

United Way 2-1-1 is the nation's first 3-digit telephone dedicated to connecting human social services to community life.



Need to know where you can sign up for swimming lessons? Call 211.

Need help with an addiction problem? Call 211.

Do you need adult day care for someone or shelter for a battered friend? Call 211.

It's a wonderful new service in Polk County sponsored by the United Way of Central Florida. People have an amazing number of needs which can be met by some organization or another. The trick is connecting the person in need with the service provider.

By dialing 211, Polk Countians will be connected to a trained staff member, based in a call center, who can direct the caller to human service providers in the caller's area that can address the specific need.

The referral specialists walk you through the system. They find out what you truly need: child care, respite care, an elderly person who needs to hear a human voice and hasn't for days, weeks or months, food, or rent/utilities?

what matters.®

QUICK GUIDE TO POLK COMMUNITY RESOURCES

This guide is a partial listing of community resources listed by most frequently requested services. It does not list all the programs and services provided by the agencies. **United Way partners are listed in bold.** If you need more information, or you need help, call **United Way 2-1-1** by dialing 2-1-1 or 863.648.1515 or 1.800.881.UWAY (8929) TTY 863.648.1545.

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..... **519-3906**
Devereux..... 298-4400
Florida Baptist Children's Home..... 688-4981
Florida Adoption Info Ctr..... 800-96-ADOPT

AIDS AWARENESS

Nat'l STD & AIDS Hotline..... 800-342-AIDS
Spanish..... 800-545-SIDA
Nat'l Prevention Info Network..... 800-458-5231
TDD..... 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
Central Florida Human Services..... 682-8111
Drug Helpline..... 800-662-HELP
Drug Prevention Resource Center..... **802-0777**
Mothers Against Methamphetamine..... 519-0000
Narcotics Anonymous Helpline..... 683-0630
New Life Ministry..... 682-7842
PRIDE Partnership of Polk County..... **294-1853**
Talbot House Ministries..... **687-8475**
Teen Challenge..... 647-1944
Tri-County Human Services..... **709-9392**

CONSUMER ASSISTANCE

Consumer Services (State)..... 800-435-7352
Spectrum Resource & Developmt..... 967-0660

CRISIS INTERVENTION

Behavioral Health Div.
- Access Line..... 800-723-3248
Peace River Mental Health Crisis..... **519-3744**
Rape Crisis..... **413-2707**
Tri-County Human Services..... **709-9392**

CHILD CARE

LifePath Solutions..... 292-3200
Head Start..... 533-0015

Arbor E&T Early Learning
Lakeland..... 577-2450

COUNSELING & MENTAL HEALTH

Anchor House Ministries (Boys)..... 665-1916
Fla. Division of Blind Services..... 499-2385
Catholic Charities-Lakeland..... **686-7153**
Catholic Charities-Winter Haven..... **299-7983**
Children's Home Society..... **519-3906**
Disabled American Veterans..... 687-4885
Epilepsy Services of West Central FL **686-5880**
Fl. Diagnostic and Learning Resource..... 534-0950
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
Lake Wales Drug Awareness Cncl..... 863-676-1949
National Alliance for the Mentally Ill..... 616-9642
Neighborhood Service Center..... **294-5860**
Peace River Center
Lakeland..... **248-3300**
Bartow..... **519-3750**
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
Arthritis Foundation..... 800-283-7800
Center for Independent Living..... 413-2722
Central Florida Speech & Hearing..... **686-3189**
Central Fl. Deaf Services..... **688-9394**
TDD **688-9394**
Child Find..... 534-0946
CMS/USF Infant & Toddler Program..... 701-1233
Deaf Service Center of Polk County..... 701-0544
Easter Seals Camp Challenge..... 352-383-4711
Epilepsy Services of West Central FL **686-5880**
Florida Diagnostic & Learning Resource 534-0950
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**
Alliance for Independence..... **665-3846**
Polk County School Board.
- Exceptional Student Ed..... 534-0930
Polk County Special Olympics..... 534-0955
Polk Training Center..... 956-1620
Sunrise Community..... **680-2817**
Tampa Lighthouse for the Blind/Polk..... **299-3633**

DISASTER/EMERGENCY

Citizens' Information Line..... 534-0321
FEMA..... 1-800-621-3362
Special Needs Shelter Registration/Info..... 534-5600

EDUCATION RESOURCES

Fl. Diagnostic and Learning Resource..... 534-0950
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 Program 683-5627, ext.116
Polk Works - One Stop Centers
Winter Haven..... 508-1100
Lakeland..... 683-5627
Tpa. Lighthouse for the Blind-Polk..... **299-3633**
Veterans' Services..... 683-5627x140
Vocational Rehabilitation - Lkld..... 680-5534
- Wtr. Haven.. 291-5280

FAMILY & PARENTING RESOURCES

Family Fundamentals..... **686-1221**
Head Start..... 533-0015

FINANCIAL SUBSIDY COUNSELING

PROGRAMS

Dept. of Children & Families-Access Florida
(AFDC, FS, Medicaid)..... 866-762-2237
Social Security Administration..... 800-772-1213
Lakeland..... 683-0611
Worker's Compensation..... 800-342-1741

FOOD, MEDICINE, FINANCIAL AID

Auburndale Relief Association..... 967-9711
Catholic Charities - Lakeland..... **686-1651**
Winter Haven..... **299-7983**

FOOD, CLOTHING, MEDICINE, FINANCIAL

AID- continued

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
Haines City.....	422-9640
SHARE Program.....	800-536-3379
Talbot House Ministries.....	687-8475
WIC (Women, Infants & Children)	519-7542/519-7543
The Outreach Center.....	665-7700

HEALTH SERVICES & EDUCATION

American Cancer Society - Lakeland ..	688-2326
Winter Haven	294-0661
American Heart Association	686-8421
Amer. Red Cross, Polk Co. Chpt.....	294-5941
Animal Services.....	499-2600
Central Florida Speech & Hearing.....	686-3189
Achievement Academy, Inc.....	683-6504
Children's Medical Services.....	800-741-2250
Citizen CPR.....	680-1277
Epilepsy Services of West Central FL ..	686-5880
Florida Kid Care (Health Insurance)...	888-352-5437
Bartow.....	534-5313
Learning Resource Center.....	688-9477
March of Dimes.....	687-8909
National Kidney Foundation.....	800-927-9659
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

Hunger Hotline.....	800-329-3663
Lighthouse Ministries	687-3705
Salvation Army – Lakeland.....	682-8179
Winter Haven.....	291-5107
Talbot House Ministries.....	687-8475

HOME HEALTH & HOMEMAKER SERVICES

Amedisys Home Health Care.....	297-1871
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 – Lakeland.....	688-4660
--------------------------------------	----------

Habitat for Humanity - East Polk.....	292-2256
Keystone Challenge (Loans).....	682-1025
USDA, Rural Development.....	420-4833

HOUSING - EMERGENCY

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

HOUSING ASSISTANCE

Housing Authority	
Bartow.....	533-6311
Haines City.....	863-421-3680
Lake Wales.....	863-676-7414
Lakeland.....	687-2911
Winter Haven.....	294-7369
Section 8 Housing	534-5240
HUD.....	813-228-2501

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
Wnter Haven Community Development..	291-5895

HOUSING TRANSITIONAL

Lake Wales Care Center (Families)...	863-676-6678
Salvation Army-Lakeland.....	682-8179
Talbot House Ministries.....	687-8475
Tri-County Human Services.....	701-7373
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
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).....	413-2620

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
Family Service School.....	499-2834
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, ext. 104
Parks and Recreation Dept	534-4341
Women's Resource Center	
Lakeland	683-5627 x. 107
Winter Haven	294-5318
YMCA – Lakeland.....	644-3528
Lake Wales	863-676-9441

PREGNANCY/PARENTING

A Woman's Choice	683-2341
Catholic Charities-Lakeland	686-7153
Winter Haven.....	299-7983
Children's Home Society.....	519-3906
Florida First Start.....	853-6027
Family Health Line.....	800-451-BABY
Lakeland Women's Health Center.....	644-7541
Lakeland Teen Parent Program.....	499-2963
Planned Parenthood.....	665-5735
Pregnancy Help Center.....	682-5763
Polk County Health Department	
Bartow.....	519-7900
Lakeland.....	413-2620
Teen Challenge.....	647-1944

PRESCRIPTION PROGRAMS

Freemedicinerevolution.com	
Needy meds.com	
Pparx.org	
TogetherRxaccess.com	

SENIOR CITIZENS SERVICES

Alzheimer's Information Line.....	292-9210
American Assoc. of Retired Persons.....	666-1908
Catholic Charities	
Lakeland.....	686-7153
Winter Haven	299-7983
Dept. of Children & Families.....	619-4100
Faith in Action	682-7249
Lake Morton Senior Center.....	687-2988
Neighborhood Service Center.....	294-5860
Polk County Elderly Services.....	534-5320
Seniors vs. Crime.....	413-3000
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 Transp. System.....	534-5360 Ext. 4

VOLUNTEERING

Campfire USA Sunshine Council	688-5491
Dept. of Children & Families.....	619-4100
Guardian-ad-Litem	534-4605
Lifepath Solutions.....	292-3200
Polk County Elderly Services.....	534-5320
Retired Senior Volunteer Program (RSVP)	534-6729
Service Corps of Retired Executives.....	619-5783
Volunteers Improving Polk	534-6030 Ext. 6089
Volunteers in Service to the Elderly....	284-0828

FIND HELP FAST
INFORMATION & REFERRAL

863.648.1515

Toll Free 800.881.UWAY (8929)

TDD 648.1515

