

# CRISIS SERVICES

Name of Program/Provider	Focus Population	Phone Number & Hours	Services Provided	Eligibility Requirement, Documents Needed, Fees
<b>Joint Emergency Communications Center of Johnson County (JECC)</b> <a href="http://www.jecc-ema.org">www.jecc-ema.org</a>	<b>EMERGENCY SERVICES</b>	<b>Call 911</b> Police * Sheriff * Fire * EMS * Ambulance	Clearing house for all 9-1-1 calls and all emergency communications for Johnson County.	
<b>24-Hour Crisis Line</b> Alcoholics Anonymous PO Box 487 Iowa City IA 52240 <a href="http://www.aaiowacity.org/">http://www.aaiowacity.org/</a>	<b>General</b>	<b>HOTLINE</b> <b>319-338-9111</b>	Visit website for list of weekly meeting locations and time.	<b>Eligibility Requirements</b> ~ No age requirement, Membership is open to anyone <b>Documents</b> ~ contact program <b>Fees</b> ~ contact program
<b>24-Hour Crisis Intervention Line</b> CommUnity Crisis Services and Food Bank (formerly the Crisis Center) 1121 Gilbert Court Iowa City IA 52240 <a href="https://builtbycommunity.org/">https://builtbycommunity.org/</a>	<b>General</b>	<b>HOTLINE</b> <b>1-855-325-4296</b> 24 Hours 7 days - 365 days	Talk confidentially to a skilled volunteer who will listen with compassion, respond without judgment and treat you with respect. Will work collaboratively to brainstorm potential options and generate an action plan.	<b>Eligibility Requirements</b> ~ Open to anyone in crisis <b>Documents</b> ~ none <b>Fees</b> ~ services are free and confidential
<b>Crisis Chat Intervention Program</b> CommUnity Crisis Services and Food Bank (formerly the Crisis Center) 1121 Gilbert Court Iowa City IA 52240 <a href="http://www.iowacrisischat.org">www.iowacrisischat.org</a>	<b>General</b>	Available 7 days/ week 9:00 am – 2:00 am	Offers online emotional support to anyone in need.	<b>Eligibility Requirements</b> ~ none <b>Documents</b> ~ none <b>Fees</b> ~ services are free and confidential
<b>Mobile Crisis Outreach Program</b> CommUnity Crisis Services and Food Bank (formerly the Crisis Center) 1121 Gilbert Court Iowa City IA 52240 <a href="https://builtbycommunity.org/">https://builtbycommunity.org/</a>	<b>General</b>	1-855-800-1239 24 Hours 7 days - 365 days	Program dispatches mental health counselors to homes, schools, ER's, or public places where a mental health crisis is occurring. Response time is within sixty minutes of dispatch. Please see website for more details.	<b>Eligibility Requirements</b> ~ none <b>Documents</b> ~ none <b>Fees</b> ~ none
<b>Child Abuse Hotline</b> Department of Human Services Program 855 S Dubuque Street – Suite 102 Iowa City IA 52240 <a href="http://www.dhs.iowa.gov">www.dhs.iowa.gov</a>	<b>Youth</b>	<b>HOTLINE</b> <b>1-800-362-2178</b>  24 Hours 7 days – 365 days	If you suspect a child under the age of 18 is being abused or neglected, call the abuse hotline.  If you believe the child is in imminent danger, call <b>911</b> immediately.	

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<p><b>Emergency Shelter</b> Domestic Violence Intervention Program 1105 S Gilbert Ct -Suite 300 Iowa City IA 52240 <a href="http://www.dvpiowa.org">www.dvpiowa.org</a></p>	<p style="text-align: center;"><b>General</b></p>	<p style="text-align: center;"><b>HOTLINE</b> <b>1-800-373-1043</b></p> <p style="text-align: center;">24 Hours 7 days – 365 days</p>	<p>Provides emergency safe sheltering for victims of domestic violence when remaining in their home is no longer an option. Emergency sheltering may include short stays in our shelter, safe housing or assistance with housing acquisition.</p>	<p><b>Eligibility Requirements</b> ~ must be a victim of domestic violence, dating violence, stalking or sexual violence <b>Documents</b> ~ none <b>Fees</b> ~ all services are free and confidential</p>
<p><b>Outreach Services &amp; Advocacy for Victims of Domestic Violence</b> Domestic Violence Intervention Program 1105 S Gilbert Ct -Suite 300 Iowa City IA 52240 <a href="http://www.dvpiowa.org">www.dvpiowa.org</a></p>	<p style="text-align: center;"><b>General</b></p>	<p style="text-align: center;"><b>HOTLINE</b> <b>1-800-373-1043</b></p> <p style="text-align: center;">24 Hours 7 days – 365 days</p>	<p>Assists adult and youth victims of domestic &amp; dating violence and stalking as they seek to heal from trauma and respond to community systems (such as the criminal justice, human services, healthcare and other systems). Advocacy and peer based counseling are available by calling our 24 hour crisis line.</p>	<p><b>Eligibility Requirements</b> ~ must be a victim of domestic violence, dating violence, stalking or sexual violence <b>Documents</b> ~ none <b>Fees</b> ~ all services are free and confidential</p>
<p><b>Behavioral Health Crisis Stabilization</b> GuideLink Center 300 Southgate Ave. Iowa City, IA 52240 <a href="http://www.guidelinkcenter.org">www.guidelinkcenter.org</a></p>	<p style="text-align: center;">Adult</p>	<p style="text-align: center;">General Number for Questions: 319-400-9879 24 Hours 7 days – 365 Days</p>	<p>Offers 23-hour Crisis Observation and 1-5-day Crisis Stabilization for individuals experiencing distressing or acute mental health symptoms. Prompt evaluation and/or treatment for individuals presenting to GuideLink Center.</p>	
<p><b>Iowa Help Line</b> 4 ways to get help <a href="http://www.iowahelpine.org">www.iowahelpine.org</a></p>	<p style="text-align: center;"><b>General</b></p>	<p style="text-align: center;"><b>Talk</b> <b>1-855-800-1239</b> 24 Hours 7 days - 365 days</p> <p style="text-align: center;"><b>Chat</b> <b>iowacrisischat.org</b> 2:00 pm-2:00 am</p> <p style="text-align: center;"><b>Text</b> <b>1-855-800-1239</b> 2:00 pm – 2:00 am</p> <p style="text-align: center;"><b>Mobile Crisis</b> <b>1-855-800-1239</b> 24 Hours 7 days - 365 days</p>	<p>Provides crisis counseling and support, suicide prevention, intervention and resource referral to people experiencing a mental health crisis. Access to services are available by phone, text, chat or mobile crisis.</p> <p>Mobile Crisis Outreach provides crisis counseling, risk assessment and resource information for people experiencing a mental health crisis. Mobile Crisis Outreach counselors will respond at the site of where the crisis is occurring.</p>	<p><b>Eligibility Requirements</b> ~ Free service to anyone in the East Central Region experiencing a mental health crisis. <b>Documents</b> ~ none <b>Fees</b> ~ all services are free and confidential</p>
<p><b>Poison Control</b> Iowa Poison Control Center 401 Douglas Street – Suite 215 Sioux City IA 51001 <a href="http://www.iowapoisson.org">www.iowapoisson.org</a></p>	<p style="text-align: center;"><b>General</b></p>	<p style="text-align: center;"><b>HOTLINE</b> <b>1-800-222-1222</b></p>	<p>Provides free 24-hour immediate treatment advice for poison emergencies. Also provide information about poisons and poison prevention. Can help with questions about household products, medication &amp; drugs, chemicals, snake bites, spider bites and plant &amp; mushroom poisoning.</p>	

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<b>Navigator Services</b> Johnson County Social Services 855 S Dubuque St – Suite 202B Iowa City IA 52240 <a href="http://johnsoncountyiowa.gov/">http://johnsoncountyiowa.gov/</a>	<b>General</b>	319-356-6090  M-F 8-4:30 pm	Assists residents in accessing various local support services. Short-term case management and follow up assistance.	<b>Eligibility Requirements</b> ~ Contact program <b>Documents</b> ~ Contact program <b>Fees</b> ~ none
<b>Mercy on Call</b> Mercy Hospital 500 E Market St Iowa City, IA 52245	<b>General</b>	<b>HOTLINE</b> <b>1-800-358-2767</b>  7am-12am (midnight)	<ul style="list-style-type: none"> <li>• Mercy RNs available to provide free and confidential services, including: helping figure out what to do when you don't feel well.</li> <li>• Helping find a physician who meets your needs.</li> <li>• Registration for classes, programs, health screenings, and support groups.</li> <li>• Give expert health information.</li> </ul>	
<b>Sexual Assault Victim Advocate &amp; Prevention Agency</b> Rape Victim Advocacy Program 332 S Linn Street – Suite 100 Iowa City IA 52240 <a href="http://www.rvap.uiowa.edu">www.rvap.uiowa.edu</a>	<b>General</b>	<b>HOTLINE</b> <b>800-228-1625</b>  Iowa Sexual Abuse Hotline 800-284-7821	Provide free, confidential, trauma-informed advocacy to all affected by sexual violence. Promotes social change through prevention education.	
<b>Stop Bullying</b> <a href="http://www.stopbullying.gov/">http://www.stopbullying.gov/</a>	<b>General</b>		When you, your child or someone close to you is being bullied, there are many steps to take to help resolve the situation. Visit the website <a href="http://www.stopbullying.gov">www.stopbullying.gov</a> to get help now.	
<b>Suicide Prevention</b> National Suicide Prevention Lifeline <a href="http://www.suicidepreventionlifeline.org">www.suicidepreventionlifeline.org</a>	<b>General</b>	<b>HOTLINE</b> <b>800-273-8255</b>	Provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.	
<b>Integrated Call Center</b> Universtiy of Iowa Hospitals & Clinics 200 Hawkins Dr. Iowa City, IA 52242	<b>General</b>	<b>24-hour health access service:</b> <b>1-800-777-8442</b>  <b>24-hour Consult service:</b> <b>1-800-322-8442</b>	The health access service can answer your health-related questions, assist with appointment requests and help address other service concerns.  The UI consult service helps health care providers consult with UI Hospitals and Clinics staff physicians. On-call physicians are available for each clinical department 24/7. If you need to speak with a physician not on call, our staff will make every effort to connect you as quickly as possible. Our staff is available to help you schedule an appointment for your patient, get admissions information, consult medical records, or consult with your patient's specialist.	

Information is subject to change without notice, please contact the agency directly regarding services.  
 For questions regarding the Resource Directory, contact Johnson County Social Services at 319-356-6090  
**DISCLAIMER: Johnson County does not endorse nor is responsible for the conduct of any organization.**

Last Updated ~ 04/16/2021

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<p><b>Family Conflict</b>                  United Action for Youth                  410 Iowa Ave                  Iowa City IA 52240  <a href="http://unitedactionforyouth.org">unitedactionforyouth.org</a></p>		<p>Oncall Counselors                  319-338-7518</p>	<p>Therapists and counselors who have expertise in concerns facing teens and parents are available to help families discuss tough issues, including rules, responsibilities, transition to adulthood, divorce and custody issues.</p>	<p><b>Eligibility Requirements</b> ~ contact program  <b>Documents</b> ~ contact program  <b>Fees</b> ~ contact program</p>
<p><b>Victim of Crime Advocacy</b>                  United Action for Youth                  410 Iowa Ave                  Iowa City IA 52240                  unitedactionforyouth.org</p>	<p><b>Primarily Youth</b></p>	<p>319-338-7518                   M-F 9-5:00 pm</p>	<p>Provides an array of services, programs, and funding to individuals who have been victimized. Program provides counseling and can assist victims with navigating through services and programs.</p>	<p><b>Eligibility Requirements</b> ~ provides guidance to any person who has been a victim of crime and has questions about resources or how to get help.  <b>Documents</b> ~ contact program  <b>Fees</b> ~ none</p>
<p><b>Veteran's Crisis Line</b>                  National Suicide Prevention Lifeline  <a href="http://Veteranscrisisline.net">Veteranscrisisline.net</a></p>	<p><b>Military Veteran</b></p>	<p><b>HOTLINE</b>  <b>1-800-273-8255 x 1</b>                  24 Hours                  7 days - 365 days   <b>Text: 838255</b>                  24 Hours                  7 days - 365 days</p>	<p>The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans affairs responders through a confidential toll-free hotline, online chat, or text.</p>	
<p><b>Your Life Iowa—Youth Crisis Counseling</b>                  3 ways to get help  <a href="http://www.yourlifeiowa.org">www.yourlifeiowa.org</a></p>	<p><b>Youth</b></p>	<p><b>Talk</b>  <b>1-855-581-8111</b>                  24 Hours                  7 days - 365 days   <b>Chat</b>  <a href="http://www.yourlifeiowa.org">www.yourlifeiowa.org</a>                  24 Hours                  7 days - 365 days   <b>Text</b>  <b>1-855-895-8398</b>                  2:00 pm – 10:00 pm</p>	<p>Youth suicide prevention program funded by the Iowa Department of Public Health. Provides crisis counseling, suicide prevention and intervention and support to youth in the state of Iowa.</p>	<p><b>Eligibility Requirements</b> ~ Free service to youth in the state of Iowa.  <b>Documents</b> ~ none  <b>Fees</b> ~ none</p>