



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.



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MENTAL HEALTH ALLIANCE

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 9th 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 5th 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 60th St. in WDSM. **Phone: 515-343-1200**

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

MercyOne Emergency Department located at 1755 59th 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