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# **Anchor House Ministries**

**P.O. Box 625  
Auburndale, FL 33823  
(863)665-1916**

**[www.anchorhouseministries.org](http://www.anchorhouseministries.org)**

Description of Services: Anchor House is a Christian ministry in Polk County that reaches out to boys in crisis. Anchor House offers a residential setting for boys ages 11-18 who are referred either by the state or private counselors because they have no where to go or no caregivers. Some of these boys have parents who are deceased, parents who are incarcerated or other crisis situations. Through developing life plans that include goal setting and educational assessment, individual counseling, life skills training, and practical experience, the program's goal is to assist boys in making positive decisions in preparation for reunion with the family, or independence and self-sufficiency. This facility is licensed by the state of Florida for 40+ boys.

# **Big Brothers Big Sisters**

**Polk County  
1231 East Orange Street  
Lakeland, FL 33801  
(863)682-5191**

**Hardee and Highlands Counties  
279 U.S. 27 North  
Sebring, FL  
(863)402-6848**

**[Tampabay.info@bbbsfl.org](mailto:Tampabay.info@bbbsfl.org)**

Mission: To provide children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever.

Description of Services:

- Community Based Mentoring- pairs child with an adult who is there for the child. Child will be assisted in life skill areas including personal relationships, school work, and self-esteem.
- School Based Mentoring for children struggling academically
- Mentoring dedicated to helping children who have an incarcerated parent.

Mentors are asked to spend time with their mentee a minimum of twice monthly for at least two hour visits.

# Boys and Girls Club of America

[www.bgca.org](http://www.bgca.org)

Mission: To enable all young people to reach their full potential as productive, caring, responsible citizens.

## Description of Services:

- Afterschool care and summer camps for children ages 6-18 at low or no cost.
- Character and Leadership development
- Education and Career development, Health and Life Skills, Sports and Recreation
- The Arts
- Special Programs such as Delinquency and Gang Prevention, Latino outreach, Youth for Unity (to alleviate bullying and discrimination), and Teen Initiative.

# **Caring People Ministries Dual Diagnosis Treatment**

**5207 Mason Dixon Avenue  
Bowling Green, FL 33834  
1-888-629-3330**

**[www.thetreatmentcenter.com](http://www.thetreatmentcenter.com)**

Description of Services: This is a women's recovery program dealing with all traumas, abuse, and addictions. Treatment is provided for Dual Diagnosis, Drug Rehabilitation, Alcohol treatment, Outpatient substance abuse treatment and Residential treatment.

# **Catholic Charities of Central Florida**

**1801 East Memorial Blvd.**

**Lakeland, FL 33801**

**(863)686-7153**

**Fax: (863)683-5515**

**[www.cflcc.org](http://www.cflcc.org)**

Mission: Catholic Charities of Central Florida's Women, Children, and Family initiative was created to address the special needs of single women, single men, single mothers and their child, single fathers and their children, and families. Their goal is to enable recover from immediate crisis and provide people with tools to build a self-sustaining future.

Description of Services: counseling, transitional services, self-sufficiency training, homeless services, pregnancy or adoption services, healthcare services, immigration or refugee services, emergency services such as food, financial assistance or recovery assistances following a natural disaster.



## **Children's Clothes Closet**

**First United Methodist Church  
72 Lake Morton Drive  
Lakeland, FL 33801  
(863)683-2086  
Fax: (863)683-2086**

[www.firstumc.org](http://www.firstumc.org)

Description of Services: Assists children from infants through high school who are in urgent need of clothing and/or diapers. Requests and pick-ups must be handled by the caseworker.

## **Christian Family and Youth Services**

**180 East Central Avenue  
Winter Haven, FL 33880  
(863)287-6628  
Fax: (863)299-9011**

[Themission@lovemakingadifference.com](mailto:Themission@lovemakingadifference.com)

Description of services: Sharing the gospel, Grocery distribution, Clothing closet, Daily meals, Showers, Laundry services, Lockers, Computer access, Counseling, Benefits connections, Community resource, One-on-one ministry.

# **Children's Medical Services (CMS)**

**200 North Kentucky Avenue, Suite 114  
Lakeland, FL 33801  
(863)413-3597**

**[www.cms-kids.com](http://www.cms-kids.com)**

Description of Services: Children's Medical Services is a collection of special programs for eligible children with special needs.

- Health Services
- Child Protection and Safety
- Child and Family Information
- Early Invention/ Child Development
- Newborn screening

The Lakeland Area office services Hardee, Highlands and Polk Counties. Clinics are hosted on-site for enrolled children with a number of specialty medical conditions, including:

- Cardiac
- Cleft Lip/Palate
- Endocrinology/ Diabetes
- Gastroenterology
- Genetics
- Hematology
- Immunology
- Medical Home
- Neurology
- Nephrology
- Pulmonary

# Clinics, Health Departments

Description of Services: Adult and child health care, Dental, Environmental concerns, Family Planning, HIV/AIDS, Immunizations, Maternity Health, Nutrition, School Health, STD, Tuberculosis

## **Hardee County Location:**

Wauchula Clinic, 115 K.D. Revell Road, Wauchula, FL 33873  
(863)773-4161

## **Highlands County Locations:**

[www.healthyhighlands.com](http://www.healthyhighlands.com)

Avon Park Clinic, 400 South Lake Avenue, Avon Park, FL 33825  
Medical (863)382-7363  
Dental (863)382-7355

Lake Placid Clinic, 106 North Main Avenue, Lake Placid, FL 33852  
Medical (863)382-7302  
Dental (863)382-7305

Sebring Clinic, 7205 South George Boulevard, Sebring, FL 33875  
Medical (863)382-7272  
Dental (863)382-7257

## **Polk County Locations:**

[www.mypolkhealth.org](http://www.mypolkhealth.org)

Auburndale Clinic, 1805 Hobbs Road, Auburndale, FL 33823  
(863)965-5400

Auburndale Dental Clinic, 1805 Hobbs, Road, Auburndale, FL  
33823  
(863)965-6333

Auburndale TB Control Clinic, 1749 Holt Road, Auburndale, FL  
33823  
(863)965-6259

Bartow Clinic, 2020 East Georgia Street, Bartow, FL 33830  
(863)519-7916

Bartow Dental Clinic, 20900 East Clower Street, Suite 100,  
Bartow, FL 33830  
(863)534-7258

Bartow Specialty Care Clinic, 1255 Brice Boulevard, Bartow, FL  
33830  
(863)519-8233

Haines City Clinic, 111 North 11<sup>th</sup> Street, Haines City, FL 33844  
(863)421-3204

Lake Wales Clinic, 835 West Central Avenue, Lake Wales, FL  
33853  
(863)678-4144

Lakeland Clinic, 3241 Lakeland Hills Boulevard, Lakeland, FL  
33805  
(863)413-2620

Lakeland Dental Clinic, 3241 Lakeland Hills Boulevard, Lakeland,  
FL 33805  
(863)413-2636

## **Courts, Branch Offices**

### **Polk County:**

#### **Main Courthouse-**

255 North Broadway Avenue  
Bartow, FL 33830  
(863)534-4000

#### **Lakeland Branch-**

930 East Parker Street  
Lakeland, FL 33801  
(863)603-6412

#### **Northeast Branch-**

3425 Lake Alfred Road, #7  
Gill Jones Plaza  
Winter Haven, FL 33881  
(863)401-2400

### **Highlands County:**

590 South Commerce Avenue  
Sebring, FL 33870  
(863)402-6565

### **Hardee County:**

417 West Main Street  
Wauchula, FL 33873  
(863)773-4422

# **Deaf or Hard of Hearing Services**

**Translation USA**  
**Phone: (772)344-5930**  
**Or (772)223-2101**

**American Sign Language**  
**Phone: (772)344-5930**  
**Or 1-888-744-6275**

Description of Services: Deaf Interpretation for persons who are in need of a sign language interpreter. For emergency situations they will come out within two hours. For non-emergency situations, they will coordinate a time for a scheduled meeting.

# **Early Learning Coalition**

**Polk County  
115 South Missouri Avenue  
Lakeland, FL 33815  
(863)577-2450**

**Highlands County  
6432 U.S. Highway 27  
Sebring, FL 33876  
(863)314-9213**

**[www.elcpolk.org](http://www.elcpolk.org)**

Description of Services: To provide leadership and support for school readiness and Voluntary Pre-Kindergarten programs so that children have the opportunity to benefit from the highest quality early learning environments. Services include discussion of daycare options, identify and assess family needs, liason between provider and family, provide ongoing family support, and provide parent training opportunities and parent education.

# **Family Emergency Services Of Winter Haven, Inc.**

**320 Avenue T, Northwest  
Winter Haven, FL 33881  
(863)294-1939  
Fax: (863)294-4829**

**[www.familyemergencyservices.org](http://www.familyemergencyservices.org)**

Description of Services: Emergency rent/ mortgage payments, Utility bill payments, Prescription medication purchases, On-site emergency food pantry, Christmas toys for children, Thanksgiving Food packages, School Supplies.

Applicants are required to make an appointment prior to visiting the office. Hours are Monday through Thursday 9am-11:30am and 1pm- 4:30pm.



# **Florida Diagnostic Learning & Resources System (FDLRS)**

**Hardee County Office**  
**200 South Florida Avenue**  
**Wauchula, FL 33873**  
**(863)773-2600**  
[www.hardee.k12.fl.us/ese](http://www.hardee.k12.fl.us/ese)

**Highlands County Office**  
**FDLRS Heartland**  
**1076 U.S. Highway 27 North**  
**Lake Placid, FL 33852**  
**(863)531-0444, Ext. 234**  
[www.efdlrs.net/heartland](http://www.efdlrs.net/heartland)

**Polk County Office**  
**Bartow Municipal Airport #270**  
**Bartow, FL 33830**  
**(863)647-4258**  
[www.polk-fl.net](http://www.polk-fl.net)

Description of Services: Support services to exceptional student educators, children, parents and community agencies:

- Child Find assists with identifying children with special needs who are currently not enrolled in school.
- Human Resources Development offers training to staff on a variety of instructional strategies
- Parent Services provides training opportunities and information about support groups and community resources.
- Technology- a variety of resources and professional development is offered to help with teaching and learning.

# Florida KidCare

1-888-540-5437

[www.healthykids.org](http://www.healthykids.org)

Mission: Florida KidCare provides affordable, comprehensive health insurance for uninsured children under age 19.

Description of Services covered: Doctor visits, Check-ups and shots, Hospital and surgery, Emergency room services, Prescriptions, Vision and Hearing, Mental Health, Dental

How much does it cost:

- Most families pay \$15 or \$20 a month or nothing at all
- Some families may pay more.

How to apply:

- Online: Go to [www.floridakidcare.org](http://www.floridakidcare.org) and click “Apply online now.”
- By Phone: Call 1-888-540-5437 to request a paper application be mailed to the parent.
- Mail paper application to:  
Florida KidCare  
P.O. Box 980  
Tallahassee, FL 32311
- Email application to: [apply@healthykids.org](mailto:apply@healthykids.org)  
(with scanned attachments)
- Fax application to 1-866-867-0054

# **Florida Rural Legal Services, Inc.**

**963 East Memorial Boulevard  
Lakeland, FL 33802  
(863)688-7376  
1-800-277-7680**

**[www.frls.org](http://www.frls.org)**

Description of Services: Legal assistance to persons with limited income and assets. Services are provided free of charge to residents of Hardee, Highlands, and Polk Counties.

The Lakeland office handles legal assistance in the following areas: Housing, Public Benefits, Social Security, Employment, Unemployment compensation, Consumer affairs, Access to health care, Immigration, Elder law, Divorce (if related to physical abuse), Custody, Adoptions, Guardianship, Probate, Bankruptcy (if foreclosure is involved), Foreclosure, Consumer, Contracts, and Collections.

# **Florida Sheriff's Youth Ranches**

**3350 State Road 60 East  
Bartow, FL 33830  
(863)533-0371**

**[www.youthranches.org](http://www.youthranches.org)**

Description of Services: This facility offers a voluntary residential program for girls from anywhere in the state of Florida, ages 8-18. Fees are based on a sliding fee scale. On-site individual and group counseling services are provided and this is typically a 12 month program. Counseling focuses on resolving personal difficulties which precipitated placement at the ranch and attending to the ongoing adjustment to living in an out-of-home environment. Services include regular involvement with family members in preparing for successful discharge and supporting healthy post-placement family relationships. Parents are assisted to be better equipped to relate to their children and family members.

Florida Sheriff's Youth Ranches also offers summer camps for boys and girls ages 10-15 who are residents of Florida. The camp is for 1 week and there is no charge for the summer camp.

## **Frostproof Care Center**

**17 South Scenic Highway  
Frostproof, FL 33843  
(863)635-5555**

**[www.frostproofcarecenter.com](http://www.frostproofcarecenter.com)**

Description of Services: Shelter assistance (mortgage, rent, utilities), Assistance with home furnishings and household items, Medical (prescriptions, medical equipment, minor medical payments), Food (food pantry, hot meals, commodities), Clothing, Transportation (auto gas, minor repairs, bus tickets), Holiday assistance, community linkage, assistance in applying for government assistance.

## **Gillespie Ministries**

**113 North 7<sup>th</sup> Avenue  
Wauchula, FL 33873  
(863)773-5717**

Description of Services: Counseling services, Child and Adolescent Guidance counseling, Domestic Violence counseling, Marriage and Family counseling, Addiction counseling, Anger management counseling. Serves Hardee and Polk Counties.

## **The Haley Center**

**122 West Central Avenue  
Winter Haven, FL 33880  
(863)299-6562**

**[www.fbcwinterhaven.com](http://www.fbcwinterhaven.com)**

Description of Services: Free primary health care for individuals who have income at or below 200% of the Federal Poverty level and have no other medical insurance.

## **Hardee Help Center**

**132 North 7<sup>th</sup> Avenue  
Wauchula, FL 33873  
(863)773-0550**

**[www.hardeehelpcenter.org](http://www.hardeehelpcenter.org)**

Description of Services: Emergency food and clothing, Hygiene and household items, Financial assistance (for emergency situations with rent, utilities, and other needs), Prescription assistance, Homeless prevention, Resource counseling, Information and referral, Assistance with government application resources.

# Head Start Program

**Polk County (863)648-3051**  
**Highlands County (239)658-3560**

[www.floridaheadstart.org](http://www.floridaheadstart.org)

Mission: The Head Start Program promotes school readiness by enhancing the social and cognitive development of children.

Description of Services:

**Early Head Start programs** provide early, continuous, intensive and comprehensive child development and family support services on a year-round basis to low-income families. The purpose of the Early Head Start program is to enhance children's physical, social, emotional, and intellectual development; to support parents' efforts to fulfill their parental roles; and to help parents move toward self-sufficiency.

**Head Start programs** provide comprehensive, developmental services for low-income pre school children ages three to five and social services for their families. The purpose of the Head Start program is to promote school readiness by enhancing the social and cognitive development of children through the provision of health, educational, nutritional, social and other services. The cornerstone of the program is parent and community development.

**Migrant Head Start programs** modify the method of service delivery to meet the unique needs of migrant and seasonal farm-worker families. Migrant Head Start programs have an emphasis on serving infants and toddlers as well as pre-school aged children, so that they will not have to be cared for in the fields or left in the care of very young siblings while parents are working. Migrant Head Start programs provide a comprehensive array of services.

Applications will not be accepted without the following documentation attached:

- Child's certified birth certificate
- Social security cards for **all** family members. If any family members do not have a social security card, documentation such as birth certificate, driver's license, photo ID card, work permit, etc. may be submitted.
- Proof of residence such as utility bill (electric, gas, phone, cable, water) mortgage or lease document, voter ID, etc.
- Verification of all family income

If accepted into the program, the following documents will be required:

- Immunization record
- School Physical exam (dated within the past 12 months)
- Lead screening and Hemoglobin test results
- Diet Modification form (if child has a food allergy)



# **Healthy Start Coalition of Hardee, Highlands & Polk Counties**

**650 East Davidson Street  
Bartow, FL 33830  
(863)534-9224**

**[www.healthystartflorida.com](http://www.healthystartflorida.com)**

Healthy Start is free and available to all (with or without insurance, with or without legal status in the U.S.) and is not based on financial factors. Healthy Start can be referred to any expectant mother or to any family with a child under three. Services can remain in the home until child reaches 3 years of age. Services are education-based services, prevention of medical neglect.

Description of Services: Assistance with doctor appointments, Childbirth classes, Nutrition, Breastfeeding, Stopping smoking, Parent Support/ Education, Counseling services (including mental health), Family Planning (including birth control), Cribs and Car seats, Home visits, Coordination with other Community services.

# **Healthy Families Program**

**Hardee County (863)491-9832**  
**Highlands County (863)402-6629**  
**Polk County (863)534-5315**

**[www.healthyfamiliesfla.org](http://www.healthyfamiliesfla.org)**

Description of Services: Healthy Families can be referred to any expectant mother or to any family with a child less than 3 months old. Services can remain in the home until the child reaches 5 years of age. Typically Healthy Families will transfer the expectant mother cases to Healthy Start until the child is born and then the case will be transferred back. Services are prevention-based services, prevention of child abuse.

Healthy Families is a hands-on approach assistance to families. This program is designed to promote and enhance the healthy development of children and families by promoting positive parenting and reducing poor childhood outcomes, including abuse and neglect. Outreach services help to build trusting relationships, enhance maternal-infant bonding and attachment, enhance the child's physical and emotional and educational development and enhance parent-child interaction. Assistance is also provided to link families with community services and resources.

# **Heart of Florida Legal Aid**

**Main Office  
550 East Davidson Street  
Bartow, FL 33830**

**Lakeland Office  
1021 Lakeland Hills Boulevard  
Lakeland, FL 33805  
(Mondays only)**

**Highlands County Office:  
Highlands County Courthouse  
430 South Commerce Avenue  
Sebring, FL 33870  
(863)402-6983**

**[www.hofla.org](http://www.hofla.org)**

Description of Services: Legal advice, Legal counsel, and direct legal representation in the areas of Family Law (including divorce, paternity/ child custody and relationship matters), Domestic violence, and immigration (focusing on victims of domestic violence or violent crimes), Housing discrimination, Juvenile law (upon court appointment). Legal services are provided at no cost for citizens who are at or below the 125% federal poverty guidelines in Hardee, Highlands, and Polk Counties.

# **Heartland Intergroup, Inc.**

**1035 South Florida Avenue, Suite 180  
Lakeland, FL 33803  
(863)688-0211**

**[www.heartlandintergroup.org](http://www.heartlandintergroup.org)**

Description of Services: Provides location information for Alcoholics Anonymous meetings, Alateen, and Alanon.

# **Help of Fort Meade Inc.**

**121 West Broadway Street  
Fort Meade, FL 33841  
(863)285-6600**

**[www.helpoffortmeade.org](http://www.helpoffortmeade.org)**

## Description of Services:

- Fort Meade Literacy Council- volunteers provide free one-on-one tutoring for adults who want to learn to read and people who want to learn to speak English.
- Fort Meade Works- provides employment assistance and placement through partner organizations
- Emergency food bags
- Financial assistance- Rent/ Mortgage assistance for short term crisis assistance
- Clothing and other household items
- School supplies
- Holiday assistance
- One-Stop Career Center Satellite
- Summer Camp
- Assistance in applying for government benefits

# **Highlands Stay Well Clinic**

**6801 U.S. Highway 27 North  
Suite A-1  
Sebring, FL 33870  
(863)382-1234**

Description of Services: This is a free community clinic for Highlands County residents and provides primary adult care such as basic medical care including physical examinations, family planning, immunizations, nutrition assistance, check ups, and diagnosis and treatment of common ailments. This clinic is for individuals with an income below 150% of poverty level and no insurance.

# Hospice Services

## Cornerstone Hospice

1-888-728-6234

[www.cornerstonehospice.org](http://www.cornerstonehospice.org)

## Good Shepherd Hospice

105 Arneson Avenue

Auburndale, FL 33823

1-800-753-1880

[www.goodshepherdhospice.org](http://www.goodshepherdhospice.org)

Description of Services: Assistance in patient care and services for seriously ill individuals and supporting family members and caregivers. Services are provided in Hardee, Highlands, and Polk Counties. The following services are offered:

- Individual and family support- Bereavement specialists offer guidance, attention and support to families as they work through the grieving and healing process
- Memorial Services provide a time to honor the memory of loved ones and allow closure for families, staff and volunteers.
- Adult Grief Support groups
- Children's Grief Services assist in meeting the needs of children coping with the death of a loved one. Age-specific services and caring support are offered. Camp Brave Heart is offered to children over the summer for children in Hardee, Highlands and Polk Counties.
- A library of guidance and information articles are available to assist with dealing with self grief and also helping others deal with grief.
-

## Hospitals

### **Hardee County:**

Florida Hospital, Wauchula, FL (863)773-3101

### **Highlands County:**

Florida Hospital Heartland Medical Center  
Sebring, FL (863)314-4357

### **Polk County:**

Bartow Regional Medical Center (863)519-1800  
Heart of Florida Regional Medical Center (863)422-4971  
Lakeland Regional Medical Center (863)687-1100  
Lake Wales Medical Center (863)676-1433  
Regency Medical Center (863)294-7010  
Winter Haven Hospital (863)293-1121

## Housing and Urban Development (HUD)

**1290 Golfview Avenue  
Bartow, FL 33830  
(863)534-5240**

[www.hud.gov](http://www.hud.gov)

Description of Services: HUD, also known as Section 8 Housing is a federally funded government program, administered by state and local government agencies, that provides subsidies to qualified individuals and families for housing. Rental or mortgage payments are made directly to the landlord or title company with the balance, if applicable, being the responsibility of the tenant.



# Lake Wales Care Center

**140 East Park Avenue  
Lake Wales, FL 33853  
(863)676-6678**

**[www.lakewalescarecenter.org](http://www.lakewalescarecenter.org)**

## Description of Services:

- Home repair Projects and Stay-at-home work camp (a program that assists homeowners not able to physically or financially have the work done on their home)
- Transitional Housing (support for homeless families while they work to get back on their feet)
- Meals on Wheels (hot meals delivered daily to area shut-ins)
- S.H.A.R.E. (Self help and resource exchange)
- Surplus Thrift Store (items at a reasonable price)
- Holiday Assistance- food and gifts for families

# Lakeland Volunteers in Medicine

**1021 Lakeland Hills Boulevard  
Lakeland, FL 33805  
(863)688-5846**

[www.lvim.net](http://www.lvim.net)

Description of Services: a volunteer-run, free medical clinic for the working uninsured. This clinic provides medical and dental care, free prescriptions, X-rays, and lab tests. Patients must live or work in Lakeland, FL, have no healthcare insurance and earn no more than 150% of the federal poverty guidelines.

- Hours are Monday 8am until noon. Tuesday –Thursday 8am until 5pm, Saturday 9am until noon.

## Law Enforcement Agencies

Auburndale Police Department	(863)965-5555
Bartow Police Department	(863)534-5030
Bowling Green Police Department	(863)375-2255
Lakeland Police Department	(863)834-6900
Lake Wales Police Department	(863)678-4223
Mulberry Police Department	(863)425-1119
Wauchula Police Department	(863)773-3265
Winter Haven Police Department	(863)291-5858
Hardee County Sheriff Department	(863)773-0304
Highlands County Sheriff Department	(863)402-7200
Polk County Sheriff's Department	(863)298-6200

**Learning Resource Center of Polk County**  
**1628 South Florida Avenue**  
**Lakeland, FL 33803**  
**(863)688-9477**

[www.lrcpolk.com](http://www.lrcpolk.com)

Description of Services: Educational services with fee adjustment forms available to families whose annual gross family income is less than \$50,000 per year. Services offered are:

- One-on-one tutoring designed to meet each student's individual academic needs based on his/her learning styles and ability levels for students K-Adult.
- Study Habits of Successful Students provides study skills and motivational strategies to help students learn and practice time-tested, effective and efficient study strategies. For students in grades 6-12.
- Test Preparation Courses to prepare for testing events such as FCAT, Duke, SAT, ACT, GED, GRE, ASVAB, FTCE, with emphasis on test-taking strategies specific to that assessment.
- High School Courses for credit are offered in partnership with local school boards to offer this opportunity for grade replacement or advancement.
- Super Summer Success is a program to provide academic enrichment for elementary students during the summer months. For students who have completed grades K-5.
- Young Leaders is designed to build youth leaders who will graduate with the skills necessary to give back to their community effectively. Offered for students in grades 6-8.
- Camp Ready! Is a summer program for students entering or repeating Kindergarten.
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# **Lighthouse Ministries**

**215 East Magnolia Street**

**Lakeland, FL 33801**

**(863)687-4076**

**Men's shelter (863)687-3705**

**Women/ children shelter (863)687-4076**

**[www.lighthousemin.org](http://www.lighthousemin.org)**

Mission: to reach the spiritual, physical, emotional, and other needs of the poor and at-risk population

## Description of Services:

Lighthouse Ministries takes a unique holistic approach to meeting the needs of an individual's mind, body, and soul. Services provided are; food, clothing, shelter, education, referral services, on-site job training, career advancement training, counseling, case management, discipleship, and structured classes in budgeting, parenting, assistance in applying for eyeglasses through the Lions Club, and spiritual growth all within one central location. There are no fees associated with the program since all of a resident's needs are met free-of-charge. Serves Polk and Hillsborough Counties.

The Jay & Eloise Troxel Family Life Center for Women & Children operates as a transitional facility which assists victims of domestic violence, homelessness, and destructive lifestyles. The program provides direction, encouragement, accountability, and discipline to help bring about positive changes within the residents' lives.

The Emmanuel Program is a discipleship program designed to assist men in overcoming addictions and bringing every area of their lives under the leadership of Jesus Christ. It is one component of the One-Stop Care for Men here on the Life and Learning campus of Lighthouse Ministries.

The One-Stop Care program operates under four pathways: **Spiritual, Community, Industry, and Education**. The execution of the pathways determines the total length of the in-program journey for each resident. Whether it takes 12 months or 18 months, each resident is encouraged and mentored toward God's peace, life purpose, and fulfillment of potential.

The **Spiritual** pathway is nurtured through regular church attendance and membership, Bible study classes, and Christian mentorship. Each resident is taught the importance of a daily moral inventory and developing an intimate relationship with God.

Residents are also taught to live as a productive member of society (**Community**). Everyone is encouraged to give back to the ministry through their service in on-campus ministries, which includes duties at the thrift shops, kitchen, preschool, maintenance, and janitorial assignments. They also learn to live as part of a community through their relationships with the other residents, staff, and volunteers.

The **Industry** phase creates job opportunities for our residents. After six months of residency, they are eligible to enter our Internship program. During this time, they are required to save 80% of their income so that when they are ready to complete the program, they are capable of being financially stable, ending the cycle of homelessness in their life. They are also required to pay restitution, child support, and any additional outstanding bills as part of their program.

The **Education** pathway provides residents the opportunity to earn their GED, enhance their memorization and learning skills, prepare for future employment, and work on computer and desktop publishing skills.

## **The Mission**

**180 East Central Avenue  
Winter Haven, FL 33880  
(863)287-6628**

**[TheMission@lovemakingadifference.com](mailto:TheMission@lovemakingadifference.com)**

Description of Services: Sharing the gospel, Grocery distribution, Clothing closet, Daily meals, Showers, Laundry services, Lockers, Computer access, Counseling, Benefits connections, Community Resource, One-on-one ministry

## **Peace River Center Administrative Services**

**1239 East Main Street  
Bartow, FL 33830  
(863)519-0975**

**Crisis Stabilization Unit (863)519-3347**

**[www.peace-river.com](http://www.peace-river.com)**

Description of Services: Initial assessment of Mental Health needs, Comprehensive Behavioral Health assessments, Individual Counseling, Group Counseling, Sexual abuse treatment counseling for victims and non-offending caretakers, School-based therapy, Domestic violence outreach services, Substance Abuse treatment, Parenting classes through FAST, Dependency Court services, Psychiatric services, Non-targeted case management, Targeted case management, Family services and support program, Mentor, Family Support specialist, Family Builders, Therapeutic Behavioral on-site, Alternative services including behavioral management, classes and in-home behavioral management, Respite, Intensive outpatient services, Day treatment services, Crisis support Team, Crisis Stabilization Unit.

Mental Health Services are offered at a sliding fee scale:

Lakeland area- (863)248-3311

Bartow area – (863)519-0575

Wauchula- (863)773-3228

- Peace River Center provides free and confidential services to victims of domestic violence. The domestic violence services include Emergency shelter, 24-hour Crisis Counseling, Survivor Support groups, Individual Counseling and Educational Programs.

**Domestic Violence Crisis lines are as follows:**

**Lakeland area: (863)413-2700**

**Highlands County area: (863)386-1167**

## **Polk Works One-Stop Career Center**

**309 North Ingraham Avenue  
Lakeland, FL 33801**

**500 East Lake Howard Drive  
Winter Haven, FL 33881  
(863)508-1100**

**[www.polkworks.org](http://www.polkworks.org)**

Description of Services: Job search assistance, Free Job readiness workshops, Employment research information, Career development and coaching, Skills assessment, Job skills training, Free GED classes, Resume assistance, Job interview training, Assistance for people with disabilities to access support needed to obtain and maintain employment, Veterans services, Youth academic support and career coaching, Job Corps information



# **The Salvation Army**

**830 North Massachusetts Avenue  
Lakeland, FL 33801  
(863)682-8179**

**[www.salvationarmyusa.org](http://www.salvationarmyusa.org)**

Description of Services: Addiction treatment (addiction rehabilitation programs, Community development, Health Services, Emergency response to assist with natural and man-made disasters, Food pantry, Daily meals, Clothing, Shelter assistance, and assistance in applying for eyeglasses through the Lions Club.

- Salvation Army Center of Hope- offers accommodations for families, subject to availability. One 14-consecutive-day stay permitted within 6 month period. Extensions are granted on a case-by-case basis. Check-in time is 4pm until 5:40pm Monday through Sunday. Breakfast and dinner are provided for the overnight guest only. Government issued photo ID is required.
- Salvation Army Transitional Living Center- is a program designed to help families acquire and develop the necessary tools to maintain self-sufficiency in a permanent living arrangement through life skill training in money management, parenting, nutrition, education, and problem solving. The program has 12 individual family apartments, fully furnished with laundry facilities.

- Salvation Army Center of Hope provides a limited selection of men's, women's and children's clothes available to the general public. The closet is open only on Wednesdays 9-11am.
- Salvation Army Social Services offers a limited selection of men's, women's, and children's clothes during regular business hours.
- Salvation Army "Halo" Child Enrichment Center is a free, licensed child care facility established specifically for homeless children who are currently residing in the Salvation Army Transitional Living Center of another local shelter. The center provides the children with a safe place to learn and grow while their parents work toward a secure future.

# **Talbot House Ministries**

**814 North Kentucky Avenue  
Lakeland, FL 33801  
(863)687-8475**

**[www.talbothouse.org](http://www.talbothouse.org)**

Description of Services: Emergency Shelter for adults (transitional and permanent), Daytime safe haven for homeless , Healthcare-Good Samaritan Free Clinic (dental and medical services), Spiritual Growth opportunities, Educational advancement, Job skills training, assistance in applying for eyeglasses through the Lions Club, Daily meals.

- Talbot House Ministries has shelter accommodations for single men and women only. Beds allocated on first come/ first serve basis subject to availability and number of stays utilized. Check in time is 4pm Monday through Sunday. Breakfast and dinner is provided. A government issued photo ID is required.
- Talbot House Ministries “Renewal” Program is a one year residential program for men and women providing shelter, food, clothing and counseling to assist participants in dealing with problems, such as drug/ alcohol addiction, so that they may become self-sufficient.

# **Tri-County Human Services, Inc.**

## **Substance Abuse Services**

**Administrative Office**  
**1815 Crystal Lake Drive**  
**Lakeland, FL 33801-5979**  
**(863)709-9392**

**<http://tchsonline.com>**

### Description of Programs and Services:

- **Adult outpatient services-** these services are provided at locations in Lakeland, Winter Haven, Sebring and Wauchula. Services include substance abuse assessment, individual counseling, group counseling, alcohol/drug education and urinalysis drug testing.
- **Adolescent outpatient services-** these services are available in Winter Haven, Lakeland, Avon Park and Wauchula. Services include substance abuse assessment, individual counseling, family counseling, group counseling, alcohol/drug education, and urinalysis drug testing. An intensive outpatient program is provided at some locations.
- **Florida Center for addictions and Dual disorders-** this is a 50 bed residential facility for the treatment of adults with co-occurring substance abuse and psychiatric disorders. This program provides simultaneous treatment of these disorders utilizing individual therapy, group therapy, recreational therapy, and occupational therapy. (863)452-3858.

- Highlands County Outpatient Clinic- provides treatment for Adult/ Adolescent mental health and substance abuse disorders. (863)452-0106
- Lakeland Transitional Living Facility- provides transitional housing for women and children. No treatment services are provided, however, a case manager is available to advocate for the residents and to assist them with identifying and assessing needed services. Transition House residents are required to be employed or involved in job training, educational, or employment search activities. Women may reside at the Transition House 3-6 months. (863)299-7003.
- The Rasuw Center for Women- provides a 12-bed assessment stabilization unit for pregnant/ postpartum females with substance abuse problems. This facility is located in Bartow, FL and provides assessment/ evaluation for the following areas: Substance abuse treatment, Mental health treatment, Medical services, Counseling services, Financial support services, Drug-free safe housing, Child care services, Parenting skills, Vocational and education services.
- Winter Haven Halfway House (Agape House)- this is a 9-bed residential facility for women with substance dependence disorders. The program provides a structured schedule of activities with an emphasis on rehabilitation. The residents are required to be employed or involved in job training, education, or employment search activities. The facility is staffed 24 hours per day by counselors or counselor aides. Length of stay is 3-6 months. (863)299-7003.

- Medically Supervised Detoxification- this unit provides medically supervised alcohol/drug detoxification to adults residing in Polk, Highlands and Hardee Counties. Located in Bartow, FL, this is a 20-bed facility with provides substance abuse evaluation and referral services. Lengths of stay vary from 3-14 days depending on the need. (863)533-4139
- DUI Program- Through an agreement with the Department of Highway Safety and Motor Vehicles this program is available in Polk, Highlands, and Hardee Counties.
- Drug/ Alcohol Traffic Education- Individuals seeking their Initial Florida driver's license must complete 4 hours of alcohol and drug traffic education. This is offered in Lakeland (863)701-1919, Avon Park (863)773-2226, and Wauchula 1-800-267-4747.
- Assessment and Referral- referrals are accepted on both a voluntary and involuntary basis. Treatment recommendations can be made after a thorough substance abuse evaluation and a treatment plan developed.
- Self-Help Groups- Treatment teams encourage clients to Participate in 12-step programs such as Alcoholics Anonymous and Narcotics Anonymous. Many clients receive an introduction to 12-step groups through Tri-County.
- Prevention Services- these services are provided within schools in Polk, Highlands, and Hardee counties. The focus is on identifying risk factors displayed by youth within special school populations followed by educational services to groups within the services setting. (863)382-2138

- JASA- this is an in-jail substance abuse treatment program available at the Polk County Jail.

## **Wilson House Recovery**

**P.O. Box 2461  
Lakeland, FL 33801  
(863)667-2313**

**<http://wilsonhouserecovery.org>**

Mission: To serve the homeless male chronic substance abuser through counseling and the 12-step program of Alcoholics Anonymous. The goal is to take the addicted hopeless, homeless individual from physical, mental and spiritual bankruptcy to independence and a productive member of the community.

Description of services: The Wilson House consists of two houses with seventeen beds. The environment affords the adult male chronic substance abuser with a three phase program to equip them with knowledge, tools and life long support group to remain sober and productive contributors of society through an Alcoholics Anonymous program approach.

# **Winter Haven Hospital for Behavioral Health**

**Winter Haven: (863)294-7062**

**Sebring: (863)385-5179**

**Toll Free: 1-800-723-3248**

**[www.winterhavenhospital.org/facilities/mhs](http://www.winterhavenhospital.org/facilities/mhs)**

Description of services: Services are provided in Eastern Polk County and Highlands County.

- **Psychiatric Services-** evaluation and diagnostic services, and assess the need, and provide management of, psychotropic medications.
- **Inpatient Psychiatric hospitalization-** 30 bed treatment facility for inpatient psychiatric treatment.
- **Outpatient services and support services-** An initial assessment and development of an individually designed treatment plan. Counseling may include individual, family or group treatment for all ages including very young pre-school children, school age children and adolescents as well as adults and older adults. Case management and other support services available assist with service linkage and monitoring related to behavioral health, medical, housing, employment, and other related needs. Other community services such as psycho-educational groups, parenting programs and free community presentations are also offered.



- **Child Intensive Day Services-** Parent and Adolescent Counseling and Education program (PACE) offers day treatment programs for children and teens ages 9-17. Services include intensive day treatment options to children in need of more than traditional outpatient therapy. Length and type of treatment varies but is typically 5 days a week for up to several months.
- **Specialized Services for Families-** provided in Hardee, Highlands, and Polk Counties through contract with Department of Children and Families and Heartland for Children. Services provide assistance and stability to families whose children are at risk of removal due to abuse or neglect or have already been removed; Family Support Services (FSS), Family Intervention Team (FIT) and Family Assistance Support Team (FAST).
- **School Based Services-** On site mental health counseling services are available for children in various public schools through contract with the Polk County School Board. On site counseling and consultation is also provided to assist in the developmental and emotional needs for young children in pre-school head start centers and migrant head start centers in Hardee, Highlands, and Polk Counties.
- **Peer Recovery Program-** this free service which offers education, socialization, employment skills, and support to individuals with a mental health diagnosis. It is a peer lead, peer support group that empowers individuals and leads them toward recovery, offered twice a week in Winter Haven, FL.

- NAMI Connections Support Group- (National Alliance for the Mentally Ill) a support group offered for any individual receiving services, a family member, caretaker, or community member interested.

**Women's Resource Center of Florida,  
Inc.**

**165 Avenue A, Northwest  
Winter Haven, FL 33881  
(863)294-5318**

**[execdir@tampabay.rr.com](mailto:execdir@tampabay.rr.com)**

Mission: to provide a variety of services to women and their families in crisis. The Women's Resource center provides each client with valuable assistance that will enhance her current situation through immediate services while empowering each woman and her family to become productive members within their community.

Description of services: Basic resources, Social, Health, Financial, Emotional, and Life-enrichment. This agency provides services to women in Polk, Highlands, and Hardee Counties.

# YMCA

[www.ymca.net](http://www.ymca.net)

## Description of Services:

- Child Care and After school Care
- Education and Leadership
- Swim, Sports, and Play
- Overnight, Day, and Specialty camps
- Summer Food Program
- Social Services (child welfare, education, employment, housing and substance abuse)
- Healthy Kids Day
- Family Time
- Health, Well-being and Fitness
- Sports and Recreation
- Group Interests (such as cooking, Bible study, pottery, new languages, etc.)
- Volunteerism and Giving
- Advocacy

# **Youth and Family Alternatives, Inc.**

**Family Help  
324 West Highland Drive  
Lakeland, FL 33813  
(863)499-2430**

**Youth Crisis Shelters  
George W. Harris Jr. Runaway and Youth Crisis  
Shelter  
1060 Highway 17 South  
Bartow, FL 33830  
(863)595-0220**

**[www.yfainc.org](http://www.yfainc.org)**

## Description of Services:

Family Help- Youth and families are eligible for services if a child is threatening beyond parental control, or is truant from school or at risk of these behaviors. Services are provided to families on a voluntary basis except in the case of truancy referrals. Fees are based on a sliding scale. Services provided include emergency shelter for youth.

- Youth Crisis Shelters- three short-term shelter programs are available for youth between the ages of 10- 17. The shelters are open to youth who are runaway or homeless or youth in need of short-term out of home respite placement for any reason. Each of the 3 shelters also accepts youth who are in need of an emergency shelter placement due to abuse and/or neglect and for youth in foster care who have experienced a disruption in their foster care placement. Shelter services are

provided for up to 14 days. The program does not accept youth with a history of violent behavior or have a felony conviction. The program does not accept youth who are intoxicated by alcohol or drugs. The program provides 24 hour, 7 days a week admission services, youth supervision, food, clothing if needed, crisis counseling, life skills education, individual and family counseling, recreation and leisure time activities and case management services. Educational services are provided by the local school district. Youth and their families are expected to actively participate in program services and abide by the rules. There are no fees for these services. After leaving the child, youth and their family may be referred for continued family counseling through the Youth and Family Services outpatient counseling programs.

- **Street Outreach Program-** Street Outreach is a program designed to identify and assist youth who are runaway and homeless and living on the streets in Polk County, Florida. The goals of Street Outreach are to reduce the incidence of abuse and exploitation of youth living on the streets and increase support for them by providing the following services:
  - Outreach and education
  - Regular contact and someone to listen
  - Crisis response if needed
  - Hygiene items and Survival Aid
  - Clothing if needed
  - Shelter services
  - 24 hour accessibility

# Women, Infants & Children (WIC)

[www.doh.state.fl.us/family/wic](http://www.doh.state.fl.us/family/wic)

Description of Services: WIC is a nutrition program serving pregnant, breastfeeding and postpartum women, infants, and children under the age of 5 who have low to moderate income and are at nutritional risk. WIC helps to prevent low birth weight infants and infant deaths by improving the diet of pregnant women. WIC also helps improve the growth of children. WIC provides the following at no cost:

- nutritious food
- breastfeeding promotion and support
- nutrition education and counseling
- referrals to health care, immunizations, and community services

## **Hardee County Locations:**

Wauchula WIC, 115 K.D. Revell Road, Wauchula, FL 33873  
(863)773-3276

## **Highlands County Locations:**

Avon Park WIC, 400 South Lake Avenue, Avon Park, FL 33825  
(863)382-7351

Lake Placid WIC, 106 North Main Avenue, Lake Placid, FL 33852  
(863)382-7317

Sebring WIC, 7205 South George Boulevard, Sebring, FL 33875  
(863)382-7216

## **Polk County Locations:**

Auburndale WIC, 1805 Hobbs Road, Auburndale, FL 33823  
(863)965-5452

Bartow WIC (serving Fort Meade and Mulberry also), 1275 Brice  
Boulevard, Bartow, FL 33830  
(863)519-7542

Haines City WIC, 910 North 20<sup>th</sup> Street, Haines City, FL 33844  
(863)419-3250

Lake Wales WIC, 710 State Road 60 West, Lake Wales, FL  
33853  
(863)678-4013

Lakeland North WIC, 3241 Lakeland Hills Boulevard, Lakeland,  
FL 33805  
(863)413-2638

Lakeland Central WIC, 1291 Ariana Street, Lakeland, FL 33803  
(863)284-3075