

**URBANDALE COMMUNITY SCHOOL  
DISTRICT**



**PARENT GUIDE TO COMMUNITY RESOURCES**

Guía de Recursos para Padres  
Vodič za Roditelje u Resurse Zajednice  
Updated November 2024

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: November 2024

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: November 2024

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: November 2024

## Table of Contents

<b>Facilitators of Family Outreach (FFO) Services / Facilitadores de Servicio de Alcance Familiar (FFO) / Voditelji usluga za porodičnu saradnju sa zajednicom (FFO)</b>	<b>4</b>
<b>Coordinator of Student, Family and Community Services (CSFCS) Coordinador de Estudiantes, Familia y Servicios a la Comunidad Koordinator usluga za Učenike, Porodicu i Zajednicu</b>	<b>4</b>
<b>Department of Human Services (DHS)</b>	<b>5</b>
<b>Food / Alimentos / Hrana</b>	<b>6</b>
<b>Shelter / Albergue / Prihvatište</b>	<b>6</b>
<b>Clothing / Vestimenta / Odjeća</b>	<b>7</b>
<b>Child Care / Cuido de Niños / Njega za dijete</b>	<b>8</b>
<b>Energy Assistance / Asistencia Económica de Electricidad / Pomoć za Energiju</b>	<b>8</b>
<b>Transportation / Transportación / Prevoz</b>	<b>8</b>
<b>Employment / Empleo / Zapošljavanje</b>	<b>9</b>
<b>Hospitals / Hospitales / Bolnice</b>	<b>9</b>
<b>Medical Clinics / Clínicas Médicas / Zdravstvene Klinike</b>	<b>10</b>
<b>Dental Clinics / Clínicas Dentales / Stomatološke Ordinacije</b>	<b>11</b>
<b>Vision Clinics / Clínicas de Visión / Očne Klinike</b>	<b>11</b>
<b>Mental Health / Salud Mental / Mentalno Zdravlje</b>	<b>12</b>
<b>Home Repair / Reparación de Vivienda / Kućni popravak</b>	<b>13</b>
<b>Military Family Support / Apoyo a la Familia Militar / Pomoć za Vojne Porodice</b>	<b>13</b>
<b>Parenting Classes / Educación para Padres / Časovi Roditeljstva</b>	<b>14</b>
<b>Grief/Loss / Duelo/Perdida / Žalost/Gubitak</b>	<b>14</b>
<b>Additional Resource Guides / Guías de Recursos Adicionales / Vodič za dodatne resurse</b>	<b>15</b>

## **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.

Christy Stroope  
(515) 480-8483  
Urbandale High School  
[stroopec@urbandaleschools.com](mailto:stroopec@urbandaleschools.com)

Leroy Campbell  
(515) 202-8107  
Webster Elementary  
[campbelll@urbandaleschools.com](mailto:campbelll@urbandaleschools.com)

Katelyn Hockett  
(515) 971-2916  
Urbandale Middle School  
[hockettk@urbandaleschools.com](mailto:hockettk@urbandaleschools.com)

Sarah Downs  
(515) 979-6034  
Karen Acres  
[downss@urbandaleschools.com](mailto:downss@urbandaleschools.com)

Maddy Punsalan  
(515) 559-7086  
Olmsted and Valerius Elementary  
[punsalanm@urbandaleschools.com](mailto:punsalanm@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**

**Michele Hamilton**  
515-402-8538  
[hamiltonm@urbandaleschools.com](mailto: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. <https://hhs.iowa.gov/>

Polk County River Place  
515-286-2088  
8:30-4:30 Monday - Friday  
2309 Euclid Avenue  
Des Moines, IA 50310

Carpenter Office  
1900 Carpenter Avenue  
Des Moines, IA 50314  
8:00-4:30 Monday-Friday

**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.

8:30-4:30 Monday-Friday

515-286-2088  
2309 Euclid Avenue  
Des Moines, IA 50310  
<https://www.polkcountyiowa.gov/community-family-youth-services/community-and-family/general-assistance-home/>

## 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.

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)**

515-243-7456

3001 Grand Avenue

Des Moines, Iowa 50312

**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)**

515-281-9377

918 SE 11th Street

Des Moines, Iowa 50309

## **Clothing / Vestimenta / Odjeća**

**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.

(515) 244-6251

Hours of operation: Monday-Friday 10am-5pm

1203 Hartford Avenue

Des Moines, Iowa 50315

## 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 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, Valerius, and Webster
- <https://www.urbandaleschools.com/why-urbandale/adventuretime-before-after-school-childcare/>

## 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](http://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](http://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/](http://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 6<sup>th</sup> Avenue  
Des Moines, Iowa 50314

**VA Central Iowa Health Care System**  
515-699-5999  
3600 30<sup>th</sup> 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 9<sup>th</sup> 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 1<sup>st</sup> and 3<sup>rd</sup> 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. 9<sup>th</sup> Street  
Des Moines, Iowa 50316  
Open 1<sup>st</sup> 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 33<sup>rd</sup> 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 1<sup>st</sup> and 3<sup>rd</sup> Wednesdays 6-8 PM

## Dental Clinics / Clínicas Dentales / Stomatološke Ordinacije

**I-Smile**

515-557-9023  
[www.ismiledentalhome.iowa.gov](http://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 86<sup>th</sup> 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 5<sup>th</sup> Street, Suite 4  
Des Moines, Iowa 50309

## **Mental Health / Salud Mental / Mentalno Zdravlje**

### **Mercy Behavioral Health**

515-271-6111  
1111 6<sup>th</sup> 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 5<sup>th</sup> Avenue  
Des Moines, Iowa 50312  
[www.orchardplace.org](http://www.orchardplace.org)

### **Eyerly Ball** (Adult mental health, sliding scale)

515-241-0982  
945 19<sup>th</sup> 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](http://www.polkcountyiowa.gov)

### **Youth Emergency Shelter Services (YESS):**

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

### **Alcoholics Anonymous**

515-282-8550 (24-hour)  
[www.aadesmoines.org](http://www.aadesmoines.org)

**Autism Society of Iowa**

515-964-4357

[www.autismiowa.org](http://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](http://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](http://www.militaryonesource.com)

**U.S Veterans Center**

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

515-284-4929

1821 22<sup>nd</sup> Street, #115

West Des Moines, IA 50266

[www.va.gov](http://www.va.gov)

**VA of Central Iowa**

515-699-5999

[www.centraliowa.va.gov](http://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](http://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](http://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](http://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.