

## QUICK GUIDE TO POLK COMMUNITY RESOURCES

This guide is a list of most frequently requested community resources and services. **Programs funded by United Way are listed in bold.** If you would like information about these programs, or you need a referral to a program to meet your need, **Dial 2-1-1** or 863.648.1515; 1.800.881.UWAY (8929)

### **ABUSE: CHILD & ADULT**

Abuse Hotline..... 800-962-2873  
 Guardian Ad Litem Program ..... 534-4605  
**Gulf Coast Community Care ..... 904-3000**  
**Peace River Center Domestic Violence Shelter**  
**-Women, Men & Families..... 413-2700**

### **ADOPTION**

**Catholic Charities-Lakeland ..... 686-7153**  
 Winter Haven ..... 299-7983  
**Children's Home Society ..... 413-3126**  
 Florida Baptist Children's Home..... 688-4981  
 Florida Adoption Info Ctr.....800-962-3678

### **AIDS AWARENESS**

CDC Information.....800-232-4636  
 Nat'l Prevention Info Network ..... 800-458-5231  
 ITDD..... 800-243-7012  
 Patient Care Services ..... 519-8233  
 Polk County Health Department ..... 413-2620

### **ALCOHOL/DRUG ABUSE**

ACTS..... 428-1520  
 Alcoholics Anonymous..... 687-9275  
 Al-Anon..... 687-3800  
 Toll Free.....866-539-3030  
 Drug Helpline.....800-662-4357  
 InnerAct Alliance ..... 802-0777  
 Narcotics Anonymous Helpline..... 683-0630  
 Peace River Center..... 248-3311  
**Talbot House Ministries ..... 687-8475**  
 Lakeland Grace Academy..... 647-1944  
**Tri-County Human Services ..... 533-4139**

### **CONSUMER ASSISTANCE**

Consumer Services (State).....800-435-7352

### **CRISIS INTERVENTION**

Behavioral Health Division  
 - Access Line..... 800-723-3248  
**Peace River Mental Health Crisis..... 519-3744**  
**Rape Crisis ..... 413-2707**  
**Tri-County Human Services ..... 533-4139**

### **CHILD CARE**

Early Learning Coalition of Polk..... 577-2450  
 800-843-9780  
 Head Start.....648-3051

### **COUNSELING & MENTAL HEALTH**

Anchor House Ministries (Boys)..... 665-1916  
 Bethany Center (Good Shepherd) ..... 968-1707  
 Behavioral Health Adult Counseling.....297-1702  
 Outpatient Counseling..... 294-7062  
 Fla. Division of Blind Services..... 499-2385

**Catholic Charities-Lakeland.....686-7153**  
**Catholic Charities-Winter Haven ..... 299-7983**  
**Children's Home Society ..... 413-3126**  
**Florida Epilepsy Services ..... 686-5880**  
 Fl. Diagnostic and Learning Resource ..... 647-4258  
 Florida Sheriff's Youth Villa.....533-0371  
**Frostproof Care Center ..... 863-635-5555**  
**Help of Fort Meade ..... 285-6600**  
 Innovations in Counseling..... 294-8845  
 Lake Wales Care Center..... 863-676-6678  
 National Alliance for the Mentally Ill ..... 450-2943  
**Neighborhood Service Center ..... 294-5860**  
**Peace River Center**  
**Lakeland ..... 248-3300**  
 Polk County Veterans Services.....534-5220  
**Women's Resource Center**  
**Winter Haven ..... 294-5318**  
**Salvation Army - Lakeland.....682-8179**  
**Tri-County Human Services ..... 709-9392**  
 Winter Haven Hospital Behavioral  
 Health Division..... 294-7062  
**Youth & Family Alternatives.....499-2430**

### **DENTAL CLINICS**

Polk County Health Department Dental Clinics  
 Auburndale.....965-6333  
 Lakeland.....413-2636

### **DISABILITY SERVICES**

**Achievement Academy, Inc. .... 683-6504**  
 Agency for Persons with Disabilities.....413-3360  
**Alliance for Independence.. ..... 665-3846**  
 Arthritis Foundation ..... 800-283-7800  
 Center for Independent Living.....413-2722  
**Central Florida Speech & Hearing..... 686-3189**  
 Easter Seals Camp Challenge.....352-383-4711  
**Florida Epilepsy Services ..... 686-5880**  
 Florida Diagnostic & Learning Resource.....647-4258  
 Fla. Div. of Blind Services.....499-2385  
 Florida Relay Service (Voice) ..... 800-955-8770  
 TTY ..... 800-955-8771  
 Fla. School for the Deaf & Blind .....800-344-3732  
 Goodwill Industries.....701-1351  
 Gulf Coast Community Care.....904-3000  
 Polk County School Board.  
 - Exceptional Student Ed .....534-0930  
**Sunrise Community ..... 680-2817**  
**Tampa Lighthouse for the Blind/Polk ..... 299-3633**

### **DISASTER/EMERGENCY**

American Red Cross .....407-894-4141 x5633  
 FEMA ..... 1-800-621-3362  
 Special Needs Shelter Registration/Info...298-7027

### **EDUCATION RESOURCES**

Fl. Diagnostic and Learning Resource .....647-4262  
**Learning Resource Center ..... 688-9477**

### **EMERGENCY SHELTER-YOUTH**

**George Harris Youth Shelter.....595-0220**

### **EMPLOYMENT & JOB TRAINING**

Goodwill Industries/Suncoast Inc. .... 701-1351  
 Experience Works (Seniors)..... 967-9631  
 Displaced Homemakers Prog. 683-5627 ext.3114  
 Polk Works - One Stop Centers  
 Winter Haven ..... 508-1100  
 Lakeland..... 683-5627  
**Tpa. Lighthouse for the Blind-Polk... 299-3633**  
 Veterans' Services .....683-5627x 3135/3140  
 Vocational Rehabilitation - Lkld..... 680-5534  
 - Wtr. Haven...291-5280

### **FAMILY & PARENTING RESOURCES**

**Family Fundamentals.....686-1221**  
 Head Start ..... 648-3051  
 Peace River Center Home to Stay .....519-0575 x 1156

### **FINANCIAL SUBSIDY COUNSELING**

#### **PROGRAMS**

Dept. of Children & Families-Access Florida  
 .....866-762-2237  
 Social Security Administration.....800-772-1213  
 Worker's Compensation..... 800-342-1741

### **FOOD, MEDICINE, FINANCIAL AID**

Agricultural & Labor Program (ALPI) ...956-3491  
 Toll Free.....800-330-3491  
**Catholic Charities - Lakeland ..... 686-7153**  
 Winter Haven ..... 299-7983  
**Church Service Center..... 533-5822**  
 Dept of Children & Families - Access Florida  
 (WAGES, Food Stamps, Medicaid) .. 866-762-2237  
**Family Emer. Service Ctr. of WH ..... 294-1939**  
**Frostproof Care Center..... 863-635-5555**  
**Help of Fort Meade ..... 285-6600**  
 H.O.P.E. Center..... 683-8182  
 Lake Wales Care Center..... 863-676-6678  
 Lighthouse Ministries..... 687-3705  
**Mulberry Community Service Center .425-1523**  
 Polk Co. Social Services.....534-5387  
**Salvation Army - Lakeland..... 682-8179**  
 Winter Haven..... 291-5107  
**Talbot House Ministries..... 687-8475**  
 WIC (Women, Infants & Children) .....519-7542  
 Women's Resource Center ..... 294-5318

## HEALTH SERVICES & EDUCATION

Achievement Academy, Inc.	683-6504
American Cancer Society - Lakeland	688-2326
American Heart Association	800-242-8721
Amer. Red Cross, Polk Co. Chpt.	294-5941
Animal Services	499-2600
Central Florida Speech & Hearing	686-3189
Children's Medical Services	413-3580
	866-300-6878
Citizen CPR	680-1277
Epilepsy Services of West Central FL	686-5880
Florida Kid Care (Health Insurance)	888-540-5437
Lakeland Volunteers in Medicine	688-5846
Learning Resource Center	688-9477
March of Dimes	687-8909
Mosquito Control	534-7377
National Kidney Foundation	800-927-9659
Peace River Wellness Clinic	519-0930
Polk County Health Department Clinics	
Auburndale	965-5400
Bartow	519-7916
Haines City	863-421-3204
Lakeland	413-2620
Lake Wales	863-678-4144
Polk County Health Plan	533-1111
Talbot House Ministries	687-8475

## HOMELESS SERVICES

Lighthouse Ministries	687-3705
Talbot House Ministries	687-8475
Salvation Army - Lakeland	682-8179
Winter Haven (Women & Children)	291-5107

## HOME HEALTH & HOMEMAKER

### SERVICES

Good Shepherd Hospice	297-1880
Cornerstone Hospice	421-1482
Polk County Elderly Services	534-5320
Volunteers in Service to the Elderly	284-0828

## HOUSING: LOW INCOME

### LOANS/AFFORDABLE CONSTRUCTION

Habitat for Humanity Restore Lakeland	688-4660
Habitat for Humanity	682-3812
Habitat for Humanity - East Polk	292-2256
Keystone Challenge (Loans)	682-1025
USDA, Rural Development	420-4833

## HOUSING - Emergency

Lighthouse Ministries	687-3705
Talbot House Ministries	687-8475
Salvation Army - Lakeland	682-8179
Winter Haven (Women & Children)	291-5109
Women's Care Ctr. (Women & Children)	534-3844

## HOUSING ASSISTANCE

Housing Authority	
Bartow	533-6311
Haines City	294-7369
Lake Wales	863-676-7414
Lakeland	687-2911
Winter Haven	294-7369
Section 8 Housing	534-5240
HUD	813-228-2026

## HOUSING REHABILITATION

City of Lakeland - Housing Division	834-3360
Housing & Neighborhood Developmt.	534-5240
Lake Wales Care Center	863-676-6678
USDA, Rural Development	420-4833
Wntr Haven Community Dvlmnt	291-5600x 238

## HOUSING TRANSITIONAL

Lake Wales Care Center (Families)	863-676-6678
Salvation Army-Lakeland	682-8179
Talbot House Ministries	687-8475
Tri-County Human Services	299-7003
Women's Care Center (Women & Children)	534-3844

## LEGAL SERVICES

Dept. of Revenue (Child Support)	800-622-5437
Florida Rural Legal Services (Civil)	688-7376
Heart of Florida Legal Aid Society (Divorce)	519-5663

## MIGRANT SERVICES

Agricultural & Labor Program (ALPI)	956-3491
Toll Free	800-330-3491
Farmworkers Ministry	967-9583
Immigration Services	800-375-5283
Migrant Education	534-0655
Social Security Administration	800-772-1213

## PARENT EDUCATION & SUPPORT

Family Fundamentals	686-1221
Health Dept. (Healthy Start)	534-9224
Healthy Families Polk	534-5257
Peace River Center Family Builders	248-3311

## PERSONAL DEVELOPMENT

American Red Cross-Polk	294-5941
Big Brothers/Big Sisters	682-5191
Boys & Girls Clubs of Lakeland	686-1719
Camp Fire USA Sunshine Council	688-5491
Citrus Center Boys & Girls Club	967-1532
Girls Incorporated - Lakeland	682-3002
Winter Haven	967-2864
Gulf Ridge Council, Boy Scouts	888-533-2775
Heart of Florida Girl Scout Council	688-7648

Learning Resource Center	688-9477
Displaced Homemakers Pgm.	683-5627 x. 1118
Parks and Recreation Dept	534-4341
Women's Resource Center	
Winter Haven	294-5318
YMCA - Lakeland	644-3528
Lake Wales	863-676-9441

## PRESCRIPTION PROGRAMS

Familywise.org	
Freemedicinerevolution.com	
Med-Net	519-2042
Needymeds.com	
Pparx.org	
TogetherRxaccess.com	

## SENIOR CITIZENS SERVICES

Alzheimer's Information Line	292-9210
American Assoc. of Retired Persons	866-595-7678

### Catholic Charities

Lakeland	686-7153
Winter Haven	299-7983
Dept. of Children & Families	534-7100
Elder Helpline	800-963-5337
Elder Point	682-7249
Faith in Action	686-0009
Lake Morton Senior Center	687-2988
Neighborhood Service Center	294-5860
Polk County Elderly Services	534-5320
Seniors vs. Crime	577-1672
Volunteers in Service to the Elderly	284-0828
West Central FL Agency on Aging	800-336-2226
West Central Florida YMCA	644-3528

## TRANSPORTATION

Citrus Connection	688-7433
Division of Motor Vehicles	499-2323
Tag Agency-Bartow	534-4711
Tag Agency-Lakeland	499-2351
Handy Bus	688-5438
Polk County Transportation	534-5500

## VOLUNTEERING

Campfire USA Sunshine Council	688-5491
Dept. of Children & Families	534-7100
Guardian-ad-Litem	534-4605
Polk County Elderly Services	534-5320
Retired Senior Volunteer Program (RSVP)	534-5329/534-5249
Salvation Army - Lakeland	682-8179
Service Corps of Retired Executives	619-5783
Volunteer Polk	534-5580
Volunteers in Service to the Elderly (VISTE)	284-0828

*One call to find help, whether you're looking for family counseling, camps for kids, or assistance for an aging parent. 2-1-1's trained referral specialists will connect you with a program that can help you. Dial 2-1-1 or 863-648-1515.*

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**FIND HELP FAST DIAL 2-1-1**

**INFORMATION & REFERRAL**

**863.648.1515**

**Toll Free 800.881.UWAY (8929)**



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