting VA benefits.

515-284-4929

1821 22nd Street, #115

West Des Moines, IA 50266

www.va.gov

VA of Central Iowa

515-699-5999

www.centraliowa.va.gov

American Legion Post #663

515-278-8940

6805 Douglas Avenue

Urbandale, Iowa 50322

VFW Post #9127
515-255-9804
4029 Urbandale Aveune
Des Moines, Iowa 50310

Parenting Classes / Educación para Padres / Časovi Roditeljstva

There are many different parenting classes offered throughout the year. Please contact an FFO (list at the start of this guide) to find additional classes that suits your needs and schedule.

Parenting Way

515-255-9490
1211 Vine Street, Suite 2140
West Des Moines, Iowa 50265
Most classes can be found and registered for online: <http://www.parentingway.org/>

Unity Point – Powell Recovery: Parenting After Addiction

515-263-2424
700 East University Avenue
Des Moines, Iowa 50316

Unity Point - C.A.N Prevention Council

Various parenting classes offered
515-241-6777
1206 Pleasant Street
Des Moines, IA 50309
<https://www.unitypoint.org/blankchildrens/can-prevention-programs.aspx>

Grief/Loss / Duelo/Perdida / Žalost/Gubitak

Amanda the Panda

515-223-4847
1821 Grand Avenue
West Des Moines, Iowa 50265
www.amandathepanda.org

Employee and Family Resources

515-288-9020
West Des Moines Offices
1001 Office Park Road, Suite 205
West Des Moines, IA 50265
<http://www.efr.org/>

Hamilton's Funeral Home; Academy for Grief and Loss

515-697-3666
www.hamiltonsfuneralhome.com

LifeWorks Inc.

Des Moines, IA
(515) 255-8399
<http://www.lifeworksdm.com/>

Stepping Stones (in-school therapy)

Contact your school's FFO for information and referrals.

Additional Resource Guides / Guías de Recursos Adicionales / Vodič za dodatne resurse

United Way

Information and referral line, offers information about food, housing, employment, child care, transportation, health services, senior services and more.

Dial 2-1-1

Get information on resources that meet a variety of needs! Call this number and describe the need you are experiencing and they will offer some suggestions on services that may help.

Visiting Nurse Services of Iowa

Provides a variety of supportive services to meet the health and social service needs of our community.

www.vnsdm.org

Directory: <http://www.vnsdm.org/resources/Community-Resource-Directory-10282014.pdf>

Contact your school's FFO.

No student enrolled in the Urbandale Community School District shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination in the District's programs on the basis of race, color, creed, sex, religion, marital status (for program), ethnic background, national origin, disability, sexual orientation, gender identity, age (for employment) or socio-economic background (for program). The policy of the District shall be to provide educational programs and opportunities for students as needed on the basis of individual interests, values, abilities and potential.

If you have questions please contact the district office at 11152 Aurora Avenue, Urbandale, IA or call 515.457.5000. The district's Equity Coordinators are Dr. Keri Schlueter, Coordinator of Student Services, Mark Lane, Associate Superintendent of Human Resources and Operations, and Crista Carlile, Director of Teaching and Learning.