



Community Support Services

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Agency and Resource Referral

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

211

or 1-800-427-4626

TTY: 1-866-385-6525

Text: 1-800-427-4626 (M-F 9 am - 5 pm)

Live chat is also available on their site

211helps.org

Trained resource specialists are available 24/7 (if you call) to provide information and referral services for needs such as: food, shelter, counseling, income supports, employment, healthcare, and services for specialized populations, like the elderly and people with disabilities.

HOURS:

24/7 for calls

Monday-Friday, 9:00 am - 5:00 pm for text

FEE: None

Madison County Community Resource Line

618-296-5300

Provides information about emergency shelters, housing and crisis resources, food pantries, and clothing resources as well as advice, support, and referrals.

HOURS: Monday - Friday, 8:30 am - 4:30 pm

FEE: None

National Alliance on Mental Illness (NAMI)

2100 Madison Ave. (4th Floor)

Granite City, IL 62040

618-798-9788

Crisis Hotline: 1-800-950-6264

info@namiswi.org

namiswi.org

Provides information and referrals for mental health resources and services.

HOURS: (hotline) Monday - Friday, 10:00 am - 6:00 pm

FEE: None

OSF Behavioral Health Navigators

309-308-8150

Toll-Free: 1-833-713-7100

osfhealthcare.org/mental-health/services/navigators

Experienced professionals are available to help connect you with behavioral help resources and services in the community for concerns like depression, anxiety, relationship issues, drug/alcohol use, and problems in work or school.

They are also equipped to help you understand your insurance coverage and benefit information.

HOURS: Monday - Friday, 9:00 am - 5:00 pm

FEE: None

CARES Line

1-800-345-9049

TTY: 1-773-523-4504

Provides referral services for children, youth, and families and offers support if your child is a risk to themselves or others or is having a mental health crisis.

HOURS: 24/7

Aging Assistance**Alzheimer's Association**

1-800-272-3900

or 711 for a TRS operator

alz.org

Specialists and master's-level clinicians are available 24/7 via the hotline to provide support and information to people living with Alzheimer's or dementia, caregivers, families, and the public. They offer decision-making support, crisis assistance, education, information about local services, strategies to reduce caregiver stress, referrals to local community programs, and more.

Help is available in more than 200 languages.

HOURS: 24/7

Adult Protective Services Hotline

1-866-800-1409

TTY: 1-888-206-1327

Adult Protective Services Hotline (cont.)

Advocates are available 24/7 to provide assistance and support for suspected abuse of any kind, financial exploitation, or neglect of a person aged 60 years or older or an adult with disabilities aged 18-59.

HOURS: 24/7

Benefit Access Program (formerly Circuit Breaker)

1-800-252-8966

or 711 for a TRS operator

aging.ilsenior@illinois.gov

illinois.gov/aging/BenefitsAccess/Pages/default.aspx

Offers free transit rides and license plate discounts for the elderly and people with disabilities. Eligibility is determined by income, residency, age and/or disability.

You can apply online through the website listed above.

Illinois Department on Aging Senior HelpLine

217-524-6911

or 711 for TRS

aging.ilsenior@illinois.gov

illinois.gov/aging/Pages/default.aspx

Helps people 60 years of age or older and their caregivers connect with local programs and care coordination services, evaluates need, answers questions, and provides information, literature, and other assistance.

Illinois Department on Aging Senior HelpLine (cont.)

They will also write referrals for services like care coordination, the Long-Term Care Ombudsman program, legal services, transportation, employment, and nutrition programs.

HOURS: Monday - Friday, 8:30 am - 5:00 pm.

Senior Services Plus

2603 N. Rodgers Ave.

Alton, IL 62002

618-465-3298

dfrakes@seniorservicesplus.org

seniorservicesplus.org

Offers a wide range of programs and services for the elderly meant to encourage independent living, including home care, help with applying for assistance programs, public events and activities, handyman services, a wellness center, and Meals on Wheels.

They will also help with filling out applications for the Benefit Access Program.

HOURS: Monday - Friday, 7:00 am - 4:00 pm

Southwestern Illinois Visiting Nurse Association

#7 Executive Woods
Swansea, IL 62226
618-236-5800
or 1-800-642-5429
sivna.com

Works with your personal physician to develop an individualized care plan and provide skilled home health care, medical care, and support services. Care coordinators can help connect you with community resources based on a needs assessment.

Children and Families

Boys & Girls Club of Alton

2512 Amelia St.
Alton, IL 62002
618-462-6249
info@bgcalton.org
bgcalton.org

Provides a safe place for youth 6 to 18 years old to participate in a diverse range of activities, events, and programs.

The programs offered cover five areas of interest: character & leadership development, education & career development, health & life skills, sports, fitness & recreation, and the arts.

They also offer a Community Food Pantry, which is available 24/7 outside the Club's main entrance.

Boys & Girls Club of Alton (cont.)

HOURS: (Business) Monday - Friday, 9:00 am - 5:00 pm
FEE: \$25/year per child

**Foster Grandparent Program (FGP) -
Senior Services Plus**

2603 N. Rodgers Ave.
Alton, IL 62002
618-465-3298
seniorservicesplus.org/fgp

Part of AmeriCorps Seniors, volunteers tutor and mentor students with special needs.

HOURS: Monday- Friday, 7:00 am - 4:00 pm

Riverbend Family Ministries

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

Supports a number of local programs for children and families:

Youth Development Program – For youth ages 12 - 17 who have been exposed to violence or used violence, providing information and skills to help break the cycle.

Riverbend Family Ministries (cont.)

Refuge – Works to prevent childhood exposure to violence and abuse through therapeutic work with families, support services for child-focused organizations, and community prevention education.

Pathways – Qualified mental health professionals offer counseling for children and adults. (Note: this is a Christian-based counseling service)

Riverbend Head Start & Family Services

550 Landmarks Blvd. (3rd Floor)

Alton, IL 62002

618-463-5946

riverbendfamilies.org

Supports pregnant parents, babies, toddlers, and preschoolers through home visits, Early Head Start, and Head Start programs.

They also provide activities for childhood development, health and nutrition services, physical and dental exams, and family support, in addition to offering a wealth of community partnerships and resources on their website.

**Women, Infants, and Children (WIC) -
Coordinated Youth & Human Services (CYHS)**

2016 Madison Ave.
Granite City, IL 62040
618-876-2382

101 E. Edwardsville Rd.
Wood River, IL 62095
618-876-2382

cyhs.com/services/wic

Provides nutrition and breastfeeding information to women and their children ages 5 years or younger, in addition to food coupons that can be used to purchase nutritious foods or formula. Curbside-pickup is available for specific WIC visits.

Participants are also eligible for health screenings, which may include referrals to other health or social services.

Appointments are required for new clients.

HOURS:

Monday, 8:30 am to 5:30 pm

Tuesday – Friday, 8:00 am to 4:30 pm

FEE: None

Coordinated Youth & Human Services (CYHS)

2016 Madison Ave.
Granite City, IL 62040
618-876-2382
cyhs.com

Offers different programs to meet different needs:

Maternal Child Health – Nutritionists, nurses, registered dietitians, case managers, and breastfeeding counselors are available to provide support and resources for women and their children ages 5 years or younger. Also provides WIC assistance and benefits.

Educational Enhancement Program – For students ages 6 years to 21 years with special education needs who require an education program outside of traditional settings. A referral from the student’s school district is required for enrollment.

Teen Reach – An after-school program for youth between the ages of 6 years and 17 years offering academic tutoring, life skills, recreational activities, service learning, and mentoring.

YWCA of Alton

304 E. 3rd St.
Alton, IL 62002
618-465-7774
altonywca.com

YWCA of Alton (cont.)

Provides services and programs in alignment with their mission to generate change for racial justice, civil rights, women's empowerment and economic advancement, and the health and safety of women and girls.

They offer a year-round Child Enrichment program to help children achieve and maintain a positive sense of self through academic, cognitive, social, physical, and creative development. Other available youth activities are Community Tutoring, Girls Who Code, and Girls Circle. The Wellness programs include dancing, yoga, and Zumba classes.

Their website features a Quick Escape/Safety Exit button in case you need to quickly exit the site.

FEE:

(Adult membership) \$60/year

(Student membership) \$25/year

(Senior membership: +65) \$25/year

Hoyleton Youth & Family Services

8 Executive Dr. Suite 200

Fairview Heights, IL 62208

618-688-4727

228 N. 6th St.

Wood River IL, 62095

618-688-4727

hoyleton.org

Hoyleton Youth & Family Services (cont.)

Offers counseling care for youth and adults (including community-based counseling and human trafficking support), Foster Care and placement services, therapeutic residential care for people with moderate to severe developmental delays, Young Adults Care (supports those who are transitioning out of foster care), Hispanic community support, and community outreach.

Support is also available in Spanish for some services.

Their website features a Safety Exit button in case you need to quickly exit the site.

FEE: Accepts most insurance, including Medicaid. Uses a sliding scale.

Children's Home & Aid

6 Crossroads Ct.

Alton, IL 62002

618-462-2714

2133 Johnson Rd. Suite 104

Granite City, IL 62040

618-452-8900

childrenshomeandaid.org

Children's Home & Aid (cont.)

Provides services and programs for children and families that focus on child abuse prevention, healthy child development, and strengthening families. Available services include adoption services, extended family support, transitional youth services, and free coaching and home visits for expectant parents and families with young children.

The Granite City office offers additional services, such as child and family counseling and Child Care Assistance Program.

Child Abuse and Neglect Hotline (DCFS)

1-800-252-2873

childabuse.illinois.gov

Fully confidential way to report suspected child abuse or neglect. In non-emergency situations, you may report the suspected abuse or neglect using the website above.

HOURS: 24/7

All Kids (Health Insurance for Children) - Illinois Department of Human Services

618-258-1660

or 1-866-255-5437

TTY: 1-877-204-1012

illinois.gov/hfs/MedicalPrograms/AllKids

**All Kids (Health Insurance for Children) -
Illinois Department of Human Services (cont.)**

Offers comprehensive and affordable health insurance for children regardless of immigration status or health condition.

Healthcare coverage includes doctor visits, hospital stays, prescription drugs, vision care, dental care, medical devices like eyeglasses and asthma inhalers, and special services like medical equipment and speech or physical therapy.

Children must live in Illinois and be 18 years old or younger. You may apply online through the website above.

HOURS: Monday - Friday, 8:00 am - 5:00 pm
FEE: Varies by income

**Summer Food Service Program -
Alton Housing Authority**

2406 Crawford St.
Alton, IL 62002
618-465-4269 ext. 12
altonhousing.com

Provides free lunches for children throughout the summer when they're not in school. The program typically runs from June to August and is open to all children, even if they don't live in an Alton Housing Authority development.

Serving Area Kids (SAK)

618-616-9977

or 618-462-2495

servingareakids@gmail.com

Provides free sack lunches for children twice a week during the summer when they're not in school. The program typically runs from June to August. Children must be present to receive their lunch, but no documentation is required.

Clothing and Food Pantries

Crisis Food Center

21 E. 6th St.

Alton, IL 62002

618-462-8201

Call between 8:30 am and 11:30 am Monday-Friday on the morning you wish to be served. Food pick-up is from 1:00 pm to 3:00 pm.

New and used clothing is available at their Nearly New Shop.

HOURS:

Monday - Thursday, 8:30 am - 4:00 pm

Friday, 7:30 am - 3:30 pm

Guardian Angel Food Pantry - Alton Catholic Charities

3512 McArthur Blvd.

Alton, IL 62002

618-462-0634

cc.dio.his.io/locations/alton

Guardian Angel Food Pantry - Alton Catholic Charities (cont.)

Provides supplemental food to eligible individuals and families. Each food basket is based on family size and can be received every 30 days. Photo ID and proof of residency is required to receive assistance.

They also offer a refrigerated Mobile Food Pantry that delivers a two-week supply of food to registered individuals and families in the rural communities of Madison, Jersey, Calhoun, and Bond Counties.

HOURS: Wednesdays and Fridays, 12:30 pm - 3:30 pm

(Hours and number of clients served subject to change based on food supply. Call for more information.)

The Storehouse

3420 College Ave.

Alton, IL 62002

618-468-1068

310storehouse@gmail.com

thestorehousepantry.com

Serves individuals and families in Madison County who are at or below the 200% Poverty Income Guidelines.

Everyone must complete a full application. The only requirements are that you reside within Madison County and fall within poverty guidelines. They will ask for proof of residency.

The Storehouse (cont.)

Apply online: thestorehousepantry.com/getting-started

HOURS: (Food Pick-up) Friday, 3:00 pm - 5:00 pm

Community Hope Center

1201 Hope Center Lane

PO Box 124

Cottage Hills, IL 62018

618-259-0959

hopecenters@gmail.com

communityhopecenteril.org

Offers a "client choice" food service, where each guest is given a shopping list to choose from. Gently used clothing, shoes, coats, toys, linens, books, videos, and household items are also available.

Guests can receive services every other week and must be registered.

Services are by appointment only. Call 618-251-8021 to schedule. Leave a message and someone will return your call. (They will only call you once).

HOURS:

Monday, Wednesday, Friday, 9:00 am - 1:00 pm

Tuesday, 9:00 am - 12:00 pm

Thursday, 4:00 pm - 6:00 pm

(No services on any 5th Thursday of a month)

Boys & Girls Club of Alton

2512 Amelia St.
Alton, IL 62002
618-462-6249
info@bgcalton.org
bgcalton.org

The Club's Community Food Pantry is available 24/7 for those who need assistance. It's located right outside the Club's main entrance.

HOURS:

(Business) Monday - Friday, 9:00 am - 5:00 pm
(Food Pantry) 24/7

Salvation Army

525 Alby
Alton, IL 62002
618-465-7764
midalton@usc.salvationarmy.org
centralusa.salvationarmy.org/midland/alton

Provides shelf-stable pantry items, bread, cereal, meat, and other household necessities.

HOURS: Thursday, 9:00 am - 12:00 pm

Crisis Intervention

Call For Help Sexual Assault Victims Care Unit

235 E. Delmar Ave.

Alton, IL 62002

618-462-0552

24-hour Sexual Assault Crisis Line: 618-397-0975

info@callforhelpinc.org

callforhelpinc.org

Trained advocates are on call 24/7 to provide confidential crisis support to anyone who has experienced sexual violence.

Other services include medical and legal advocacy for survivors of sexual violence, counseling for survivors ages 4 years or older and their partners, community and professional education, and resource advisement.

Crisis Text Line

Text: 741741

crisistextline.org

Connects you with a trained Crisis Counselor to talk about issues such as depression, suicide, anxiety, gun violence, COVID, or eating disorders.

Your opening message can say anything. The first two responses are automated, and then you'll be connected to a live Crisis Counselor. This usually takes less than 5 minutes. The counselors can also provide you with a referral for further help.

HOURS: 24/7

Suicide Prevention Lifeline

988

or 1-800-273-TALK (8255)

A national network of local crisis centers that provides free, confidential emotional support to people in suicidal crisis or emotional distress

HOURS: 24/7

Centerstone

2615 Edwards St.

Alton, IL 62002

Initial Appointments: 1-877-467-3123

Crisis Hotline: 1-855-608-3560

centerstone.org

A Crisis Response Team is available 24/7 to provide confidential crisis support. If a face-to-face interaction is necessary, they offer help through their Mobile Crisis Response service.

You may also walk in to their outpatient clinics for crisis services, including intervention assessment and referral, crisis stabilization, and short-term counseling.

Other services include counseling, addiction recovery, housing support, military services, art therapy, and more. Telehealth is available.

HOURS: Monday - Friday, 9:00 am - 2:00 pm

FEE: Sliding fee scale and payment assistance is available. Most insurance accepted, including Medicaid and TRICARE.

National Domestic Violence Hotline

1-800-799-7233

Text: START to 88788

TTY: 1-800-787-3224

Live chat is available on their site
thehotline.org

Highly-trained advocates are available 24/7 to speak with you confidentially and offer support, crisis intervention information, education, and referral services in over 200 languages.

Their website features a Quick Escape/Safety Exit button in case you need to quickly exit the site.

HOURS: 24/7

CARES Line

1-800-345-9049

TTY: 1-773-523-4504

Mental health professionals offer support if your child is a risk to themselves/others or is having a mental health crisis. They can also provide referrals to services for children, youth, and families.

HOURS: 24/7

Disabilities Support

IDHS Division of Rehabilitation Services

606 W. St. Louis Ave.

East Alton, IL 62024

618-258-9996

TTY: 1-866-326-0270

Video Phone: 1-312-957-4881

dhs.state.il.us/page.aspx?item=29764

Provides a number of programs and services for people with disabilities, including support for jobs, independent living, and education.

Also offers a Disability Determination Service to determine the eligibility of people to receive Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI), as well as Early Intervention Services (for children ages 0 to 3).

You may refer yourself or someone else for services using the online application:

wr.dhs.illinois.gov/wrpublic/wr/dynamic/referral.jsf

HOURS: Monday - Friday, 8:00 am - 5:00 pm

Illinois Assistive Technology Program

Address until October 31, 2022

1020 South Spring St.
Springfield, IL 62704

Address effective November 1, 2022

701 N. Walnut St.
Springfield, IL 62702
217-522-7985
or 1-800-852-5110
or 711 for TRS
iltech.org

Provides improved access to assistive technology (AT) devices and services to Illinois residents with disabilities and health conditions by offering financial aid for purchasing AT, technical assistance, personal AT evaluations, and AT trials and education.

HOURS: Monday - Friday, 8:00 am - 4:00 pm

Equip for Equality

300 E. Main St. Suite 18
Carbondale, IL 62901
618-457-7930
or 1-800-758-0559
TTY: 1-800-610-2779
equipforequality.org

Works to protect the civil and human rights of people with disabilities by offering programs and services such as self-advocacy assistance, legal services, and information, referrals, and legal representation for obtaining assistive technology.

Challenge Unlimited

4 Emmie L. Kaus Lane
Alton, IL 62002
618-465-0044
cuinc.org

Provides adult and youth programs, work skills training centers, employment services, and community-integrated living options for people with disabilities.

Challenge Unlimited is a Commission on Accreditation of Rehabilitation Facilities (CARF) accredited Community Rehabilitation Program (CRP) provider.

HOURS: Monday - Friday, 8:00 am - 4:30 pm

IMPACT CIL (Center for Independent Living)

2735 E. Broadway
Alton, IL 62002
618-462-1411
or 1-888-616-4261
TTY: 618-474-5333
contarino@impactcil.org
impactcil.org

Assists people with disabilities in being as self-sufficient as possible, offering services and programs for independent living skills training, individual and system advocacy, job readiness training, peer support and counseling, pharmaceutical assistance, Sign Language classes, transit training, a Benefit Access Program, and more.

IMPACT CIL (Center for Independent Living) (cont.)

IMPACT CIL is run and operated by people with disabilities.

HOURS:

Monday - Friday, 8:00 am - 4:30 pm

(Closed every day from 12:00 pm - 1:00 pm)

Beverly Farm

6301 Humbert Rd.

Godfrey, IL 62035

618-466-0367

beverlyfarm.org

A planned community for people with developmental and intellectual disabilities. They provide homes, jobs, a recreation center, equestrian center, shops, activities, medical services, therapies and more.

The Equestrian Center, resale shop, and coffee shop are open to the public.

HOURS:

(Shops) Monday - Saturday, 8:00 am - 4:00 pm

(Equestrian Center) Monday - Friday, 8:00 am - 6:00 pm

Saturday, 8:00 am - 5:00 pm

Emergency Shelters/Homelessness

Madison County Community Resource Line

618-296-5300

Provides information about emergency shelters, housing and crisis resources, food pantries, and clothing resources as well as advice, support, and referrals.

HOURS: Monday - Friday, 8:30 am - 4:30 pm

FEE: None

Salvation Army

525 Alby St.

Alton, IL 62002

618-465-7764

midalton@usc.salvationarmy.org

centralusa.salvationarmy.org/midland/alton

Offers emergency shelter services and provides emergency assistance to help with mortgage/rent, utility bills, clothing, medication bills, and other needs.

Emergency Shelter is located at Booth House

114 East 5th St.

Alton, IL 62002

314-960-2532

Oasis Women's Center

111 Market St.

Alton, IL 62002

618-465-1978

Phone number also serves as 24/7 crisis hotline

**Client Service Department -
Riverbend Family Ministries**

144 E. Ferguson Ave.
Wood River, IL 62095
618-251-9790
[riverbendfamilyministries.com/programs/
client-service-department/](http://riverbendfamilyministries.com/programs/client-service-department/)

Offers people experiencing homelessness facilities to shower, do laundry, have a hot cup of coffee and share conversation while there. There are no overnight stays.

They also provide financial assistance for rent or utilities, job coaching, interview skills, resume writing, financial fitness, social service navigation, and connections for rehabilitation.

HOURS: Monday-Thursday, 9:00 am - 1:00 pm (Walk-ins)

Call For Help

9400 Lebanon Rd.
East St. Louis, IL 62203
618-397-3076
24-hour Sexual Assault Crisis Line: 618-397-0975
info@callforhelpinc.org
callforhelpinc.org

Offers support for homeless families through a residential program providing transitional housing, life skills training (including money management and positive parenting), job readiness training, counseling, educational opportunities, and case management.

Call For Help (cont.)

Residents must be a single parent or couple aged 18 years or older with up to 2 children aged 17 years or younger. A referral through the Continuum of Care hotline (618-825-3330) is required.

Granite City Catholic Charities

1821 Edison Ave.

Granite City, IL 62040

618-877-1184

cc.dio.his.io/locations/alton

Provides emergency financial assistance for rent and utilities as part of their program to prevent homelessness. They can also provide bus tokens, gas cards, birth certificates, and IDs. Clients must meet eligibility requirements and assistance is based on availability of funds.

A referral from the Madison County Community Resource Line (618-296-5300) is required for an appointment.

State ID for the Homeless - Illinois Secretary of State

1-800-252-8980

cyberdriveillinois.com/departments/drivers/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. A list of proper documentation types and the Homeless Status Certification form needed to apply can be found on the website listed above.

Energy Assistance

Low Income Home Energy Assistance Program - Madison County Community Development

618-296-6485

liheap2@co.madison.il.us

[co.madison.il.us/departments/community_development/energy_assistance_program_\(liheap\).php](http://co.madison.il.us/departments/community_development/energy_assistance_program_(liheap).php)

Provides assistance for low-income families to heat and cool their homes. The program offers bill pay assistance and furnace repair or replacement during an emergency. They can also help if you are seeking a referral.

Support is determined by income, household size, and heat type. Overdue bill or disconnect notice is not required. Applicants do not need to own their home or directly pay energy bills to be eligible.

Water and sewer cost assistance is also available and can be requested on the same application as the energy assistance.

Outreach Sites for Applications

Senior Services Plus

2603 N. Rodgers

Alton, IL 62002

618-465-3298

HOURS:

By appointment only, Elderly only (60+)

**Low Income Home Energy Assistance Program -
Madison County Community Development**
Outreach Sites for Applications (cont.)

Madison County Urban League
408 E. Broadway
Alton, IL 62002
618-463-1906

HOURS:

(Reconnection assistance) By appointment only
(Other assistance) Monday - Thursday, 8:00 am - 4:00
pm

Senior Services Plus

2603 N. Rodgers Ave.
Alton IL 62002
618-465-3298
dfrakes@seniorservicesplus.org
seniorservicesplus.org

Offers energy assistance through LIHEAP (above) by
appointment only for people aged 60 years or older.

They are a registered Program Ally with the Ameren
Illinois Energy Efficiency Program's Smart Savers
Initiative to install energy efficient bulbs, showerheads,
and other items or devices. Call 618-465-3298 ext. 149
for an appointment.

Also offers a Handyman Program to provide home
repair and maintenance to seniors living at home.

**Warm Neighbors Cool Friends -
Riverbend Family Ministries**

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

Offers help for low- to moderate-income customers of Ameren, as well as senior citizens, families coping with disability, illness, or job loss, and those who do not qualify for other forms of assistance.

Families must show proof of income.

Food Assistance Services

**Supplemental Nutrition Assistance Program (SNAP) -
Illinois Department of Human Services**

608 W. St. Louis Ave
East Alton, IL 62024
618-258-1660
TTY: 866-326-0270
dhs.state.il.us/page.aspx?item=30357

Helps low-income people and families get the food they need for good health by providing benefits that can be used to buy any food/food product or seeds and plants to produce your own food in a home garden.

To apply, you may download an application from the website above and mail it (completed) to the local Family Community Resource Center (address above), apply in-person at the Family Community Resource Center, or over the phone at 1-800-843-6154.

Supplemental Nutrition Assistance Program (SNAP) - Illinois Department of Human Services (cont.)

Emergency SNAP benefits are available 5 days or less from the date you apply. You must meet the eligibility requirements and can apply at the Family Community Resource Center.

HOURS: Monday - Friday, 8:00 am - 5:00 pm
FEE: None

Expanded Food and Nutrition Education Program (EFNEP) - University of Illinois Extension

2051 Lynch Ave.
East St. Louis, Illinois 62204
eatmovesave@illinois.edu
inep.extension.illinois.edu/who-we-are/our-story/efnep

Provides free workshops for low-income families to help them learn how to shop for their budget, plan and prepare nutritious meals, and handle food safely.

The workshops include hands-on activities, food demonstrations, and discussions and are held at partnering organizations to make it easier for families to attend.

Programs are offered in Alton, as well as other places within Madison, St. Clair, Vermilion, Cook, and Champaign counties. Email or use the contact form provided on the website above for more information.

FEE: None

SNAP-Ed**University of Illinois Extension**

2051 Lynch Ave.

East St. Louis, Illinois 62204

eatmovesave@illinois.edu

inep.extension.illinois.edu/who-we-are/our-story/snap-ed

Offers free face-to-face and virtual classes and events specifically for people and families who qualify for SNAP benefits to help them manage their food budgets and improve healthy eating and physical activity choices.

A virtual library of helpful resources, like recipes and seasonal produce guides, from SNAP-Ed are available at this website:

snaped.fns.usda.gov

FEE: None

**Summer Food Service Program -
Alton Housing Authority**

2406 Crawford St.

Alton, IL 62002

618-465-4269 ext. 12

altonhousing.com

Provides free lunches for children throughout the summer when they're not in school. The program typically runs from June to August and is open to all children, regardless of if they live in an Alton Housing Authority development.

Serving Area Kids (SAK)

618-616-9977

or 618-462-2495

servingareakids@gmail.com

Provides free sack lunches for children twice a week during the summer when they're not in school. The program typically runs from June to August. Children must be present to receive their lunch, but no documentation is required.

Healthcare and Dental Services**Chestnut Family Health Center**

50 Northgate Industrial Dr.

Granite City, IL 62040

618-512-1919

chestnut.org

Provides health care for children and adults. Services include wellness visits, immunization, physicals, pregnancy care, women's health, behavioral and mental health concerns, and same-day sick visits.

The option to talk with an On-call nurse is also available.

HOURS:

Monday, Tuesday, Wednesday, Friday, 8:00 am - 5:00 pm

Thursday, 8:00 am - 7:00 pm

FEE: Accepts most insurance, including Medicaid.

Financial assistance is available based on eligibility.

**All Kids (Health Insurance for Children) -
Illinois Department of Human Services**

618-258-1660

or 1-866-255-5437

TTY: 1-877-204-1012

illinois.gov/hfs/MedicalPrograms/AllKids

Offers comprehensive and affordable health insurance for children regardless of immigration status or health condition.

Healthcare coverage includes doctor visits, hospital stays, prescription drugs, vision care, dental care, medical devices like eyeglasses and asthma inhalers, and special services like medical equipment and speech or physical therapy.

Children must live in Illinois and be 18 years old or younger. You may apply online through the website above.

HOURS: Monday - Friday, 8:00 am - 5:00 pm

FEE: Varies by income

Hope Clinic for Women

1602 21st St.

Granite City, IL 62040

618-451-5722

Emergency/After Hours: 618-346-3040

Text: 618-248-8048

info@hopeclinic.com

hopeclinic.com

Hope Clinic for Women (cont.)

A team of compassionate, highly-trained physicians and specialists offer health care services such as emergency contraception, STI testing, pregnancy testing, counseling, free condoms, birth control, and abortion services (up to 24 weeks). All counseling services are LGBTQ+ affirming and sex positive.

They offer a wealth of resources and can help connect you with assistance for transportation, lodging, financial support, and other needs.

HOURS:

Monday - Friday, 8:30 am - 5:00 pm

Saturday, 7:30 am - 1:00 pm

FEE: Varies by service. Accepts medical insurance, including Medicaid

Southern Illinois Healthcare Foundation

4 Memorial Dr. Building B, Suite 210

Alton, IL 62002

618-463-5905

After hours: 618-463-5905

2615 Edwards St. Suite 171

Alton, IL 62002

618-462-4342

After hours: 618-463-9093

sihf.org

Southern Illinois Healthcare Foundation (cont).

Provides affordable, comprehensive healthcare. They offer services for behavioral health, dental care, family medicine, OB/GYN, or pediatric needs, including wellness visits, physicals, immunizations, pregnancy care, same-day sick visits, STD testing, and more.

They also offer support for opioid dependence.

HOURS:

4 Memorial Dr.

Monday & Thursday, 7:00 am - 7:00 pm

Tuesday, Wednesday, Friday, 7:00 am - 5:00 pm

(Walk-in STD testing) Monday - Friday, 8:00 am - 4:00 pm

2615 Edwards St.

Monday, Tuesday, Wednesday, Friday, 8:30 am - 5:00 pm

Thursday, 8:30 am - 7:00 pm

FEE: Sliding scale. Accepts most insurance.

L&C Family Health Clinic - Lewis and Clark Community College

5800 Godfrey Rd.

Godfrey, IL 62035

618-468-6800 (24-hour call center)

lc.edu/fhc

**L&C Family Health Clinic -
Lewis and Clark Community College (cont.)**

Board-certified nurse practitioners offer family practice basic services, such as health maintenance care (including physicals), mental health assessments, pediatric care, and the diagnosis and treatment of health problems like infections, injuries, or chronic disease.

HOURS:

Monday - Thursday, 8:00 am - 4:30 pm

Friday, 8:00 am - 12:00 pm

FEE: Varies by service. Accepts insurance, including Medicaid

**Madison County AIDS Program (MadCAP) -
Coordinated Youth and Human Services (CYHS)**

2016 Madison Ave.

Granite City, IL 62040

618-877-5110

health@cyhs.com

cyhs.com/services/madcap

Offers HIV and Hepatitis C screenings, prevention materials, and case management programs.

Free HIV and Hepatitis C screenings are provided to community members that do not have insurance or access to other services.

Alton Urgent Care

1417 Washington Ave.
Alton, IL 62002
618-260-0320
urgentcarealton.com

Offers walk-in medical care for a wide range of injuries and medical conditions, including pediatric care and workplace injuries. No appointment or referral is needed to receive treatment. They also offer Telemed (telehealth) visits for general care concerns.

They will provide free office visits to low-income and uninsured families. Proof of income is required.

HOURS: Monday - Sunday, 8:30 am - 9:00 pm

Madison County Health Department

101 E. Edwardsville Rd.
Wood River, IL 62095
618-296-6200
For appointments: 618-692-8954 ext. 2
webmaster@co.madison.il.us
co.madison.il.us/departments/health/index.php

Provides immunization services (including COVID vaccine), health screenings, HIV and Hepatitis C testing, cervical and breast cancer screenings, STI services, school physicals, PrEP resources, and more.

Some services have eligibility requirements that must be met.

Madison County Health Department (cont.)

They also provide information and resources on food safety, environmental health, public health, and communicable disease.

HOURS: Monday - Friday, 8:30 am - 4:30 pm

FEE: Varies by service. Accepts insurance, including Medicaid. Clients living outside Madison county will incur additional fee.

Patient Care Clinic -

Southern Illinois University School of Dental Medicine

1700 Annex St.

Alton, IL 62002

618-474-7000

Toll-free: 1-888-328-5168 ext. 7000

siue.edu/dental/patient-clinics/index.shtml

Provides a variety of adult, pediatric, and special needs dental care services and treatment, including emergency services, at a reduced fee. First visit includes a screening and comprehensive exam.

All treatment is provided by students of the School of Dental Medicine and supervised by expert attending faculty.

HOURS: Monday - Friday, 8:00 am - 5:00 pm

**Paul B. Hanks Dental Clinic -
Lewis and Clark Community College**

5800 Godfrey Rd.
Godfrey, IL 62035
618-468-4463
lc.edu/Dental_Clinic

Provides affordable dental hygiene services, such as a dental assessment and treatment plan, X-rays, teeth cleaning, fluoride treatments, sealant placement, and referrals for treatment outside of their areas of service.

Dental treatment is provided by dental hygiene students of Lewis and Clark under the supervision of licensed dentists and dental hygienists.

HOURS: Varies each semester. Call for information.
FEE: \$28 flat fee includes all exams, X-rays, and preventative services (cleaning, sealants, fluoride, etc.)

Housing Assistance

Alton Housing Authority
2406 Crawford St.
Alton, IL 62002
618-465-4269
ahainfo@altonhousing.com
altonhousing.com

Alton Housing Authority (cont.)

Offers low-income public housing where rent is based on tenant income.

They also offer a Summer Food Service program (provides free lunches for children throughout the summer), an After-School Tutorial Program, Girls Learning and Developing (GLAD) Program, and Future All-Stars Basketball Program (basketball team for children who live in the AHA developments).

You may download the applying for housing online through the website listed above.

FEE: Monthly rent based on income

Madison County Housing Authority

2 Eastport Plaza Dr.
Collinsville, IL 62234
618-345-5142
info@mchail.org
mchail.org

Provides low-rent public housing and housing vouchers for rent payment (through Section 8) for low-income people and families. Applicants must meet income eligibility requirements, among others.

Applications should be downloaded from the website listed above (under How To Apply), then printed, filled out, and dropped off at the MCHA office (address above).

Madison County Housing Authority (cont.)

They also offer a Family Self-Sufficiency Program, which provides families with education, job training, and other services.

HOURS:

(Office) Monday - Friday, 8:30 am - 4:30 pm

(Applications) Monday - Friday, 8:30 am - 3:00 pm

Madison County Urban League

408 E. Broadway

Alton, IL 62002

618-463-1906

ulmadisonco.org

Assists community members with housing services, including homelessness prevention and rapid re-housing, rental assistance, emergency housing, and energy assistance (through LIHEAP).

They also provide a number of other programs and services for education, health care, and employment.

Client Service Department - Riverbend Family Ministries

144 E. Ferguson Ave.

Wood River, IL 62095

618-251-9790

[riverbendfamilyministries.com/programs/
client-service-department](http://riverbendfamilyministries.com/programs/client-service-department)

**Client Service Department -
Riverbend Family Ministries (cont.)**

Provides financial assistance for rent or utilities.

They also offer people experiencing homelessness facilities to shower, do laundry, have a hot cup of coffee and share conversation while there. There are no overnight stays.

Other services include job coaching, interview skills, resume writing, financial fitness, social service navigation, and connections for rehabilitation.

HOURS: Monday - Thursday, 9:00 am - 1:00 pm

Chestnut Health Systems

50 Northgate Industrial Dr.

Granite City, IL 62040

618-877-4420

Supportive Services for Veteran Families: 618-512-1823

chestnut.org

Provides several types of safe, affordable housing for people living with substance use disorder or serious mental illness. Housing types include crisis residential, supervised, and supported.

Residents of Chestnut housing can receive skills training, medication management, counseling, substance use disorder treatment, social programming, recreation, case management, and community resources and support.

Chestnut Health Systems (cont.)

They can also help advocate for clients' rights, help with resumes and job searches, and provide financial assistance for buying furniture and supplies.

The Support Services for Veteran Families program provides assistance to low-income veteran families who are homeless or in danger of homelessness.

Job Services

Madison County Employment & Training

101 E. Edwardsville Rd. Suite 1302

Wood River, IL 62095

618-296-4445

or 711 for TRS

mcetd@co.madison.il.us

co.madison.il.us/departments/employment_and_training/index.php

Provides services to job seekers, businesses, and young adults, including career fairs, career assessments, resume-building, computer access, job listings, practice interviews, occupational skills training, tuition assistance, and paid internships.

HOURS: Monday - Friday, 8:30 am - 4:30 pm

FEE: None

Illinois workNet Center

illinoisworknet.com

Offers resources and events for job seekers and employers, including a virtual job fair, training programs, a resume builder, and JobFinder tool.

Lewis and Clark Community College Adult Education

1004 E. 5th St.

Alton, IL 62002

618-468-4141

lc.edu/adulted

Offers multiple pathways for career training:

Highway Construction Careers Training: Prepares students for careers in local Union Construction Trades

Information Technology: Coursework to educate students about IT opportunities and careers

Health Sciences: Bridge to Certified Nursing Assistant (CNA)

YouthBuild/AmeriCorps: Prepares young adults (16-24 years of age) to complete GED/HSE or high school diploma while gaining skills in construction, transportation, warehousing, computer careers, or CNA

They also offer free childcare, bus passes, and interview preparation.

FEE: None

MERS Goodwill Career Center

2524 State St. Suite 103

Alton, IL 62002

618-462-8431

jguthrie@mersgoodwill.org

mersgoodwill.org/programs-services

A number of programs and services are available for people facing barriers in their job search, including Job Placement Services, where participants are paired with an Employment Specialist to help with necessary skills for finding and keeping a job.

Referral is required for some services. Contact the office for more information about getting a referral, or look at the list of referral/payer sources on the website listed above.

HOURS: Monday - Friday, 8:00 am - 4:00 pm

LGBTQ+ Support**Alton Pride**

P.O. Box 662

Alton, IL 62002

618-208-7420

info@altonpride.com

altonpride.com

Offers resources, education, and services for the LGBTQ+ community. They provide workshops, seminars, and events in addition to social and mental health services and resources. They also put together Alton's Pride Festivals.

Radzom Counseling

1946 Edwardsville Club Plaza Ct.
Edwardsville, IL 62025
618-248-2040
info@radzomcounseling.com
radzomcounseling.com

Offers individual and family therapy, youth mental health services, relationship services, group therapy, and Telehealth counseling with providers who are experienced with LGBTQ+ clients and areas of focus.

Specialized treatments include Dialectical Behavioral Therapy, CBT-Insomnia, and EMDR.

FEE: Accepts insurance. \$100 per session without insurance.

Terrace House

1804 Lafayette Ave. 2nd Floor West
Saint Louis, MO 63104

13412 Clayton Rd.
Saint Louis, MO 63131

314-296-3222
hello@terracehouestl.com
terracehouestl.com

A large team of therapists and interns provide affordable LGBTQ+ and transgender-allied therapy in a comfortable setting. Many of the providers also offer virtual/online therapy.

Terrace House (cont.)

FEE: Varies by provider, starting at \$29 per session.
Sliding scale available.

LGBTQ+ Counseling St. Louis

3115 Hampton Ave.
Saint Louis, MO 63139
314-602-5534 (Call or Text)
cbetzcounseling@gmail.com
lgbtcounselingstl.com

Offers therapy for LGBTQ+ adults in individual and relationship counseling. They support all gender identities, expressions, and sexual orientations as well as relationship types.

HOURS:

(By appointment) Monday - Thursday, 12:00 pm - 4:00 pm

FEE: \$125 per session. Out-of-network provider.

Metro Trans Umbrella Group

314-349-1402
info@stlmetrotrans.org
stlmetrotrans.org

Offer support groups and social clubs for the Trans community in the metro St. Louis area.

Other services offered include STI testing, free name change assistance, a food pantry, and Alix's Closet (provides free gender-affirming clothes).

Metro Trans Umbrella Group (cont.)

HOURS:

Monday, Wednesday, Friday: By appointment only

Tuesday, 10:00 am - 12:00 pm

Thursday, 3:00 pm - 5:00 pm

FEE: None

The Trevor Project

212-695-8650

Lifeline: 1-866-488-7386

Text: START to 678678

Live chat available on their site

info@thetrevorproject.org

thetrevorproject.org

Trained counselors provide compassionate and confidential support 24/7 via phone call, text, or live chat for LGBTQ+ young people.

They also provide an online Resource Center for information about topics such as sexual orientation, gender identity, and mental health and an online moderated community called TrevorSpace for LGBTQ+ young people to connect.

Their website features a Quick Escape/Safety Exit button in case you need to quickly exit the site.

HOURS: 24/7

FEE: None

St. Louis Queer+ Support Helpline

314-380-7774

Toll-free: 1-884-785-7774

thesqsh.org

Provides confidential and identity-affirming emotional support and resource referrals for the St. Louis/Illinois Metro area. They also offer a resource guide on their website.

HOURS: Friday - Monday, 1:00 pm - 7:00 pm

Trans Lifeline

1-877-565-8860

translifeline.org

A fully anonymous and confidential peer support phone service run by trans people for trans and questioning people. They will provide support even if you're not in crisis or not sure if you're trans.

HOURS: 24/7

**LGBTQ+ Veterans Support -
John J. Cochran Veterans Hospital**

915 North Grand Blvd.

Saint Louis, MO 63106

314-652-4100

Mental health care: 314-652-4100 ext. 66653

va.gov/st-louis-health-care/locations/john-j-cochran-veterans-hospital

**LGBTQ+ Veterans Support -
John J. Cochran Veterans Hospital (cont.)**

Provides LGBTQ+ health care services for veterans such as hormone therapy, mental health care, and assessments for gender-confirming surgeries/hormone therapy in addition to other comprehensive health services.

Appointments can be made online at the website listed above or by calling the office.

HOURS: 24/7

LGBT National Hotline

1-888-843-4564

Youth Talkline: 1-800-246-7743

Senior Hotline: 1-888-234-7243

help@lgbthotline.org

lgbthotline.org

Highly trained volunteers offer anonymous and confidential support, as well as connections to local resources, for the LGBTQ+ community.

They also offer live chat and email peer support.

Their website features a Quick Escape/Safety Exit button in case you need to quickly exit the site.

HOURS:

Monday - Friday, 1:00 pm - 9:00 pm PT

Saturday, 9:00 am - 2:00 pm PT

Legal Assistance/Incarceration Support

Land of Lincoln Legal Aid

111 East Fourth St. Suite 330

Alton, IL 62002

618-462-0029

or 1-800-642-5570

lincolnlegal.org

Offers free legal aid to families and individuals in need.

To apply for legal services, please call:

Legal Advice and Referral Center

1-877-342-7891

HOURS:

Monday - Thursday, 9:00 am - 4:00 pm

Friday, 9:00 am - 1:30 pm

Eviction & Fresh Start Project Hotline

1-855-601-9474

HOURS: Monday - Friday, 9:00 am - 4:00 pm

Apply online: illinoislegalaid.org

Their website features a Quick Escape/Safety Exit button in case you need to quickly exit the site.

Equip for Equality

300 E. Main St. Suite 18

Carbondale, IL 62901

618-457-7930

or 1-800-537-2632

TTY: 1-800-610-2779

contactus@equipforequality.org

equipforequality.org/get-legal-help-from-efe

Provides legal assistance for people with disabilities. To get legal help, you may fill out the intake form at the website above, call, or email.

The Dream Center

3401 Fosterburg Rd.

P.O. Box 1044

Alton, IL 62002

618-433-8899

or 618-433-8850

dar@thedreamcenterofalton.com

thedreamcenterofalton.com

Provides full reintegration service for adults who have been incarcerated (including a mentorship program, free IDs and documentation help, job placement, and mental health care referrals).

Other services include a re-directive program for youth ages 12 - 18 years old who are at risk of incarceration or have been in a juvenile detention center and a family service for children with incarcerated parents.

Treatment Alternatives for Safe Communities (TASC)

340 S. Fillmore St.
Edwardsville, IL 62025
618-656-7672
or 1-855-827-2444
tasc.org

Offers programs and services for youth and adults to help reduce incarceration and support communities, including mental health care support, substance use treatment and recovery programs, case management, community reentry programs for individuals who have been released from jail or prison, and youth and family programs.

Literacy

**Family Literacy -
Scott Bibb Adult Education Center
Lewis and Clark Community College**
1004 E. 5th St.
Alton, IL 62002
618-468-4141
lc.edu/Family_Education

Parents with at least one child under 16 years old can participate in workshops, activities, and other services to improve family literacy and educational goals while working towards a GED.

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

618-468-4141

lc.edu/Project_READ_Tutoring

Participants are matched with trained volunteers to provide basic reading, math, and English language tutoring for people 17 years of age or older. See website or call for location information.

Mental Health Support

National Alliance on Mental Illness (NAMI)

2100 Madison Ave. (4th Floor)

Granite City, IL 62040

618-798-9788

Crisis Hotline: 1-800-950-6264

info@namiswi.org

namiswi.org

Provides information and referrals for mental health resources and services. They also offer virtual support groups and online resource guides.

HOURS: (hotline) Monday - Friday, 10:00 am - 6:00 pm

FEE: None

Lovejoy Legacy Counseling & Wellness

307 Henry St. Suite 407

Alton, IL 62002

618-374-0176

or 618-567-3206

april@lovejoylegacy.com

lovejoylegacy.com

Lovejoy Legacy Counseling & Wellness (cont.)

Provides therapy for individuals, couples, families, and young people. Specialized treatments include play therapy, art therapy, EMDR, Christian counseling, and First Responder counseling.

FEE: Accepts Insurance

Alternatives Counseling

307 Henry St. Suite 100
Alton, IL 62002
618-288-8085
office@achelps.org
achelps.org

Provides counseling, therapy, and evaluation services to individuals, groups, and families for a wide range of concerns.

Radzom Counseling

1946 Edwardsville Club Plaza Ct.
Edwardsville, IL 62025
618-248-2040
info@radzomcounseling.com
radzomcounseling.com

Offers individual and family therapy, youth mental health services, relationship services, group therapy, and Telehealth counseling. Specialized treatments include Dialectical Behavioral Therapy, CBT-Insomnia, and EMDR.

Radzom Counseling (cont.)

They also have providers who offer support specifically for the LGBTQ+ community, college students, and First Responders.

FEE: Accepts insurance. \$100 per session without insurance.

OSF Healthcare Behavioral & Mental Health

1 St. Anthony's Way, 4th Floor

Alton, IL 62002

618-474-6240

osfhealthcare.org/mental-health

Offers support to adults, teens, and children seeking diagnosis, short-term treatment, or long term-treatment of mental and emotional health issues. They provide a variety of services and treatments, including outpatient therapy and medication management.

HOURS: By appointment only

FEE: Accepts insurance.

SilverCloud -

OSF Healthcare Behavioral & Mental Health

osfhealthcare.org/mental-health/resources/silvercloud

A free app available via phone, tablet, or computer that offers interactive modules to help you manage the feelings and causes of depression, anxiety, and stress. The modules include mindfulness exercises, interactive journaling, and mood/lifestyle charting.

SilverCloud -

OSF Healthcare Behavioral & Mental Health (cont.)

They also offer a module for anyone having trouble managing their feelings around COVID-19.

Anyone 18 years of age or older and living in an area served by OSF HealthCare can enroll in the modules.

FEE: None

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

4 Memorial Dr., Building B, Suite 210

Alton, IL 62002

618-463-5905

sihf.org/patient-care-services/behavioral-health

Behavioral health specialists work with each individual patient to create a customized treatment plan. They offer individual, family, or group therapy and specialize in a variety of behavioral health conditions and concerns.

Play therapy and attachment-based therapy for children are available as well.

FEE: Accepts most insurance, including Medicaid.

Illinois Warm Line

1-866-359-7953

TTY: 1-866-880-4459

Wellness Support Specialists trained in recovery support, mentoring, and advocacy are available to provide support for mental health and substance use challenges.

This is not a crisis hotline, but a source of support.

HOURS: Monday - Saturday, 8:00 am - 8:00 pm (no holidays)

Illinois Call4Calm Text Line

Text: TALK to 552020 (English)

Text: HABLAR to 552020 (Español)

People who are struggling with stress related to the COVID-19 pandemic and need emotional support can text to be connected with a local counselor.

Substance Use Support

Amare, NFP

144 E. Ferguson Ave.

Wood River, IL 62095

618-251-9790 ext. 207

gethelp@amarenfp.org

amarenfp.org

Provides compassionate recovery support for those struggling with drug and alcohol addiction and their families.

Amare, NFP (cont.)

Recovery staff are trained in services such as recovery coaching, peer support, family coaching and support, recovery skills, employment coaching, and education. They support all pathways to recovery (AA, NA, Refuge Recovery, etc.) and can provide referrals to residential or detox treatment and other resources.

They are also a Narcan distribution site.

HOURS:

Monday - Thursday, 8:30 am - 4:30 pm

Friday & Saturday, 8:30 am - 2:30 pm

Centerstone

2615 Edwards St.

Alton, IL 62002

Initial Appointments: 1-877-467-3123

Crisis Hotline: 1-855-608-3560

centerstone.org

Provides a variety of treatment options for substance use disorder including outpatient services, support groups, medication-assisted treatment, and inpatient detox and treatment services.

A Crisis Response Team is also available 24/7 at the hotline to provide confidential crisis support.

HOURS: Monday - Friday, 9:00 am - 2:00 pm

FEE: Sliding fee scale and payment assistance is available. Most insurance accepted, including Medicaid and TRICARE.

Chestnut Health Systems

50 Northgate Industrial Dr.
Granite City, IL 62040
618-877-4420
chestnut.org

Offers a full range of addiction treatment services for adolescents (ages 13-18) and adults, including both residential and outpatient services, medically-monitored detox, and medication-assisted treatment.

The treatment plans address addiction and mental health in the least restrictive environment possible.

FEE: Accepts medical insurance, including Illinois Medicaid.

New Vision -**Gateway Regional Medical Center**

2100 Madison Ave.
Granite City, IL 62040
618-358-0200
specialcarecorp.com/locations/granite-city-illinois

Provides safe, confidential, and supervised inpatient withdrawal treatment for people struggling with substance use or addiction.

Treatment includes medical stabilization, where medication is used to manage withdrawal. A typical stay is 3 days.

**New Vision -
Gateway Regional Medical Center (cont.)**

HOURS: Monday - Friday, 8:00 am - 5:00 pm
FEE: Accepts most insurance.

Alcoholic Rehabilitation Community Home (ARCH)
1313 21st St.
Granite City, IL 62040
618-877-4987
ryoung@archhouse.org
archhouse.org

Provides extended residential treatment services for men struggling with substance use disorders, including room and board, individual and group therapy, recreational activities, and aftercare services.

They can also provide referral and education services.

FEE: Sliding scale. No one is excluded for inability to pay.

Alcoholics Anonymous

Southern Illinois Central Service Office: 618-251-4000
aa.org

Offers support for people struggling with alcohol addiction who are interested in recovering and achieving sobriety through group meetings and other resources.

Contact the Southern Illinois Central Service Office for information about finding a local meeting.

Narcotics Anonymous

Metro East: 618-398-9409

stlna.missourina.org

Offers support for people struggling with drug addiction who are interested in recovering and achieving sobriety through group meetings and other resources.

Meeting directories are available on the website listed above.

Illinois Helpline for Opioids and Other Substances

1-833-234-6343

Text: HELP to 833234

Live chat available on their website

helplineil.org

Provides information, support, and referrals for substance use treatment and recovery services in Illinois.

HOURS: 24/7

Fee: None

Naloxone/Narcan -**IDHS/SUPR Drug Overdose Prevention Program**

DHS.DOPP.Coordinator@Illinois.gov

dhs.state.il.us/page.aspx?item=58142

Naloxone, the generic of Narcan, is a medication that reverses the effects of an opioid overdose.

Anyone in Illinois can get trained to carry and administer Naloxone.

**Naloxone/Narcan -
IDHS/SUPR Drug Overdose Prevention Program (cont.)**

To carry Naloxone, you can find a distribution location at the website below or ask your local pharmacy to order it for you (no prescription needed):

idph.illinois.gov/OpioidDataDashboard

FEE: Most insurance will cover some or all of the cost. Some agencies will provide it for free.

Partnership for Drug-Free Communities

P.O. Box 748

Maryville, IL 62062

Family Support Network Warm Line: 314-669-1184

partnershipdrugfreecommunities@gmail.com

partnershipdrugfree.org

A community-based organization addressing substance use in Madison, St. Clair, and surrounding counties.

Services include education and prevention resources, the Metro-East Recovery Council (meetings to provide support and resources to those seeking/maintaining recovery), and the Family Support Network (a warm line providing empathy and information for family and friends concerned about a loved one's substance use).

Transportation

Madison County Transit – MCT

1 Transit Way
Pontoon Beach, IL 62040
618-797-4600
Rider Info: 618-797-4636
mct.org

Bus schedules are available on the MCT website. Physical copies of the schedules can be found at the Downtown and Alton Square locations of Hayner Public Library (feel free to ask a member of our staff for help finding them).

Alton area buses are 1, 7, 8, 9, 10, and 11.

Fare can be paid with cash (exact change), MCT Monthly Passes, Mobile Passes, or Metro Passes. K-12 students get Monthly passes at a discounted rate.

Free Ride or Half-Fare IDs are offered to individuals that meet certain criteria. Free Ride IDs include Benefit Access Free Ride, Senior Select Free Ride, and ADA Paratransit Free Ride IDs.

Apply for Free Ride/Half-Fare IDs online:
mct.org/application-id

Call 618-797-4600 or email emailid@mct.org with any questions regarding the IDs or application.

First Transit

1-877-725-0569

Finds non-emergency transportation to and from doctor's appointments or other health care services and reviews prior authorization for the transportation.

Veterans Support**U.S. Dept. of Veterans Affairs**

St. Louis VA Regional Benefit Office

9700 Page Ave.

St. Louis, MO 63132

1-800-827-1000

va.gov

benefits.va.gov/stlouis

Provides assistance with applying for benefits, disability claims, education and career counseling, services for homeless Veterans, vocational rehabilitation and employment, pre-discharge claims, and more.

Assistance interviews can be done in-person, virtually via video, or by telephone.

HOURS: Monday - Friday, 8:00 am - 4:00 pm

Local VA Health Services

St. Louis County VA Clinic

6854 Parker Rd.

Florissant, MO 63033

314-286-6988

Mental health: 314-652-4100 ext. 66653

va.gov/st-louis-health-care/locations/st-louis-county-va-clinic

Local VA Health Services

St. Louis County VA Clinic (cont.)

Provides primary care health services, plus mental health care. Telehealth is available.

Appointments can be made online at the website listed above or by calling the office.

HOURS: Monday - Friday, 8:00 am - 4:30 pm

John J. Cochran Veterans Hospital

915 North Grand Blvd.

Saint Louis, MO 63106

314-652-4100

Mental health care: 314-652-4100 ext. 66653

va.gov/st-louis-health-care/locations/john-j-cochran-veterans-hospital

Offers comprehensive health care services including primary care, emergency care (emergency room), addiction and substance use treatment/rehabilitation, nutritional services, hospice care, and mental health care among many others.

Also provides:

- Programs and services for homeless veterans, including immediate food and shelter needs, free health care, financial support, job training, and transitional/supportive housing.

Local VA Health Services

John J. Cochran Veterans Hospital (cont.)

- LGBTQ+ health care services for veterans such as hormone therapy, mental health care, and assessments for gender-confirming surgeries/hormone therapy.
- Counseling and treatment for military sexual trauma.
- Recreation and creative arts therapy.

Appointments can be made online at the website listed above or by calling the office.

HOURS: 24/7

Madison County Veterans' Assistance Commission

157 N. Main St., Suite 115

Edwardsville, IL 62025

618-296-4554

mcvac@co.madison.il.us

co.madison.il.us/departments/veterans_assistance_commission/index.php

Provides services to Honorably Discharged Military Veterans and their families who reside in Madison County. Services include emergency financial assistance, administrative case work, and advocacy-related services.

HOURS: Monday - Friday, 8:30 am - 4:30 pm

FEE: None

Operation Protect Veterans

1-877-908-3360

uspis.gov/veterans

Provides information and resources to help protect veterans and their loved ones against scams.

Report a scam at uspis.gov/report or by calling the number listed above.

**Supportive Services for Veteran Families (SSVF) -
Chestnut Health Systems**

50 Northgate Industrial Dr.

Granite City, IL 62040

618-512-1823

Main Office: 618-877-4420

chestnut.org

Provides assistance to low-income veteran families who are homeless or in danger of homelessness.

Veterans Crisis Line

988, press 1

Text: 838255

TTY: 1-800-799-4889

Live chat available on their site.

veteranscrisisline.net

Qualified responders provide free and confidential support for veterans, service members, National Guard and Reserve members, and the people who care for them.

HOURS: 24/7

National Call Center for Homeless Veterans

1-877-424-3838

Live chat is available on their site.

va.gov/homeless/nationalcallcenter.asp

Trained VA counselors offer free and confidential support and information about homeless programs, health care, and other local services.

HOURS: 24/7

Additional Information

Area Warming and Cooling Centers

Alton Square Mall

200 Alton Square
Alton, IL 62002
618-300-3164

HOURS:

Monday - Saturday, 10:00 am - 9:00 pm
Sunday, 12:00 pm - 6:00 pm

Hayner Public Library District - Alton Square Mall

132 Alton Square
Alton, IL 62002
618-462-0677

HOURS:

Monday - Saturday, 8:30 am - 8:00 pm
Sunday, 12:00 pm - 5:00 pm

Hayner Public Library District - Downtown

326 Belle St.
Alton, IL 62002
618-462-0677

HOURS:

Monday - Thursday, 8:30 am - 7:00 pm
Friday & Saturday, 8:30 am - 5:00 pm

Hayner Public Library - Genealogy & Local History

401 State St.
Alton, IL 62002
618-462-0677

HOURS:

Monday, Tuesday, Thursday, Friday, 8:30 am - 5:00 pm
Wednesday, 12:00 pm - 7:00 pm
Saturday, 8:30 am - 1:00 pm

**Overnight Warming Centers Alton -
Deliverance Temple Church**

1125 E. 6th St.
Alton, IL 62002
altonwarmingcenters@gmail.com
facebook.com/OvernightWarmingCentersAlton

Offers overnight shelter when temperatures are 20 degrees or lower at night. Warm meals are provided each night and morning. Bus tokens may also be available.

They also host other events and programs, such as community cookouts and movie screenings. Information is posted to their Facebook page.

Salvation Army

525 Alby
Alton, IL 62002
618-465-7764
midalton@usc.salvationarmy.org
centralusa.salvationarmy.org/midland/alton

Hotlines

Adult Protective Services Hotline

1-866-800-1409

TTY: 1-888-206-1327

HOURS: 24/7

All-Options Hotline

1-888-493-0092

all-options.org

Judgment-free support for people to talk about their experiences with abortion, pregnancy, parenting or adoption.

HOURS:

Monday - Friday, 10:00 am - 1:00 am EST

Saturday - Sunday, 10:00 am - 6:00 pm EST

Alzheimer's Association

1-800-272-3900

or 711 for a TRS operator

alz.org

HOURS: 24/7

Call For Help

618-462-0552

24-hour Sexual Assault Crisis Line: 618-397-0975

callforhelpinc.org

HOURS: 24/7

Centerstone Crisis Hotline (Mental Health)

1-855-608-3560
centerstone.org

HOURS: 24/7

Child Abuse and Neglect Hotline (DCFS)

1-800-252-2873
childabuse.illinois.gov

HOURS: 24/7

Crisis Text Line

Text: 741741
crisistextline.org

Your opening message can say anything. The first two responses are automated, and then you'll be connected to a live Crisis Counselor.

HOURS: 24/7

Illinois Sexual Harassment and Discrimination Helpline

1-877-236-7703
TTY: 711

HOURS: Monday - Friday, 8:30 am - 5:00 pm

LGBT National Hotline

1-888-843-4564

Youth Talkline: 1-800-246-7743

Senior Hotline: 1-888-234-7243

help@lgbthotline.org

Live chat available on their site.

lgbthotline.org

HOURS:

Monday - Friday, 1:00 pm - 9:00 pm PT

Saturday, 9:00 am - 2:00 pm PT

**Madison County Community Resource Line -
Homelessness**

618-296-5300

HOURS: Monday - Friday, 8:30 am - 4:30 pm

Narcotics Anonymous

Metro East: 618-398-9409

stlna.missourina.org

National Alliance on Mental Illness (NAMI)

1-800-950-6264

info@namiswi.org

namiswi.org

HOURS: Monday - Friday, 10:00 am - 6:00 pm

National Domestic Violence Hotline

1-800-799-7233

Text: START to 88788

TTY: 1-800-787-3224

Live chat available on their site.

thehotline.org

HOURS: 24/7

Oasis Women's Center

618-465-1978

HOURS: 24/7

Poison Control Hotline

1-800-222-1222

HOURS: 24/7

Suicide Prevention Lifeline

988 or 1-800-273-TALK (8255)

HOURS: 24/7

The Trevor Project

1-866-488-7386

Text: START to 678-678

Live chat available on their site

info@thetrevorproject.org

thetrevorproject.org

HOURS: 24/7

Veterans Crisis Line

988, press 1

Text: 838255

TTY: 1-800-799-4889

Live chat is available on their site.

veteranscrisisline.net

HOURS: 24/7

The Hayner Public Library District

Reference Services Department

reference@haynerlibrary.org

618-462-0677

Sept. 2022