



## **National Crisis Resources**

**If you have a mental health crisis and are in need of emergency assistance – call 911**

### **Mental Health Helplines**

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

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

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

**Veteran’s Crisis Line:** 1-800-273-8255

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

**Crisis Text Line:** Text CONNECT to 74174

**National Eating Disorders Center Helpline:** 1-800-931-2237

### **Additional Helplines**

**The Trevor Project (for LGBTQ+ Youth):** 1-866-488-7386

**National Institute on Drug Abuse Hotline:** 1-800-662-4357

**The National Domestic Violence Hotline:** 1-800-799-7233

### **Calling a mental health helpline can serve a variety of purposes, including:**

- Crisis support. Mental health crisis hotlines are set up to provide support during any crisis, guiding callers through suicidal thoughts, psychotic breaks, or manic episodes.
- Education: Helplines provide information about mental health issues and the effects that mental illness can have on people and their loved ones.
- Support: If you are concerned about a family member or friend, calling a hotline can help you learn how to best help a loved one.
- 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 Or Text 1-855-895-8398

## **Crisis Services in Polk County, Iowa**

**If you have a mental health crisis and are in need of emergency assistance – call 911**

**Broadlawns Crisis Team:** Provides comprehensive emergency mental health services including assessment, triage, crisis intervention, and discharge planning. Services are available by phone or in person through our Emergency Department.

In addition to being the initial contact to the Inpatient Psychiatric Unit, the crisis team assists clients in finding the programs and services that are the most appropriate for their needs.

**For assistance 24 hours a day, call 515.282.5752**

**Mental Health Mobile Crisis Team:** The Mobile Crisis Response Team provides short term on-site crisis assessment and intervention for children, youth and adults experiencing a mental health crisis. The team is staffed with behavioral health specialists including registered nurses, Master's level psychotherapists and social workers. The team is activated when a law enforcement officer responding to an emergency call requests the presence of the Mobile Crisis Team. An evaluation, including a determination about the appropriate level of care needed, is completed in the field by a member of the team. The team member completing the evaluation will then make recommendations for appropriate interventions based upon the current needs of the individual in crisis. They will also provide information, education, and potential linkage to community resources.

**Emergency Calls: 911      Non-Emergency Calls: 515-283-4811**

Be clear with the dispatcher what the situation is, that it is a mental health crisis, and request the Polk County Mobile Crisis Response Team to assist. In response to your phone call, **the first people to arrive to the situation will be police officers.** Officers will determine if it is a mental health related issue and maintain safety at the scene. Officers make a request through dispatch if the Mobile Crisis Team is needed. Mobile Crisis only takes referrals from law enforcement.

## **Crisis Services in Polk County, Iowa**

**Psychiatric Urgent Care Clinic:** Will accept walk-in appointments for individuals who are experiencing an exacerbated mental health condition. Services at the clinic include mental health assessments, medication management, therapeutic counseling and coordination of services for healthcare and basic needs.

**Broadlawns** located at 1801 Hickman Rd in DSM (West Entrance). Hours are 9am-7pm, Monday through Friday. Serves ages 18 and older. **Phone: 515-282-5742**

**UnityPoint Health** located at 1250 East 9<sup>th</sup> Street in DSM. Hours are 10am-8pm, 7 days a week. Serves all ages. **Phone: 515-263-2632**

**Crisis Observation Center:** Is intended to meet the needs of individuals who are experiencing an acute behavioral health stressor that impairs the individual's capacity to cope with his/her normal activities of daily living. The goal of the Crisis Observation Center is to offer a place for individuals to seek crisis intervention services and stabilize them quickly so they can return to the community. The length of stay is up to 23 hours. Services offered include a nursing assessment, care/service coordination, crisis intervention therapy, and access to a psychiatric prescriber if needed. Staff include registered nurses, Master's level psychotherapists, psychiatric technicians, and care/service. These services are offered in a safe and supportive environment.

**Crisis Observation Center is open 24/7.**

**Located at Broadlawns Hospital** (1801 Hickman Rd in DSM – West Entrance)

**Phone: 515-282-5742**

**The Pre-Petition Screener Service:** A resource for Polk County residents who want to file a petition for involuntary behavioral health services through the Clerk of Court. The screener is a mental health professional who is available to assist applicants and respondents before, during, and after the petition process. The role of the Pre-Petition Screener is to gather back-ground information from both applicants and respondents, and help determine if another path toward treatment may be prefer-able. In the event that a judge denies a petition, the screener is available to discuss appropriate next steps and help make connections with available resources.

The Pre-Petition Screener is available without an appointment Monday-Friday 8:30am to 4:30pm.

Located at the Polk County Justice Center (222 5<sup>th</sup> Avenue in DSM)

**Phone: 515-336-0599 (direct line) or 515-282-5742 (main office)**



## **Crisis Services in Polk County, Iowa**

**Emergency Room:** 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 Emergency Department located at 1801 Hickman Rd in DSM. **Phone: 515-282-2200**

Lutheran Emergency Department located at 700 E. University Ave in DSM. **Phone: 515-263-5120**

Methodist Emergency Department located at 1200 Pleasant St. in DSM. **Phone 515-241-6213**

Methodist West Emergency Department located at 1660 60<sup>th</sup> St. in WDM. **Phone: 515-343-1200**

MercyOne Emergency Department located at 1111 6<sup>th</sup> Ave in DSM. **Phone: 515-247-3211**

MercyOne Emergency Department located at 1755 59<sup>th</sup> Pl in WDSM. **Phone: 515-358-8280**

## **Crisis Services in Madison County, Iowa**

**If you have a mental health crisis and are in need of emergency assistance – call 911**

**Mobile Crisis Response:** Teams of professionals provide on-site, face-to-face mental health services for an individual or family experiencing a mental health crisis. They can respond wherever the crisis is occurring—in an individual’s home, the community, or other locations where an individual lives, works, attends school, or socializes.

**To access mobile crisis response, call the Your Life Iowa Crisis line 24/7 at 855-581-8111**



## Crisis Services in Dallas County, Iowa

**If you have a mental health crisis in your family and are in need of emergency assistance – call 911**

**Mobile Crisis Response Team:** The Mobile Crisis Response Team provides short term on-site crisis assessment and intervention for children, youth and adults experiencing a mental health crisis. The team is staffed with behavioral health specialists including registered nurses, Master's level psychotherapists and social workers. The team is activated when a law enforcement officer responding to an emergency call requests the presence of the Mobile Crisis Team. An evaluation, including a determination about the appropriate level of care needed, is completed in the field by a member of the team. The team member completing the evaluation will then make recommendations for appropriate interventions based upon the current needs of the individual in crisis. They will also provide information, education, and potential linkage to community resources.

This crisis line can also be used to talk with mental health professionals if you in a mental health crisis.

**24/7 crisis line covering Dallas, Guthrie, Green and Audubon Counties: 1-844-428-3878**

Be clear with the dispatcher what the situation is. In response to your phone call, **the first people to arrive to the situation will be police officers.** Officers will determine if it is a mental health related issue and maintain safety at the scene. Officers make a request through dispatch if the Mobile Crisis Team is needed. Mobile Crisis only takes referrals from law enforcement.

**Safe Harbor Crisis Center:** A safe place where individuals who are experiencing a mental health crisis can voluntarily access crisis intervention services.

Safe Harbor Crisis Center is open 24/7  
Located at 706 Cedar Avenue in Woodward

**Phone: 515-642-4125**

**Safe Harbor Center Transitional Living Services:** Provides short term (2-3 month) housing for individuals coming out of a placement or hospitalization who need to redevelop skills needed to be successful in the community. Individuals who are living with mental health conditions or disabilities will be paired with a variety of service providers to assist them to reach their highest levels of independence.

**Phone: 515-642-4125**



## Crisis Services in Warren County, Iowa

**If you have a mental health crisis in your family and are in need of emergency assistance – call 911**

**Mobile Crisis Response:** Teams of professionals provide on-site, face-to-face mental health services for an individual or family experiencing a mental health crisis. They can respond wherever the crisis is occurring—in an individual’s home, the community, or other locations where an individual lives, works, attends school, or socializes. This line also provides support on the telephone, day or night, for people looking for immediate help with their emotions or mental health.

To access mobile crisis response, call the Your Life Iowa Crisis line 24/7 at 855-581-8111

## Crisis Services in CROSS Region in Iowa

(Clarke, Decatur, Lucas, Marion, Monroe, Ringgold and Wayne Counties)

**CHCSI Mobile Crisis Team:** The Mobile Crisis Response Team provides short term on-site crisis assessment and intervention for children, youth and adults experiencing a mental health crisis. The team is staffed with behavioral health specialists. Mobile Crisis Team can respond wherever the crisis is occurring—in an individual’s home, community, or in other location the individual, lives, works, recreates, or attends school. The team is activated by calling 641-342-1742. An evaluation, including a determination about the appropriate level of care needed, is completed in the field by a member of the team. The team member completing the evaluation will then make recommendations for appropriate interventions based upon the current needs of the individual in crisis. They will also provide information, education, and potential linkage to community resources.

CHCSI Mobile Crisis: 641-342-1742

Be clear with the dispatcher what the situation is, that it is a mental health crisis, and request the CHCSI Mobile Crisis Response Team to assist.

## **Crisis Services in CROSS Region in Iowa**

(Clarke, Decatur, Lucas, Marion, Monroe, Ringgold and Wayne Counties)

**CHCSI Access Center:** An access center provides intake assessment, screening, care coordination, crisis stabilization residential services, subacute mental health services and substance abuse treatment for **adult** individuals experiencing a mental health or substance use crisis who do not need inpatient psychiatric hospital treatment, but who do need significant amounts of supports and services not available in other home-and community-based services.

The Access Center is open 24/7

Located at 219 W. Washington St. Osceola, IA 50213

Phone: 641-342-1742

**23 Hour Observation:** A level of care provided for up to 23 hours in a secure and protected, medically staffed, psychiatrically supervised treatment environment. Is intended to meet the needs of individuals who are experiencing an acute behavioral health stressor that impairs the individual's capacity to cope with his/her normal activities of daily living. The goal of the Crisis Observation Center is to offer a place for individuals to seek crisis intervention services and stabilize them quickly, so they can return to the community. Services offered include a nursing assessment, care/service coordination, crisis intervention therapy, and access to a psychiatric prescriber if needed.

Adult 23-hour observation is located at the Access Center and is open 24/7

Located at 219 W. Washington St. Osceola, IA 50213

Phone: 641-342-1742

## **Crisis Services in CROSS Region in Iowa**

(Clarke, Decatur, Lucas, Marion, Monroe, Ringgold and Wayne Counties)

**Crisis Stabilization Residential:** Short term (less than 5 days) services designed for voluntary individuals who are in need of a safe, secure environment less intensive and restrictive than an inpatient hospital in which to resolve the crisis. The individual is involved collaboratively in all aspects of crisis stabilization services including, but not limited to, admission, treatment planning, intervention, and discharge.

**Adult Crisis Stabilization Residential Services** are located at the Access Center and available 24/7

Located at 219 W. Washington St. Osceola, IA 50213

Phone: 641-342-1742

**Children Crisis Stabilization Residential Services** are located at Rosedale Shelter and available 24 /7

Located at 703 Burnett Ave. Ames, IA 50010

Phone: 515-233-2330

**Subacute Treatment:** A subacute treatment setting provides a protective environment that includes stabilization, support, diagnostic evaluation and treatment, wellness, and transition to ongoing services. Subacute care is intended to be short-term, intensive, recovery-oriented services and are designed to stabilize the individual. Services are designed for individuals who have high degrees of impairment and low levels of stability but have been determined not to need inpatient acute hospital services.

Subacute Treatment is located at the Access Center and is open 24/7

Located at 219 W. Washington St. Osceola, IA 50213

Phone: 641-342-1742

**Crisis Stabilization Community Based Services:** Short term (less than 5 days) services designed for voluntary individuals to de-escalate a crisis situation and stabilize an individual following a mental health crisis and provided where the individual lives, works or recreates. The individual is involved collaboratively in all aspects of crisis stabilization services including, but not limited to, admission, treatment planning, intervention, and discharge.

Located at 219 W. Washington St. Osceola, IA 50213

Phone: 641-342-1742



## **Crisis Services in CROSS Region in Iowa**

(Clarke, Decatur, Lucas, Marion, Monroe, Ringgold and Wayne Counties)

**Emergency Room:** 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.

Clarke County Hospital located at 800 S Fillmore St. Osceola, IA 50213. **Phone: 641-342-2184**

Decatur County Hospital 1405 NW Church St. Leon, IA 50144. **Phone: 641-446-4871**

Lucas County Health Center located at 1200 N 7th St. Chariton, IA 50049. **Phone 641-774-3000**

Knoxville Hospital and Clinics located at 1002 S Lincoln St. Knoxville, IA 50138. **Phone: 641-842-2151**

Monroe County Hospital located at 6582 165th St. Albia, IA 52531. **Phone: 641-932-7172**

Pella Regional Health Center located at 405 Monroe St. Pella, IA 50219. **Phone: 641-621-2200**

Ringgold County Hospital located at 504 N. Cleveland St. Mount Ayr, IA 50854. **Phone: 641-464-3226**

Wayne County Hospital located at 417 S East St. Corydon, IA 50060. **Phone: 641-872-2260**