24-Hour Crisis Line
844-258-8858
From 9 a.m. – 3 p.m., Monday – Friday you can also chat one-to-one online at www.Foundation2CrisisChat.org or by texting 800-332-4224. All contacts are confidential.

A crisis is any stress or pressure that has become too great for you to cope with alone.

“Crisis” can mean different things to different people. A crisis could be a major loss – the death of a loved one, a divorce, or a serious illness. Or it could be a series of smaller problems that have compounded and become overwhelming.

Because crisis can happen to anyone, at any age, at any time, the crisis phone line provides trained, compassionate telephone counselors 24 hours a day, 365 days a year.

Publication Sponsored by:

CICS
Supporting Individuals, Strengthening Communities

(Update Fall 2017)
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Provider Descriptions

Social Workers
LISW: Licensed Independent Social Worker,
May practice independently.
LMSW: Licensed Master Social Worker,
Practices under supervision.
MSW: Master of Social Work

Mental Health Practitioners
LMHC: Licensed Mental Health Counselor
MA: Master of Arts
MS: Master of Sciences

Medical Practitioners
ARNP: Advanced Registered Nurse Practitioner
These professionals have specialized at the
master level to practice professional nursing. A nurse
practitioner can prescribe medication.
MD: Medical doctor, physician
PA: Physician’s Assistant. A PA is a medically trained practitioner
who practices with the supervision of a physician.

Psychological Practitioners
PhD: Advanced doctorate level training. These credentials may
be used by an educational psychologist, psychologist, or
another professional who has completed an advanced level
of graduate work.
PsyD: Doctorate in psychology

Other Practitioners:
CADC: Certified Alcohol Drug Counselor
LADC: Licensed Alcohol and Drug Counselor
RD, LMNT: Registered Dietitian, Licensed Medical Nutrition
Therapist
**Service descriptions, cont’d**

**Peer Support Services:** Peer support services provide an opportunity for consumers who have achieved significant recovery to assist others in their recovery journeys. Peer specialists model recovery, teach skills and offer supports to help people experiencing mental health challenges lead meaningful lives in the community. Peer specialists promote recovery; enhance hope and social networking through role modeling and activation; and supplement existing treatment with education, empowerment, and aid in system navigation.

**Family Peer Support Services:** Family Peer Support Services are for a parent or primary caregivers of a child with an emotional, behavioral, or mental health disorder. Family Peer Support Specialists provide support and hope for families who also have a child identified with a serious mental health disorder, similar to the peer support services for adults.

**Screening:** Screening for developmental delay or social/behavioral development may be done in your child’s preschool, school, doctor’s office, or as a part of a home visitation program. These screening tools are usually in survey/questionnaire format. Typically, parent involvement is at least part of the process. A positive screen is simply an indication that further assessment is recommended. A child who has been screened and is identified to have a potential concern should at least be monitored and possibly re-screened at a later time.

**Trauma Focused Cognitive Behavioral Therapy:** TF-CBT combines elements of cognitive therapy, which addresses a person’s thoughts and perceptions, with behavioral therapy, which changes habitual responses to individual situations, and family therapy, which focuses on interactions between family members. TF-CBT is used to treat sexual abuse and other traumatic events.

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**What you will find in this directory**

This booklet contains a listing of agencies that indicated that they have professionals who work with behavioral and emotional health. Information was provided by each agency regarding its accepted payment methods, services available, and types of providers. This is not a complete listing of providers in the area, but only those providers who have an office located within Warren County. Some types of providers would require an initial referral from someone on this list, and others who were contacted did not provide information for this directory.

Agencies and professionals are listed as self-reported for inclusion in this directory. Inclusion in the directory does not constitute a recommendation. Consumers should ask questions, clarify credentials, and seek services independently. Some agencies may offer programs or services in addition to those listed here.

**How to access services**

Be an assertive consumer. When seeking services, ask questions such as: “Does your staff have expertise with very young children?” and “What type of therapy will you use when treating my child/family?”

If you are unsure where to start, you can always call Central Iowa Community Services (CICS) – Warren County Office at (515) 961-1068, to help you navigate the services and funding available.

**Updates**

As with any project like this, there are agencies and providers who may not have been included. Please contact us at betsy.stursma@cicsmhds.org or (515) 961-1068, and we will include your information in the next version of this directory. If you no longer provide mental health services, please let us know so that we might remove you from subsequent editions.
Payment methods accepted
- Most insurances
- Sliding fee scale
- Fee for service
- Title 19

Types of providers
- LMHC

Payment methods accepted
- Most insurances
- Private Pay

Types of providers
- LISW

Pediatric Integrated Health Home (IHHC) Services: These services consist of a team of professionals working together to coordinate services for children with a serious emotional disturbance. This service is available only to children on Medicaid insurance.

Parent Child Interaction Therapy: PCIT focuses on the interaction between the child and his/her parent. Child directed interactions and parent directed interactions are the techniques associated with PCIT. Parents learn to use behavior management techniques as they play with their child.

Play or art therapy: Young children are not sophisticated enough to do traditional “talk therapy.” Experienced therapists who work with young children will introduce play or art in working with young children.

Child & Adolescent Psychiatry: A psychiatrist is a medical doctor who has specialized in treatment of mental disorders. Some psychiatrists specialize in child or adolescent psychiatry. Ask if the doctor is child or adult qualified.

Psychological testing: Psychologists in Iowa are licensed by the State or certified as school psychologists. Psychologists are trained to use various assessment tests for IQ, personality, cognitive impairment, etc. Be sure to understand the nature and type of psychological tests being performed and the purpose for which they will be used.
**Service descriptions, cont'd**

**Eye Movement Desensitization & Reprocessing:** EMDR was developed to reduce trauma-related stress, anxiety, and depression symptoms associated with posttraumatic stress disorder (PTSD) and to improve overall mental health functioning.

**Faith based:** Some professionals may identify themselves as faith based and may be associated with a church or a religious denomination. Usually these organizations employ staff that is licensed to practice as well.

**Family therapy:** Family therapy can be provided by licensed and qualified mental health professionals. Family therapy will involve the child and his/her parent figure, seen together to work on relationship issues, communication, and behavioral problems.

**Individual therapy:** Individual therapy is done 1 on 1 with the child, adolescent, or adult.

**Intensive Psychiatric Rehabilitation (IPR) services:** IPR is a service program delivered to adults with chronic mental illness. It is designed to work both one-on-one and in group settings to identify life changing goals to promote steps towards recovery, and provide support to achieve those goals.

**Jail Services:** While an individual is in the Warren County jail, they may speak with a mental health profession to discuss what, if any, services are needed during incarceration and following release from jail.

**Medication management:** Medication management will be supervised by an MD (pediatrician, psychiatrist, or your family doctor), a qualified pediatric nurse practitioner, or a mental health qualified nurse practitioner. A therapist, counselor or psychologist does not prescribe medication.

**Mental health assessment:** A mental health assessment will be provided by a licensed practitioner. Be sure to ask whether or not the individual has expertise in working with young children, if needed. Some providers are trained in the use of diagnosis and classification of infants and young children (DC: 0 – 3R), which is a developmentally based diagnosis of mental health and developmental disorders in infancy and early childhood.

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**Celebrate Recovery (Indianola Community Church)**
14424 Kennedy Street  
Indianola, IA 50125  
(515) 961-8311 – phone  
bwatt25@gmail.com  
www.indianolacc.org/adults  
Indianola, IA 50125  
(515) 961-4081 – fax

Facebook: Celebrate Recovery at Indianola Community Church

- Payment methods accepted
  - No cost

- Services available
  - Peer Support Services
  - Substance Abuse Services
  - Gambling Addiction Services

**Central Iowa Community Services (CICS) – Warren County Office**

1007 S Jefferson Way  
Indianola, IA 50125  
(515) 961-1068 – phone  
(515) 961-1142 – fax

*Regional Funder of mental health services*

- Payment methods accepted
  - No Cost

- Populations served
  - Children 0-5
  - Children 6-12
  - Adolescents 13-18
  - Adults
  - Seniors

- Services available
  - Coordination services
  - Information and referral
Service descriptions, cont’d

Community based services: For individuals who need additional assistance living independently in the community, there are services available to help. Community based services can include help getting and keeping a job, finding housing, maintaining housing, assistance with cooking, cleaning, and money management or reducing isolation. These services are typically accessed through coordination services or adult or pediatric integrated health home (IHH) programs.

Dialectical Behavior Therapy (DBT): DBT is a cognitive-behavioral approach that emphasizes the psychosocial aspects of treatment. It helps people learn and use new skills and strategies, such as mindfulness, emotion regulation, distress tolerance, and social skills. It can include both individual and group sessions.

Developmental assessment: A developmental assessment can be completed by your child's pediatrician, a pediatric nurse practitioner, the area educational agency professionals (AEA), and some psychologists or clinicians. If you have a home visitor, that person may perform developmental screenings which may result in a referral to a provider who can provide an assessment.

Disorders of infancy and childhood: The classification of diagnosis in very young children is different than diagnosis of older children. Parents should ask whether the clinician is trained in the DC: 0 – 3R, and whether a developmental assessment will be part of an assessment.

Early ACCESS: Area Education Agency 13 administers this program. Early ACCESS is partnership between families with young children, birth to age three, and providers from the Departments of Education, Public Health, Human Services, and Child Health Specialty Clinics. The purpose of this program is for families and staff to work together in identifying, coordinating and providing needed services and resources that will help the family assist their infant or toddler to grow and develop. Early ACCESS may serve an infant or toddler under the age of three who

- has a condition or disability that is known to have a high probability of later delays if early intervention services were not provided
- is already experiencing a 25% delay in one or more areas of growth or development.
Behavioral Health Intervention Services (BHIS): Sometimes it takes more than office visits to deal with a child’s severe emotional and behavioral issues. Behavioral Health Intervention Services (BHIS) are a voluntary service that offers tools and support to families so they can create a supportive environment at home. This is typically a Medicaid funded service, but Orchard Place does have a System of Care (SOC) Program which can serve other families in Polk and Warren Counties.

Behavioral therapy: Behavioral interventions are very effective in managing or eliminating behavior problems and increasing positive behaviors in young children. A behavioral therapist will work with parents or teachers to develop a reward or incentive plan. Parents and teachers will need to be consistent and ready to engage actively in a plan designed to change behaviors.

Children’s therapy for ages 0 – 5: Therapy for infants and children under age 3 will involve the child’s relationship with his/her parent. Parent and child will be seen together. Children 3 – 5 may be seen for art or play therapy or behavioral interventions. Ask about the therapist’s experience with young children and expect to be involved in the session if the child is under 3.

Children’s therapy for ages 6 – 12: Young children will benefit from therapy which uses an expressive form of treatment like play or art therapy, behavioral therapy, family therapy, or combinations of the three types of therapy. Regular communication with the parents as a part of the ongoing therapy should be expected. As a parent, you have a right and responsibility to be included in your child’s treatment.

Coordination services: Finding help can sometimes be difficult. Coordination services are designed to help individuals and families navigate behavioral and mental health services available in Warren County.
SERVICE DESCRIPTIONS

Some of the services listed in this directory may be unfamiliar to you. The following is a brief description of what each service might provide. Talk to your prospective provider for more specific information.

ADHD/hyperactivity Assessment: An assessment for ADHD will be done by a pediatrician, a pediatric nurse practitioner, or a qualified mental health professional. An assessment will involve an interview, observations, and behavioral reports from home, day care, preschool, and school environments. Parents and school staff will be asked to complete a behavioral rating scale to report the nature of the child's problems. ADHD symptoms would be present across all environments – not just in the home. An ADHD diagnosis may result in a referral to a provider for medications. Sometimes behavioral interventions alone may benefit a child. Very young children are by nature very active and curious. They can be very strong willed and even oppositional. Careful assessment should be done. A child placed on ADHD medication will be closely monitored for behavioral response to make sure medications are working and not making behaviors worse.

Adolescent therapy ages 13 – 18: Adolescents are able to abstract and communicate in ways that are like an adult, but also uniquely adolescent. Look for a therapist your adolescent likes and who is experienced with teenagers and their needs. Regular communication with the parents as a part of the on-going therapy should be expected. As a parent, you have a right and responsibility to be included in your child's treatment.

Adult Integrated Health Home (IHH) Services: These services consist of a team of professionals working together to coordinate services for individuals with a serious mental illness. This service is available only to individuals on Medicaid insurance.

Aggression Replacement Training (ART): Aggression Replacement Training® is a cognitive behavioral intervention program to help children and adolescents improve social skill competence and moral reasoning, better manage anger, and reduce aggressive behavior. The program specifically targets chronically aggressive children and adolescents ages 12-17.
Unity Point Clinic - Indianola
301 East Hillcrest Ave (515) 961-3700 – phone
Indianola, IA 50125 (515) 962-0160 – fax
*Provides mental health services in the family medicine clinic, including therapy.

Payment methods accepted
- Most Insurances

Types of providers
- PA
- LMHC

Populations served
- Adults
- Seniors

Services available
- Individual therapy
- Medication Management

Unity Point Clinic - Norwalk
801 Colonial Circle (515) 285-3200 – phone
Norwalk, IA 50211 (515) 285-3232 – fax
*Provides therapy in the family medicine clinic 2 days per week.

Payment methods accepted
- Most Insurances

Types of providers
- LISW

Populations served
- Children 6-12
- Adolescents 13-18
- Adults
- Seniors

Services available
- Mental health assessment
- Individual therapy
- Family therapy

Employee & Family Resources, Inc.
505 5th Ave, Suite 600 (515) 471-2327 – phone
Des Moines, IA 50309 (515) 244-2938 – fax
www.efr.com
Facebook: Employee and Family Resources
*Services provided in the community setting in Warren County.

Payment methods accepted
- No Cost

Populations served
- Children 0-5
- Children 6-12
- Adolescents 13-18
- Adults
- Seniors

Services available
- Substance Abuse Prevention Services
- Gambling Prevention Services

May this day bring you peace, tranquility and harmony.
**Eyerly Ball Community Mental Health Services**  
1007 South Jefferson Way (515) 961-1035 - phone  
Indianola, IA 50125 (515) 961-1142 – fax  
(515) 243-5181 –DM Office  
www.eyerlyball.org

Payment methods accepted  
- Private Pay  
- United Healthcare – Medicaid MCO  
- Amerigroup – Medicaid MCO  
- AmeriHealth Caritas – Medicaid MCO  
- Sliding Fee Scale  
- Regional Funding  
- Other Insurance

Types of providers  
- LMSW  
- ARNP

Populations served  
- Adults

Services available  
- Mental health assessment  
- Individual therapy  
- Adult therapy  
- Medication Management  
- Jail services  
- Adult Integrated health home (IHH) services  
- Mobile Crisis  
- Community based services

**Team Restoration Ministries**  
Mailing Address (515) 238-9010 – phone  
1473 195th Ave (641) 342-1017 – fax  
Osceola, IA 50213

Practice Location – no mail  
14424 Kennedy Street  
Indianola, IA 50125

www.team-restoration.org

Payment methods accepted  
- Most insurances  
- Private Pay  
- Sliding Fee Scale  
- Medicaid fee-for-service  
- United Healthcare – Medicaid MCO  
- Amerigroup – Medicaid MCO  
- AmeriHealth Caritas – Medicaid MCO

Types of providers  
- LISW  
- LMHC

Populations Served:  
- Children 0-5  
- Children 6-12  
- Adolescents 13-18  
- Adults  
- Seniors

Services available  
- Mental health assessment  
- Development assessment  
- Individual therapy  
- Child therapy: 0 – 5  
- Child therapy: 6 – 12  
- Family therapy  
- Adolescent therapy: 13 – 18  
- Adult therapy  
- Parent-child interaction therapy
The human capacity for burden is like bamboo—far more flexible than you’d ever believe at first glance.

Jodi Picoult
House of Mercy
310 North Buxton Street  
Indianola, IA 50125  
www.houseofmercydesmoines.org

Payment methods accepted
- Private Pay
- Medicaid fee-for-service
- United Healthcare – Medicaid MCO
- Amerigroup – Medicaid MCO
- AmeriHealth Caritas – Medicaid MCO
- Sliding Fee Scale
- Regional Funding
- Most Insurances

Types of providers
- LMSW
- LMHC
- CADC

Populations served
- Children 6-12
- Adolescents 13-18
- Adults
- Seniors

Services available
- Mental health assessment
- Individual therapy
- Child therapy 6-12
- Family therapy
- Adult therapy
- EMDR – child & adult
- Medication Management
- Jail services
- Dialectical Behavioral Therapy (DBT)
- Substance Abuse Services

Bailey Saal, LISW
1202 E 2nd Ave  
Indianola, IA 50125  
baileysaallisw@gmail.com

Payment methods accepted
- Most insurances
- Private Pay
- Sliding Fee Scale
- Medicaid fee-for-service
- United Healthcare – Medicaid MCO
- Amerigroup – Medicaid MCO
- AmeriHealth Caritas – Medicaid MCO

Types of providers
- LISW
- Private Pay
- Sliding Fee Scale
- Medicaid fee-for-service
- United Healthcare – Medicaid MCO
- Amerigroup – Medicaid MCO
- AmeriHealth Caritas – Medicaid MCO

Populations Served:
- Children 0-5
- Children 6-12
- Adolescents 13-18
- Adults

Services available
- Disorders of infancy & childhood
- Individual therapy
- Child therapy: 0 – 5
- Child therapy: 6 – 12
- Family therapy
- Adolescent therapy: 13 – 18
- Adult therapy
Payment methods accepted
• Private pay
• Medicaid fee-for-service
• United Healthcare – Medicaid MCO
• Amerigroup – Medicaid MCO
• AmeriHealth Caritas – Medicaid MCO
• Most insurances – Wellmark BC/BS, Aetna

Types of providers
• LMHC

Populations Served:
• Children 6-12
• Adolescents 13-18
• Adults
• Seniors

Services available
• Mental health assessment
• Individual therapy
• Child therapy: 6 – 12
• Family therapy
• Adolescent therapy: 13 – 18
• Adult therapy
• EMDR – child & adult
• Parent-child interaction therapy
• Dialectical Behavioral Therapy (DBT)
Mercy Clinic - Indianola
307 E Scenic Valley Ave  (515) 643-9042 – phone
Indianola, IA 50125
*This is for existing Mercy Clinic patients only and on a referral basis from their primary care physician.

Payment methods accepted
- Most Insurances (check with Mercy Psych for specifics)

Types of providers
- LMHC

Populations served
- Adults
- Seniors

Services available
- Individual therapy

NAMI of Greater Des Moines
511 E 6th Street, Suite B  (515) 277-0672 – phone
Des Moines, IA 50309
Email: namigdm@gmail.com
www.namigdm.org

NAMI, the acronym for the National Alliance on Mental Illness, is a grass roots, self-help, education, support and advocacy organization dedicated to improving the lives of families who have relatives with a brain disorder (mental illness). This includes families and consumers diagnosed with a mental illness, relatives and friends, professionals, and all who share NAMI’s vision and mission.

Payment methods accepted
- No cost

Orchard Place
808 5th Avenue  (515) 244-2267 – phone
Des Moines, IA 50312
(515) 246-3599 – fax
www.orchardplace.org
*See children in Des Moines for mental health services and provider coordination and BHIS services in the community in Warren County.

Payment methods accepted
- Types of providers
  - Most insurances
  - Private Pay
  - Sliding Fee Scale
  - Medicaid fee-for-service
  - United Healthcare – Medicaid MCO
  - Amerigroup – Medicaid MCO
  - AmeriHealth Caritas – Medicaid MCO
  - Regional funding

Types of providers
- LISW
- LMHC
- ARNP
- Psychiatrist

Populations Served:
- Children 0-5
- Children 6-12
- Adolescents 13-18

Services available
- Mental health assessment
- Development assessment
- Disorders of infancy & childhood
- Individual therapy
- Child therapy: 0 – 5
- Child therapy: 6 – 12
- Screening
- ADHD/hyperactivity assessment
- Family therapy
- Adolescent therapy: 13 – 18
- Autism assessment
- Pediatric Integrated health home (IHH) services
- Family support services