



Community Support Services

Agency and Resource Referral

United Way 2-1-1 (best place to start)

Phone 2-1-1 or dial 1-800-427-4626

www.211helps.org

Southwest Illinois Division of United Way of Greater St. Louis supports 30 agencies in Madison, Calhoun, Greene, Jersey and Macoupin counties. They provide basic needs, foster learning, improve health, establish financial security, and strengthen neighborhoods.

Aging Assistance

Alzheimer's Association

Helpline: 1-800-272-3900

www.alz.org

Alzheimer's Association leads the way to end Alzheimer's and all other dementia. Inform on resources, including local support groups, care consultation and educational programs are found on the website.

Benefit Access Program (formerly Circuit Breaker)

Benefits for seniors and persons with disabilities, such as a fee discount on license plates, and free rides on fixed-route transits. Eligibility is determined by age, disability, residency and income.

1-800-252-8966

Senior Services Plus

2603 N. Rodgers Ave.

Alton, IL 62002

618-465-3298

Serves seniors 60 years and older to enrich their lives through programs and services that encourage independent living. Serves as an outreach site for energy assistance. **Offers help with filling out application for Benefit Access Program.**

Southwestern Illinois Visiting Nurse Association

#7 Executive Woods

Swansea, IL 62226

618-236-5800; 1-800-642-5429

<https://sivna.com>

Offers skilled home health care, services for seniors, and adult protective services.

Children and Families

Boys & Girls Club of Alton, Inc.

2512 Amelia St.

Alton, IL 62002

618-462-6249

Serves area youth 6 to 18 years old. Some programs offered are the After School Program, homework help, health and life skills, recreation and fitness.

Foster Grandparent Program (FGP)

Senior Services Plus

2603 N. Rodgers Ave.

Alton, IL 62002

618-465-3298, Extension 134 or 135

Volunteers are experienced tutors and mentors to children and youth with special needs.

Riverbend Family Ministries

131 E. Ferguson Ave.
Wood River, IL 62095
618-251-9790

<https://riverbendfamilyministries.com>

Programs for children and families: help for those suffering drug/alcohol addiction (Amare, NFP); Court Appointed Special Advocate (CASA); Pathways Counseling; preventing childhood violence/abuse (Refuge); energy assistance (Warm Neighbors Cool Friends); Youth Development Program for youth ages 12 -17 who have been in violent situations.

Riverbend Head Start & Family Services

550 Landmarks Blvd.
Alton, IL 62002
618-463-5946

<https://riverbendfamilies.org>

Supports pregnant parents, babies, toddlers, and preschoolers through home visits, Early Head Start, and Head Start programs. Provides child development activities, nutritious meals, health and dental exams, and help for families to achieve goals.

Women, Infants, and Children (WIC)

101 E. Edwardsville Rd.
Wood River, IL 62095
618-254-3591

cyhs.com

Registered nurses and nutritionists are available to help mothers and children up to age five. Coupons are

available for free nutritious supplemental foods that can be used at grocery stores.

YWCA of Alton

304 E. 3rd St.

Alton, IL 62002

618-465-7774

<https://www.altonywca.com>

YWCA of Alton is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all. Year-round child enrichment services are available for working parents of school aged children, and free Community Tutoring program in reading and math offered during the summer for K-6 grade students.

Clothing and Food Pantries

Crisis Food Center

21 E. 6th St.

Alton, IL 62002

618-462-8201

Call between 8:30 to 11:30 a.m. Monday-Friday on the morning you wish to be served. Food pick-up is from 1:00 to 3:00 p.m. New and used clothing is available at their Nearly New Shop.

Alton Guardian Angels - Catholic Charities

3512 McArthur Blvd.

Alton, IL 62002

618-462-0634 Ext. 237

Mon. Wed. Fri. 1:00 to 3:00 p.m. Photo ID and mail to prove residency is required for food assistance.

The Storehouse

3420 College Ave.

Alton, IL 62002

618-468-1068

Pastor Kenny Campbell, director.

Drive up food pick-up Fri. 3:00 to 5:00 p.m.

Call to sign up for food assistance. Delivery available for those with mobility problems.

Community Hope Center

1201 Hope Center Lane

PO Box 124

Cottage Hills, IL 62018

618-259-0959

Food, clothing, educational, and medical services are provided, but registration as a client is required before assistance can be given. Client registration is from 9 to 11 a.m. on Mon. Tues. Wed. Fri. Visits to the center are allowed every other week for assistance.

Salvation Army

525 Alby

Alton, IL 62002

618-465-7764

Food assistance Tuesday mornings 9:00 to 11:00 a.m.

Crisis Help

Call For Help

235 E. Delmar Ave.

Alton, IL 62002

618-462-0552

24-hour sexual assault hotline. 618-397-0975

Trained advocates are on call 24/7 to provide any survivors of sexual violence confidential crisis support and ongoing services for counseling, medical advocacy, legal advocacy, and emotional support.

Crisis Text Line

Text **741741** from anywhere in the USA to text with a trained Crisis Counselor. Crisis intervention for suicide prevention in the U.S.

<https://www.crisistextline.org>

Suicide Prevention Lifeline

1-800-273-TALK (8255)

Available 24/7 to anyone in suicidal crisis or emotional distress.

Disabilities Support

Illinois Department of Human Services – Rehabilitation Services

606 W. St. Louis Ave.

East Alton, IL 62024

618-258-9996

DHS's division of Rehabilitation Services is the state's lead agency serving individuals with disabilities.

Challenge Unlimited

4 Emmie L. Kaus Lane

Alton, IL 62002

618-465-0044

<https://www.cuinc.org>

As a Commission on Accreditation of Rehabilitation Facilities (CARF) accredited Community Rehabilitation Program (CRP) provider, Challenge Unlimited provides adult and youth programs, work skills training centers,

employment services, and community-integrated living options for people with disabilities.

IMPACT CIL (Center for Independent Living)

2735 E. Broadway

Alton, IL 62002

618-462-1411

TTY: 618-474-5333

CIL exists to empower individuals with disabilities to take charge of their lives to make their own choices and decisions in order to be as self-sufficient as possible.

Five core services provided: advocacy, information and referral support, peer support, independent living skills training, and transition support.

Emergency Shelters/Homelessness

Madison County Homeless Hotline

618-296-5300

Taking calls Mon. – Fri. 8:30 a.m. to 4:30 p.m. Leave message 24/7.

Salvation Army

525 Alby St.

Alton, IL 62002

618-465-7764

www.salvationarmy.org

Oasis Women’s Center

111 Market St.

Alton, IL 62002

618-465-1978

www.womenshelters.org/det/il-oasis_womens_center

Provides shelter and recovery for domestic violence victims.

Riverbend Family Ministries

131 E. Ferguson Ave.
Wood River, IL 62095
618-251-9790

<https://riverbendfamilyministries.com>

Client Services Department offers clients experiencing homelessness facilities to shower, do laundry, have a hot cup of coffee and share conversation while there. There are no overnight stays.

Domestic Violence Hotline

For anyone affected by abuse and needing support, call 1-800-799-7233, or text LOVEIS to 1-866-331-9474. TTY 1-800-787-3224

Energy Assistance

Madison County Energy Assistance Program

618-296-6485

Assists families with low incomes to heat and cool their homes. The program offers bill pay assistance and furnace repair or replacement during an emergency.

Madison County Urban League

408 E. Broadway
Alton, IL 62002
618-463-1906

Low Income Home Energy Assistance Program (LIHEAP).
By appointment only from 8 to 9:30 a.m.

Senior Services Plus

2603 N. Rodgers Ave.

Alton IL 62002

618-465-3298

Energy assistance for elderly only (60+). By appointment only. **Handyman Program** offers home repair and maintenance to seniors living at home.

Warm Neighbors Cool Friends

Contact: Riverbend Family Ministries at 618-251-9790

<https://riverbendfamilyministries.com>

Offers help to low- to moderate-income customers of Ameren. Assistance to senior citizens on fixed income, families with disabilities, and those that don't normally qualify for government programs.

Healthcare and Dental Services

Lewis and Clark Community College

Paul B. Hanks Dental Clinic

5800 Godfrey Rd.

Godfrey, IL 62035

618-468-4463

https://www.lc.edu/Dental_Clinic

Dental clinic offers low-cost, high-quality dental exams, cleanings, and x-rays for a flat fee.

Madison County Health Department

101 E. Edwardsville Rd.

Wood River, IL 62095

618-296-6060

<https://www.co.madison.il.us/departments/health/index.php>

Smoking Education Prevention, AIDS Screening, Lead Poisoning Screening, Immunizations, and more.

SIU School of Dental Medicine

Alton Dental Clinic

1700 Annex St.

Alton, IL 62002

618-474-7000

Covers dental needs at a reduced fee while providing outstanding service and quality treatment.

Southern Illinois Healthcare Foundation

SIHF Healthcare – Alton

4 Memorial Dr.

Building B, Suite 210

Alton, IL 62002

618-463-5905

www.sihf.org

Have providers for Pediatrics, Family Practice, Internal Medicine, Behavioral Health, Dental, and OB-GYN. Offers financial assistance, for those that don't have health insurance, with the SmartPay sliding fee discount plan. Also, Certified Health Insurance Navigators are available to help with choosing a plan through the Health Insurance Marketplace.

Housing Assistance

Alton Housing Authority

2406 Crawford St.

Alton, IL 62002

618-465-4269

Provides public housing facilities, housing subsidy vouchers, and monthly rent subsidy based on income.

Madison County Community Development

157 N. Main St.
Edwardsville, IL 62025
618-296-6200

Homeless Hotline. 618-296-5300

Mon. – Fri. 8:30 a.m. to 4:30 p.m. Leave message 24/7.
Help for emergency shelter, housing assistance, advice,
support and referrals.

Riverbend Family Ministries

131 E. Ferguson Ave.
Wood River, IL 62095
618-5-251-9790

<https://riverbendfamilyministries.com>

Client Services Department works with individuals
needing aid with rental and utility assistance.

Supportive Services for Veteran Families (SSVF)

Chestnut Health Systems

50 Northgate Industrial Dr.
Granite City, IL 62040

618-296-5300 (screening); 618-512-1823

Provides supportive services to veterans or member of
a veteran family who have very low income and are
homeless or in imminent danger of homelessness.

Job and Career Assistance

Madison County Employment & Training

101 E. Edwardsville Rd.
Wood River, IL 62095
618-296-4445

https://www.co.madison.il.us/departments/employment_and_training/index.php

Provides services to job seekers and businesses throughout southwestern Illinois. Job seeker services include job listings, career fairs, job search resources, career transition help, resume assistance, and interview assistance.

Illinois workNet Center

State of Illinois workforce portal.

<https://www.illinoisworknet.com>

Resources for employers, job seekers, virtual job fairs, and community college classes.

YouthBuild/AmeriCorp

Scott Bibb Adult Education Center

Lewis and Clark Community College

1004 E. 5th St.

Alton, IL 62002

618-468-4141

A program designed to serve out of school youth 16 to 24. A career pathway to prepare young adults to take the GED or complete their high school diploma while gaining skills in construction, information technology, or CAN.

LGBTQ

Radzom Counseling

1946 Edwardsville Club Plaza Rd.

Edwardsville, IL 62025

618-248-2040

www.radzomcounseling.com

Offers LGBTQ and transgender counseling.

Metro Trans Umbrella Group

<https://www.stlmetrotrans.org>

Offer support groups for trans-identified people 18 years of age and older in the metro St. Louis area. Other services are STI testing, free name change assistance, food pantry and Alix's Closet.

LGBT National Hotline

www.lgbthotline.org

1-888--843-4564

The Trevor Lifeline

LGBTQ Youth call 1-866-488-7386

Legal Assistance

Land of Lincoln Legal Assistance Foundation

310 Easton St. #330

Alton, IL 62002

618-462-0029; 1-800-642-5570

Offers free civil legal services to eligible low-income residents. To apply for help, call the Legal Advice and Referral Center at 618-394-7300 or toll free at 1-877-342-9474.

Literacy

Family Literacy

Scott Bibb Adult Education Center

Lewis and Clark Community College

1004 E. 5th St.

Alton, IL 62002

https://www.lc.edu/Family_Education

GED preparation, career exploration, Parent and Child Together activities, transportation (bus tokens), parenting workshops, and more.

**Project READ (Adult Education)
Lewis and Clark Community College**

5800 Godfrey Rd.

Godfrey, IL 62035

618-468-4144

Provides free basic reading, math, and English language tutoring for adults 17 and up. GED classes also available.

Mental Health/Substance Use Disorder

AlcoholRehabHelp

<https://alcoholrehabhelp.org>

A web guide for those struggling with alcohol use disorders, substance abuse disorders, and mental health disorders.

Amare, NFP. Riverbend Family Ministries

131 E. Ferguson Ave.

Wood River, IL 62095

618-5-251-9790

<https://riverbendfamilyministries.com>

Works with those in alcohol/drug addiction, depression, and/or suicidal tendencies along with the families and community.

Behavioral Health Alternatives, Inc.

337 E. Ferguson Ave.

Wood River, IL 62095

618-251-4073

Provides comprehensive outpatient mental health services by professional staff within a recovery-based Care Management Program. Help in resolving emotional issues and develop mental health skills.

Centerstone – Alton

2615 Edwards St.

Alton, IL 62002

618-462-2331 or 1-877-467-3123

<https://centerstone.org/locations/illinois/facilities/centerstone-alton-edwards-street>

Psychiatrists, psychologists, and case managers provide mental health care for adults with common mental health disorders; provides substance use disorder treatment; education and support to the community; offers individuals with intellectual and developmental disabilities life skills development, employment and housing services.

Chestnut Health Systems

50 Northgate Industrial Dr.

Granite City, IL 62040

618-877-4420 or (24-hour helpline) 618-877-0316

www.chestnut.org

Provides education and prevention for substance abuse as well as treatment and recovery.

Illinois Helpline – for Opioids and Other Substances

Call 1-833-234-6343, or text “HELP” to 833234

Helpline provides information, support, and a connection to services for substance use disorder. No need to have insurance to access treatment. Helpline is free and confidential.

Illinois Warm Line

866-359-7953 or connect to a counselor by texting TALK to 552020.

If you or a family member have mental health and /or substance use challenges and would like to receive support by phone, call the Illinois Warm Line.

National Alliance on Mental Illness (NAMI)**NAMI Southwestern Illinois**

Gateway Regional Medical Center

2100 Madison Ave. 4th floor

Granite City, IL 62040-4701

618-798-9788

<http://namiswi.org>

Provides support, education and advocacy for persons with mental illnesses and their families.

OSF Healthcare

1 St. Anthony's Way, 4th floor

Alton, IL 62002

618-474-6240

OSF Behavioral and Mental Health offers support to adults, teens, children seeking diagnosis, short-term treatment or long term-treatment of mental and emotional health issues.

Southern Illinois Healthcare Foundation (SIHF)**Behavioral Health**

4 Memorial Dr., Building B, Suite 210

Alton, IL 62002

618-463-5905

<https://www.sihf.org/patient-care-services/behavioral-health>

Behavioral health specialists work with each individual patient to create a customized treatment plan. Specializes in chemical dependency and many mental health conditions.

SNAP (food stamps) and Other Services

Illinois Department of Human Services Family Community Resource Center

608 W. St Louis Ave
East Alton, IL 62024
618-258-1660; TTY: 866-326-0270
Fax: 618-258-7275

<https://www.benefits.gov/benefit/1260>

Receives applications for cash deposit, SNAP, and medical assistance by fax, mail or in person.

State ID for the Homeless

Illinois Secretary of State

<https://www.cyberdriveillinois.com/departments/drivers/license/drlicid.html>

To qualify for the no-fee ID card, a person must be considered homeless as defined by the McKinney-Vento Homeless Assistance Act. The card is free with the proper documentation to show proof of legal name, date of birth, social security number, and signature. Persons must also fill out a Homeless Status Certification form to bring to their local DMV.

Transportation

Madison County Transit – MCT

1 Transit Lane

Pontoon Beach, IL 62040

618-931-RIDE (7433); 618-797-4636 route information

TDD: 618-797-6000

www.mct.org

Alton area buses are 1, 7, 8, 9, 10, and 11. Bus 8 runs on Sunday. Bus 9 goes to Senior Services on the hour every work day. Bus 7 runs to Edwardsville.

Alton Downtown Depot does not open on Sunday; on Saturdays, it usually opens by 10 a.m.

Free Ride/Half Fare IDs are offered to individuals that meet the requirements. Senior Ride Free ID, and Benefit Access Free Ride ID requires Benefit Access eligibility. Online application is at

<https://www2.illinois.gov/aging/benefitsaccess/Pages/default.aspx> .

Seniors can get help filling this out at Senior Services Plus. Half Fare ID and Paratransit Free Ride ID do not require Benefit Access eligibility.

First Transit

1-877-725-0569

Finds transportation to doctor's appointments for Medicaid recipients.

Veterans Support

Veterans Benefits Administration

Midwest District

Department of Veteran Affairs

9700 Page Ave., Suite 301

St. Louis, MO 63132

1-800-827-1000

www.va.gov

This is the first stop to access and manage your VA benefits and healthcare.

Local VA Medical Center

VA St. Louis Health Care System-Jefferson Barracks

Division

1 Jefferson Barracks Dr.

St. Louis, MO 63125

314-652-4100

Hope Recovery Center

Primary location for homeless veterans for housing programs, job programs, and mental health programs.

515 N. Jefferson Ave.

St. Louis, MO 63103

1-800-228-5459 ext. 55500

Madison County Veterans' Assistance Commission

157 N. Main St., Suite 115

Edwardsville, IL 62025-1963

618-296-4554

mcvac@co.madison.il.us

Provides services to honorably discharged military veterans and their families who reside in Madison County. Services include emergency financial assistance, transition center services, VA medical-related transportation, and case management services.

East St. Louis Vet Center

Provides mental health coverage for combat vets;

includes individual, group, marriage and family

counseling. Help for military sexual trauma victims to any veteran. Helps veterans with filing benefit claims.
1269 N. 89th St.
East St. Louis, IL 62203
618-397-6602; 1-877-927-8387

Operation Protect Veterans

1-877-908-3360

<https://AARP.org/fraudwatchnetwork>

AARP and the U.S. Postal Inspection Services have joined forces to fight against fraudulent scam artists.

Report a scam aimed at veterans to
protectveterans@aarp.org or call 1-877-908-3360

Supportive Services for Veteran Families (SSVF)

Chestnut Health Systems

50 Northgate Industrial Dr.
Granite City, IL 62040
618-877-4420 ext. 1823

Promotes stability among very low-income veteran families who reside in or are transitioning to permanent housing.

Veterans Assistance Commission of Madison County

157 N. Main St., Suite 115
Edwardsville, IL 62025

618-296-4554; email: mcvac@co.madison.il.us

Provides needed services to honorably discharged military veterans and their families. Services include, interim or emergency veterans' financial assistance, administrative case work, and advocacy related work.

Veterans Crisis Line

1-800-273-8255 and press 1

Text 838255

Support for deaf and hard of hearing 1-800-799-4889

www.veteranscrisisline.net

Connects veterans in crisis and their families to caring, qualified responders from the Department of Veterans Affairs. Many of the responders are veterans themselves.

Additional Information

Area Warming and Cooling Centers

Alton Square Mall

200 Alton Square

Alton, IL 62002

618-465-5500

Mon. – Sat. 10 a.m. to 9 p.m., Sun. 12 p.m. to 5 p.m.

Opens at 8 a.m.

Hayner Public Library District – Alton Square Mall

132 Alton Square Dr.

Alton, IL 62002

618-462-0677

Mon. – Sat. 8:30 a.m. to 9 p.m.; Sun. 12 p.m. to 5 p.m.

Hayner Public Library District – Downtown

326 Belle St.

Alton, IL 62002

618-462-0677

Mon. – Thurs. 8:30 a.m. to 7 p.m.; Sat. 8:30 a.m. to 5 p.m. Closed Sunday

Hayner Public Library – Genealogy & Local History

401 State St.

Alton, IL 62002

618-462-0677

Mon., Tues., Thurs., Fri, 8:30 a.m. to 5 p.m.; Wed. 12 p.m. to 7 p.m., Sat. 8:30 a.m. to 1 p.m. Closed Sunday

Salvation Army Community Center

525 Alby St.

Alton, IL 62002

Mon. – Fri. 9 a.m. to 4 p.m. Opens at 8 a.m.

Available Mon. – Thurs. 9 a.m. to 4 p.m.; Fri. 9 a.m. to 12 p.m.

Warming Center at Deliverance Temple Church

1125 E. 6th St.

Alton, IL 62002

altonwarmingcenters@gmail.com

Medication and Prescription Drop-Off

Alton Police Department

1700 E. Broadway

Alton, IL 62002

618-463-3505

Drop-off available 24/7. **Accepted** are medications, vitamins, liquids, narcotics, cough syrup, prescription medicines, hormones, painkillers, antibiotics, ointments, oils, and any unidentifiable pills. **Not accepted** are asthma inhalers, mercury thermometers, hearing aids, household waste, and sharps or needles.

Hotlines

Child Abuse

1-800-252-2873; TTY 1-800-358-5117.

If you believe a child is in immediate danger of harm, call 911 first.

Domestic Violence Hotline

For anyone affected by abuse and needing support, call 1-800-799-7233, or text LOVEIS to 1-866-331-9474. TTY 1-800-787-3224

Narcotics Anonymous

314-830-3232

24-hour helpline

National Domestic Violence Hotline

For anyone affected by abuse and needing support, call 1-800-799-7233, or text LOVEIS to 1-866-331-9474. TTY 1-800-787-3224

Suicide Prevention Lifeline

1-800-273-TALK (8255)

Available 24/7 to anyone in suicidal crisis or emotional distress.

Crisis Text Line

Text **741741** from anywhere in the USA to text with a trained Crisis Counselor. Crisis intervention for suicide prevention in the U.S.

Call for Help

24-hour sexual assault hotline. 618-397-0975

Homeless Hotline

618-296-5300

Mon. – Fri. 8:30 a.m. to 4:30 p.m. Leave message 24/7.

Illinois Sexual Harassment and Discrimination Helpline

1-877-236-7703; TTY call 7-1-1

Mon. – Fri. 8:30 a.m. to 5 p.m.

Veterans Crisis Line

1-800-273-8255 and press 1

Text 838255

The Trevor Lifeline

LGBTQ Youth call 1-866-488-7386

Poison Control Hotline

1-800-222-1222

Hayner Public Library, Reference Services

reference@haynerlibrary.org

618-462-0677 10/20/2021