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## Shelters- Douglas County

### AGAPE HOUSE

**Phone:** Hotline- 417.934.1811 and Office- 417.934.5721

**Address:** Confidential locations in Texas County and in Howell County.

**# of Beds:** Up to 30 beds divided between house in Texas County and house in Howell County.

**Length of Stay:** Up to 30 days, but case by case

**Length of Program:** Case management if needed as aftercare

**Services Offered:** Domestic Violence shelter that includes case management, legal advocacy, transportation, and crisis intervention.

**Eligibility/Service Population:** Individuals who've experienced domestic violence and/or sexual violence and their children. No age limit for children. Includes LGBTQ populations.

**Restrictions:** Two shelters, one in Texas County and one in Howell County, but serves Douglas County. Texas County shelter is completely ADA accessible.

### CHRISTOS HOUSE

**Phone:** 417.469.1190 **Website:** <http://christoshousemo.org/index.html>

**Address:** 1554 Imperial Center, West Plains, MO 65775

**Email:** [shelter@christoshousemo.org](mailto:shelter@christoshousemo.org)

**# of Beds:** 36 beds

**Length of Stay:** Case by case

**Length of Program:** Outreach services and advocacy work

**Services Offered:** Domestic Violence/sexual violence or assault emergency shelter that includes parenting classes, crisis intervention, hotline support, advocacy support, case management.

**Eligibility/Service Population:** Women who've experienced domestic violence and/or sexual violence and their children.

**Restrictions:** Located in West Plains, MO, but serves Douglas County.

## THE CRISIS CENTER OF TANEY COUNTY

**Phone:** Hotline: 866.379.0074. Local Hotline: 417.561.5084. 24-Hour Crisis Text Line: 717.744.TEXT(8398). Office: 417.561.5105.

**Website:** <https://www.taneycrisiscenter.org/>

**Address:** 226 Benton Ave, Rockaway Beach, MO 65740

**Email:** [becky@TaneyCrisisCenter.org](mailto:becky@TaneyCrisisCenter.org) or [sunny@taneycrisiscenter.org](mailto:sunny@taneycrisiscenter.org)

**# of Beds:** 17 cottage units- Cottages are single units and multi-family.

**Length of Stay:** Emergency shelter- 60-90 days. Transitional housing- 2 years.

**Length of Program:** Outreach program available with case management, classes, and counseling as option after shelter.

**Services Offered:** 24-hour shelter access; transitional housing; crisis intervention; case management; support groups; court advocacy; personal advocacy; information and referrals; victim education; peer counseling; community education; transportation including cab and bus fare; emergency financial assistance; prescription assistance; food, clothing and personal hygiene supplies.

**Eligibility/Service Population:** Survivors or victims of domestic and/or sexual violence, including men, women, and children. Has capacity to serve survivors of human trafficking.

**Restrictions:** Located in Taney County, but serves Douglas County.

## FREEDOM'S REST FAMILY VIOLENCE CENTER

**Phone:** 417.582.0344 **Website:** <https://www.facebook.com/freedomsrest/>

**Address:** Confidential location in Ozark, MO

**# of Beds:** 50 beds for single women (dorm room style) or women and children (family room style)

**Length of Stay:** Up to 90 days- will have a 30-day review of case to see how housing/employment development is going.

**Length of Program:** N/A

**Services Offered:** Emergency shelter, case management, outreach, 24-hour crisis hotline.

**Eligibility/Service Population:** Women and children impacted by domestic and/or sexual violence. Can serve male-identified survivors if a family room is available.

**Restrictions:** Located in Ozark, MO but serves Christian, Barry, Dallas, Douglas, Greene, Lawrence, Ozark, Polk, Stone, Taney, and Webster counties.

## HARMONY HOUSE (Family Violence Center)

**Phone:** Office: 417.837.7700 Hotline: 417.864.7233 Toll-Free: 800.831.6863

**Website:** <https://www.myharmonyhouse.org/>

**Address:** 3404 E Ridgeview St, Springfield, MO 65804

**Email:** sunnin@myharmonyhouse.org

**# of Beds:** 168 beds

**Length of Stay:** 90 days and then case reviewed afterwards.

**Length of Program:** Outreach, classes, and case management available as option after discharge.

**Services Offered:** Shelter resident support (case management), Outreach support (case management) for non-shelter residents, Support groups, Life skills, parenting & relationship classes, Childcare for current residents in shelter, Transportation assistance for current residents, Legal advocacy and assistance with Orders of Protection (restraining orders), and Referrals to other community resources

**Eligibility/Service Population:** Survivors of domestic violence (Women, Children, and Men).

**Restrictions:** Located in Springfield, MO in Greene County, but serves Douglas County. If under 18 years old, must have caregiver in shelter.

## THE KITCHEN, INC.

**Phone:** 417.837.1500 **Website:** <https://www.thekitcheninc.org/our-programs/emergency-shelter/>

**Address:** 1630 N Jefferson Ave, Springfield, MO 65803

**Email:** [info@thekitcheninc.org](mailto:info@thekitcheninc.org)

**# of Beds:** 50 beds

**Length of Stay:** 90 days

**Length of Program:** Optional case management after transition out of shelter.

**Services Offered:** Temporary shelter and case management to smooth transition into long-term housing.

**Eligibility/Service Population:** Homeless women, families, and single parents with children.

**Restrictions:** Must contact Community Partnership of the Ozarks' One Door at 417.225.7499 for an assessment. Located in Springfield, MO but serves Douglas County.

## ON-TIME MINISTRIES

**Phone:** 417.252.0357 **Website:** <https://www.ontimeministry.com/>

**Address:** Confidential location

**# of Beds:** 11 beds

**Length of Stay:** Case by case

**Length of Program:** Case management if desired

**Services Offered:** Residential housing, counseling, access to healthcare, dental care, job training, and education opportunities.

**Eligibility/Service Population:** Adult women 18 and over who are survivors of human trafficking, were at risk of trafficking, or leaving unsafe situations.

**Restrictions:** Located in nearby county but serves Howell County, and all counties in Missouri.

## SAFE TO SLEEP

**Phone:** 417.225.7499 **Website:** <http://ccozaarks.org/safetosleep/>

**Address:** 627 N Glenstone Ave, Springfield, MO 65802

**# of Beds:** Approximately 40-50 cots, but never has had to turn anyone away.

**Length of Stay:** Maximum of 90 days

**Length of Program:** N/A

**Services Offered:** Temporary homeless shelter for women, that provides snacks, cots, showers, and breakfast.

**Eligibility/Service Population:** Homeless women 18 and above.

**Restrictions:** Assessment by One Door must be completed before admission. Located in Springfield, MO at Pathways United Methodist Church but serves Douglas County. Can not accept children. No sex offender registry.

## SAMARITAN OUTREACH CENTER

**Phone:** 417.257.7792 **Website:** <http://samaritanoutreachcenter.com/>

**Address:** 715 Missouri Ave, West Plains, MO 65775

**Email:** [soc711@centurylink.net](mailto:soc711@centurylink.net)

**# of Beds:** 36 beds

**Length of Stay:** Up to 6 months.

**Length of Program:** N/A

**Services Offered:** Emergency shelter, transitional housing and support to persons who are defined as homeless along with assistance in reentering society in a self-sufficient manner. Includes food pantry, diapers available homeless prevention program (rent/utilities subsidies)

**Eligibility/Service Population:** Homeless population

**Restrictions:** Located in West Plains, MO. Can use shelter once per year. If they have income, shelter is \$3 a day.

## Safe Haven/Synergy Services — Domestic Violence Center (Parkville)

Phone: 816-321-7050 Hotline 816-321-7050 (24/7) Toll Free: 800-491-1114

**Website**[www.synergyservices.org](http://www.synergyservices.org)

**#Of Beds: 32**

**Length of Stay: 120 days**

**Length of Program:**

**Services Offered:** Shelter residents receive food, personal care products, access to public transportation and assistance with legal matters and life skills. Additionally, survivors in shelter begin their emotional healing through individual and group counseling. They also benefit from recreational opportunities, parent education and peer support. A team approach to treatment provides each client with a dedicated case manager, therapist and advocate. English/Spanish. Wheelchair accessible.

**Eligibility/Service Population:** Women age 17 and older and their children.

**Restrictions:** Located in Parkville, MO but serves all counties in MO.

## True North of Columbia

**Phone:** 573-875-1369 | P.O. Box 1367, Columbia, MO 65205

**Website:** <https://truenorthofcolumbia.org/>

**Email:** [info@truenorthofcolumbia.org](mailto:info@truenorthofcolumbia.org)

**# of Beds:** 7 rooms (each room can fit 3-7 individuals). Each room has unique features to fit various needs, including one ADA compliant room.

**Length of Stay:** It ranges anywhere from 2 days to 6 months.

**Length of Program:** No official programming, but residents can receive services for the duration of their stay in the shelter.

**Services Offered:** They offer shelter and motel placement, domestic violence and sexual assault crisis intervention, domestic violence and sexual assault crisis intervention, court advocacy, support groups for women and children, professional therapy, childcare available, hospital advocacy program, community education, and other non-residential services.

**Eligibility/Service Population:** They serve survivors of intimate partner violence – both women and men – and their children.

**Restrictions:** Located in Columbia, but serves all Counties in Missouri. Resident to be someone experiencing intimate partner violence – preferably recently, as they would like to serve individuals with the most immediate safety needs.

## VICTORY MISSION

**Phone:** 417.864.2235 **Website:** <https://www.victorymission.com/>

**Address:** 1715 N Boonville Ave, Springfield, MO 65803

**Email:** [frontdesk@victorymission.com](mailto:frontdesk@victorymission.com).

**# of Beds:** 152 beds for men.

**Length of Stay:** 30-day shelter that can be used every 6 months.

**Length of Program:** Outreach, case management, and meals available after shelter stay.

**Services Offered:** First30@theSquare- Emergency shelter and case management.

**Eligibility/Service Population:** Men who are homeless or are in transient living.

**Restrictions:** Encouraged to look for employment and get connected with a church. Located in Springfield, MO, but serves Douglas County.

## Youth Shelters- Douglas County

### THE COVERING HOUSE \*

**Phone:** 314.962.3450 **Website:** [www.coveringhouse.org](http://www.coveringhouse.org) **Email:** [info@thecoveringhouse.org](mailto:info@thecoveringhouse.org)

**Address Main Office:** 8702 Manchester Ave, St. Louis, MO 63144, Residential home in Eastern Mo.

**Population/Eligibility:** Residential services: 13-17-year-old girls who've experienced sex trafficking/sexual exploitation. Community based services: Includes all populations who've experienced sexual exploitation.

**#Of Beds:** 5 beds

**Length of Stay:** 1 year.

**Length of Program:** Case by case, individualized case management and transitional living. Sometimes extended to community-based services.

**Services Offered:** Residential services, Individual/group counseling, case management, education program, and life skills learning, community services for awareness and prevention program curriculum for schools.

**Restrictions:** Referral process, must be voluntary, Level 3 facilities (not locked). Serves all counties in the state (and nationally), location in Eastern Missouri.

### Faith Foundation Children's Home

**Phone:** 573-783-4400

**Website:** <http://faithfoundationchildrenshome.com/index.htm>

**Email:** Ffch4kids@gmail.com or joyjoyhd@yahoo.com (clinical services)

**# of Beds:** Up to 30 beds, depending on the facility.

**Length of Stay:** Emergency Care available for up to 30 days. After-care services available for up to 3-4 months.

**Length of Program:** Emergency Care available for up to 30 days. After-care services available for up to 3-4 months.

**Services Offered:** Emergency shelter for up to 30 days. Aftercare services, residential services, therapy, in-home services. Treatment services for issues include, without limitation, suicide/depression, sexual assault, behavior management, crisis intervention, substance abuse, assisted/independent living.

**Eligibility/Service Population:** Male and female youth. Accepts youth from Juvenile Courts, Department of Mental Health, Division of Youth Services.

**Restrictions:** Must submit to intake admission assessment and require moderate to severe levels of care as determined by the Children's Division. Located in Fredericktown, Missouri.

Counties served: Located in Madison County. Serves all counties in Missouri, connected through Children's Division, must bring them here.

### GREAT CIRCLE- Emergency Shelter

**Phone:** 417.861.4244 **Website:** [www.greatcircle.org](http://www.greatcircle.org)

**Address:** 1212 West Lombard Springfield, MO 65806

**# of Beds:** Springfield location can house up to 20 children and teenagers.

**Length of Stay:** Up to 30 days.

**Length of Program:** N/A

**Services Offered:** Emergency shelter that provides the child with housing, nutritious meals, transportation to school, age-appropriate activities, and medical/therapeutic care as needed, and the family resources and support to address the crisis, 24-hour crisis hotline.

**Eligibility/Service Population:** Children, ages newborn to 18, who have a family crisis or children recently placed in state custody or whose placement has been disrupted. Examples of crisis include changes in housing that affect safety (such as lack of water/heat, structural issues, or homelessness), parent hospitalization or incarceration, family/domestic violence, severe mental/emotional distress or instability.

**Restrictions:** Funding provided by the state of Missouri- no cost to the families. Referrals can be made by a family member or a local agency. Located in Greene County, but serves Douglas County.

## GREAT CIRCLE- Residential Home

**Phone:** 417.861.4244 **Website:** [www.greatcircle.org](http://www.greatcircle.org)

**Address:** 1212 West Lombard Springfield, MO 65806

**# of Beds:** Springfield location can house up to 69 children and teenagers.

**Length of Stay:** 3-9 months

**Length of Program:** N/A

**Services Offered:** Residential center for children and teenagers that offers individual, group, family, and recreational therapy, as well as an on-ground school.

**Eligibility/Service Population:** Children ages 10 to 18 years old with a mental health disorder and/or an emotional-behavioral disorder. Located in Greene County, but serves Douglas County.

## Great Circle — St. James

**Phone:** Call Center (for general admission and/or to get to appropriate services): 1-844-424-3577 | St James Office (they will most likely send you to the call center): 573-265-3251 |

St. James Office Address: 13160 County Road 3610 P.O. Box 189, St. James, MO 65559

**Website:** [www.greatcircle.org](http://www.greatcircle.org)

**Email:** n/a

**# of Beds:** 125 beds throughout the various residential facilities

**Length of Stay:** Individualized and determined on a case-by-case basis

**Length of Program:** Individualized according to length of stay

**Services Offered:** Great Circle provides trauma-informed, therapeutic residential treatment to children and youth with a variety of different mental and behavioral health concerns. Their residential treatment services include clinical assessment, psychiatric services, therapy (individual, group, and family therapy including modalities such as EMDR, DBT, TFCBT, CBT, animal therapy, and play therapy for younger kids), on site education services, and 24/7 staffing and support to residents. They have Residential Treatment Services for General Mental Health that includes all of the previously mentioned services. They also have Specialized Residential Services for Pervasive Emotion Dysregulation, as well as a self-injury intensive outpatient program and community counseling. In addition, they have Residential Treatment Services for individuals with autism, which includes 24/7 support, evidence-based instructional and analytical

practices, social skills instruction, life skills classes, therapy (individual, group, and family), and more. They also have an emergency shelter (see below for locations) for up to 30 days for women and children dealing with domestic/sexual violence, family crisis, and/or are experiencing homelessness.

**Eligibility/Service Population:** Residential Treatment Services for General Mental Health are available to male or female individuals (ages 6-20 years old) with acute emotional and behavioral issues and/or individuals struggling to maintain less safety and stability in a less restrictive environment. Residential Treatment Services for Pervasive Emotion Dysregulation are available to male or female individuals (ages 11-20 years old) with self-harming behavior, suicidal ideation, unexplained and/or frequent injuries, and/or frequent conflicts in relationships. Residential Treatment Services for individuals with Autism are available to male or female individuals (ages 5-21) who have been diagnosed with autism or social communication disorder. Emergency Shelter Services are available for children (newborn to 18 years old) who have a family crisis, children recently placed in state custody or whose placement has been disrupted, women (and their children) fleeing domestic/sexual violence and/or are homeless, and parenting teens under the age of 18 and their children.

**Restrictions:** Residential treatment services available Columbia (Boone County), Springfield (Greene County), St. Louis, Marshall (Saline County), and St. James (Phelps County). Emergency shelters are only available in Springfield (Greene County), Poplar Bluff (Butler County), and Doniphan (Ripley County), but can take referrals and serve individuals from all counties, wherever a bed is open that fits the needs of the client.

## Halo Home

**Phone:** 573-418-9912 **Website:** <https://haloworldwide.org> **Email:** suzannewilson@haloworldwide.org

**# of Beds:** 24 beds

**Length of Stay:** 18-24 months. Non-parents can stay up to 18 months, and parents can stay up to 24 months.

**Length of Program:** 18-24 Months.

**Services Offered:** Shelter and emergency housing; counseling; medical checkups; tutoring and professional development.

iEmpathize: program which teaches kids how to recognize and avoid negative relationships, sex trafficking, and predators

**Eligibility/Service Population:** Pregnant, parenting, and non-parenting youth ages 16-21 years old who are in homeless or high-risk situations. HALO defines homeless youth as, “minors who are not involved in the foster care system and cannot live with their biological parents due to situations such as: parents being incarcerated, addicts, physically or emotionally abusive, who take no physical or financial responsibility for their children, or parenting teens who are not welcome to in their parents’ home due to financial burdens or religious beliefs”

**Restrictions:** Individuals must apply online. Individuals must complete a drug rehab program before being accepted to Halo if they struggle with substance abuse.

**Counties served:** Primarily serve Cole County, but serve clients from all counties

## ISABEL'S HOUSE



**Phone:** 417.865.2273 **Website:** <https://www.isabelshouse.org/>

**Address:** 2750 W Bennett St, Springfield, MO 65802

**Email:** [isabel@isabelshouse.org](mailto:isabel@isabelshouse.org)

**# of Beds:** Can provide care for up to 20 children.

**Length of Stay:** Between 2 weeks to 30 days.

**Length of Program:** Family advocates

**Services Offered:** Crisis nursery that provides shelter, food, medical care provided by a nurse, specialized activities for children, case management, educational tutoring, and family advocacy.

**Eligibility/Service Population:** Children ages birth to 12 years old whose families are in crisis, including fleeing domestic violence, homelessness, drug and alcohol rehabilitation, and emergency hospital stays, etc.

**Restrictions:** Children in foster care are not eligible to stay in nursery. Located in Greene County but serves Douglas County.

## THE KITCHEN, INC.- RARE BREED YOUTH OUTREACH CENTER

**Phone:** 417.865.6400 **Website:** <http://www.thekitcheninc.org/our-programs/rare-breed-youth-housing/> **Email:** [info@thekitcheninc.org](mailto:info@thekitcheninc.org)

**Address:** 301 N. Main Ave., Springfield, MO 65806

**# of Beds:** Rapid-Rehousing- 11 youth. Permanent Housing- 23 youth.

**Length of Stay:** Rapid-Rehousing Program- up to 18 months.

**Length of Program:** Intensive case management available after housing services.

**Services Offered:** Free and confidential services, including case management, street outreach, housing, and drop-in center.

**Eligibility/Service Population:** Rapid-Rehousing- Homeless youth ages 17-24 years old. Permanent Housing services- Youth with a disability including a Substance Use Disorder, mental health diagnosis, or developmental delay.

**Restrictions:** Includes single males, females, couples, LGBTQ youth, pregnant and parenting youth. Located in Springfield, MO (Greene County) but serves all counties as long as they can get there.

## OASIS REFUGE \*

**Phone:** 417.501.2074 **Website:** <https://www.oasisrefuge.com/> **Email:** [info@oasisrefuge.com](mailto:info@oasisrefuge.com)

**Address:** Confidential location

**# of Beds:** 7

**Length of Stay:** 1 year, but case by case

**Length of Program:** Continued case management and family therapy services are included after exiting residential care. Family reunification or assistance with adoption placement for relevant circumstances.

**Services Offered:** A residential treatment home for female survivors of sex trafficking (12-17 years-old), who are given a safe place to heal through a trauma-informed restoration program which includes therapy, education, and spiritual development.

**Eligibility/Service Population:** Female survivors of sex trafficking from 12 to 17 years old

**Restrictions:** Residential home opening in Fall of 2019. **NEW ORGANIZATION**

## Synergy Services — Youth Center

**Phone:** 816-741-8700

**Website:** <https://www.synergyservices.org/our-work/Provide-Safety/Emergency-Shelter>

**#Of Beds:** 16

**Length of Stay:** Short-term shelter.

**Length of Program:** Short-term.

**Services Offered:** Placement and intervention services. Access to Youth Resiliency Center and on-site schooling, if needed.

**Eligibility/Service Population:** Youth ages 12-18 in crisis due to abuse, neglect, running away, abandonment, and homelessness.

**Restrictions:** Locations in Kansas City, Missouri, Parkville, Missouri, and Richmond Missouri. Counties served: Any county, no residency requirement. Anyone who shows up is served.

## Synergy Services — Children's Center

**Phone:** 816-321-7060

**Website:** <https://www.synergyservices.org/our-work/Provide-Safety/Emergency-Shelter>

**Email:** No centralized email

**#Of Beds:** 12 rooms, 14 beds

**Length of Stay:** 30 days (potentially more if permanent place is available).

**Length of Program:** Up to 30 days (potentially more).

**Services Offered:** Provides emergency shelter to children from birth to 17 years old; counseling services also provided.

**Eligibility/Service Population:** Birth to 17 years old. Children in state's custody or children brought into the program by parents/guardians via crisis care.

**Restrictions:** Locations in Kansas City, Missouri, Parkville, Missouri, and Richmond Missouri, but serves all counties.

## WRIGHT COUNTY CHILDREN'S HOME

**Phone:** 417. 746.1420 **Website:** <https://wcch.net/>

**Address:** 528 West Norwood St. Norwood, Missouri

**# of Beds:** 12

**Length of Stay:** 30-day emergency shelter, but case by case.

**Length of Program:** N/A

**Services Offered:** Temporary emergency care for children that provides a home-like environment. Includes a physical examination, therapy, and case management.

**Eligibility/Service Population:** Children ages 6 – 18 in need of temporary shelter after a crisis such as abuse or neglect; Accepts children who are currently in the legal custody of the state of Missouri.

**Restrictions:** Can accept children from all counties in the state of Missouri. Child must be in state custody

## Therapy/Counseling- Douglas County

### DeafLead

**Phone:** Crisis Interpreting Services Text Line (573) 529-1207 Deaf VP Crisis Line (321) 800-3323

Hotline (Toll-Free) or Text HAND to 839863 (888) 761-4357 Office (573) 445-5005

**Website:** [www.deaflead.com](http://www.deaflead.com)

**Address:** 2505 West Ash Street, Columbia, Missouri 65203

**Services Offered:** Services include therapy for adults, children and teens, domestic and sexual violence advocacy services.

**Eligibility/Service Population:** Services specific for Deaf, hard of hearing, late-deafened and DeafBlind survivors.

**Restrictions:** Serves all counties in the state. Main office located in Columbia.

### Family Counseling Center Inc.

**Phone:**(573) 888-5925 **Website:** <http://www.fccinc.org>

**Services Offered:** Services include screenings, comprehensive assessment, crisis response and intervention, individual and group therapy, psychiatry, disease and disorders education, community support, psychosocial rehabilitation, medication management, wellness groups, recreational groups, vocational services, peer support, medication-assisted treatment, and many others. Intensity of care includes residential, day treatment, intensive outpatient, outpatient and maintenance levels of care to meet the needs of each person. Care is delivered using a comprehensive, integrated approach that also meets the preferences of each person using trauma-aware practices.

**Eligibility/Service Population:** Adults and Children

**Restrictions:** Restricted to Southern Missouri, serves Wright, Douglas, Ozark, Texas, Howell, Shannon, Oregon, Reynold, Carter, Ripley, Wayne, Butler, Stoddard, Dunklin, Pemiscot, New Madrid, Mississippi, Scott, and Cape Girardeau Counties included in service area.

### GENSIS COUNSELING CENTER

**Phone:** 417.255.2273 **Website:** N/A

**Address:** 04 E Main St, West Plains, MO 65775

**Services Offered:** Christian counseling for children and youth with grief and/or abuse issues.

**Eligibility/Service Population:** Children and youth in the West Plains area

**Restrictions:** Accepts Medicaid and sliding scale. Located in Howell County, but serves Douglas County.

### MISSOURI OZARKS COMMUNITY HEALTH- BEHAVIORAL HEALTH

**Phone:** 417.683.5739 **Website:** <https://mo-ozarks.org/services-available/behavioral-health-services/>

**Address:** 504 West Broadway Ave. Ava, MO 65608

**Services Offered:** Individual Counseling, Family Counseling, Consultation, Referral for Long-Term psychotherapy, medication evaluation, and substance abuse counseling.

**Eligibility/Service Population:** Douglas County residents that have healthcare provided by Missouri Ozarks Community Health and a behavioral health referral is provided.

**Restrictions:** Must have a behavioral health referral provided by Missouri Ozarks Community Health provider.

## NIGHTLIGHT INTERNATIONAL

**Phone:** 417.429.2042 **Website:** <https://www.nightlightinternational.com/>

**Address:** No address provided

**Email:** [missouri@nightlightinternational.com](mailto:missouri@nightlightinternational.com)

**Services Offered:** Case management, needs assessment, referral services, and long-term mentorship on a case-by-case basis.

**Eligibility/Service Population:** Women at-risk or currently in the commercial sex industry

**Restrictions:** Located in Springfield, MO, but serves Douglas County.

## OZARK ACTION, INC.

**Phone:** 417.256.6147 **Website:** <https://oaiwp.org/howell-county-office/>

**Address:** 710 E Main St, West Plains, MO 65775

**Services Offered:** Case management and community development services

**Eligibility/Service Population:** Citizens of Howell County in need of community referrals

**Restrictions:** Offices in West Plains, Mountain View, and Willow Springs

## OZARK MEDICAL CENTER- BEHAVIORAL HEALTHCARE

**Phone:** West Plains, MO location: 417.257.6762 Mountain Grove, MO location: 417.926.6563

**Address:** 1100 Kentucky Ave, West Plains, MO 65775

**Website:** <https://www.ozarksmedicalcenter.com/Our-Services/Behavioral-Healthcare.aspx>

**Services Offered:** Psychiatry, licensed individual, group, and family counseling, case management, adult-day program, and crisis intervention team

**Eligibility/Service Population:** Adults and children desiring mental health services.

**Restrictions:** Insurance, Medicare, Medicaid, or charity care program to cover 100% of costs based on income. Must be at least 6 years old. Located in Howell County, but serves Douglas County.

## SOUTHERN MISSOURI COMMUNITY HEALTH CENTER

**Phone:** 417.255.8464 **Website:** <https://www.smchc.org/>

**Address:** 1137 Independence Dr, West Plains, MO 65775

**Services Offered:** Mental health services provided by clinical social workers that includes therapeutic treatment.

**Eligibility/Service Population:** Individuals with mental health needs.

**Restrictions:** Located in West Plains, MO, but serves Douglas County. Sliding scale fee is available.

## THE VICTIM CENTER

**Phone:** 417.863.7273 **Website:** <https://www.thevictimcenter.org/>

**Address:** 819 N Boonville Ave, Springfield, MO 65802

**Email:** [hope@thevictimcenter.org](mailto:hope@thevictimcenter.org)

**Services Offered:** Provides individual, family, and group counseling services for all victims of sexual or violent crime. Includes Trauma-based counseling for individuals and families (men, women, children), Child Parent Relationship Therapy: For parents who would like to learn how to support their child through special play sessions at home, Sexual Assault Survivor Group: For adult survivors of rape, child sexual abuse, or sexual assault, Family Violence Group: For those dealing with violence at home, SAFE (Sexually At-Risk Family Enrichment) Group: For parents with sexually acting out children, Art Therapy Group: For survivors who want to learn how to use art as a tool for healing

**Eligibility/Service Population:** Victims of violent or sexual crimes.

**Restrictions:** Located in Springfield, MO, but serves Douglas County.

## VICTORY MISSION- Restoration for Women, Springfield, MO

**Phone:** 417.864.2219 **Website:** <https://www.victorymission.com/services/women/>

**Address:** 1715 N Boonville Ave, Springfield, MO 65803

**Email:** [afouse@victorymission.com](mailto:afouse@victorymission.com)

**Services Offered:** Case management model focused on coaching, relationships building, skill strengthening, and connecting with community resources.

**Eligibility/Service Population:** Women who have experienced trauma or in need of counseling through healthy relationships.

**Restrictions:** Located in Springfield, MO, but serves Douglas County.

## WEST PLAINS CHRISTIAN CLINIC

**Phone:** 417.256.9722 **Email:** [rebeccaholmanmsw@yahoo.com](mailto:rebeccaholmanmsw@yahoo.com)

**Address:** 1115 Alaska Street, Suite 212 West Plains, MO 65775

**Services Offered:** Therapeutic services provided by a clinical social worker

**Eligibility/Service Population:** Adults and children in the West Plains area in need of mental health services

**Restrictions:** Medicaid or private-pay. Located in Howell County, but serves Douglas County.

## Substance Abuse Treatment- Douglas County

### BHG WEST PLAINS TREATMENT CENTER

**Phone:** 417.257.1833 **Website:** <https://bhgrecovery.com/>

**Address:** 1639 Bruce Smith Pkwy. West Plains, MO 65775

**Services Offered:** Evidence-based treatments including Medication-Assisted Treatment, therapy, and outpatient services.

**Eligibility/Service Population:** Individuals with an opioid addiction

**Restrictions:** Located in West Plains, MO, but serves Douglas County. Must bring photo ID and proof of insurance.

### DOOR TO HOPE

**Phone:** Hollister office: 417.334.8220 Branson West Office: 417.357.6263

**Website:** <http://www.satopdoortohope.com/>

**Address:** 119 Aldersgate Drive Nixa, MO 65714

**Email:** [doortohope@cebridge.net](mailto:doortohope@cebridge.net)

**Services Offered:** SATOP services with counseling and education

**Eligibility/Service Population:** Individuals convicted of a crime related to substance use.

**Restrictions:** Serves all Missouri counties, but located in Greene County.

### FCC BEHAVIORAL HEALTH- Ava, MO

**Phone:** 417.926.1500 **Website:** <http://www.fccinc.org/>

**Address:** 203 South 2<sup>nd</sup> Street Ava, MO 65608

**Services Offered:** Intensive outpatient and outpatient adult substance abuse treatment services including assessments, case management, individual counseling, group education and group counseling.

**Eligibility/Service Population:** Serves male and female adults 18 years and older with a substance use disorder.

**Restrictions:** N/A

### Family Counseling Center Inc. (West Plains Adolescent CSTAR Treatment Center)

**Phone:** (417) 257-9152 **Website:** <http://www.fccinc.org/adolescentsud>

**Address:** 3411 Division Drive, West Plains, MO

**Services Offered:** The group homes provide separate living quarters for male and female adolescents. Both group homes provide a relaxing, comfortable home like environment. Activities in the group homes include structured therapeutic group sessions, relaxing positive leisure time activities and life skills lessons. The West Plains Adolescent CSTAR program offers level I residential treatment, level I day treatment, intensive outpatient treatment and outpatient supported recovery treatment services. All levels of treatment include intake screening,

comprehensive assessment, community support, group education, drug screen services, academic education, group counseling, nursing services, recreation, family therapy, individual counseling and co-occurring counseling services. The Level I Residential Treatment component provides 24-hour supervision, with up to 60-hours of structured therapeutic activities per week. Clinical Services are provided seven (7) days a week. The Level 1 Day Treatment program is provided Monday through Friday from 8:00am to 4:30pm. Intensive Outpatient Treatment and Outpatient Treatment Services are offered on Tuesdays and Thursdays from 4:00pm to 8:00pm. Adolescents attend based on their individualized needs. The length of each level of care is based on individualized needs.

**Eligibility/Service Population:** Adolescents with substance use disorder.

**Restrictions:** Located in West Plains, but serves Wright, Douglas, Ozark, Texas, Howell, Shannon, Oregon, Reynold, Carter, Ripley, Wayne, Butler, Stoddard, Dunklin, Pemiscot, New Madrid, Mississippi, Scott, and Cape Girardeau Counties. The business office is open Monday through Friday from 8:00am to 5:00pm. Funding Sources for the Adolescent CSTAR programs include private healthcare insurance, POS funds, Medicaid and private fees. The ability to pay is based on the Department of Behavioral Health (DBH) sliding scale and the income of the adolescent and/or parent/guardian.

## Family Counseling Center Inc. (Kennet Adolescent CSTAR Treatment Center)

**Phone:** (573) 888-6545 **Website:** <http://www.fccinc.org/adolescentsud>

**Address:** 1109 Jones Street, Kennet, MO

**Services Offered:** The Kennett Adolescent CSTAR program has two (2) residential group homes. The group homes provide separate living quarters for male and female adolescents. Both group homes provide a relaxing, comfortable home like environment. Activities in the group homes include structured therapeutic group sessions, relaxing positive leisure time activities and life skills lessons. The Kennet Adolescent CSTAR program offers level I residential treatment, level I day treatment, intensive outpatient treatment and outpatient supported recovery treatment services. All levels of treatment include intake screening, comprehensive assessment, community support, group education, drug screen services, academic education, group counseling, nursing services, recreation, family therapy, individual counseling and co-occurring counseling services. The Level I Residential Treatment component provides 24-hour supervision, with up to 60-hours of structured therapeutic activities per week. Clinical Services are provided seven (7) days a week. The Level 1 Day Treatment program is provided Monday through Friday from 8:00am to 4:30pm. Intensive Outpatient Treatment and Outpatient Treatment Services are offered on Tuesdays and Thursdays from 4:00pm to 8:00pm. Adolescents attend based on their individualized needs. The length of each level of care is based on individualized needs.

**Eligibility/Service Population:** Adolescents with substance use disorder.

**Restrictions:** Located in Kennet, but serves Wright, Douglas, Ozark, Texas, Howell, Shannon, Oregon, Reynold, Carter, Ripley, Wayne, Butler, Stoddard, Dunklin, Pemiscot, New Madrid, Mississippi, Scott, and Cape Girardeau Counties. The business office is open Monday through Friday from 8:00am to 5:00pm. Funding Sources for the Adolescent CSTAR programs include private healthcare insurance, POS funds, Medicaid and private fees. The ability to pay is based on the Department of Behavioral Health (DBH) sliding scale and the income of the adolescent and/or parent/guardian.

## Family Counseling Center (Adolescent CSTAR Program, Poplar Bluff Outpatient)

**Address:** 3001 Warrior Lane, Poplar Bluff, MO.

**Services Offered:** Outpatient services provide: Intake screening, comprehensive assessment, community support, group counseling, group education, co-occurring counseling, individual counseling and drug screen services.

**Eligibility/Service Population:** Adolescents with substance use disorder.

**Restrictions:** Located in Poplar Bluff, but serves Wright, Douglas, Ozark, Texas, Howell, Shannon, Oregon, Reynold, Carter, Ripley, Wayne, Butler, Stoddard, Dunklin, Pemiscot, New Madrid, Mississippi, Scott, and Cape Girardeau Counties. The business office is open Monday through Friday from 8:00am to 5:00pm. Funding Sources for the Adolescent CSTAR programs include private healthcare insurance, POS funds, Medicaid and private fees. The ability to pay is based on the Department of Behavioral Health (DBH) sliding scale and the income of the adolescent and/or parent/guardian. Business office hours are Monday through Friday from 8:00am to 5:00pm.

## Family Counseling Center (Adolescent CSTAR Program, Cape Girardeau Outpatient)

**Address:** 20 South Sprigg Street, Cape Girardeau, MO

**Services Offered:** Outpatient services provide: Intake screening, comprehensive assessment, community support, group counseling, group education, co-occurring counseling, individual counseling and drug screen services.

**Eligibility/Service Population:** Adolescents with substance use disorder.

**Restrictions:** Located in Cape Girardeau, but serves Wright, Douglas, Ozark, Texas, Howell, Shannon, Oregon, Reynold, Carter, Ripley, Wayne, Butler, Stoddard, Dunklin, Pemiscot, New Madrid, Mississippi, Scott, and Cape Girardeau Counties. The business office is open Monday through Friday from 8:00am to 5:00pm. Funding Sources for the Adolescent CSTAR programs include private healthcare insurance, POS funds, Medicaid and private fees. The ability to pay is based on the Department of Behavioral Health (DBH) sliding scale and the income of the adolescent and/or parent/guardian. Business office hours are Monday through Friday from 8:00am to 5:00pm

## Family Counseling Center Inc. (Women and Children's CSTAR Program, Cape Girardeau)

**Phone:**(573) 888-5925 **Website:** <http://www.fccinc.org/serenitypointe>

**Services Offered:** The Women and Children's CSTAR Program offers level I residential treatment, level I day treatment, intensive outpatient treatment, outpatient supported recovery treatment and transitional housing services. All levels of treatment include intake screening, comprehensive assessment, community support, group education, drug screen services, academic education, group counseling, nursing services, recreation/healthy living, family therapy, individual counseling and co-occurring counseling services. The program is designed for women and children will ensure that that treatment occurs in the context of a family system model. The program will provide therapeutic activities designed for the benefit of children. Thus, it is



important that children should accompany their mother, unless contraindicated by medical, educational, family, legal or other reasons which are documented in the individual's record.

**Eligibility/Service Population:** for women aged 17-years and 9-months and older with an Axis I diagnosis of substance abuse or dependence. Special provisions can also be made for pregnant adolescents (ages 12-17).

**Restrictions:** Located in Cape Girardeau, but serves Wright, Douglas, Ozark, Texas, Howell, Shannon, Oregon, Reynold, Carter, Ripley, Wayne, Butler, Stoddard, Dunklin, Pemiscot, New Madrid, Mississippi, Scott, and Cape Girardeau Counties included in service area.

## MISSOURI OZARKS COMMUNITY HEALTH- BEHAVIORAL HEALTH

**Phone:** 417.683.5739 **Website:** <https://mo-ozarks.org/services-available/behavioral-health-services/>

**Address:** 504 West Broadway Ave. Ava, MO 65608

**Services Offered:** Individual Counseling, Family Counseling, Consultation, Referral for Long-Term psychotherapy, medication evaluation, and substance abuse counseling.

**Eligibility/Service Population:** Douglas County residents that have healthcare provided by Missouri Ozarks Community Health and a behavioral health referral is provided.

**Restrictions:** Must have a behavioral health referral provided by Missouri Ozarks Community Health provider.

## Drop-In Services- Douglas County

### THE KITCHEN INC.,- RARE BREED YOUTH OUTREACH CENTER

**Phone:** 417.865.6400 **Website:** <http://www.thekitcheninc.org/our-programs/rare-breed-youth-outreach-center/>

**Address:** 301 N Main Ave, Springfield, MO 65806

**Email:** [info@thekitcheninc.org](mailto:info@thekitcheninc.org)

**Services Offered:** Drop-in center offers showers, lockers, laundry facilities, kitchen facilities, a hot meal, life skills groups, a computer lab, a weight room, a nursery, and a recreation area with pool tables where young people can get off the streets and be safe. Youth can express themselves and learn positive coping skills in music room, recording studio, and art studio. Optional case management for locating long-term housing, employment, mental health services, etc.

**Eligibility/Service Population:** At-risk and homeless youth ages 13 through 24.

**Restrictions:** Monday-Friday- 11 am-5 pm. Located in Springfield, MO but serves Douglas County.

### VICTORY MISSION- WOMEN'S DROP IN CENTER

**Phone:** 417.864.2219 **Website:** <https://www.victorymission.com/services/women/>

**Address:** Located on the 3rd floor of Victory HQ- 1715 N Boonville Ave. Springfield, MO 65803

**Email:** [afouse@victorymission.com](mailto:afouse@victorymission.com)

**Services Offered:** Provides Family Situation and Needs Assessment, Community resource referrals, goal setting guidance, and case management for women. Light lunch and a children's play room is included.

**Restrictions:** Open Wednesday – Friday 10 a.m. – 2 p.m. Located in Springfield, MO, but serves Douglas County.

## Food Pantries- Douglas County

### HEART OF THE HILLS FOOD HARVEST

**Phone:** 417.683.6400

**Address:** 913 Broadway Ave, Missouri 65608

**Services Offered:** Food pantry that also offers cleaning, hygiene, utility assistance, and other resources and items for Douglas County residents who are needy or are senior citizens.

**Restrictions:** Open Mondays, Thursdays, and Fridays from 9:00 am-3:00 pm.

## Employment Services- Douglas County

### LIFE 360- JOBS FOR LIFE

**Phone:** 417.986.4922 **Website:** <http://fairbanks.hendersonmedia.biz/>

**Address:** 1126 N Broadway Springfield, MO 65802

**Email:** [Fairbanks@life360.org](mailto:Fairbanks@life360.org) or [communityservices@life360.org](mailto:communityservices@life360.org)

**Services Offered:** Prepares men and women for meaningful work through relationships, mentoring, work-force development training, and ongoing community of support

**Eligibility/Service Population:** Individuals in need of employment in the surrounding area.

**Restrictions:** Located in Greene County, but serves Christian County.

### MISSOURI WORK ASSISTANCE FIELD OFFICE- WEST PLAINS

**Phone:** 417.255.1580 **Website:** <https://mydss.mo.gov/missouri-work-assistance>

**Address:** No address provided

**Services Offered:** Job and skill training, work experience, mock interviews, and resume assistance.

**Eligibility/Service Population:** Citizens of Missouri in need of employment assistance.

**Restrictions:** Recipients must be over 18, unless they are a teen parent. Located in Howell County, but serves Douglas County.

### PENMAC

**Phone:** 417.683.2272 **Website:** <https://www.penmac.com/locations/ava-mo/>

**Address:** 1209 Haden Street Ava, MO 65608

**Email:** [ava@penmac.com](mailto:ava@penmac.com)

**Services Offered:** Works with local businesses and job seekers to help with employment services and needs; Penmac can help candidates find and apply for work.

**Eligibility/Service Population:** Douglas County residents in search for employment.

**Restrictions:** N/A

### PREFERRED FAMILY HEALTHCARE- WORKFORCE PARTNERSHIPS

**Phone:** 417.862.3455 **Website:** <https://pfh.org/locations-details?q=2415+w+catalpa+st>

**Address:** 0318, 1111 S Glenstone Ave # 2-100, Springfield, MO 65804

**Services Offered:** Preferred Employment Services currently works with the Missouri Department of Economic Development and local Workforce boards to provide employment services in conjunction with local Job Centers.

**Eligibility/Service Population:** Springfield office serves adults in need of employment assistance/training.

**Restrictions:** Located in Springfield, MO, but serves Douglas County.

### SOUTH CENTRAL CAREER CENTER- West Plains

**Phone:** 417.256.6152 **Website:** <https://www.zizzers.org/Domain/8>

**Address:** 407 W Thornburgh St, West Plains, MO 65775

**Email:** [info@scccwp.edu](mailto:info@scccwp.edu)

**Services Offered:** Employment and/or job search assistance and training.

**Eligibility/Service Population:** Individuals looking for employment and/or job search assistance and training over age of 24.

**Restrictions:** Located in Howell County, but serves Douglas County.

## Legal Services- Douglas County

### CASA- Court Appointed Special Advocates in Springfield, MO

**Phone:** 417.864.6202 **Website:** <https://casaswmo.org/>

**Address:** 1911 S National Ave, Springfield, MO 65804

**Services Offered:** An intervention and prevention program working to prevent future incidence of abuse and protecting siblings from similar experiences by assisting child welfare professionals and acting as "the eyes and ears" of the Juvenile court judge. Provides volunteer court advocacy services.

**Eligibility/Service Population:** Families experiencing child welfare issues.

**Restrictions:** Located in Springfield, MO, but serves Douglas County

### Child Advocacy Center

**Phone:** 417-831-2327

**Address:** 1033 E Walnut, Springfield MO 65806

**Services Offered:** Criminal justice support/ advocacy. Information and referrals.

**Eligibility/Service Population:** Child victims of crime and their families.

**Restrictions:** Located in Springfield, MO, but serves Douglas County

### CHRISTOPHER WADE- Prosecuting Attorney

**Phone:** 417.683.2919 **Website:** <https://www.mocounties.com/douglas-county.php>

**Address:** No address provided

**Email:** N/A

**Services Offered:** Provides legal representation for victims of crime

**Eligibility/Service Population:** Victims of crime in Douglas County

**Restrictions:** N/A

### LAKES AREA CHILD ADVOCACY CENTER- Branson West, MO

**Phone:** 417.272.8410 **Website:** [www.lacac.com](http://www.lacac.com)

**Address:** 11016 MO-76, Branson West, MO 65737

**Services Offered:** Forensic interviewing, advocacy, gathering evidence for prosecutions, and referrals to mental health services in Stoney and Taney counties and surrounding area.

**Eligibility/Service Population:** Children between 0-17 years old who have been abused and were referred by Children's Division.

**Restrictions:** No mental health services at this agency; advocates and interviewers refer out. Located in Taney County but serves Douglas County.

### LEGAL SERVICES OF SOUTHERN MISSOURI

**Phone:** Springfield office- 417.881.1397 West Plains office- 417.255.0348

**Website:** <http://www.lsosm.org/contact/>

**Address:** Springfield office- 809 North Campbell Springfield, MO 65802

West Plains office- 313 Washington Avenue West Plains, MO 65775

**Email:** [media@lsosm.org](mailto:media@lsosm.org)

**Services Offered:** Provides legal representation to low-income individuals in 43 counties, including Dallas County on civil cases. Also, secures order of protections and safety planning for victims of domestic violence/sexual assault/human trafficking.

**Eligibility/Service Population:** Income-eligible individuals (children and adults) or the elderly in southern MO. Includes victims of domestic violence/sexual assault/human trafficking.

**Restrictions:** Located in Springfield, MO but serves Douglas County. Income eligible.

## The Missouri Bar

**Phone:** (573) 635-4128 **Website:** <http://www.mobar.org/LawyerDirectory.aspx>

**Services Offered:** This search feature allows you to check whether a lawyer is in good standing with the Supreme Court of Missouri. Every lawyer in Missouri who is in good standing with the Supreme Court of Missouri is included in the Official Missouri Directory of Lawyers. You will find the lawyer's name, city, and bar number. Inactive lawyers are also listed. Inactive lawyers are in good standing with the Supreme Court of Missouri but are not eligible to practice law in Missouri.

**Eligibility/Service Population:** Missouri residents.

**Restrictions:** N/A

## Missouri Crime Victims' Compensation Program

**Phone:** (573) 526-6006 **Website:** <https://dps.mo.gov/dir/programs/cvc/>

**Services Offered:** The Crime Victims' Compensation Program financially assists people who have sustained physical, emotional, or mental harm or trauma resulting from the crime upon which the claim is based by paying for reasonable medical and counseling expenses as well as lost wages if the victim was gainfully employed on the crime date.

**Eligibility/Service Population:** Missouri residents who have been a victim of a crime.

**Restrictions:** Crime must be reported to the police.

## NATIONAL CRIME VICTIM LAW INSTITUTE

**Phone:** 503.768.6819

**Website** [https://law.lclark.edu/centers/national\\_crime\\_victim\\_law\\_institute/](https://law.lclark.edu/centers/national_crime_victim_law_institute/)

**Address:** 1130 SW Morrison St Suite 200, Portland, OR 97205

**Email:** [ncvli@lclark.edu](mailto:ncvli@lclark.edu)

**Services Offered:** Crime victim centered legal advocacy, education, and resource sharing. Their web-based resource offers state specific information on victim's rights in their Victim Law Library.

**Eligibility/Service Population:** People of all genders with questions or concerns regarding domestic violence and sexual violence.

**Restrictions:** Email hotline.

## SAFE AT HOME — Missouri Secretary of State Office

**Phone:** 866.509.1409

**Address:** PO Box 1409 Jefferson City, MO 65102

**Website:** <https://www.sos.mo.gov/business/safeathome/>

**Email:** [safeathome@sos.mo.gov](mailto:safeathome@sos.mo.gov)

**Services Offered:** The office assists survivors by authorizing the use of a designated address for them, their minor children, and individuals living with them. This authorization allows survivors to use the designated address for new records, including: driver's license, voter registration, public school records, social service records for public benefits, library cards, city or count records, and court records.

**Eligibility/Service Population:** Victims/survivors of domestic violence, rape, sexual assault, human trafficking, stalking, or other crimes who fear for their safety, as well as individuals living in the same home as the survivors.

**Restrictions:** Services available to all Missourians, but office is located in Jefferson City, MO.

## THE VICTIM CENTER

**Phone:** 417.863.7273 **Website:** <https://www.thevictimcenter.org/>

**Address:** 819 N Boonville Ave, Springfield, MO 65802

**Email:** [hope@thevictimcenter.org](mailto:hope@thevictimcenter.org)

**Services Offered:** Provides comprehensive victim advocacy services, which includes interacting with law enforcement agencies, medical personnel, social service agencies, and the civil and/or criminal justice system on behalf of the victim or their family. Includes safety planning, emergency ex parte order of protection, community resources and referrals, and accompaniment to court.

**Eligibility/Service Population:** Victims of violent or sexual crimes.

**Restrictions:** Located in Springfield, MO, but serves Douglas County.

## VICTIM CONNECT HELPLINE / RESOURCE CENTER

**Phone:** 855.484.2846 **Website:** <https://victimconnect.org/about-us/about-our-services/>

**Address:** No address given

**Services Offered:** Referral helpline where crime victims can learn about their rights and options confidentially. Web based information and service referrals service where crime victims can learn about their rights and options confidentially. Individuals can navigate the online resource, utilize an online chat to get assistance, or call the helpline. In addition to telephone-based help, a chat service is offered. Advice is often offered, including but not limited to, for sexual assault, assault/attempted homicide, domestic/dating violence, hate crimes, financial crimes, and human trafficking.

**Eligibility/Service Population:** Citizens within the U.S. who have been victims of crime.

**Restrictions:** N/A

## WOMENS LAW

**Website:** <https://www.womenslaw.org/>

**Address:** No address given

**Services Offered:** Provides legal information to people of all genders that reach out with legal questions or concerns regarding domestic violence, sexual violence, or any other topic covered on the website. Individuals can reach out via the email hotline.

**Eligibility/Service Population:** People of all genders with questions or concerns regarding domestic violence and sexual violence.

**Restrictions:** Email "hotline".



## Language Access/ Translation Services- Douglas County

### ALL ACCESS INTERPRETERS

**Phone:** 1-888-508-8538 **Website:** <https://interpreter.services/>

**Address:** 8460 Watson Rd Suite 220, St. Louis, MO 63119

**Population/Eligibility:** Offers ASL translating services for anyone with translating needs.

**Services Offered:** All Access Interpreters provide in-person medical interpreters for American Sign Language (ASL) and multitude of spoken languages. Services are offered over the phone, via video call, and also on-site.

**Restrictions** Paid service.

### ASSOCIATES IN SIGN LANGUAGE- Springfield, MO

**Phone:** 417.889.TERP (8377) **Website:** <https://www.aslmo.com/>

**Address:** 5261 S Applecross Way, Springfield, MO 65809

**Services Offered:** Provides on-site sign language interpreting services 24/7. Video Remote Interpreting (VRI) for customers in rural areas. Includes industry locations such as healthcare, legal, and mental health settings.

**Eligibility/Service Population:** Individuals in southern Missouri in need of interpretation services.

**Restrictions:** Located in Greene County, but serves Douglas County.

### DEAFLEAD INSTITUTE

**Phone:** phone: (573) 445-5005 (V/TTY), toll-free: (800) 380-DEAF (V/TTY), videophone: (573) 303-5604, text: Text HAND to 839863

**Website:** <https://www.deafinc.org/deaflead/about.html>

**Address:** 2502 W Ash St, Columbia, MO 65203

**Services Offered:** 24-hour crisis intervention, advocacy, case management, interpreting and mental health services to Deaf, hard of hearing, DeafBlind, and late-deafened individuals who are victims of crime and their families, as well as support to individuals, agencies, and organizations providing victim services to individuals with a hearing loss.

**Eligibility/Service Population:** Deaf or hard of hearing

**Restrictions:** Located in Columbia, MO, but serves Douglas County.

### HANDS UP COMMUNICATION

**Phone:** 888.532.7429

**Website:** [www.handsupcommunications.com](http://www.handsupcommunications.com)

**Address:** 4211 Glass Rd NE suite b, Cedar Rapids, IA 52402

**Email:** [scheduling@handsupcommunications.com](mailto:scheduling@handsupcommunications.com)

**Services Offered:** On-Site interpreting, video remote interpreting, translation, transcription

**Eligibility/Service Population:** Everyone

**Restrictions:** Services are not free

## International Institute Southwest Missouri

**Phone:** 417-720-1552; 314.773.9090 (ask for INTERPRETATION) **Website:** [www.iistl.org](http://www.iistl.org)

**Address:** 334 E Commercial St., Springfield, MO 65803

**Population/Eligibility:** Immigrants, refugees, and citizens.

**Services Offered:** Translation/Interpretation services, including Telephonic Interpretation (150 languages available) and Document Translation (i.e. court documents, health care documentation, personal correspondence, etc.).

**Restrictions:** Office located in St. Louis, but can provide telephonic interpretation and document translation to anyone in Missouri. Fee for services required.

## INTERNATIONAL LANGUAGE CENTER

**Phone:** 800.445.4440

**Website:** <https://ilcworldwide.com/>

**Address:** 1416 S. Big Bend Blvd. St. Louis, MO 63117

**Services Offered:** Consecutive interpreting, simultaneous interpreting, escort interpreting, telephone interpreting, video remote interpreting, and emergency services

**Eligibility/Service Population:** Everyone

**Restrictions:** Services are not free

## LAMP

**Phone:** 1.877.240.6398

**Website:** <https://lampinterpreters.org>

**Address:** 8050 Watson Rd, St. Louis, MO 63119

**Email:** Email form can be found here: <https://lampinterpreters.org/contact-us/>

**Services Offered:** LAMP is dedicated to breaking down linguistic and cultural barriers by offering 24/7 Over the Phone Interpreting (OPI) covering over 150 languages (no fees for emergency requests), Video Remote Interpreting, Translation and Localization of important documents (regarding healthcare, insurance, legal matters, academic documents, personal correspondence, and more) in more than 45 different languages, and Education and Training.

**Eligibility/Service Population:** They serve individuals who are Limited English Proficient (LEP), deaf, and/or hearing-impaired seeking health care and support services in the Midwest, as well as the advocates who work with them.

**Restrictions:** Must set up an account to access services and services are not free. Physical offices located in St. Louis and Springfield, but telephonic and video interpretation can be accessed anywhere in Missouri.

## LANGUAGE LINE SOLUTIONS

**Phone:** 1.800.752.6096 **Website:** <https://www.language.com/>

**Address:** 1 Lower Ragsdale Drive, Building 2 Monterey CA, 93940

**Population/Eligibility:** Anyone with translating and interpreting needs.

**Services Offered:** 24/7 translation, interpretation, testing, and training services in over 240 languages.

**Restrictions:** Low minute by minute fee for service. Must have an account.

## MIDWEST TRANSLATION

**Phone:** 888-288-9712 **Website:** [midwesttranslation.com](http://midwesttranslation.com)

**Address:** No address given

**Email:** [quote@midwesttranslation.com](mailto:quote@midwesttranslation.com)

**Services Offered:** Certified Translation Service: birth certificates, marriage certificates, divorce documents, death certificates, academic records, academic transcripts, school diplomas, drivers licenses, customs' documents, immigration documents

Document Translation Services: Technical Manuals, Medical Translation, Business Translation, Website Translation, Legal Translation, Brochure Translation, Letter Translation, Marketing Materials, Employee Handbooks

## MISSOURI LANGUAGE TRANSLATOR AND INTERPRETATION SERVICES

**Phone:** 800.726.9891 **Website:** <https://interpretersunlimited.com/missouri-interpreter-translator/>

**Address:** No address given

**Services Offered:** Provides diverse (ASL and over 200 languages) language services throughout Missouri for in-person, telephone and video interpretation, as well as document translation and non-emergency medical transportation services to healthcare and legal clients.

**Eligibility/Service Population:** Missouri resident in need of translation/interpretation services.

**Restrictions:** Rates for interpretation and translator services are calculated differently.

## TELELANGUAGE

**Phone:** 1.888.983.5352

**Website:** <https://telelanguage.com/>

**Address:** 610 SW. Broadway Suite 200 Portland, OR 97205

**Population/Eligibility:** Anyone with translating and interpreting needs.

**Services Offered:** 24/7 phone, video remote and on-site interpretation and translation services offering over 300 languages.

**Restrictions:** Phone only and registration required.

## 24 Hour Hotline Services- Douglas County

### AGAPE HOUSE

**Phone:** 417.934.5721

**Address:** No address given

**Services Offered:** Provides crisis intervention and referral sharing

**Eligibility/Service Population:** Howell County residents and surrounding county residents who are survivors of domestic violence.

**Restrictions:** N/A

### Anti-Violence Project

**Phone:** 212-714-1141 **Website:** <https://avp.org/>

**Services Offered:** A 24 hour English/Spanish hotline to support those who have experienced, or witnessed violence, as well as those who are concerned about someone who has. Individuals are also able to report violence anonymously or ask for a counselor to reach out to them online.

**Eligibility/Service Population:** Individuals who have witnessed or experienced violence, and anyone who is concerned about someone else who has.

**Restrictions:** N/A

### CHRISTOS HOUSE HOTLINE

**Phone:** 1.800.611.5853 **Website:** <http://christoshousemo.org/index.html>

**Address:** 1554 Imperial Center, West Plains, MO 65775

**Services Offered:** Referrals and crisis intervention

**Eligibility/Service Population:** Victims of domestic violence

**Restrictions:** N/A

### CRISIS CENTER OF TANEY COUNTY

**Phone:** Hotline: 866.379.0074. Local Hotline: 417.561.5084. 24-Hour Crisis Text Line: 717.744.TEXT(8398). Office: 417.561.5105.

**Website:** <https://www.taneycrisiscenter.org/>

**Address:** 226 Benton Ave, Rockaway Beach, MO 65740

**Email:** becky@TaneyCrisisCenter.org

**Services Offered:** Crisis interventions services and referral sharing.

**Eligibility/Service Population:** Victims and survivors of domestic and/or sexual violence.

**Restrictions:** N/A

### DEAFLINE MISSOURI

**Phone:** 800.380.3323

**Address:** No address given

**Services Offered:** Toll free 24-hour crisis hotline number for deaf and hard of hearing individuals.

**Eligibility/Service Population:** Deaf and hard of hearing individuals.

**Restrictions:** Statewide program.

## Family Counseling Center (FCC) Behavioral Health

**Phone:**(800) 356-5395 **Website:** <http://www.fccinc.org>

**Services Offered:** 24 hour crisis line. Immediate stabilization of acute symptoms of mental illness and distress.

**Eligibility/Service Population:** Adults and Children in service area.

**Restrictions:** Wright, Douglas, Ozark, Texas, Howell, Shannon, Oregon, Reynolds, Carter, Ripley, Wayne, Butler, Stoddard, Cape Girardeau, Scott, Mississippi, New Madrid, Pemiscott, Dunklin counties served.

## FREEDOM'S REST FAMILY VIOLENCE CENTER

**Phone:** 417.582.0344

**Address:** Confidential location

**Email:** [info@freedomrest.org](mailto:info@freedomrest.org)

**Services Offered:** Crisis intervention services and referral sharing.

**Eligibility/Service Population:** Survivors of domestic and/or sexual violence.

**Restrictions:** Located in Greene County, but serves Douglas County.

## GREAT CIRCLE

**Phone:** 417.861.4244 **Website:** <https://www.greatcircle.org/index.php/services-by-program/crisis-services/empowering-youth>

**Address:** 1212 W Lombard St, Springfield, MO 65806

**Services Offered:** 24/7 Emergency Helpline. Coordination of short-term housing or emergency shelter for youth ages 18 and younger.

**Eligibility/Service Population:** Youth or teen in need of shelter or housing and at risk for homelessness/currently homeless. Families in a crisis who need short-term respite for children under 18 years old.

**Restrictions:** Located in Springfield, MO, but serves Greene County.

## HARMONY HOUSE

**Phone:** 417.864.7233 **Website:** <https://www.myharmonyhouse.org/>

**Address:** 3404 E Ridgeview St, Springfield, MO 65804

**Services Offered:** 24/7 crisis intervention, safety planning, and referral sharing.

**Eligibility/Service Population:** Survivors of domestic violence.

**Restrictions:** N/A

## Kansas City Anti-Violence Project

**Phone:** 816-561-0550

**Website:** <http://www.kcavp.org>

**Email:** [info@kcavp.org](mailto:info@kcavp.org)

**Services Offered:** 24-Hour crisis line to provide immediate crisis counseling and support to LGBTQ+ victims of violence, their partners, and/or their families. The Crisis line can also access certified interpreters to assist survivors who speak a variety of languages.

**Eligibility/Service Population:** LGBTQ+ victims of violence, their partners, and/or their families

**Restrictions:** The Crisis Line has no restrictions and is available to individuals and families across MO, KS, and IA, but the organization is headquartered in Kansas City, MO. Drop-in center and shelter services are available in KC, MO.

## MOCARS ACI Hotline

**Phone:** (800) 356-5395

**Services Offered:** The Access Crisis Intervention (ACI) line is staffed by mental health professionals who can respond to crisis 24 hours per day and 7 days per week. They will talk about the crisis and help determine what further help is needed, for example, a telephone conversation to provide understanding and support, a face-to-face intervention, an appointment the next day with a mental health professional, or perhaps an alternative service that best meets the individual's needs. They may give other referrals to resources or services within the community to provide ongoing care following crisis. All calls are strictly confidential.

**Eligibility/Service Population:** Everyone

**Restrictions:** Serves Counties: Adair, Bollinger, Butler, Cape Girardeau, Carter, Clark, Douglas, Dunklin, Howell, Knox, Lewis, Macon, Madison, Marion, Mississippi, New Madrid, Oregon, Ozark, Pemiscot, Perry, Reynolds, Ripley, Schuyler, Scotland, Scott, Shannon, Shelby, Ste. Genevieve, Stoddard, Texas, Wayne, Wright.

## NATIONAL DOMESTIC VIOLENCE HOTLINE

**Phone:** 1.800.799.7233 TTY – 1.800.787.3224 Includes online emergency chat: **Website:** [www.thehotline.org](http://www.thehotline.org)

**Address:** PO Box 161810 Austin, Texas 78716

**Population/Eligibility:** Anyone experiencing domestic violence/IPV. Interpreters available.

**Services Offered:** Gives referrals, crisis intervention, and support.

**Restrictions:** N/A

## NATIONAL HUMAN TRAFFICKING HOTLINE \*

**Phone:** 1.888.373.7888 TTY (Hearing and Speech impaired)- 711 **Text** 233733 **Live chat** available.

**Website:** [www.humantraffickinghotline.org](http://www.humantraffickinghotline.org)

**Address:** No address provided

**Population/Eligibility:** Anyone who believes they've been trafficked or anyone reporting a possible trafficking tip

**Services Offered:** Over 200 languages using tele-interpreting services available for resources, direct referrals, and/or reporting anonymous tips.

**Restrictions:** N/A

## NATIONAL ORGANIZATION FOR VICTIM ASSISTANCE

**Victim Assistance Helpline:** 800-879-668

**Website:** <https://www.trynova.org/>

**Address:** (Services likely accessed through call line only, 510 King Street, Suite 424 Alexandria, VA 22314)

**Services Offered:** Advocate for victims by connecting them with services and resources.

**Eligibility/Service Population:** U.S. citizens who are victims of crime.

**Restrictions:** NOT 24 hour

## PRIDE INSTITUTE NATIONAL HOTLINE (LGBTQIA+ SAFE)

**Hotline:** (800) 547-7433 **Website:** <https://pride-institute.com/contact/> **Crisis number:** 888-616-5031

**Address:** (Services likely accessed through call line only, 14400 Martin Dr. Eden Prairie, MN 55344)

**Services Offered:** For LGBTQ+ individuals in crisis, or who feel alone and need to talk. Pride Institute offers 24/7 support from licensed mental health professionals to assist individuals.

**Population/Eligibility:** LGBTQ+ individuals in crisis.

**Restrictions:** N/A

## TRANSLIFELINE (LGBTQIA+ SAFE)

**Trans Lifeline:** 1.877.565.8860 **Website:** <https://www.translifeline.org/>

**Address:** 101 Broadway #311 Oakland, CA 94607

**Services Offered:** Organization dedicated to improving the quality of trans lives by responding to the critical needs of our community with direct service, material support, advocacy, and education. Our vision is to fight the epidemic of trans suicide and improve overall life-outcomes of trans people by facilitating justice-oriented, collective community aid.

**Population/Eligibility:** Trans or questioning individuals and experiencing crisis, or just need to talk.

**Restrictions:** NOT 24 hour –Hours are 9am-3am (central time)

## THE TREVOR PROJECT (LGBTQIA+ SAFE)

**Phone:** 1.866.488.7386 **Website:** <https://www.thetrevorproject.org>

**Address:** PO Box 69232 West Hollywood, CA 90069

**Email:** [info@thetrevorproject.org](mailto:info@thetrevorproject.org)

**Services Offered:** The Trevor Project has a 24-hour hotline, text services, as well as chat services to provide crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, queer & questioning youth.

**Eligibility/Service Population:** LGBTQ youth in crisis.

**Restrictions:** N/A

## Trafficking Education and Awareness/Training- Douglas County

### COALITION AGAINST TRAFFICKING AND EXPLOITATION \*

**Phone:** 1.314.441.4100 **Website:** <http://mocate.org/>

**Address:** Address not provided

**Email:** [organizer@mocate.org](mailto:organizer@mocate.org)

**Services Offered:** Coalition that raises awareness of the prevalence of trafficking and exploitation, collects data on services needed and received to monitor service coverage across the state and identify barriers and gaps in services, disseminates the latest research, improves quality and quantity of survivor centered, trauma-informed, and evidenced-based services through training, technical assistance and the adoption of Standards of Care and strengthens collaboration among providers to ensure a safety net for survivors. Meets quarterly by region and statewide in various locations.

**Eligibility/Service Population:** Interested community members, individual service providers, and agencies who work to prevent and respond to human trafficking.

**Restrictions:** None/ Statewide

### NIGHTLIGHT INTERNATIONAL \*

**Phone:** 417.501.4696 or 417.429.2042

**Address:** PO Box 1012, Springfield, MO 65801

**Website:** <https://www.nightlightinternational.com/missouri-programs/>

**Email:** [missouri@nightlightinternational.com](mailto:missouri@nightlightinternational.com) or [info@nightlightinternational.com](mailto:info@nightlightinternational.com)

**Services Offered:** Fosters awareness on the issue of sexual exploitation through community events and collaboration with other local organizations. They also hold monthly "Community Gatherings" to educate individuals on the issue's impact locally and to offer practical ideas for community involvement. They share expertise upon request at professional and sector-specific training and events.

**Eligibility/Service Population:** Interested community members, leaders, and professional agencies seeking to fight human trafficking.

**Restrictions:** Serves all counties in Missouri, but most clients come from Southwest Missouri

### RISE COALITION \*

**Phone:** 417.986.3398 **Website:**

[https://www.risecoalition.net/?fbclid=IwAR3uYV\\_6VQ2EoQ9rwHt3adkAiNKNRHRfSaUiM2glzn4hQrgBKVri5OD\\_F9w](https://www.risecoalition.net/?fbclid=IwAR3uYV_6VQ2EoQ9rwHt3adkAiNKNRHRfSaUiM2glzn4hQrgBKVri5OD_F9w)

**Address:** No address provided

**Email:** [contact@risecoalition.net](mailto:contact@risecoalition.net)

**Services Offered:** Works together with organizations and agencies within the four states area to increase public awareness through community collaboration and education, to identify human trafficking cases, and to connect identified victims with comprehensive social and medical services

**Eligibility/Service Population:** Interested community members and/or leaders, social service agencies, medical services, law enforcement, and survivors of human trafficking.

**Restrictions:** N/A



## STAND AGAINST TRAFFICKING \*

**Phone:** 1.888.373.7888 **Website:** <http://standagainsttrafficking.org/> **Email:**

StandAgainstTrafficking417@gmail.org

**Address:** No address provided

**Services Offered:** Emphasize prevention of human trafficking by A) identifying risk factors, including substance abuse and interpersonal violence; B) identifying vulnerable individuals, including youth; and C) educating those individuals and groups on strengthening protective factors and reducing risk factors through the use of community presentations.

**Eligibility/Service Population:** Interested community members, leaders, and professional agencies seeking to fight human trafficking.

**Restrictions:** Southwestern Missouri.

## Trafficking Prevention Programming- Douglas County

### RISE COALITION \*

**Phone:** 417.986.3398 **Website:**

[https://www.risecoalition.net/?fbclid=IwAR3uYV\\_6VQ2EoQ9rwHt3adkAiNKNRHRfSaUiM2gIzn4hQrgBKVri5OD\\_F9w](https://www.risecoalition.net/?fbclid=IwAR3uYV_6VQ2EoQ9rwHt3adkAiNKNRHRfSaUiM2gIzn4hQrgBKVri5OD_F9w)

**Address:** No address provided

**Email:** [contact@risecoalition.net](mailto:contact@risecoalition.net)

**Services Offered:** Includes school prevention program that has 3 days of cyber-safety, human trafficking presented to 7th, 8th and 9th graders in 16 area school districts.

**Eligibility/Service Population:** Area school districts.

**Restrictions:** N/A