

## Refugee Resource Directory

### **Resettlement Agencies**

Catholic Charities Refugee Resettlement

601 Grand Avenue, Des Moines

515-237-5095

US Committee for Refugees and Immigrants

1200 University Avenue, Suite 205, Des Moines

515-528-7525

\*\*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.

### **Refugee Service Centers**

Iowa Bureau of Refugee Services  
1914 Carpenter Avenue, Des Moines  
515-875-5600

Lutheran Services in Iowa, Refugee Connection Center  
3200 University Avenue, Des Moines  
515-271-7335

### **U.S. Immigration Office**

US Citizenship and Immigration Services (USCIS)  
Neal Smith Federal Building  
210 Walnut Street, Des Moines  
515-564-4700

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

African Community Institute

african.aci@gmail.com

515-322-5661

African Immigrant and Refugee Transition Service

<https://www.airts.org/>

515-204-1715

Africans in Iowa for Empowerment

[www.africansiniowa.org](http://www.africansiniowa.org)

515-339-6697

Al Exito!

<https://www.alexitoiowa.org/>

515-480-0904

Angelo Othow Foundation, United Upper Nile South  
Sudanese Community

<https://www.angelo-othow.org/about-us>

Angkor Wat Friendship Association

<https://www.iowaasianalliance.com/cambodian/>

515-247-0189

Bhutanese Community in Iowa

<http://www.bhutaniowa.org/>

515-418-9718

Bor Women Association

<http://iowalink.com/borwomen.org/>

Bosnian American Association in Iowa

<https://www.bosniakamerican.org/>

Child Futures International

antonioweh@yahoo.com

Congo Progress

<https://www.congoprogress.org/>

515-865-4491

Congolese Youth Connect

<https://www.congoleseyouthconnect.com/>

515-783-2728

Dream Iowa

<https://dreamiowa.us/>

641-229-1419

Ethnic Minorities of Burma Advocacy and Resource  
Center (EMBARC)

<http://www.embarciowa.org/>

515-286-3928

Equatoria South Sudanese Community Association, Iowa

<https://www.facebook.com/Equatoria-South-Sudanese-Community-Association-Iowa-279605475406644/>

515-953-8104

Genesis Youth Foundation

[www.genesisyouthfoundation.org](http://www.genesisyouthfoundation.org)

515-710-6838

Hindu Cultural and Education Center

<http://www.hcec-iowa.org/contact-us/>

515-505-5538

Hmong Community in Iowa

<https://www.iowaasianalliance.com/hmong/>

515-261-0403

Indo-American Association of Iowa

<http://iaaiowa.org/>

515-556-5024

Iowa Chin Community

<https://www.facebook.com/chincommunityiowa/>

Iowa Congolese Organization and Center for Healing

<https://www.icoachiowa.org/home-english>

515-505-9109

Iowa Nepalese Association

<https://www.iowanepaleseassociation.org/>

832-468-6227

Karen Community in Iowa

<https://www.facebook.com/KarenIowa>

Liberian Association of Iowa

<https://www.facebook.com/IAIowaLib/>

515-661-0409

Latinas Unidas por una Nuevo Amanecer

<https://www.facebook.com/LUNAIowa/>

Monsoon Asian and Pacific Islanders in Solidarity  
(Monsoon United Asian Women of Iowa)

<https://monsooniowa.org/>

515-288-0881

NISAA African Family Services

<http://nisaa-afs.org/>

515-255-5430

Proteus

<https://www.proteusinc.net/>

800-372-6031



Tai Studies Center

<http://taistudiescenter.org/>

274-6125

Vietnamese American Community in Iowa

<http://www.vietnameseiniowa.org/>

## **Employment Assistance**

### **Employment Assistance Agencies:**

Central Iowa Works

1111 9<sup>th</sup> Street, Suite 260, Des Moines

243-2130

[www.centraliowaworks.org](http://www.centraliowaworks.org)

Evelyn Kay Davis Center for Working Families

801 University Avenue, Unit 3, Des Moines

697-7700

[info@evelynkdaviscenter.org](mailto:info@evelynkdaviscenter.org)

Goodwill Career Connection Centers

5921 SE 14<sup>th</sup> Street, Suite 2300, Des Moines

953-6456

5355 NW 86<sup>th</sup> Street, Johnston

265-5323

Iowa Workforce Development Iowa Works Center

200 Army Post Road, Des Moines

281-9619

Oakridge Neighborhood Services

Housing, many additional services including health navigation, employment, interpretation, and more

1401 Center Street

515-244-7702

**Staffing Agencies:**

DES Employment Group

1300 Cummins Road, Des Moines

1-866-740-5627

Kelly Services

3725 86<sup>th</sup> Street, Suite 3725, Urbandale

282-0264

People Ready

5525 Merle Hay Road, Suite 140, Des Moines

246-0780

QPS Employment Group  
3629 Beaver Avenue, Des Moines  
266-6700

## **Financial Assistance**

General Assistance: Polk County Residents should apply here before reaching out to other agencies:

2309 Euclid Avenue, Des Moines  
286-2088

Cross Ministries (Located inside IMPACT Community Action Partnership, call Thursday am to make appointment)

3226 University Avenue, Des Moines  
279-9998

FIP (Family Investment Program), Iowa Department of  
Human Services

Online application at [www.oasis.iowa.gov](http://www.oasis.iowa.gov) or download  
from [www.dhs.iowa.gov/how-to-apply](http://www.dhs.iowa.gov/how-to-apply) and return to Polk  
County River Place, 2309 Euclid Avenue, Des Moines

725-2600

Impact Community Action Partnership

500 Army Post Road, Des Moines

274-9496

3226 University Avenue, Des Moines

518-4779

2701 SE Convenience Boulevard, Suite 2, Ankeny

965-0433

Salvation Army Temple (Must call to make appointment)

1330 6<sup>th</sup> Avenue, Des Moines

282-3422

St. Vincent de Paul (Must call Wednesday mornings to make appointment)

1426 6<sup>th</sup> Avenue, Des Moines

282-8327

West Des Moines Human Services (WDM Residents Only)

139 6<sup>th</sup> Street, West Des Moines

222-3660

## **Food Assistance Programs**

Food Assistance Iowa Department of Human Services

Complete online app at [www.oasis.iowa.gov](http://www.oasis.iowa.gov) or download at [www.dhs.iowa.gov/how-to-apply](http://www.dhs.iowa.gov/how-to-apply) and return to Polk County River Place, 2309 /Euclid Avenue, Des Moines

725-2600

Share IOWA

1-800-344-1107

[www.shareiowa.com](http://www.shareiowa.com)

WIC (Women, Infants, and Children, for women who are pregnant or with children up to 5 years old)

2300 Euclid Avenue, Suite D, Des Moines

1-800-532-1579

## **Food Pantries**

Amazing Grace Ministries and Outreach

1903 53<sup>rd</sup> Street, Des Moines (North-West, near Franklin Library)

277-9062

Bethel AME Church

1528 E. University Avenue, Des Moines (East)

266-1871

Bidwell Riverside Distribution Center (DMARC)

1203 Hartford Avenue, Des Moines (Southeast)

244-6251 Ext.213

Caring Hands Food Pantry and Clothes

201 9<sup>th</sup> Street NE, Altoona

267-4533

Catholic Charities Outreach Center

1815 Hubbell Avenue, Des Moines (East)

262-7290

Central Iowa Shelter Services (DMARC)

1420 Mulberry Street, Des Moines (Downtown)

284-5719

Christ Apostolic Temple



1230 E 17<sup>th</sup> Street, Des Moines (East)

265-2417

Clive Community Services

2910 NW 82<sup>nd</sup> Street, Suite A, Clive

257-8550

Commerce Community Church

4007 High Street, West Des Moines

225-6651

Creative Visions

1343 13<sup>th</sup> Street, Des Moines (North-West)

244-4003

Cross Ministries (DMARC) – Located inside IMPACT  
Community Action Partnership

3226 University Avenue, Des Moines (West)

279-9998

DSM First Food Pantry

2725 Merle Hay Road, Des Moines (North-West)

279-9766

Eastside Church of the Nazarene

1451 E 25<sup>th</sup> Street, Des Moines (East)

265-6000

Eddie Davis Community Center

1312 Maple Street, West Des Moines

277-1103

Elpis Christian Fellowship

440 College Avenue, Des Moines (West-Central)

401-9475

First Church of the Open Bible

2200 Beaver Avenue, Des Moines (North-West)

274-9296

Impact Community Action Partnership (DMARC)

2701 SE Convenience Blvd, Suite 2, Ankeny

965-0433

Lee Town Assembly Church

2720 State Street, Des Moines (East)

265-3784

Partnership Place (DMARC)

5870 Merle Hay Road, Suite D, Johnston

868-1357

Polk County River Place Food Pantry (DMARC)

2309 Euclid Avenue, Des Moines (North-West)

286-3695

Salvation Army Citadel (DMARC)

1216 E 25<sup>th</sup> Court, Des Moines (East)

266-3156

Salvation Army Temple (DMARC)

1330 6<sup>th</sup> Avenue, Des Moines (North-Central)

282-3422

St. Theresa Food Pantry

1230 Merle hay Road, Des Moines (North-West)

St. Vincent de Paul

1426 6<sup>th</sup> Avenue, Des Moines (Central)

282-8327

Urbandale Food Pantry (DMARC)

7611 Douglas Avenue, Suites 34/35, Urbandale  
251-6688

Waukee Area Christian Services

Westview Church, 1155 SE Boone Drive, Waukee  
987-5523

West Des Moines Human Services (DMARC)

139 6<sup>th</sup> Street, West Des Moines  
222-3660

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

Broadlawns Medical Center

1801 Hickman Road, Des Moines  
282-2200

[www.broadlawns.org](http://www.broadlawns.org)

The Iowa Clinic

Various Locations

875-9000

[www.iowacclinic.com](http://www.iowacclinic.com)

La Clinica de la Esperanza (Hours vary, ask about financial assistance application)

3200 Grand Avenue, 6<sup>th</sup> Floor, Des Moines

244-6162

## **Mercy One**

More than 50 primary care, pediatric, internal medicine and specialty clinics provide personalized care in Central Iowa

247-3121

<https://www.mercyone.org/desmoines/>

Planned Parenthood of the Heartland (Hours vary, free birth control available)

Various locations, call for appointment

877-811-7526

Polk County Health Department (Many free/low cost services)

1907 Carpenter Avenue, Des Moines

286-3798

Primary Health Care (Hours vary, call for appointment)

Various locations

248-1500

UnityPoint Health

Various locations

241-6212

[www.unitypoint.org](http://www.unitypoint.org)

## **Health - Free Medical Clinics (Walk In Only)**

Christ the King Clinic (Enter South Door)

5711 SW 9<sup>th</sup> Street, Des Moines

285-2888

Mondays 7-9pm, Adults

Wednesdays 7-9pm, Children 18 and under

Clive Community Services

2910 NW 82<sup>nd</sup> Street, Suite A, Clive

257-8550

1<sup>st</sup> and 3<sup>rd</sup> Monday/Month, 5:30 – 7:30pm

Corinthian Family Health Free Clinic

814 School Street, Des Moines

243-4073

Saturdays 9-Noon



Creative Visions

1343 13<sup>th</sup> Street, Des Moines

244-4003

Thursdays 10-3

Grace United Methodist Church

3700 Cottage Grove Avenue, Des Moines

255-2131

Tuesdays 5:30 – 7:30pm, Free meal provided

Islamic Center of Des Moines

6201 Franklin Avenue, Des Moines

255-0212

1<sup>st</sup> and 3<sup>rd</sup> Saturday/Month, 9-11am

Margaret Cramer Clinic-DSM First Church

2725 Merle Hay Road, Des Moines

279-9766

Thursdays 5:30 – 7:00pm

Mae E. Davis Clinic – Eddie Davis Community Center

1312 Maple Street, West Des Moines

277-1103

Tuesdays 7-9pm

Dr. Nick Palmer/Jim Ellefson Clinic

1607 E. 33<sup>rd</sup> Street, Des Moines

266-7622

Tuesdays 1:30 – 4:00pm

Thursdays 5:30 – 8:00pm

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

1421 W. Broadway Street, Polk City

984-6274

1<sup>st</sup> and 3<sup>rd</sup> Wednesday/Month 6-8pm

Waukee Area Christian Services

Westview Church (Lower Level)

1155 SE Boone Drive, Waukee

987-5523

Mondays 5:30 – 7:00pm

## **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)

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

A-1 Iowa Dental, PLLC.

6901 Hickman Road, Suite 2, Urbandale

270-5385

210 S. Ankeny Boulevard, Ankeny

964-5602

Broadlawns Dental Clinic

1761 Hickman Road, Des Moines

282-2421

Dental Connections

1111 9<sup>th</sup> Street, Suite 190, Des Moines

244-9136

Des Moines Children's Dentistry (Only accepts new Medicaid patients under 12)

5950 Village View Dr, Suite 200, West Des Moines

225-1677

East Des Moines Family Dentistry

2707 Easton Boulevard, Des Moines

265-0339

Hilltop Dental

2580 Hubbell Avenue, Des Moines

265-0311

Hintz Family Dentistry

319 N. Ankeny Boulevard, Ankeny

965-1653

615 East 14<sup>th</sup> Street, Des Moines

262-2655

Iowa Dental Clinic, PC

5601 Hickman Road, Suite 5

277-1199

Park Avenue Family Dental (Only accepts new Medicaid patients under 18)

1004 E. Park Avenue, Des Moines

244-7428

Primary Health Care

2353 SE 14<sup>th</sup> Street, Des Moines

248-1470

1200 University Avenue, Suite 100

248-1888

Southside Dental Clinic

5921 SE 14<sup>th</sup> Street, Suite 1500, Des Moines

285-4759

Westgate Dental

1000 73<sup>rd</sup> Street, Suite 1, Windsor Heights

223-5001

Westown Pediatric Dentistry

4090 Westown Parkway, Suite B1, West Des Moines

267-0737

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

To apply visit [www.dhs.iowa.gov/how-to-apply](http://www.dhs.iowa.gov/how-to-apply)

Everystep also offers additional assistance, call 288-1516 for their navigator program

Iowa Medicaid Enterprise Member Services

256-4606

[www.dhs.iowa.gov/ime/members](http://www.dhs.iowa.gov/ime/members)

Hawk-i

800-257-8563

[www.dhs.iowa.gov/hawk-i](http://www.dhs.iowa.gov/hawk-i)

Managed Care Organizations (MCO's)

Amerigroup Iowa, Inc.

800-600-4441

UnitedHealthcare Plan of the River Valley, Inc.

800-464-9484

**Health - Counseling and Mental Health  
Services**



Call EveryStep at 515-558-9946 or 211 to help find a provider.

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

Suicide prevention: 800-273-TALK (8255)

## **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"

Primary Health Care Outreach (Housing Emergency Assistance)

\*Call this agency first if looking for emergency shelter

515-248-1850

## Oakridge Neighborhood Services

Housing, many additional services including health navigation, employment, interpretation, and more

1401 Center Street

515-244-7702

## **Interpretation Services**

### 24/7 Housing Interpretation Hotline

1. Call 515-282-8269
2. Dial Extension 5
3. Say your language
4. Say the company code "7092"

Broadlawns Medical Center Interpreting and Translation Services (Phone/In-Person)

1801 Hickman Road, Des Moines

515-282-3366

TTY: 515-282-4290

EMBARC (Phone/In-Person)

2309 Euclid Avenue, Des Moines

515-286-3783

EveryStep (Formally VNS/Community Voices)  
(Phone/In-Person)

1111 9<sup>th</sup> Street, Suite 320, Des Moines

515-558-9597

International Translation Services, Inc. (In-Person only)

515-897-7628

Iowa International Center (Phone/In-Person)

3839 Merle Hay Rd., Suite 259, Des Moines

515-282-8269

LANGUAGE tech, Inc. (In-Person)

PO Box 41190, Des Moines

515-277-6058

Mercy Interpretation Services (Phone/In-Person)

1111 6<sup>th</sup> Avenue, Des Moines

515-247-8255

Voices Interpreting, LLC (Phone/In-Person)

7528-B Hickman Road, Windsor Heights

515-612-6011

## **Legal Assistance**

American Friends Service Committee

4211 Grand Avenue, Des Moines

515-274-4851

Drake Legal Clinic

2400 University Avenue, Des Moines

515-271-2502

Iowa Legal Aid

1111 9<sup>th</sup> Street, Suite 230, Des Moines

800-532-1275

Justice for Our Neighbors

2024 Forest Avenue, Suite 101, Des Moines

515-255-9809

US Committee for Refugee and Immigrants

1200 University Avenue, Suite 205

515-528-7252

## **Mental Health Services**

Call EveryStep at 515-558-9946 or 211 to help find a provider.

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

Suicide prevention: 800-273-TALK (8255)

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

**In an emergency, call 911**

2-1-1

United Way of Central Iowa 2-1-1

Call 211, or visit [211iowa.org](http://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

### Child and Adult Abuse Hotline

1-800-362-2178

### Children and Families of Iowa Domestic Violence Services

1-800-942-0333

Crime Victim Compensation

515-281-5044

Iowa Poison Control Center

1-800-222-1222

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

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

National Human Trafficking Hotline

1-888-373-7888, or text "INFO" or "HELP" to 233733

NISAA African Family Services (for African immigrant or refugee individuals who need assistance from abuse)

1-866-881-4641

Polk County Crisis and Advocacy Services

515-286-3535