



**Brown &  
Crouppen**  
LAW FIRM

## ILLINOIS RESOURCE GUIDE



STRENGTH FOR TODAY,  
HOPE FOR TOMORROW.



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.

## TABLE OF CONTENTS

HOTLINES & WEBSITES.....	3 - 6
VIOLENCE/SHELTERS .....	7 - 11
METRO EAST FOOD PANTRIES.....	10
UTILITY .....	11 - 14
CHILDREN .....	14 - 15
GENERAL .....	16 - 17
ELDER AND DISABLED.....	17
LEGAL .....	18
TRANSPORTATION .....	18
MENTAL HEALTH.....	18 - 19
HOUSING .....	20
FOOD PROGRAMS, PANTRIES, & CLOTHING.....	20
VETERANS.....	21

# 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.

## HOW TO CONTACT AGENCIES AND GET RESULT

- 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 Take the time to say THANK YOU to those who assist you!
- 6 Keep your notes organized by your contacts to each agency so that you can easily supply information when you make follow-up calls.

## STREET WISE 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.**

# HOTLINES AND WEBSITES

## Child Abuse & Neglect

Boys Town National Youth Hotline:	1-800-448-3000
Illinois Child Abuse/Neglect Hotline:	1-877-252-2873
National Runaway Switchboard:	1-800-786-2929
Parents Anonymous of Missouri:	1-800-427-2736
Youth America Hotline:	1-877-252-2873

## Child Abuse and Neglect Hotline

1-800-392-3738

## Domestic Violence & Sexual Assault

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

## Elder and Disabled Abuse & Neglect

Elder & Disabled Abuse & Neglect Hotline:	1-800-392-0210
Elder Abuse Hotline:	1-800-252-8966

## Substance Abuse & Addictive Behaviors

Alcoholics Anonymous (AA):	816-471-7229
Gamblers Anonymous (GA):	855-222-5542
Illinois Tobacco Quitline:	1-866-784-8937
Illinois Toll-Free Problem Gambler Help Line:	1-800-426-2537
National Cocaine Hotline:	1-(888) 726-3212
Narcotics Anonymous (NA):	1-800-539-0475
National Council on Problem Gambling Hotline:	1-800-522-4700

**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>

**Homelessness**

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

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

Illinois Hopeline:	<b>1-800-656-4673</b>
24 Hour Homelessness Hotline:	<b>1-833-2-FIND-HELP</b>
Housing Crisis Hotline: National	<b>1-800-654-8595</b>
<a href="http://www.HomelessShelterDirectory.org">www.HomelessShelterDirectory.org</a>	

A website for shelters and resources across the nation.

**IL Urban League of Springfield**

**217-789-0830**

**Suicide**

Suicide Prevention Lifeline:	<b>847-866-7027</b>
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**Victims**

Human Trafficking Resource	<b>1-866-331-9474</b>
Center Hotline:	<b>1-888-373-7888</b>

**Youth Crisis**

24 Hour Youth Crisis Hotline:	<b>988</b>
Illinois Teen Talkline:	<b>1-800-852-8336</b>
Teen Dating Abuse Hotline: National	<b>847-228-8336</b>

**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**

Database of agencies, programs has a and social service available to whether you are looking for counseling, low-cost health clinic, job training, or food pantry, this hotline.

**Illinois Department of Public Health**

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

**Illinois Health Care Marketplace**

**1-866-311-1119**

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

Hotline handles consumer questions and starts the enrollment process.

**Caritas Catholic Charities of Southern Illinois**

**618-394-5900**

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

Offerings 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**

**1-800-228-3368**

Supports and assists victims/families affected by violent crimes. Services including legal assistance, advice on financial compensation, and referrals to other agencies.

**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. Automated list of food pantries by zip code. Have a pen and paper ready. They will give you lots of information.

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

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

Low cost health insurance programs available for families, children, pregnant women, seniors, and people living with disabilities.

**Illinois Department on Aging**

**1-800-252-8966**

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

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

## 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.

## Lifeline Program

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

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

Free or discounted cellphone services to qualifying low-income consumers.

## Illinois Department of Human Services

**1-800-843-6154**

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

Information and locations for the Illinois Department of Human Services.

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

## Low Income Home Energy Assistance Program (LIHEAP)

**202-401-9351**

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

Assist families with energy costs.



# VIOLENCE/SHELTERS

## The Violence Prevention Center of Southwestern Illinois

24 Hour Hotline:

**618-235-0892**

## 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

**618-876-0607**

1825 Delmar Ave, Granite City 62040

Enriches the lives of women and children experiencing homelessness by offering opportunities to become self-sufficient while supporting them in a Christian environment.

## Holy Angels

**618-874-4079**

1410 N 37th St, East Saint Louis 62204

Shelter for single women and women with children.

## Oasis Women's Shelter

**618-465-1978**

111 Market St, Alton 62002

For single women and women with children who are victims of domestic violence.

## Phoenix Crisis Center

**618-451-1008**

2104 Cleveland Blvd, Granite City 62040

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

**618-465-7764**

525 Alby St, Alton 62002

## The Family Living Center of East St Louis

**618-274-7832**

510 N. 25th Street, East St Louis 62205

## Life Adventures YMCA of Southwestern Illinois

**618-233-1243**

15 N. First St, Belleville

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****618-277-1800**

5110 West Main Street, Belleville 62226

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

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

Serves to individuals and their families who are experiencing the last phase of an incurable disease.

**Illinois Center for Autism****618-398-7500**

548 South Ruby Lane, Fairview Heights 62208

[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****618-332-0694**[www.sihf.org](http://www.sihf.org)

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****618-274-5311**

1468 State St. Suite 300, East St. Louis

Monday - Friday hours 8:30 a.m. until 5 p.m. Monday through Friday. Appointments are required.

**Epilepsy Foundation of Southwestern Illinois****618-236-2181**

140 Iowa Avenue, Suite A, Belleville 62220

[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****1-800-844-3130**

1602 21st Street, Granite City 62040

[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.** **618-537-2636**  
 115 West Randle, Lebanon 62254  
 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.
- Illinois Division of Insurance** **217-785-5516**  
 320 West Washington St, Springfield 62767 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** **618-236-5800**  
 7 Executive Woods Ct, Swansea 62226
- Call for Help, INC.** **618-397-0968**  
[www.callforhelpinc.org](http://www.callforhelpinc.org)  
 Comprehensive crisis and other services in Metro East.
- Planned Parenthood** **618-277-6668**  
 4529 N Illinois St, Fairview Heights 62226  
[www.plannedparenthood.org](http://www.plannedparenthood.org)
- Madison County Aids Program** **618-877-5110**  
 2016 Madison Ave, Granite City 62040
- AIDS and STD Testing Services** **866-512-9139**  
 317 Salem Place, Fairview Heights 62208  
 4041 Mississippi Ave, Cahokia 62206  
 2900 Frank Scott Pkwy W Suite 920A, Belleville 62223
- Alton Mental Health Center** **618-474-3800**  
 4500 College Ave, Alton 62002  
 Hours: 24 hour facility  
 Area Served: Bond, Monroe, Madison, Randolph and St. Clair  
 Counties. Services Offered: Comprehensive mental health

## METRO EAST FOOD PANTRIES

- Meals on Wheels** 618-345-7779  
804 Claremont Ct, Collinsville 62234
- T Matthew's Baptist Food Pantry** 618-874-6979  
2908 Louisiana, East St Louis 62205  
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** 618-874-7901  
5103 Bunkum Rd, Washington Park 62204  
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** 618-558-2285  
823 Summit Ave, East St Louis 62201  
Pantry hours: Wed: 7-9am
- Gethsemane Food Pantry** 314-422-2183  
1435 Baugh Ave, East St Louis 62205  
Pantry hours: Wed: 5-7pm
- Divine Community Corp** 618 274-1700  
618 Summit Ave, East St Louis 62201  
Pantry hours: Thursday: 3:00-5:00pm
- East St Louis Township Food Pantry** 618-874-3650  
6755 State St, East St Louis 62201
- Christ United M.B. Church** 618-875-0452  
1911 Kansas Ave, East St Louis 62205  
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** 618-874-3136  
616 North 16th St, East St Louis 62205  
Pantry hours: Tuesdays 10-12pm
- Catholic Urban Program (CUP) Food Pantry** 618-398-5616  
#7 Vieux Carre Dr, East St. Louis 62203  
[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.

## Atmos Energy

618-532-7388

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

1-888-427-5632

I CARE

<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

800-571-2332

Share the Warmth

[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****618-398-3162**

6400 West Main Street, Suite 1G, Belleville 62223

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****618-624-3309**

4941 Benchmark Centre, Suite 200, Swansea 62226

[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

**Illinois Department of Children and Family Services****1-800-25-ABUSE (22873)****Jackie Joyner Kersee Boys & Girls Club****618-274-5437**

1201 North 25th St, East St. Louis

Provides recreation, education and cultural arts for youth and teens.

Hours: Monday - Friday 3:00pm - 9:00pm Saturday 11:00am - 9:00pm

**Kid Care****866-4-our-kids****866-468-7543**

Health insurance for Illinois children through the age of 18 and for pregnant women.

# UTILITY

## Low Income Home Energy Assistance Program (LIHEAP)

202-401-9351

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

Federally funded program that helps low income households pay for energy cost.

## Ameren

1-877-411-9276

*Hardship Assistance for Residential Customers*

Funds based on the hardship experienced by customers with household incomes of up to 400 percent of the federal poverty level.

## 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.

## ComEd - Northern Illinois electric company

888-806-2273

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

[www.comed.com/customer-service/assistance-programs/Pages/residential-hardship.aspx](http://www.comed.com/customer-service/assistance-programs/Pages/residential-hardship.aspx)

### 1 *Percentage of Income Payment Plan (PIPP)*

Under PIPP, an eligible client pays a percentage of their income and receives a monthly benefit towards their utility. To enroll in the PIPP, contact your local LIHEAP administering agency.

### 2 *Summer Assistance Program*

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

**3 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.

**4 Residential Special Hardship Fund**

Help is available for households with financial hardship due to job loss, illness, military deployment, disability, or seniors. Residential customers can apply once every 2 years for grants of up to \$500 based on need and availability of funds. This fund applies to customers with incomes up to 250% of the federal poverty level.

**5 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**Peoples Gas**

[www.peoplesgasdelivery.com/home/seniors.aspx](http://www.peoplesgasdelivery.com/home/seniors.aspx)

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, weather stripping and caulking, installing handicap access bars and railings, Contact

**1 Housing Opportunities & Maintenance for the Elderly (H.O.M.E.)****2 Share the Warmth**

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

Administered by the Community and Economic Development Association of Cook County (CEDA), Share the 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.



**Lessie Bates Davis Neighborhood House**

**618-874-0777**

1200 North 13th St, East St. Louis

The Neighborhood House provides daycare, community and youth services. 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**

**618-451-2002**

**or 618-397-2112**

2019 Johnson Rd, Granite City

Free pregnancy testing, counseling and legal referrals, education, abortion alternatives.

Hours

Tuesday - Wednesday 9:00am - 6:30pm

Thursday 9:00am - 6:00pm

**Planned Parenthood**

**618-277-6668**

4529 North Illinois, Belleville

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

Monday - Tuesday 10:30am - 7:30pm

Thursday 8:00am - 1:30pm

Friday 8:00am - 5:00pm Saturday 9:00am - 2:00pm

**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

## **MERS-Goodwill Industries**

**618-257-1080**

215 W. Washington St., Suite 100, Belleville

Serves St. Clair and Madison Counties. MERS offers case management, vocational testing, career guidance, occupational skills training, job placement, job coaching, transitional services for high school students, psychological evaluation 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**

**618-234-0218**

2408 Lebanon Ave, Belleville

LCFS is a statewide social service agency providing. Individual, marital and family counseling. Services for the community also include father's center, educational and vocational services, food and clothing distribution and a resale shop. Hours: Monday - Friday 8:30am - 4:30pm

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

**618-874-8214**

327 Missouri Ave, East St. Louis

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)

## **Dress for Success**

**618-398-3305**

7705 W. Main St. #15, Belleville 62223

### **Rental Housing Support Program**

**312-386-1009**

The state of Illinois Rental Housing program is the nation's largest state run rental assistance program. The RHSP provides rental assistance grants and subsidies for thousands of low income Illinois residents.

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

**618-256-1855/3292**

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

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**

**1-800-234-9473**

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

Federal program that lowers the monthly cost of phone or internet services.

## **ELDER AND DISABLE**

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

**618-931-7433**

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

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**

**618-235-0126**

7 North 44th St, Belleville 62226

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**

**1-866-448-3613**

9B West Ferguson Ave, Wood River 62095

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

Area Served: Madison and St. Clair Counties

## LEGAL

### Attorney General of Illinois

**618-236-8616**

201 West Pointe Drive, Suite 7, Belleville 62226

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

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

Services to the public include referrals for customer complain.

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

**1-877-342-7891 Extension 23**

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

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.

## 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

**618-236-7957**

2900 Frank Scott Parkway West, Suite 928, Belleville 62223

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

Area Served: St. Clair and Madison Counties provides Individual Service Coordination to the developmentally disabled, Referral and linkage to respite services, day programs, residential programs, educational, vocational, employment and counseling.

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

**1-800-273-8255**

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

Nation-wide Hotline:

Website provides resources and information about mental illness.

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

**1-618-877-4420**

207 East Main St, Belleville 62220

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**

**618-462-2331**

2615 Edwards St, Alton 62002

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

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

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

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

# Housing

## East St. Louis Housing Authority

618-646-7100

700 North 20th St, East St. Louis 62205

1-877-428-8844

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

## Madison County Urban League

Housing Counseling

Carol at Alton office -

1-618-646-7100

Vera at Madison office -

1-618-646-7100

## Food Programs, Pantries, & Clothing

A referral is required by some 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>

## 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.

## National Alliance for Mental Health (NAMI)

1-618-877-4420

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

The NAMI website provides resources and information about mental illness

## Feeding America

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

Network that provides food and support to families and individuals nationwide.

# VETERANS

## Illinois Department of Veterans Affairs

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

#10 Collinsville Ave, East St. Louis 62201

**618-583-2065**

#10 South Jackson, Suite 102, Belleville 62220

**618-233-5140**

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