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## Shelters- Polk County

### CLEAN SWEEPS MINISTRIES

**Phone:** 417.830.8686 **Website:** <http://www.cleansweepministries.com/>

**Address:** 8644 W Carpenter Dr, Springfield, MO 65802

**Email:** [cleansweepministries@yahoo.com](mailto:cleansweepministries@yahoo.com)

**# of Beds:** 7 beds

**Length of Stay:** 1-year program, but is flexible and taken case-by-case

**Length of Program:** N/A

**Services Offered:** Faith based program for women that includes sober-living and transitional housing, equine therapy, case management, and counseling at a discipleship program (Freedom in Christ)

**Eligibility/Service Population:** Women in the Springfield, MO region that have a history of substance use and/or history of abuse or violence. No age requirements. If a minor, must have parental consent to stay in residential program.

**Restrictions:** Must be pursuing a Christ-based faith relationship and refers to a detox program if they have used substances within the last 24 hours. Located in Greene County, but serves

Lawrence, Christian, Polk, Webster, and Dade counties. \$300 admission fee and then a \$100/week fee to stay in residential program.

## FREEDOM'S REST FAMILY VIOLENCE CENTER

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

**# 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.

## Halo Home

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

suzannewilson@haloworldwide.org

**Address:** Jefferson City, MO

**# 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

## HOUSE OF HOPE

**Phone:** Hotline (417) 399-6744; Office (417) 777-3229 (Ext 1- legal advocacy; Ext 3-housing coordinator) ; Shelter (417) 777-1512 **Website:** [www.pchouseofhope.org](http://www.pchouseofhope.org)

**Address:** 458 S. Springfield Ave./ BOLIVAR, MO 65613-2854

**# of Beds:** 18 beds, 2 cribs, and 1 toddler bed.

**Length of Stay:** 30-day program but case by case.

**Length of Program:** Provides counseling and case management if desired after shelter stay.

**Services Offered:** Temporary safe shelter, meals, clothing and personal hygiene products, case management, counseling, support groups, life skills and parenting classes, court advocacy, referrals and limited transportation.

**Eligibility/Service Population:** Survivors of sexual assault and domestic violence and their children. Includes all genders. Men survivors stay in nearby hotel the agency partners with.

**Restrictions:** Children staying in the shelter must be under 17 years old.

## HARMONY HOUSE

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

**Website:** <https://www.myharmonyhouse.org/> **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:** If under 18 years old, must have caregiver in shelter.

## HOUSE OF HOPE

**Phone:** 417.777.3229 **Website:** <http://www.pchouseofhope.org/>

**# of Beds:** 18 beds, 2 cribs, and 1 toddler bed.

**Length of Stay:** 30-day program but case by case.

**Length of Program:** Provides counseling and case management if desired after shelter stay.

**Services Offered:** Temporary safe shelter, meals, clothing and personal hygiene products, case management, counseling, support groups, life skills and parenting classes, court advocacy, referrals and limited transportation.

**Eligibility/Service Population:** Survivors of sexual assault and domestic violence and their children. Includes all genders. Men survivors stay in nearby hotel the agency partners with.

**Restrictions:** Located in Polk County in Bolivar, MO, but serves Greene County. Children staying in the shelter must be under 17 years old.

## LIFE360

**Phone:** 417.818.9875 **Website:** <https://www.life360.org/our-story/life360-house>

**Address:** 2220 W Chesterfield Blvd Springfield, MO 65807

**# of Beds:** 9 beds for men and 5 beds for women (separated housing for genders)

**Length of Stay:** Case by case. Can be up to 2 years.

**Length of Program:** N/A

**Services Offered:** Residential housing, case management, connection and training to employment or education.

**Eligibility/Service Population:** Individuals ages 18-24 years old who are homeless, addicted, formerly incarcerated, aging out of foster care, etc. Can be one or two years older than 24 years old.

**Restrictions:** Located in Greene County but serves Dade, Polk, Lawrence, Christian, Webster, and Dallas counties. Must have 100% sobriety. Must be able and willing to work. First month, the resident pays \$60/week, then \$75/week for the remainder of the service time. No kids allowed in the program.

## 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 Southwest Missouri, but serves all counties in Missouri. Faith based organization.

## SAFE TO SLEEP

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

**# 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 at Pathways United Methodist Church. No children. No sex offender registry.

## THE KITCHEN, INC.

**Phone:** 417.837.1500 **Website:** <https://www.thekitcheninc.org/our-programs/emergency-shelter/> **Email:** [info@thekitcheninc.org](mailto:info@thekitcheninc.org)

**# of Beds:** 50 beds

**Length of Stay:** 90 days

**Length of Program:** Optional case management after transitioning 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.

## 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:** Individualized follow up.

**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/>

**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.

## Youth Shelters- Polk 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:** Residential home undisclosed. Located in Eastern Missouri.

**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>

**Address:** 702 E Highway 72, Fredericktown, MO 63645

**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, MO. Serves all counties in Missouri, connected through Children's Division, must bring them here.

## GREAT CIRCLE- Emergency Shelter

**Phone:** 417.861.4244 – Therapist’s direct number **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. Age restrictions: on the youth’s 19<sup>th</sup> birthday they are no longer eligible for services. Counties served: Located in Greene County. Southern part of Missouri primarily served, but will serve any county

## GREAT CIRCLE- Residential Home

**Phone:** 417.861.4244 (Therapist’s direct number) **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.

**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. Age restrictions: on the youth’s 19<sup>th</sup> birthday they are no longer eligible for services. Counties served: Located in Greene County. Southern part of Missouri primarily served, but will serve any 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, TF-CBT, 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](mailto:suzannewilson@haloworldwide.org)

**Address:** Jefferson City, MO

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

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

**# 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.

**Counties served:** Greene county primarily, accept people from all counties but if they are an hour + away they try to refer out.

## 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, southern Missouri.

**# 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:** **New Organization.** Residential home opening Fall of 2019.

Counties served: Located in Greene County, but serves all counties in Missouri and will serve girls coming from other states as long as they have connection in MO

**Status:** Not opened yet, plan to be at the end of November.

## Synergy Services — Youth Center

**Phone:** 816-741-8700

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

**Address:** 400 E. 6<sup>th</sup> St. Parkville, MO 54152 Main office. Locations in multiple sites.

**#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

**Address:** 400 E. 6<sup>th</sup> St. Parkville, MO 54152 Main office. Locations in multiple sites.

**#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.

## Therapy/Counseling- Polk County

### AUTPLAY THERAPY CLINIC

**Phone:** 417.755.9042 **Website:** <https://www.robertjasongrant.com/>

**Email:** [autplayoffice@gmail.com](mailto:autplayoffice@gmail.com)

**Services Offered:** Individual, Group, Family, and Couples therapy. Autism therapy and screenings, In-home therapy, Psychological evaluations and testing, Play therapy, and EMDR therapy.

**Eligibility/Service Population:** Adults and children with mental health issues

**Restrictions:** Offers sliding scale payments, Medicaid/Medicare, and most major insurance providers. Located in Springfield, MO, but serves Polk County.

### BEACONSTAR COUNSELING, LLC.

**Phone:** 417.882.7827 **Website:** <https://beaconstarcounseling.com/>

**Services Offered:** Assessments and Evaluations, Individual and Group Therapy, Family and Couples Therapy, Children's Therapy, Psychological Testing, Case management, Psychiatric evaluation, and Psychotropic Intervention.

**Eligibility/Service Population:** Adults with mental health issues and/or co-occurring disorders.

**Restrictions:** Closed on Sundays. Located in Springfield, MO, but serves Polk County.

### BURRELL BEHAVIORAL HEALTH- Bolivar Center

**Phone:** 417.761.5920 **Website:** <https://www.burrellcenter.com/locations/bolivar/>

**Services Offered:** Therapy and psychiatry services.

**Eligibility/Service Population:** Individuals looking for therapy and/or psychiatric services.

**Restrictions:** Mondays-Fridays 8-5 pm.

### CALMING THE STORM COUNSELING

**Phone:** 417.650.8990 **Website:** <http://calmingthestormcounseling.com/>

**Email:** [steve@calmingthestormcounseling.com](mailto:steve@calmingthestormcounseling.com) and [steph@calmingthestormcounseling.com](mailto:steph@calmingthestormcounseling.com)

**Services Offered:** Counseling services- Individual, group, and family

**Eligibility/Service Population:** Adults and children in the surrounding area in need of mental health support.

**Restrictions:** Offers free counseling for clients without insurance or very high deductibles Includes Medicaid and Medicare insured. Located in Springfield, MO, but serves Polk County.

### COMPASS COUNSELING SERVICES

**Phone:** 417.597.4572 **Website:** <http://ozarkscompass.com/index.html>

**Email:** [office@ozarkscompass.com](mailto:office@ozarkscompass.com)

**Services Offered:** Individual and family therapy, psychological assessment/evaluation, marriage counseling, community support services, play therapy, Christian counseling, in-home therapy, life coaching, and Spanish language counseling services

**Eligibility/Service Population:** Adults and children in the surrounding area in need of mental health support.

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

## COUNSELING SOLUTIONS OF THE OZARKS, LLC.

**Phone:** 417.887.9950 **Website:** <https://www.counselingsolutionsoftheozarks.com/>

**Services Offered:** Individual, Family, Couples, Adolescent, Play Therapy, and Group Counseling, including free therapeutic group for LGBTQ youth

**Eligibility/Service Population:** Adults and children in the surrounding area in need of mental health support.

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

## GATEWAY COUNSELING CENTER

**Phone:** 417.869.8400 **Website:** <http://www.gatewaycounselinginc.com/index.html>

**Services Offered:** Individual, family, and group therapy, Adults, adolescents, and children Pre-marital counseling, Couple's counseling, Addiction, Co-occurring disorders, Spiritual issues, Consultation with pastors, attorneys, and school personnel

**Eligibility/Service Population:** Individuals with Dissociative Disorders, Complex Trauma, Post Traumatic Stress Disorder, Physical and Sexual Abuse, Depression and Bipolar Disorder, Anxiety disorders, Attention Deficit/Hyperactivity Disorder, Marriage and Family problems, Traumatic Brain Injury

**Restrictions:** Most insurance companies accepted. Located in Springfield, MO, but serves Polk County.

## GREAT CIRCLE

**Phone:** 417.865.1646 **Website:** <https://www.greatcircle.org/index.php/services-by-program/crisis-services-2>

**Services Offered:** Licensed psychologists and therapists who offer a trauma-informed approach for individual, family and group therapy. Therapies include Trauma-focused cognitive behavioral therapy, dialectical behavioral therapy, and other effective therapeutic techniques.

**Eligibility/Service Population:** Families and individuals, including adults and children, who are in need of counseling from the surrounding Southwest Missouri area. Includes target areas, such as trauma, depression, ADHD, self-harm, sexual addiction, anxiety, eating disorders, personality disorders, and grief. Also includes Intensive Outpatient therapy for children ages 6 to 20 years old to prevent out of home placement.

**Restrictions:** Most insurance companies accepted. Located in Springfield, MO, but serves Polk County.

## HEART OF THE OZARKS- FREEDOM RECOVERY SERVICES

**Phone:** 417.848.LIFE (5433) **Website:** <http://hoto.org/programs/freedom-recovery-services/>

**Services Offered:** Free counseling with state-certified counselors through the Missouri Department of Mental Health.

**Eligibility/Service Population:** Individuals who need more in-depth counseling to overcome their life-controlling issues.

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

## HOUSE OF HOPE- Buffalo, MO

**Phone:** 417.383.5023 **Website:** <http://www.pchouseofhope.org/outreach-services.html>

**Services Offered:** Walk-in center that provides group and individual counseling, referrals, and legal advocacy.

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

**Restrictions:** Located in Dallas County, but serves Polk County. Hours are M-F 9-5 pm.

## JORDAN VALLEY COMMUNITY HEALTH CENTER- BEHAVIORAL HEALTH

**Phone:** 417.831.0150 **Website:** <https://www.jordanvalley.org/behavioral-health-integration>

**Services Offered:** A functional assessment, clinically appropriate plan of action which includes an immediate and brief intervention, short term intervention, referral to a psychologist and other resources and assessment for psychiatry.

**Eligibility/Service Population:** Individuals with behavioral health issues.

**Restrictions:** Hours are M-F 8-5 pm. Must have a Jordan Valley provider. Located in Springfield, MO but serves Polk County.

## MBHCA- Missouri Behavioral Health Counseling Associates

**Phone:** 417.588.5885 **Website:** <http://mbhca.org/> **Email:** [Sheila.buie@mbhca.org](mailto:Sheila.buie@mbhca.org)

**Services Offered:** Trauma counseling, parent supportive education, community and school based prevention programs, individual and family counseling, addiction counseling, emergency crisis response, residential treatment, and early childhood education.

**Eligibility/Service Population:** Adults and children with mental health needs.

**Restrictions:** Discounted/sliding fee scale available. Located in Springfield, MO but serves Polk County.

## NIGHTLIGHT INTERNATIONAL

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

**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 Polk County.

## OZARKS COUNSELING CENTER

**Phone:** 417.869.9011 **Website:**

<http://ozarkscounselingcenter.org/servicesandinformation/Counseling>

**Services Offered:** Individual, family, group, and couple counseling.

**Eligibility/Service Population:** Adults and children with mental health needs.

**Restrictions:** Sliding scale fees available. Accepts Medicaid/Medicare. Located in Springfield, MO but serves Polk County.

## OACAC- OZARKS AREA COMMUNITY ACTION CORPORATION

**Phone:** 417. 862.4314 **Website:** <https://oac.ac/neighborhood-centers/>

**Services Offered:** Neighborhood center located in Bolivar, MO that offers case management, emergency assistance, and counseling.

**Eligibility/Service Population:** Polk County residents who are low-income

**Restrictions:** N/A

## THE VICTIM CENTER

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

**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 Polk County.

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

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

**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 Polk County.



## Substance Abuse Treatment- Polk County

### A AND M RECOVERY

**Phone:** 417.823.3808 **Website:** <http://www.aandmrecovery.com/index.html>

**Services Offered:** Outpatient treatment program, group therapy, and life skills.

**Eligibility/Service Population:** Individuals with a substance use disorder.

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

### ALTERNATIVES, INC.

**Phone:** 417.883.7227 **Website:** <https://www.missourialternatives.com/>

**Services Offered:** SATOP classes, counseling services for co-occurring disorders, and assessments and evaluations for substance use disorder.

**Eligibility/Service Population:** Individuals with a substance use disorder and/or co/occurring disorders.

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

### BEACONSTAR COUNSELING, LCC.

**Phone:** 417.882.7827 **Website:** <https://beaconstarcounseling.com/>

**Services Offered:** Assessments, Case Management, Individual, Group, and Family Counseling, Medication Assisted Treatment, Drug Testing Services

**Eligibility/Service Population:** Adults with a substance use disorder.

**Restrictions:** Referrals from The United States Pretrial/Probation Office (USPO), Rehabilitation Services for the Blind (RSB), The Missouri Board of Nursing (MBN), Department of Corrections (DOC), Missouri Department of Social Services (MDSS) as a MO HealthNet provider, Employee Assistance Programs (EAP), and independent self-referrals. Located in Springfield, MO, but serves Polk County.

### BHG SPRINGFIELD TREATMENT CENTER

**Phone:** 417.865.8045 **Website:** <https://springfield.bhgrecovery.com/>

**Services Offered:** Addiction counseling and Methadone and Suboxone Assisted Treatment Programs.

**Eligibility/Service Population:** Adults with a substance use disorder.

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

### CITIZENS MEMORIAL HOSPITAL ADDICTION RECOVERY PROGRAM

**Phone:** 417.326.7814 **Website:** <https://www.citizensmemorial.com/services/addiction-recovery/index.html>

**Services Offered:** Medication Assisted Treatment, substance abuse counseling, and social support including physical wellness, and life skills development.

**Eligibility/Service Population:** Individuals with a substance use disorder

**Restrictions:** N/A

## Compass Health Inc. (Camdenton)

**Phone:** 573-317-9100

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

**Address:** 741 North Business Rt. 5 Camdenton, MO 65020

**Services Offered:** Alcohol and drug use services.

**Eligibility/Service Population:** Adolescent program, Adult program, Women and Children Program..

**Restrictions:** Located in Camdenton, MO, Camden County, but serves Western region of MO. Accepts Medicaid and most insurance.

## Compass Health Inc. (Lebanon)

**Phone:** 417-532-7102

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

**Address:** 860 Lynn Lebanon, MO 65536-3810

**Services Offered:** Alcohol and drug use services.

**Eligibility/Service Population:** Adolescent program, General Adult Program.

**Restrictions:** Located in Lebanon, MO, LaClede County, but serves Western region of MO. Accepts Medicaid and most insurance.

## CORRECTION SERVICES- Bolivar Office

**Phone:** 417.777.8970 **Website:** <http://correctionservices.com/home.html>

**Services Offered:** Individual and group therapy, school-based substance abuse prevention program, Drug Education Program, and Alcohol Diversion Program.

**Eligibility/Service Population:** Individuals involved in voluntary and mandated court-ordered alcohol and drug offenses.

**Restrictions:** -paid fees: \$25.00/session for counseling.

## HIGHER GROUND RECOVERY CENTER

**Phone:** 417.869.0700 **Website:** <http://higherground417.org/>

**Services Offered:** Outpatient treatment, recovery support services, recovery housing, and a children's program. Includes substance use disorder assessments, individual counseling, group therapy, drug testing, and educational classes.

**Eligibility/Service Population:** Individuals with a substance use disorder

**Restrictions:** Outpatient treatment clients may be eligible to have services paid for fully or in part with Missouri RSS funding. Located in Springfield, MO, but serves Polk County.

## JORDAN VALLEY COMMUNITY HEALTH CENTER- BEHAVIORAL HEALTH

**Phone:** 417.831.0150 **Website:** <https://www.jordanvalley.org/behavioral-health-integration>

**Services Offered:** Medication Assisted Therapy, Diagnostic Assessments, substance use groups, treatment for co-occurring disorders, and crisis intervention.

**Eligibility/Service Population:** Individuals with a substance use disorder.

**Restrictions:** Includes most insurance plans and available sliding scale options. Must have referral from Jordan Valley provider. Located in Springfield, MO, but serves Polk County.

## PREFERRED FAMILY HEALTHCARE

**Phone:** 417.533.3221 **Website:** <https://occsfmissouri.com/>

**Services Offered:** Private probation, SATOP Screening, Offender Education Program, Children's First, and Financial Management.

**Eligibility/Service Population:** Individuals with a substance use disorder

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

## RECOVERY OUTREACH SERVICES, LLC.

**Phone:** 417.823.9691 **Website:** <http://www.recoveryoutreach.com/>

**Services Offered:** An outpatient Recovery Support Services provider through the Missouri Department of Mental Health.

**Eligibility/Service Population:** Individuals with a substance use disorder

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

## Drop-In Services- Polk County

### BURRELL CENTER- WALK-IN CLINIC- Springfield, MO

**Phone:** 417.761.5000 **Website:** <https://www.burrellcenter.com/locations/main-campus-building-b/>

**Services Offered:** Mental health referrals, information, and brief therapy

**Eligibility/Service Population:** Individuals in need of mental health resources

**Restrictions:** Monday-Friday, 7:30 a.m. to 3:30 p.m. Located in Springfield, MO, but serves Polk County.

### HOUSE OF HOPE

**Phone:** 417.777.3229 **Website:** <http://www.pchouseofhope.org/>

**Services Offered:** Information, outreach, and referrals. Food boxes, clothing, etc.

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

**Restrictions:** Open Monday-Friday 9-5 pm.

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

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

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

**Phone:** 417.864.2219 **Website:** <https://www.victorymission.com/services/women/> **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 Thursdays from 10 am-2 pm. Located in Springfield, MO, but serves Polk County.

## Food Pantries- Polk County

### COMMUNITY OUTREACH MINISTRIES- POLK COUNTY FOOD PANTRY

**Phone:** 417.326.2769

**Address:** 320 S. Market St. Bolivar, MO 65613

**Services Offered:** Food pantry

**Restrictions:** Open Tuesdays at 5:30-7:30 p.m., Thursdays at 9:00 a.m.-12:00 p.m., and Saturdays at 9:00 a.m.-12:00 p.m. Must bring Social security cards for everyone in the household, Photo ID for everyone over the age of 18, Proof of address, and Proof of income

## Employment Services- Polk County

### GOODWILL MERS- Springfield, MO

**Phone:** 417.862.5005 **Website:** <https://mersgoodwill.org/about/>

**Services Offered:** Employment training agency

**Eligibility/Service Population:** Individuals in need of employment

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

### LIFE 360- JOBS FOR LIFE

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

**Email:** [Fairbanks@life360.org](mailto:Fairbanks@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 Springfield, MO, but serves Polk County.

### PREFERRED FAMILY HEALTHCARE- WORKFORCE PARTNERSHIPS

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

**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 Polk County.

### THE ARC OF THE OZARKS- EMPLOYMENT SOLUTIONS

**Phone:** 417.864.7887 **Website:** <http://www.thearcoftheozarks.org/employment-solutions>

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

**Services Offered:** Career discovery, career planning, job placement, job coaching, retention support and transition services. To find out if someone is eligible to receive these services.

Individuals need to obtain referrals from the Department of Mental Health or Vocational Rehabilitation.

**Eligibility/Service Population:** Individuals with developmental disabilities

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

### International Institute of Southwest Missouri

**Phone:** 417.720.1552

**Website:** <https://www.iistl.org/iismo/>

**Email:** [thomasr@iistl.org](mailto:thomasr@iistl.org)

**Services Offered:** Provides resettlement and employment-related services, such as work orientation, Job Search and Employment Application Preparation, Interview Coaching, Post-placement follow-up services, Financial Literacy Support- Family Budgeting, Access to Primary

& Specialty Care Services leading to ability to be employable, Refugee Case and Medical Assistance for newly arrived refugees and asylees, Supplemental Security Income (SSI) for certain eligible refugee and asylee applicants, Language support services including one-on-one, telephonic and video remote interpretation, Translation services also available, and Information and Referrals.

**Eligibility/Service Population:** Recently-arrived refugees and asylees and their families residing in around Springfield, MO.

**Restrictions:** Serves families in and around Springfield, Missouri. Must be legally-admitted refugees and asylees, who have lived in the US less than five years. However, there is no time limit to obtain information and referral services. Participants must also be at least 16 years of age and not in school full time.

## Legal Services- Polk County

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

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

**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 Polk County.

### CHARITY RONE- Prosecutor's Office Victim Advocate

**Phone:** 417.326.5756 **Website:** <http://missourilawyershelp.org/legal-topics/legal-resources-directory/polk-county/>

**Email:** N/A

**Services Offered:** Victim advocacy

**Eligibility/Service Population:** Victims of crime in Polk County.

**Restrictions:** N/A

### 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 Barry, Cedar, Christian, Dade, Dallas, Douglas, Greene, Hickory, Laclede, Lawrence, Ozark, Polk, Pulaski, Stone, Taney, Texas, Webster, and Wright counties.

### KEN ASHLOCK- Prosecuting Attorney

**Phone:** 417.326.5756 **Website:** <http://mocounties.com/polk-county.php>

**Email:** N/A

**Services Offered:** Provides legal representation

**Eligibility/Service Population:** Victims of crime in Polk County.

**Restrictions:** N/A



## LEGAL SERVICES OF SOUTHERN MISSOURI (Springfield Office)

**Phone:** 417.881.1397 **Website:** <http://www.lsosm.org/contact/> **Email:** 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 Polk County. Income eligible. By federal law, LSSM is not allowed to provide assistance to prisoners, handle criminal matters, municipal court matters, personal injury or workers' compensation cases. LSSM's legal services are free; however, clients may be responsible for court costs.

## 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/)

**Email:** 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:** P.O. 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/>

**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 Polk County.

## VICTIM CONNECT HELPLINE / RESOURCE CENTER

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

**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/>

**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- Polk County

### American Translators Association

**Phone:** (703) 683 6100

**Website:** [https://www.atanet.org/onlinedirectories/search\\_advanced.php](https://www.atanet.org/onlinedirectories/search_advanced.php) **Email:**

**Services Offered:** Advanced search directory of translators and interpreters. Search by languages, location, credentials, specializations, and more criteria.

**Eligibility/Service Population:** All.

**Restrictions:** Paid service

### 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.

### DeafLEAD Institute

**Phone:** 573-445-5005 (V/TTY) | toll-free: 800-380-DEAF (V/TTY) |

Videophone: 573-303-5604 | Text: Text HAND to 839863

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

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

**Email:** N/A

**Services Offered:** 24-hour crisis intervention, advocacy, case management, interpreting and mental health services. They also support individuals, agencies, and organizations providing victim services to individuals with a hearing loss.

**Eligibility/Service Population:** Deaf, hard of hearing, DeafBlind, and late-deafened individuals who are victims of crime and their families.

**Restrictions:** Headquartered in Columbia, but DeafLEAD texting/hotline is available to individuals and service providers across the state of Missouri.

### Hands Up Communication

**Phone:** (888) 532-7429 **Website:** [www.handsupcommunications.com](http://www.handsupcommunications.com)

**Address:** (services will likely be used remotely) 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:** **Services will likely be used remotely.** 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. Available in all counties. Services accessed remotely.

**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. Available in all counties.

**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:** Services will likely be used remotely. 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.

## TRANSLATORS USA

**Phone:** 1.888.790.8872 **Website:** <https://translators-usa.com/>

**Email:** [sales@translators-usa.com](mailto:sales@translators-usa.com)

**Address:** 100 South 4th Street, St. Louis, MO 63102

**Services Offered:** Translators USA provides accurate certified document translation services to international corporations, government agencies and municipalities, small businesses, technical organizations, advertising agencies, and individuals

**Eligibility/Service Population:** Any individual seeking language access services.

**Restrictions:** Must pay for services.

## 24 Hour Hotline Services- Polk County

### Anti-Violence Project

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

**Address:** (Services accessed through call line, 116 Nassau Street, 3rd floor New York, NY 10038).

**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

### BURRELL SYSTEMS

**Phone:** 1.800.494.7355 **Website:** <https://dmh.mo.gov/mentalillness/progs/acinnumbers.html>

**Services Offered:** Crisis interventions, information referral, and phone coaching.

**Eligibility/Service Population:** Anyone in a mental health crisis or in need of emotional support.

**Restrictions:** N/A

### DeafLine Missouri (DeafLEAD)

**Phone:** 800-380-3323

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

**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.

### GREAT CIRCLE

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

**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:** N/A

### HOUSE OF HOPE

**Phone:** 417.399.6744 **Website:** <http://www.pchouseofhope.org/emergency-shelter-and-hotline.html>

**Services Offered:** Offers emotional support, coaching calls, and crisis intervention

**Eligibility/Service Population:** Families and community members affected by domestic violence, sexual violence, or other related crimes.

**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.

## 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)

**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)

**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/>

**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**

## Pathways Community Behavioral Health ACI Hotline (in association with BHR)

**Phone:** 1-800-833-3915

**Website:** BHR website – <http://bhrstl.org>



**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:** Anyone experiencing a mental health crisis – youth and adults.

**Restrictions:** Serves Counties: Bates, Benton, Camden, Cedar, Cole, Crawford, Dent, Gasconade, Henry, Hickory, Laclede, Maries, Miller, Osage, Phelps, Pulaski, St. Clair, Vernon

## PRIDE INSTITUTE NATIONAL HOTLINE (LGBTQIA+ SAFE)

**Hotline:** (800) 547-7433 Website: <https://pride-institute.com/contact/>

**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.

## TRANSLIFELINE (LGBTQIA+ SAFE)

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

**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>

**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

: LGBTQ youth in crisis.

**Restrictions:** N/A

## THE VICTIM CENTER

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

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

**Services Offered:** Provides 24-hour crisis response with a trained Volunteer Victim Advocate or professional staff members. This service is available on a 24-hour, seven day a week basis for

telephone support and immediate crisis intervention, including hospital and/or police station accompaniment, crisis counseling, and referral services when appropriate.

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

**Restrictions:** N/A

## Human Trafficking Education and Awareness/Training- Polk County

### Coalition Against Trafficking and Exploitation \*

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

**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:** N/A

## **Human Trafficking Prevention Programming- Polk County**

No prevention programs available in Polk County