



mindspring

MENTAL HEALTH ALLIANCE

National & International Crisis Resources

National Mental Health Helplines

Suicide Prevention Hotline: 988 Or 1-800-273-TALK (8255)

Crisis Text Line: Text HOME to 741741

SAMHSA National Hotline: 1-800-622-HELP (4357)

Disaster Distress 24/7 Helpline: 1-800-985-5990 Or Text: “TalkWithUs” to 66746

Veteran’s Crisis Line: 1-800-273-8255

YouthLine (Teen Crisis Line): 1-877-968-8491 Or Text: TEEN2TEEN to 839863

ANAD Eating Disorders Helpline 1-888-375-7767

International Mental Health Helplines

Directory of International Mental Health Helplines:

<https://www.helpguide.org/articles/therapy-medication/directory-of-international-mental-health-helplines.htm>

CheckPoint Global Mental Health Resources: <https://checkpointorg.com/global/>

Calling a mental health helpline can serve a variety of purposes including

- **Support:** Mental health crisis hotlines are set up to provide support during any crisis, guiding callers through suicidal thoughts, psychotic breaks, or manic episodes. If you are concerned about a family member or friend, calling a hotline can help you learn how to best help a loved one.
- **Education:** Helplines provide information about mental health and the effects that mental illness can have on people and their loved ones.
- **Referrals:** Hotlines can connect callers to treatment centers that are tailored to their individual needs.
- **Treatment:** Helplines can provide information about what to expect from mental health treatment providers and how treatment can help.



Crisis Services in Iowa

Your Life Iowa: 1-855-581-8111 (call) and 1-855-895-8398 (text)

Iowa Crisis Chat: 1-855-325-4296 and <https://www.iowacrisischat.org/>

Iowa Warm Line: 1-844-775-WARM (9276)

Crisis Services in Polk County, Iowa

Polk County Mental Health Mobile Crisis Team – call 911

On-site crisis assessment and intervention for children and adults experiencing a mental health crisis. The team is staffed by nurses, psychotherapists, and social workers.

Mobile crisis and law enforcement personnel are dispatched on all mental health crisis calls in Polk County. The first people to arrive to the situation will be police officers.

Psychiatric Urgent Care for Children & Adults

Walk-in appointments for children and adults who need mental health services, including psychiatric evaluation and assessment, addiction medicine, crisis services and community resources. Patients under 18 years of age must have a parent or guardian with them.

UnityPoint Behavioral Health Urgent Care Hours: Mon-Fri 9am-5pm
1250 East 9th Street in Des Moines / **(515) 263-2632**

Psychiatric Urgent Care for Adults Only

Walk-in appointments for people 18 years of age or older who are experiencing a mental health crisis. The psychiatric Urgent Care is staffed with psychiatric nurse practitioners, licensed therapists, nursing staff, service coordinators, and psychiatric technicians.

Services include mental health assessment, medication management, counseling and service coordination for healthcare and basic needs.

Broadlawns Psychiatric Urgent Care Hours: Mon-Fri 9am-5pm
1801 Hickman Road in Des Moines [Center Building, First Floor]

Virtual Visits Available: (515) 282-5742

Call Broadlawns' Psychiatric Urgent Care Clinic to schedule



Crisis Services in Polk County, Iowa

23 Hour Crisis Observation Center for Adults

The Crisis Observation Center (COC) is available for adults 18 years of age or older who are experiencing psychiatric/psychological stress which does not require hospitalization. The COC provides a safe, calm environment where people can meet with a nurse and a therapist, and get help to set up mental health appointments and services. The COC staff may also coordinate an assessment by a mental health medication provider, if appropriate. The length of stay is up to 23 hours.

Broadlawns Crisis Observation Center is open 24/7

1801 Hickman Road, Des Moines [West Entrance) / 515-282-5742

Clive Behavioral Health Intake and Assessment Department

Specially trained staff provide no-cost, confidential assessments and refer people to the appropriate level of care.

Clive Behavioral Health Intake & Assessment Department is open 24/7

1450 NW 114th Street, Clive / 844-680-0504

Adult Inpatient Program

Clive Behavioral Health's adult inpatient program is designed to help people 18 years of age or older with a behavioral health disorder or co-occurring disorder achieve long-term stability. Dual diagnosis treatment for adults who are experiencing both behavioral health and drug/alcohol use is available.

Child & Adolescent Inpatient Program

Clive Behavioral Health's child & adolescent inpatient program is designed to help kids with a behavioral health disorder or co-occurring disorder achieve long-term stability.

Child & Adolescent Intensive Outpatient Program

A short-term treatment program helps children & teens ages 5-17 work through issues that cause emotional distress, while helping them develop new coping skills to be used at home and at school. Licensed social workers and registered nurses provide programming under the direction of a psychiatry team.



Crisis Services in Polk County, Iowa

Crisis Stabilization Residential Services for Children Under 18

Residential Services are available at Easterseals Iowa's Camp Sunnyside location for people under the age of 18 who are experiencing a mental health crisis less severe than requiring an inpatient hospitalization. A parent or guardian must approve participation in these services which include a session with a therapist and work on an Action Plan every day for up to five days.

Access these services through Mobile Crisis, Psychiatric Urgent Care, the Emergency Room, or by calling the 24-hour Polk County Resource and Referral Line at **515-288-0818**

Crisis Stabilization Community Based Services for Children & Adults

Community Based Services are available through Easterseals Iowa for anyone any age experiencing a mental health crisis less severe than needing inpatient hospitalization. Crisis Stabilization Services include a session with a therapist and work on an Action Plan every day for up to five days at home, school, work, or any private location in the community or via telehealth. A parent or guardian must approve participation in these services for all minors and people under guardianship.

Access these services through Mobile Crisis, Psychiatric Urgent Care, the Emergency Room, or by calling the 24-hour Polk County Resource and Referral Line at **515-288-0818**



Crisis Services in Polk County, Iowa

Emergency Departments

When a loved one is experiencing a mental health crisis, they have a plan to act on their suicidal, homicidal or self-harm thoughts, and you feel as if you have tried all other avenues and the current environment is unsafe, it is time to utilize an emergency room. The emergency room is used to stabilize a patient and transition them to the next appropriate treatment option.

Broadlawns Medical Center: 1801 Hickman Rd, Des Moines

Phone: 515-282-2200

Clive Behavioral Health Hospital: 1450 NW 114th Street, Clive

Phone: 844-680-0504

Iowa Lutheran Hospital: 700 East University Avenue, Des Moines

Phone: 515-263-5120

Iowa Methodist Medical Center: 1200 Pleasant Street in Des Moines

Phone 515-241-6213

Methodist West Hospital: 1660 60th Street, West Des Moines

Phone: 515-343-1200

MercyOne Des Moines Medical Center: 1111 6th Avenue, Des Moines

Phone: 515-247-3211

MercyOne West Des Moines Medical Center: 1755 59th Place, West Des Moines

Phone: 515-358-8280



Crisis Services in Dallas County, Iowa

Dallas County Mobile Crisis Response Team – 911

The Mobile Crisis Response Team provides on-site crisis assessment and intervention for children, youth, and adults experiencing a mental health crisis. A team of trained brain health experts travel to your home, office, or school in an unmarked car to provide whatever services are needed in a familiar environment.

For emergency assistance in a mental health crisis call 911

Explain the situation to the dispatcher, that it is a mental health crisis, and request the Mobile Crisis team to assist. **The first people to arrive will be police officers.** Officers maintain safety at the scene and determine if the Mobile Crisis team is needed.

Southwest Iowa Mental Health Center

709 7th Street, Adel / 712-243-5091

ZION Integrated Behavioral Health Services offers integrated comprehensive treatment services and levels of participation to meet an individual's changing needs as they move through treatment and recovery. The agency's delivery system includes clinical services within the Extended Outpatient, Intensive Outpatient, and Continuing Care levels in our eight (8) outpatient sites, and one Adult Inpatient/Halfway Housing Facility

Safe Harbor Crisis Stabilization Center

706 Cedar Avenue, Woodward / 515-642-4125

A safe place where people who are experiencing a mental health crisis can voluntarily access crisis intervention services for three to five days.

Professionals identify appropriate community resources to assist in long-term recovery. Safe Harbor Crisis Stabilization Center is open 24/7

Safe Harbor Transitional Living Program

Short term (2-3 month) housing for people coming out of a placement or hospitalization who need to redevelop skills needed to be successful in the community. People living with mental health conditions or disabilities are paired with professionals to help them reach their highest levels of independence. **Phone: 515-642-4125**