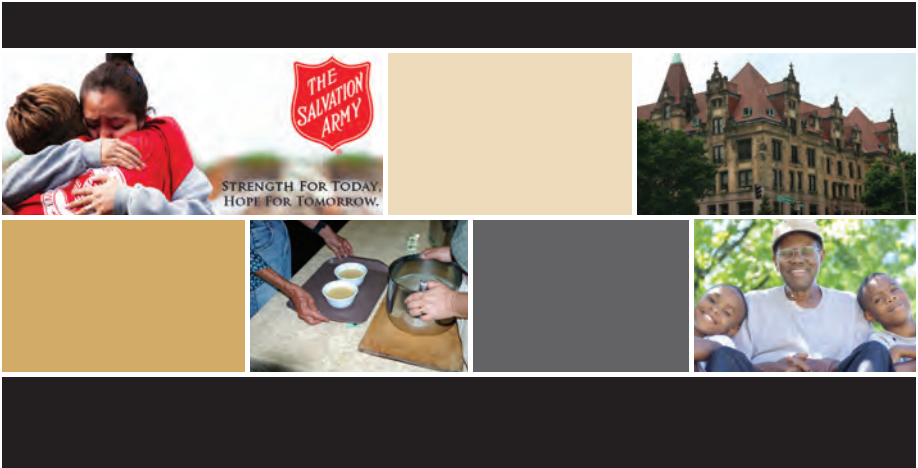




**BROWN & CROUPPEN**

LAW FIRM

# Illinois Resource Directory



This Directory gathers into one place many of the resources and services that are available throughout the Illinois area. In addition to addresses and phone numbers, we've provided the website address for most of these organizations. Looking at an agency's website will provide more information about the place before you call them or go there.

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## *Hotlines & Websites*

### **Child Abuse & Neglect**

Illinois Child Abuse/Neglect Hotline:	<b>1-800-252-2873</b>
Youth America Hotline:	<b>1-877-968-8454</b>
National Runaway Switchboard:	<b>1-800-621-3230</b>
Boys Town National Youth Hotline:	<b>1-800-448-3000</b>
Parents Anonymous of Missouri:	<b>1-855-427-2736</b>

### **Domestic Violence & Sexual Assault**

The National Domestic Violence Hotline:	<b>1-800-799-7233</b>
Illinois Domestic Violence Hotline:	<b>1-877-863-6338</b>
National Sexual Assault Hotline:	<b>1-800-656-4673</b>
Evanston Shelter for Battered Women and Their Children:	<b>847-864-8780</b>
Friends of Battered Women and Their Children:	<b>1-800-603-4357</b>

### **Substance Abuse & Addictive Behaviors**

Alcoholics Anonymous (AA):	<b>816-471-7229</b>
Narcotics Anonymous (NA):	<b>1-800-561-2250</b>
Illinois Tobacco Quitline:	<b>1-866-784-8937</b>
National Cocaine Hotline:	<b>1-800-202-2463</b>
Gamblers Anonymous (GA):	<b>855-222-5542</b>
Illinois Toll-Free Problem Gambler Help Line:	<b>1-800-426-2537</b>
National Council on Problem Gambling Hotline:	<b>1-800-522-4700</b>

### **Elder and Disabled Abuse & Neglect**

Elder & Disabled Abuse & Neglect Hotline:	<b>1-800-392-0210</b>
Elder Abuse Hotline:	<b>800-252-8966</b>

## **Health Issues**

Illinois Poison Control Center Hotline:	<b>1-800-222-1222</b>
Illinois Women's Health Helpline:	<b>1-888-522-1282</b>
National Sexually Transmitted Disease Hotline:	<b>1-800-227-8922</b>
Children's Mercy Crisis Line:	<b>1-800-279-8188</b>
Poison Control Center Hotline:	<b>1-800-222-1222</b>

## **Homelessness**

Illinois Hopeline:	<b>847-228-3463</b>
24 Hour Homelessness Hotline:	<b>1-800-654-8595</b>
Housing Crisis Hotline:	<b>847-866-7027</b>

## **Suicide**

National Suicide Prevention Lifeline:	<b>1-800-273-8255</b>
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## **Youth Crisis**

24 Hour Youth Crisis Hotline:	<b>1-888-233-1639</b>
Illinois Teen Talkine:	<b>847-228-8336</b>
Teen Dating Abuse Hotline:	<b>1-866-331-9474</b>

## **Victims**

National Human Trafficking Resource Center Hotline:	<b>1-888-373-7888</b>
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## **2-1-1 (Operated by United Way 24/7)**

[www.211.org](http://www.211.org) Dial 2-1-1 Alternate Number: **1-800-427-4626**

This is one of the most valuable resources available to people experiencing crisis situations. This hotline, operated by the United Way, offers a comprehensive database of agencies, programs, and social services available to people in need. Whether you are looking for counseling, a low-cost health clinic, job training, or a food pantry, this hotline is designed to help give you direction.

## **Affordable Care Act Health Insurance (Obamacare)**

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

24 Hour Hotline: **1-800-318-2596**

## **Missouri Health Care Marketplace**

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

24 Hour Hotline: **1-866-311-1119**

Hotline handles consumer questions and starts the enrollment process.

## **Caritas Catholic Charities of Southern Illinois**

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

**618-394-5900**

Offering a wide range of resources including housing, workforce development, education, support, health, emergency assistance, veteran's services, social re-entry, mental health, disability, adoptions, and senior care.

## **Violent Crimes Victim Services**

Hotline:

**1-800-228-3368**

Program established by the Illinois General Assembly to support and assist victims/families affected by violent crimes. Services include legal assistance, advice on financial compensation, and referrals to other helpful agencies.

## **Child Abuse and Neglect Hotline**

**1-800-392-3738**

## **WhyHunger Hotline**

**1-800-548-6479**

This hotline refers people in need to food pantries, soup kitchens, summer meal sites, government nutrition programs and other organizations that help provide access to nutritious foods.

## **Medicaid and Children's Health Insurance Program (CHIP)**

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

Provides information about low cost health insurance programs available for families, children, pregnant women, seniors, and people living with disabilities.

## **Illinois Department on Aging**

[www.illinois.gov/aging](http://www.illinois.gov/aging)

**1-800-252-8966**

Department dedicated to addressing aging issues on the local level. Responsible for senior center referrals, senior community and health services, and senior advocacy.

**National Alliance for Mental Health (NAMI)**

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

Nation-wide Suicide Prevention Hotline: **1-800-273-8255**

The NAMI website provides resources and information about mental illness.

**National Domestic Violence Hotline**

**1-800-799-7233**  
or **1-800-787-3224**

**National Sexual Assault Hotline**

**1-800-656-4673**

**Illinois Government Website**

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

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

or **1-877-428-8844**

Rental listings at low or subsidized rates.

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

A website for shelters and resources across the nation.

**Illinois Urban League of Springfield**

**217-789-0830**

***Before You Start***

Many of the organizations listed here receive grants and federal funds. They are mandated to provide services and assistance, so take your time going through this guide, read the requirements, and make use of what they have to offer.

**Affordable Care Act (Often referred to as ObamaCare)**

[www.HealthCare.gov](http://www.HealthCare.gov) and [www.GetCoveredIllinois.gov](http://www.GetCoveredIllinois.gov)

24 Hour Question Hotline: **1-800-318-2596**

The Illinois website [www.GetCoveredIllinois.gov](http://www.GetCoveredIllinois.gov) is essentially a portal for [www.HealthCare.gov](http://www.HealthCare.gov). There is additional information at the Illinois website, so it might be useful to start here.

**Southern Illinois Coalition of the Homeless**

801 N Market St, Marion 62959

[www.homelesstohome.vpweb.com](http://www.homelesstohome.vpweb.com)

**618-993-0094**

Coalition of service providers, consumers, community leaders, government agencies, and others in the greater southern Illinois

area that have come together to help eradicate homelessness in the local communities.

## **Illinois Department of Public Health**

[www.dph.illinois.gov](http://www.dph.illinois.gov)

**217-782-4977**

## **Lifeline Program**

[www.usac.org/li/](http://www.usac.org/li/)

[www.fcc.gov/lifeline](http://www.fcc.gov/lifeline)

Program offering free or discounted cellphone services to qualifying low-income consumers. Visit the USAC site to learn how you can apply or go to the FCC site for additional information.

## **Illinois Department of Human Services**

[www.dhs.state.il.us](http://www.dhs.state.il.us)

**1-800-843-6154**

Information and locations for the Illinois Department of Human Services. Services you can find:

- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP)
- Cash
- Medical programs
- Emergency food & shelter

## **Low Income Home Energy Assistance Program (LIHEAP)**

<http://www.acf.hhs.gov/programs/ocs/programs/liheap>

**202-401-9351**

The Low Income Home Energy Assistance Program (LIHEAP) helps keep families safe and healthy through initiatives that assist families with energy costs.

## ***How to Contact Agencies and Get Results***

- 1** Take notes. Have paper and pencil ready when you make a call. Be ready to give a brief but complete account of what you need. Eliminate unrelated information.
- 2** Be ready to provide your full name and contact information, including how and where you can be reached or receive messages.

- 3 If your inquiry involves an agency that uses an identifying case or file number, be sure to have that ready.
- 4 Be sure to record the name and title of people you talk to, and confirm their phone numbers in your notes.
- 5 Keep your notes organized by your contacts to each agency so that you can easily supply information when you make follow-up calls.
- 6 Take the time to say THANK YOU to those who assist you!

## *Streetwise Safety Tips*

**Stay Alert** and tuned into your surrounding wherever you are.

**Act as if you're calm**, confident, and know where you are going.

**Don't accept rides** from someone you don't know and/or trust.

**Trust your instincts.** If something or someone makes you uneasy, avoid the person or situation and leave as soon as possible.

**Know the neighborhoods** where you spend time, including locations of fire and police stations.

**Try to walk places with** your friends rather than alone.

**Stick to well-travelled and brightly-lit streets.** Avoid shortcuts through wooded areas, parking lots, and alleys.

**Take the safest route** when travelling on foot.

**Don't display your cash or valuables**, including items such as cell phones.

**Carry your backpack or purse close to your body and keep it closed.** If you are carrying your wallet, put it inside your coat or pants pocket, not in your bag. Always keep your I.D. and other important papers safe and close.

**If you think you are being followed** switch directions or cross the street. If you believe they're still following you, move quickly toward an area with more people. Don't be afraid to yell for help. You could also try walking into a store or other public area.



**If someone tries to rob you, give up your property** – don't give up your life. Report the crime to the police immediately. Try to describe the attacker as accurately as possible. Your actions can help prevent others from becoming victims.

**Be alert and report suspicious activity.**

## *Food Programs, Pantries, & Clothing*

A referral is required by most (but not all) of the food pantries, clothes closets, and shelters provided in this resource guide. Call 2-1-1 or the Community Services Agency for assistance getting a referral (they are also available through churches, schools, and a wide variety of social agencies).

You can apply for cash, SNAP (Food Stamps) & Medical Assistance online at <https://abe.illinois.gov/abe/access/> or at your local Family Community Resource Center. For information about the Food Stamps (SNAP) program and free application screening, visit: <https://www.dhs.state.il.us>

### **WhyHunger Hotline**

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

**1-800-548-6479**

Organization providing an automated list of food pantries by zip code. After answering a few questions you will be directed to the nearest food assistance programs. Have a pen and paper ready. They will give you lots of information.

### **Feeding America**

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

Network that operates programs that promote self-sufficiency, educate the public about hunger, and advocate for legislation that protects people from going hungry. Provides food and support to families and individuals nationwide.

## *Violence/Shelters*

### **The National Domestic Violence Hotline**

**1-800-799-7233**

### **The Violence Prevention Center of Southwestern Illinois**

24 Hour Hotline: 618-235-0892

Works to eliminate domestic violence in individual lives and society as a whole.

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

A website for shelters and resources across the nation.

**Fontabella Maternity Shelter**

**618-406-4355**

If you find yourself in an unplanned or crisis pregnancy and you are 18 years or older and without a place to live we might be able to help you out.

**Good Samaritan House**

1825 Delmar Ave, Granite City 62040

**618-876-0607**

The Good Samaritan House enriches the lives of women and children who are experiencing homelessness by offering them opportunities to become self-sufficient while supporting them in a loving Christian environment.

**Holy Angels**

1410 N 37th St, East Saint Louis 62204

**618-874-4079**

Shelter for single women and women with children.

**Oasis Women's Shelter**

111 Market St, Alton 62002

**618-465-1978**

Shelter designed for single women and women with children who are victims of domestic violence.

**Phoenix Crisis Center**

2104 Cleveland Blvd, Granite City 62040

**618-451-1008**

The Mission of Phoenix Crisis Center was designed to empower persons impacted by domestic violence to live safely and free from further violence.

**Salvation Army Booth House Alton**

525 Alby St, Alton 62002

**618-465-7764**

**The Family Living Center of East St Louis**

510 N. 25th Street, East St Louis 62205

**618-274-7832**

**Life Adventures YMCA of Southwestern Illinois**

15 N. First St, Belleville

**618-233-1243**

The program offers custom designed challenge and adventure based programs. Life Adventures enables the teaching of life skills not commonly addressed in traditional educational and work settings. Cost varies and scholarships are available.

### **Family Hospice of Belleville Area**

5110 West Main Street, Belleville 62226 **618-277-1800**

Hours: Monday thru Friday – 8:30 am to 4:30 pm

Area Served: St. Clair, Randolph, Clinton, Madison, Monroe and Washington Counties.

Services Offered: Medicare and Medicaid certified to provide services to individuals and their families who are experiencing the last phase of an incurable disease.

### **Illinois Center for Autism**

548 South Ruby Lane, Fairview Heights 62208 **618-398-7500**

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

Hours: Monday thru Friday – 8:30 am to 5:00 pm

Area Served: Southern Illinois

Provides many programs for individuals with autism.

### **Southern Illinois Healthcare Foundation**

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

**618-332-0694**

A community based, Federally Qualified Health Center network that serves predominately low income or medically underserved populations throughout nine counties in southern Illinois.

### **The Nursing Center**

1468 State St. Suite 300, East St. Louis **618-274-5311**

The center serves ambulatory patients by providing dressing changes. Health education, blood pressure monitoring, blood draws, injections, physicals and drug screening. Hours 8:30 a.m. until 5 p.m. Monday through Friday. Appointments are required.

### **Epilepsy Foundation of Southwestern Illinois**

140 Iowa Avenue, Suite A, Belleville 62220 **618-236-2181**

[www.epilepsyfoundation.org/local/swillinois](http://www.epilepsyfoundation.org/local/swillinois)

Hours: Monday thru Friday – 8:30 am to 4:30 pm

Area Served: Bond, Clinton, Madison, Monroe, St. Clair, Randolph and Washington Counties

### **Hope Clinic for Women**

1602 21st Street, Granite City 62040 **1-800-844-3130**

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

Hours: Monday thru Thursday – 8:00 am to 5:00 pm;

Friday – 8:00 am to 4:30 pm; Saturday – 7:00 am to 1:00 pm  
Services Offered: Provides pregnancy testing and abortion services.

**Christian Home Care Services, Inc.**

115 West Randle, Lebanon 62254 **618-537-2636**  
Hours: Monday thru Thursday – 8:00 am to 3:30 pm  
Area Served: Lebanon, Belleville, Mascoutah, Trenton, Summerfield, O’Fallon, Swansea, Fairview Heights  
Services Offered: Assisted transportation, referral information, non-medical in-home care, and assists with Medicare and circuit breaker information.

**AFFORDABLE CARE ACT HEALTH INSURANCE (Obamacare)**

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

**Illinois Division of Insurance**

320 West Washington St, Springfield 62767 **217-785-5516**  
Hours: Monday thru Friday – 8:00 am to 5:00 pm  
Services Offered: Assists consumers having insurance problems, complaints or questions regarding an insurance company, agency or agent

**Southwestern Illinois Visiting Nurse Association**

7 Executive Woods Ct, Swansea 62226 **618-236-5800**

**Call for Help, INC.**

[www.callforhelpinc.org](http://www.callforhelpinc.org) **618-397-0968**  
Comprehensive crisis and other services in Metro East.

**Planned Parenthood**

4529 N Illinois St, Fairview Heights 62226 **618-277-6668**  
[www.plannedparenthood.org](http://www.plannedparenthood.org)

**Madison County Aids Program**

2016 Madison Ave, Granite City 62040 **618-877-5110**

**AIDS Testing Service**

317 Salem Place, Fairview Heights 62208 **866-512-9139**

**AIDS and STD Testing Services**

4041 Mississippi Ave, Cahokia 62206

**866-512-9139**

**AIDS and STD Testing Services**

2900 Frank Scott Pkwy W Suite 920A, Belleville 62223

**866-512-9139**

**Alton Mental Health Center**

4500 College Ave, Alton 62002

**618-474-3800**

Hours: 24 hour facility

Area Served: Bond, Monroe, Madison, Randolph and St. Clair Counties. Services Offered: Comprehensive mental health

***Metro East Food Pantries***

Please call the food pantries to confirm that the hours have not changed

**Meals on Wheels**

804 Claremont Ct, Collinsville 62234

**618-345-7779**

**T Matthew’s Baptist Food Pantry**

2908 Louisiana, East St Louis 62205

**618-874-6979**

Pantry hours: Fri: 9:30-12pm

Provides breakfast and food baskets to those in the community on a regular basis and in cases of emergency.

**Lansdowne Community Food Pantry**

5103 Bunkum Rd, Washington Park 62204

**618-874-7901**

Pantry hours: Tues: 1-3pm; Wed 1-3pm; Thurs: 9-11am

The Lansdowne/Washington Park Food Pantry provides food and commodities to low income families living in the Washington Park-East St. Louis community.

**Hayes Miracle Temple**

823 Summit Ave, East St Louis 62201

**618-558-2285**

Pantry hours: Wed: 7-9am

**Gethsemane Food Pantry**

1435 Baugh Ave, East St Louis 62205

**314-422-2183**

Pantry hours: Wed: 5-7pm

**Divine Community Corp**

618 Summit Ave, East St Louis 62201

**618 274-1700**

Pantry hours: Thursday: 3:00-5:00pm

We are a supplemental pantry that tries hard to help provide extra food when we can to those in need. Although we only serve Illinois residents, we never turn anyone away without providing some help.

**East St Louis Township Food Pantry**

6755 State St, East St Louis 62201

**618-874-3650****Christ United M.B. Church**

1911 Kansas Ave, East St Louis 62205

**618-875-0452**

Pantry hours: Sat: 9-11am

The Food Pantry serves clients who need a bag of groceries to help see them through the month.

**Salvation Army - East St Louis**

616 North 16th St, East St Louis 62205

**618-874-3136**

Pantry hours: Tuesdays 10-12pm

**Catholic Urban Program (CUP) Food Pantry**

#7 Vieux Carre Dr, East St. Louis 62203

**618-398-5616**[www.catholicurbanprograms.org](http://www.catholicurbanprograms.org)

Open from 9:00 am to 4:00 pm, Monday through Friday. Must register. Income has to be at or below poverty level.

## Utility

**Low Income Home Energy Assistance Program (LIHEAP)**<http://www.acf.hhs.gov/programs/ocs/programs/liheap>**202-401-9351**

The Low Income Home Energy Assistance Program (LIHEAP) helps keep families safe and healthy through initiatives that assist families with energy costs.

**Ameren***Hardship Assistance for Residential Customers* **1-877-411-9276**

The local community action agencies distribute these program funds based on the hardship experienced by customers with household incomes of up to 400 percent of the federal poverty

level. The agencies may award grants of up to \$600 per household. Customers may call 1-877-411-9276 to obtain the name and address of their local community action agency.

*Warm Neighbors Cool Friends*

**1-888-690-5700**

<http://warmneighborscoolfriends.com/>

Provides bill and weatherization assistance for qualifying customers — the program is designed to help those who generally do not qualify for federal or state heating assistance. The program targets low- to moderate-income families and senior citizens at 200-300% of poverty. The home weatherization program typically includes basic energy-efficiency measures, such as insulation, air sealing, caulking and weather-stripping.

*Dollar More*

**800-755-5000**

Funds pay for a wide variety of home energy bills including electric, gas, oil and propane. All Dollar More contributions go to those who need help through a network of human services agencies.

*Good Samaritan Initiative*

Qualified participants can get their service restored by paying 20 percent or \$250 of their remaining balance. To qualify, utility customers must have account balances too high to be covered by the state's Low Income Home Energy Assistance Program, but less than \$3,000. The initiative is run by the Illinois Department of Healthcare and Family Services.

**ComEd - Rate Relief Program**

*Percentage of Income Payment Plan (PIPP)*

Under PIPP, an eligible client pays a percentage of their income, receive a monthly benefit towards their utility bill, and receive a reduction in overdue payments for every on-time payment they make by the bill due date. To enroll in the PIPP, contact your local LIHEAP administering agency.

*Summer Assistance Program*

A one-time \$30 credit for Low Income Home Energy Assistance Program participants with household incomes up to 200 percent of the poverty level. Program Dates: June 1 - Aug. 31. Apply at your local LIHEAP administering agency.

### *Fresh Start*

LIHEAP-approved space-heating customers may qualify to participate in the Fresh Start Arrearage Reduction Program, which provides monthly credits of up to \$150 a month for qualifying customers who begin and continue to pay their electric bills on time.

For more information: Call ComEd CARE at **888-806-2273**  
*Residential Special Hardship Fund*

Help is available for households with a financial hardship due to job loss, illness, military deployment, disability, or for senior households. Income-eligible, residential customers can apply once every 2 years for grants of up to \$500 based on need and availability of program funds. This fund applies to residential customers with household incomes up to 250% of the federal poverty level who identify a hardship issue — including documented medical, military, senior, or disability hardships among others. [www.comed.com/customer-service/assistance-programs/Pages/residential-hardship.aspx](http://www.comed.com/customer-service/assistance-programs/Pages/residential-hardship.aspx)

C.H.A.M.P (ComEd Helps Activated Military Personnel): Special services and benefits, including a one-time cash stipend, deferred billing, extended due dates, and late charges cancellation. Eligibility: Military deployment and disabled veterans with 2 years or more of service

Dates: Year-round

Call ComEd CARE at **888-806-CARE (2273)**  
[www.comed.com/customer-service/assistance-programs/Pages/champ.aspx](http://www.comed.com/customer-service/assistance-programs/Pages/champ.aspx)

### **Peoples Gas**

*Upkeep and Repair Services Program* **773-921-3200**  
[www.peoplesgasdelivery.com/home/seniors.aspx](http://www.peoplesgasdelivery.com/home/seniors.aspx)

This program provides free minor home repairs to eligible seniors. Participants must be at least 60 years of age and live south of North Avenue in Chicago. Types of repairs include: light plumbing, replacing faulty light fixtures or switches, repairing or maintaining weather stripping and caulking, installing handicap access grab bars and railings, and other similar repairs. Contact Housing Opportunities & Maintenance for the Elderly (H.O.M.E.) at **773-921-3200**. H.O.M.E. repair staff will visit the person's home to determine if the requested repair can be completed by the agency.



*Share the Warmth*

**800-571-2332**

[www.peoplesgasdelivery.com/home/share\\_warmth.aspx](http://www.peoplesgasdelivery.com/home/share_warmth.aspx)

Administered for Peoples Gas by the Community and Economic Development Association of Cook County (CEDA), Share the Warmth provides heating grants to limited and fixed-income households. Eligible customers who make a payment toward their bills receive matching grants of up to \$200.

### **Atmos Energy**

Customer donations combine with company donations to help people pay their gas bills. All donations go directly to local people in need that meet criteria established by each individual program's guidelines.

Bond, Clinton, Marion, Washington counties: contact BCMW,

**618-532-7388**

Clay, Effingham, Fayette, Shelby counties contact:

C.E.F.S., **217-342-2193 x143**

Illinois Valley Economic Dev. Corp,

**217-839-4431**

Shawnee Development Council,

**618-524-2941**

Wabash Area Development Inc,

**618-252-2680**

### **Mid-American Energy Company**

I CARE

**1-888-427-5632**

<http://www.midamericanenergy.com/service9.aspx>

I CARE assists those who are unemployed, living on fixed or low incomes or experiencing a family crisis by helping pay their heating bills or making their homes more energy efficient. To qualify, customers must also meet their state's LIHEAP guidelines.

### **Northshore Gas**

Share the Warmth

**800-571-2332**

[www.northshoregasdelivery.com/home/share\\_warmth.aspx](http://www.northshoregasdelivery.com/home/share_warmth.aspx)

Administered for North Shore Gas by the Community and Economic Development Association of Cook County (CEDA), Share the Warmth provides heating grants to limited and fixed-income households. Eligible customers who make a payment toward their bills receive matching grants of up to \$200.

## **Springfield City Water Light and Power**

To apply, call **789-2414** or visit

<http://www.cwlp.com/customer/account/billassist.html>

To qualify, a customer must have a delinquent CWLP bill, be able to pay a portion of it, have a total household income for the previous 90 days of no more than 150 percent of the federal poverty guidelines and have exhausted all other resources, including the liheap Low Income Home Energy Assistance Program. The program starts on or around December 1 of each year and runs through May or until funds are exhausted, whichever comes first.

## **Wayne-White Counties Electric Cooperative**

[www.waynewhitecoop.com/pages/WORKS](http://www.waynewhitecoop.com/pages/WORKS) **618-842-2196**

Grants are available for individuals in need and for 501(c)3 organizations. The purpose of the program is to meet a critical need that is currently not being met by any other means. Grants are limited to \$2,500 for individuals and funded by customer donations. The WORKS grant program is only available to eligible member-customers of Wayne-White Electric Cooperative in southern Illinois, therefore applications from outside their customer area will not be accepted and are not eligible for assistance through the WORKS program.

# *Children*

## **Big Brothers Big Sisters of Southwestern Illinois**

6400 West Main Street, Suite 1G, Belleville 62223

**618-398-3162**

Area Served: St. Clair, Madison, Monroe and Clinton Counties  
Provides mentoring services to at risk youth ages 6-14 by matching them with a positive role model; counseling services also available.

## **Child and Family Connections**

4941 Benchmark Centre, Suite 200, Swansea 62226

**618-624-3309**

[www.specialchildren.net](http://www.specialchildren.net) [www.childandfamilyconnections.org](http://www.childandfamilyconnections.org)

Area Served: Madison, Monroe, Randolph and St. Clair Counties  
Child and Family Connections will help families with children between birth and age three, with disabilities, delays or at-risk

conditions to obtain evaluations and assessments. They will help determine eligibility for early intervention services

## **Illinois Department of Children and Family Services**

**1-800-25-ABUSE (22873)**

### **Jackie Joyner Kersee Boys & Girls Club**

1201 North 25th St, East St. Louis

**618-274-5437**

The club is a nonprofit organization which provides recreation, education and cultural arts for youth and teens. Hours are from 3 p.m. until 9 p.m. Monday through Friday and from 11 a.m. until 9 p.m. on Saturday.

### **Kid Care**

**866-4-our-kids**

**866-468-7543**

Offers health insurance for Illinois children through the age of 18 and for pregnant women

### **Lessie Bates Davis Neighborhood House**

1200 North 13th St, East St. Louis

**618-874-0777**

The Neighborhood House provides daycare, community and youth services; homemaking services for older adults. Family support services, recreation programs, emergency assistance for utilities, rent and clothing is also available. Hours are from 8:30 a.m. until 5 p.m. Monday through Friday.

### **New Beginnings Pregnancy Center**

2019 Johnson Rd, Granite City

**618-451-2002**

**or 618-397-2112**

Free pregnancy testing, counseling and legal referrals, education, abortion alternatives. Hours are from 9 a.m. until 6:30 p.m. on Tues, Weds- 9 a.m. until 6 p.m. on Thursday. Residents of St. Clair and Madison Counties.

### **Planned Parenthood**

4529 North Illinois, Belleville

**618-277-6668**

Gynecological services, PAP, pelvic and breast exams; contraceptives, the pill and IUD; STD testing for men and women; HIV counseling and testing; pregnancy testing. Hours are 10:30 a.m. until 7:30 a.m. Monday and Tuesday, 8 a.m. until 1:30 p.m. on Thursday, 8 a.m. until 5 p.m. on Friday and 9 a.m. until 2 p.m. on Saturday.

**Child Care Assistance Program****1-800-843-6154**

The Illinois Child Care Assistance Program will help provide working and fully employed individuals, as well as low-income families, with access to affordable and high quality child care. The program also provides grants to help pay monthly child care bills.

## *General*

**2-1-1 (Operated by United Way 24/7)**

www.211.org Alt. Number:

**800-427-4626**

Counseling, education, employment, utility assistance, etc.

Mainly referrals. Includes information on weather shelters and parish food pantries

**MERS-Goodwill Industries**

215 W. Washington St., Suite 100, Belleville

**618-257-1080**

Serves St. Clair and Madison Counties. MERS offers case management, vocational testing, career guidance, occupational skills training, apprenticeship training, job placement, job coaching, transitional services for high school students, psychological evaluation, counseling cognitive restructuring, support services, sheltered employment and supported living. MERS specializes in serving persons with physical, mental and cognitive disabilities, persons with substance abuse and chemical dependency histories, military and veterans, refugees, offenders and economically disadvantaged persons.

**Lutheran Child and Family Services of Illinois**

2408 Lebanon Ave, Belleville

**618-234-0218**

LCFS is a statewide social service agency providing a broad range of services to children, families and the community. Individual, marital and family counseling is also available. Services for the community also include father's center, educational and vocational services, food and clothing distribution and a resale shop. Hours are from 8:30 a.m. until 4:30 p.m. Monday through Friday.

**Land of Lincoln Legal Assistance Foundation, Inc.**

327 Missouri Ave, East St. Louis

**618-874-8214**

The foundation offers free legal representation to low income

individuals and families in civil matters in St. Clair and Monroe Counties and serves senior citizens and nursing home residents in St. Clair, Monroe, Madison, Clinton, Bond, Randolph and Washington Counties. The foundation is open from 9 a.m. until 5 p.m. Monday through Friday

### **FREE GOVERNMENT CELL PHONES**

[www.freegovernmentcellphones.net/states/missouri](http://www.freegovernmentcellphones.net/states/missouri)

### **Food Stamp Program**

**1-800-843-6154**

The Food Stamp Grant Program/SNAP will help lower income people and families in Illinois buy the food they need for good health. Many households that have a low income can get food stamp benefits and vouchers from the state.

### **Dress for Success**

7705 W. Main St. #15, Belleville 62223

**618-398-3305**

### **Rental Housing Support Program**

**312-386-1009**

The state of Illinois Rental Housing Support assistance program is the nation's largest state run rental assistance program and it helps thousands of people pay their rent each month. The RHS program will provide rental assistance grants and subsidies for thousands of low income Illinois residents.

### **American Red Cross, Scott Air Force Base**

Building 21 POW/MIA Drive, P.O. Box 25379, Scott Air Force Base 62225

**618-256-1855/3292**

Monday thru Friday – 8:30 am to 4:30 pm

Services Offered: Provides emergency services for military personnel and their families stationed at Scott Air Force Base.

### **Lifeline Program**

[www.fcc.gov/lifeline](http://www.fcc.gov/lifeline)

Program offering free or discounted cell phone services to qualifying low-income consumers

## *Elder and Disabled*

### **Agency for Community Transit (ACT)**

1 Transit Way – P.O. Box 7500, Granite City 62040

**618-931-7433**

Hours: Monday thru Friday – 6:00 am to Midnight;

Saturday – 6:00 am to 6:00 pm.

Area Served: Madison County

Services Offered: Door-to-door transportation for elderly and ADA (Americans with Disabilities Act)

### **Elder & Disabled Abuse & Neglect Hotline:**

**1-800-392-0210**

### **The Golden Years**

7 North 44th St, Belleville 62226

**618-235-0126**

Cost: \$40/day and \$25/half day

Hours: Monday thru Friday – 7:00 am to 5:00 pm

Area Served: St. Clair County

Services Offered: Adult day care supervision, health monitoring, medicine administration and review, activities, crafts, games, bingo and socialization

### **AARP**

9B West Ferguson Ave, Wood River 62095

**618-254-0195**

Hours: Monday thru Friday – 8:00 am to 3:00 pm

Area Served: Madison and St. Clair Counties

### **Area Agency on Aging of Southwestern Illinois**

2365 Country Rd, Belleville 62221

**618-222-2561** Ext. 23 or **800-326-3221**

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

Hours: Monday thru Friday – 8:00 am to 4:00 pm

Area Served: Please call for information.

Services Offered: Provides state and federal funds to profit and non-profit organizations for direct services; coordinates existing resources for residents of Bond, Clinton, Madison, Monroe, Randolph, St. Clair and Washington Counties who are 60 years of age and older.

## *Legal*

### **Attorney General of Illinois**

201 West Pointe Drive, Suite 7, Belleville 62226

**618-236-8616**

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

Hours: Monday thru Friday – 8:45 am to 4:45 pm

Area Served: 11 Southern Illinois counties

Services Offered: Services to the public include referrals for customer complaints

### **Land of Lincoln Legal Assistance Foundation, Inc.**

327 Missouri Avenue, Suite 300, East St. Louis 62201

**618-271-9140 Extension 231**

Hours: Monday thru Friday: 9:00 am to 5:00 pm. Closed daily for lunch from 12 Noon to 1:00.

Area Served: Serves Clinton, Monroe, Randolph, St. Clair and Washington Counties. Serves senior citizens and nursing home residents in St. Clair, Monroe, Madison, Clinton, Bond, Randolph and Washington Counties.

### **Court Appointed Special Advocates (CASA)**

101 West Main St, Belleville 62220

**618-234-4278**

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

Hours: Monday thru Friday – 8:30 am to 4:30 pm

Area Served: St. Clair and Monroe Counties

Services Offered: Advocates on behalf of abused and neglected children 0-18 going through the court system.

## *Transportation*

### **Bi-State Development Agency**

801 North 47th St, East St. Louis 62205

**618-271-7450**

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

Hours: Monday thru Friday – 7:00 am to 6:00 pm;

Saturday – 8:00 am to 5:00 pm; Sunday – 10:30 am to 4:30 pm

Area Served: Illinois and Missouri

Services Offered: Bus schedules, route information, ten-ride ticket booklets, weekly and monthly bus passes.

# *Mental Health*

## **Developmental Disability Services of Metro East**

2900 Frank Scott Parkway West, Suite 928, Belleville 62223

**618-236-7957**

Hours: Monday thru Friday – 8:30 am to 4:30 pm

Area Served: St. Clair and Madison Counties

Services Offered: Provides Individual Service Coordination to persons who are developmentally disabled: Provide referral and linkage to respite services, day programs, residential programs, educational, vocational, employment, counseling

## **National Alliance for Mental Health (NAMI)**

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

**1-800-273-8255**

The NAMI website provides resources and information about mental illness

## **Karla Smith Foundation**

301 Southridge Dr, Shiloh 62269

**618-628-3129**

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

Area Served: Metro East

Services Offered: Support group for the family and friends of anyone with a mental illness

## **Chestnut Health Systems, Inc. (Hilltop)**

207 East Main St, Belleville 62220

**618-236-0435**

Hours: Monday thru Friday – 9:00 am to 4:00 pm

Area Served: Belleville and outer St. Clair County

Services Offered: Services include: independent living skills training, community involvement and integration, individual, group and family therapy, recreational activities.

## **Community Counseling Center**

2615 Edwards St, Alton 62002

**618-462-2331**

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

Cost: Sliding scale

Hours: Monday and Friday – 8:45 am to 5:00 pm; Tuesday, Wednesday and Thursday – 8:45 am to 8:00 pm



**Comprehensive Mental Health Center of St. Clair County, Inc.**

3911 State St, East St. Louis 62205 **618-482-7330**

Cost: Sliding scale

Hours: Monday, Tuesday, Wednesday and Friday – 8:00 am to 5:00 pm; Thursday – 8:00 am to 8:00 pm;

Saturday – 8:00 am to Noon

Services Offered: Outpatient Services – Short term services designed to meet the needs of children, adolescents and adults experiencing emotional problems.

**Gateway Regional Medical Center – Behavioral Health Services**

2100 Madison Ave, Granite City 62040 **618-798-3888**

(Resource Center)

Hours: 24 hour facility

Area Served: Southwestern Illinois

Services Offered: Outpatient and inpatient mental health, dual diagnosis, and chemical dependency services for children, adolescents and adults.

## *Housing*

**East St. Louis Housing Authority**

700 North 20th St, East St. Louis 62205 **618-271-0498**

Hours: Monday thru Friday – 8:30 am to 5:00 pm

**Social Serve**

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

**1-877-428-8844**

Socialserve.com is a 501(c)(3) not-for-profit organization that combines technology with award-winning customer service to provide customized housing locators and much more.

**Madison County Urban League**

Housing Counseling

Carol at Alton office - **618-463-1906 ext 1**

Vera at Madison office - **618-877-8860**

## *Veterans*

### **Illinois Department of Veterans Affairs**

#10 Collinsville Ave, East St. Louis 62201 **618-583-2065**

Hours: Monday thru Friday – 8:30 am to 5:00 pm

Area Served: Metro East area

Services Offered: Provides assistance to all veterans, their dependents and survivors in applying for benefits.

Other Location:

#10 South Jackson, Suite 102, Belleville 62220 **618-233-5140**

### **DEPARTMENT OF VETERANS' AFFAIRS**

400 South 18th Street 63103

**800-827-1000**

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