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Shelters – Monroe County

Call for Help

Phone: 618-397-0968, 618-939-0115

Website: www.callforhelpinc.org

Email: Contact through website.

Address: 219 A. West Mill Street, Waterloo, Illinois 62298

Services Offered: Transitional living center for mothers with small children who are homeless. Individual and group counseling, intensive case management, life skills training, job readiness training, educational opportunities, and parenting classes.

Eligibility/Service Population: Homeless mothers with small children.

Restrictions: 8:00 AM – 5:00 PM, Monday – Friday for hotline.

CARITAS FAMILY SOLUTIONS (FONTEBELLA MATERNITY HOME)

Address: P.O. Box 137 O’Fallon, IL 62269

Phone: (618) 406-4355

E Mail: info@fontebella.org **Website:** www.fontebella.org

Population/Eligibility: Homeless young women facing unplanned pregnancy.

Length of Stay: About a year, but longer if necessary to ensure mothers can find adequate resources and stable housing.

Length of Program: About a year, but longer if necessary.

Services Offered: A free, full service home for young women over the age of 18 who are in crisis pregnancies. We offer long-term care that begins when the resident arrives and ends when she and her baby have a safe environment in which to return. Fontebella will provide a home environment in which our residents will participate in goal planning and educational programs focused on providing the knowledge and skills they need to live independently and to provide for their children. 24-hour support, assistance with living expenses may be available, adoption options, and community referrals.

Restrictions: See service population and eligibility. Serves Southern and Central Illinois.

Eden's Glory *

Phone: 314-339-878/ 618-664-1244

Website: edensglory.org

Email: healing@edensglory.org

Address: P.O. Box 164, Maryville, Illinois 62062

of Beds: 4

Length of Stay: 2 years.

Length of Program: Follow up individualized.

Services Offered: Human trafficking recovery shelter. Residential treatment program for women aged 18 years or older who are survivors of human trafficking. Life skills, therapy, classes and activities.

Eligibility/Service Population: Adult women, 18 years or older who are survivors of human trafficking.

Restrictions: Initial assessment and interview required. Does not provide detox services, placements or opportunities to stay with children.

Human Support Services

Phone: 618-939-4444

Website: www.hss1.org

Email: hss@hss1.org

Address: 988 North Illinois Route 3, P.O. Box 146, Waterloo, Illinois 62298

Services Offered: Mental health housing for those experiencing mental health and substance use concerns. Provides living arrangements for individuals with severe mental health issues with on-site around the clock supervision and guidance. Single person apartments with one bedroom and family units with two bedrooms.

Eligibility/Service Population: Individuals with mental health and/or substance abuse issues.

Restrictions: Rent and utilities are based on the client's income.

VIOLENCE PREVENTION CENTER of SOUTHWESTERN ILLINOIS

Phone: 800.924.0096 or 618.236.2531; 24 Hour Crisis Hotline 618-235-0892

Website: www.vpcswi.org

Email: info@vpcswi.org

Address: P.O. Box 831 Belleville, Illinois 62222

Population/Eligibility: includes Trans, women identifying, LGBTQ+ and their children.

Of Beds: 28 beds

Length of Stay: 45 days

Length of Program: Case management optional.

Services Offered: Domestic violence shelter for women and children offering counseling, legal advocacy, and walk-in support. Children's Center services include counseling, group education, recreation and health assessments. Non-residential clients have the following services available: counseling, court advocacy and support groups.

Restrictions: Located in Belleville. No boys over 18 yrs old. Serves St. Clair, Monroe, Clinton and Randolph Counties in Illinois.

Youth Shelters – Monroe County

Alton Catholic Children's Home

Phone: 618-465-3594

Website: <http://www.catholicchildrenshome.com/residential-services>

Address: 1400 State Street Alton, IL 62002

of Beds: LIFT program, males ages 17-21, up to 20 beds. Residential for boys ages 11-18 undisclosed.

Length of Stay: Long term programs are 6 months or longer. Emergency shelter program is less than one month.

Length of Program: Long term programs are 6 months or longer. Emergency shelter program is less than one month.

Services Offered: Residential services, emergency shelter. Program is involved with all aspects of youth care which include social, academic, maintenance, and independent living skills taught by trained staff in a loving, caring, "family" environment. School settings are determined at an initial staffing required by the local school district to determine an appropriate educational setting. When necessary, the youth also receive medical, eye and dental care, counseling, and psychological evaluations. In the long-term settings, youth obtain specialized care to assist them in learning alternate social behaviors to replace problematic behaviors. The goal for the youth is to enable them to succeed in a less structured environment.

Eligibility/Service Population: Residential services for boys ages 11-18. LIFT program for supervised independent living at CCH for male youth ages 17-21.

Restrictions: Youth must be placed there by state or private welfare agencies, or by school districts. Serves Statewide.

Children's Home and Aid Society (CHASI)

Phone: Main/Regional office: 618-452-8900

Address: Main/Regional office: 2133 Johnson Road, Suite 104, Granite City, IL 62040

Other Locations:

#6 Crossroads Court, Alton, IL 62002 (618) 462-2714

120 East A Street, Belleville, IL 62220 (618) 235-5335 601 James R. Thompson Blvd, Building E, East St. Louis, IL 62201 (618) 874-0216

357 North Main Street, Breese, IL 62230 (618) 526-8348

109 Lou Ann Drive, Herrin, IL 62948 (618)988-1330

Website: <https://www.childrenshomeandaid.org/cha-locations/southern-region/>

Services Offered: Children's Home & Aid is recognized for achieving outstanding results through its programs and services that focus on child abuse prevention, healthy child development and strengthening families. Provides adoption services; child and family counseling; early childhood care and education; foster care; adoption and guardianship preservation; intact family services; parent support; youth services.

Eligibility/Service Population: The Southern Region of Children's Home & Aid is based in Granite City, and operates additional offices in Alton, Belleville, East St. Louis, Breese, Herrin and Jerseyville, IL.

Restrictions: Offices located in Alton, Belleville, East St. Louis, Breese, Herrin and Jerseyville, IL. Serves Bond, Clinton, Jersey, Macoupin, Madison, Monroe, Randolph, St. Clair and Washington Counties. Call for information about costs.

THE COVERING HOUSE*

Phone: 314.962.3450 **Website:** www.coveringhouse.org **Email:** info@thecoveringhouse.org

Address: Residential home undisclosed. Located in Eastern Missouri.

Population/Eligibility: Residential services: 13-17-year-old girls who've experienced sex trafficking/sexual exploitation. Community based services: Includes all populations who've experienced sexual exploitation.

#Of Beds: 5 beds

Length of Stay: 1 year.

Length of Program: Case by case, individualized case management and transitional living. Sometimes extended to community-based services.

Services Offered: Residential services, Individual/group counseling, case management, education program, and life skills learning, community services for awareness and prevention program curriculum for schools.

Restrictions: Referral process, must be voluntary, Level 3 facilities (not locked). Serves all counties in the state (and nationally), location in Eastern Missouri.

St. John Bosco Children's Center (Caritas Family Solutions)

Phone: (618) 688-1150 T-Free: 877-722-2748

Website: <https://caritasfamilysolutions.org/services/st-john-bosco-childrens-center/>

Email: online form <https://caritasfamilysolutions.org/about/contact-us/>

Address: 900 Royal Heights Road, Suite 1150 Belleville, Illinois 62226

of Beds: 30

Length of Stay: Varies. Case by case.

Length of Program: Varies. Case by case.

Services Offered: Therapeutic residential care. While at the Center, children receive: individual therapy, group therapy and family therapy as needed. During their stay, children have access to healthcare, educational opportunities, recreational opportunities, properly balanced meals and receive the care and attention of dedicated, well-trained, professional staff.

The children also participate in daily art therapy which encourages them to express their feelings and emotions through artwork.

Eligibility/Service Population: Boys and girls, ages 6-18. Typically, children are placed at St. John Bosco Children's Center when they have been the victims of serious abuse and/or neglect or when they have an emotional condition that is too severe for them to succeed at home or a foster home or when there is just no family or foster home to care for them.

Restrictions: See eligibility requirements. Serves Southern and Central Illinois.

Therapy/Counseling – Monroe County

Alton Mental Health Center

Address: 4500 College Avenue Alton, IL 62002

Phone: (618) 474-3800

Hours: 24-hour facility

Services Offered: Comprehensive mental health and forensic residential care for individuals age 18 and older meeting admission criteria of the Illinois Mental Health Code.

Eligibility/Service Population: Adults with mental healthcare needs.

Restrictions: Cost is based on ability to pay. Service access is not based on ability to pay. Area Served: Bond, Monroe, Madison, Randolph and St. Clair Counties Admission is accessed by pre-admission screening agents in each county served.

Baptist Children's Home and Family Services Pathways Counseling

Address: 4950 Old Collinsville Road Swansea, IL 62226

Phone: (618) 624-4060

Web Site: www.bchfs.com

Services Offered: Counseling for children, adolescents, adults, couples and families. We also provide adoption services, foster care and a maternity home and residential home for adolescents.

Restrictions: Cost: Insurance, sliding scale Hours: 9:00 am to 7:00 pm Area Served: Metro East, Vandalia, Waterloo, Columbia and Maryville

Big Brothers Big Sisters of Southwestern Illinois

Address: 2726 Frank Scott Parkway West Belleville, IL 62223

Phone: (618) 398-3162

E Mail: bbbsbell@peaknet.net

Web Site: www.bbbsil.org

Services Offered: Provides mentoring services to at-risk youth ages 6-14 by matching them with a positive role model; counseling services also available.

Restrictions: Hours: Monday thru Friday – 8:30 am to 5:00 pm; evenings and weekends by appointment Area Served: St. Clair, Madison, Monroe and Clinton Counties

Call for Help

Phone: 618-397-0968, 618-939-0115

Website: www.callforhelpinc.org

Email: Contact through website.

Address: 219 A. West Mill Street, Waterloo, Illinois 62298

Services Offered: Mental health counseling services are open to the community and works with adults, adolescents, and couples. Addresses trauma, identity development, relationship concerns, anger, stress, anxiety, depression, transitions and grief.

Eligibility/Service Population: Women, men, and children.

Restrictions: Sliding fee scale based on income.

Children's Home and Aid Society (CHASI)

Phone: Main/Regional office: 618-452-8900

Address: Main/Regional office: 2133 Johnson Road, Suite 104, Granite City, IL 62040

Other Locations:

#6 Crossroads Court, Alton, IL 62002 (618) 462-2714

120 East A Street, Belleville, IL 62220 (618) 235-5335

601 James R. Thompson Blvd, Building E, East St. Louis, IL 62201 (618) 874-0216

357 North Main Street, Breese, IL 62230 (618) 526-8348

109 Lou Ann Drive, Herrin, IL 62948 (618)988-1330

Website: <https://www.childrenshomeandaid.org/cha-locations/southern-region/>

Services Offered: Children's Home & Aid is recognized for achieving outstanding results through its programs and services that focus on child abuse prevention, healthy child development and strengthening families. Provides adoption services; child and family counseling; early childhood care and education; foster care; adoption and guardianship preservation; intact family services; parent support; youth services.

Eligibility/Service Population: The Southern Region of Children's Home & Aid is based in Granite City, and operates additional offices in Alton, Belleville, East St. Louis, Breese, Herrin and Jerseyville, IL.

Restrictions: Offices located in Alton, Belleville, East St. Louis, Breese, Herrin and Jerseyville, IL. Serves Bond, Clinton, Jersey, Macoupin, Madison, Monroe, Randolph, St. Clair and Washington Counties. Call for information about costs.

Counseling Associates of Southern Illinois

Phone: [\(618\) 391-0615](tel:6183910615)

Email: Submit online form <https://www.casicounseling.org/contact-counseling-associates/>

Website: <https://www.casicounseling.org/>

Address: 1669 Windham Way, Suite B, O Fallon, Illinois 62269

Services Offered: CASI currently has 9 mental health providers that offer a broad scope of specialities among them including: Children, Adolescents, Post Traumatic Stress Disorder treatment known as EMDR, Family Therapy.

Eligibility/Service Population: Adults and children in southern Illinois.

Restrictions: Fee for services. Accepts most insurance.

GATEWAY REGIONAL MEDICAL CENTER

Phone: 618.798.3000 Main Phone | (618) 798-3888 Behavioral Health Services

Address: 2100 Madison Avenue Granite City, IL 62040

Website: <http://www.gatewayregional.net/>

Services Offered: Psychiatric care for children, adolescents, and geriatric services. Comprehensive diagnostic and testing services include a 100 bed facility for mental health patients, 24-hour nursing care, individual, group, and family therapy, aftercare planning using community resources and placement settings, involvement of the patient and family in treatment decisions and discharge plans, medication management, neurological examination, occupational, physical, and recreational and speech therapies.

Eligibility/Service Population: Anybody seeking counseling and therapy services.

Restrictions: Insurance, Medicaid, Medicare, self-pay. Area Served: Southwestern Illinois

Human Support Services

Phone: 618-939-4444 TDD: (618) 939-2043

Website: www.hss1.org

Email: hss@hss1.org

Address: 988 North Illinois Route 3, P.O. Box 146, Waterloo, Illinois 62298

Services Offered: Counseling services for adults and children, including individuals, families and groups. Counseling including family counseling, trauma informed care, sexual abuse recovery, depression, anxiety and panic, grief counseling, anger management.

Eligibility/Service Population: Assessment required for treatment.

Restrictions: Public and private insurance accepted; sliding fee scale to help with self-pay fees.

Violence Prevention Center

Phone: 618-236-2531

Website: <https://www.vpcswi.org/emergency-shelter>

Email: info@vpcswi.org

Address: P.O. Box 831 Belleville, Illinois 62222

Services Offered: Individual counseling for adults and children of domestic violence (including art therapy). Provides support groups as well. Provides a children's counseling program.

Eligibility/Service Population: Women and children subjected to domestic violence.

Restrictions: Located in Belleville, Illinois, but serves Monroe County.

Substance Abuse Treatment – Monroe County

Addiction Loss Support Group

Address: Heartlinks Grief Center 5110 West Main Street Belleville, IL 62226

Phone: (618) 277-1800

Email: dcuddeback@myheartlinks.com

Web Site: www.myheartlinks.com

Services Offered: Heartlinks Grief Center of Family Hospice hosts a monthly grief support group for parents and adult siblings (18+) grieving the death of a child/sibling due to an addiction. The group meets the second Tuesday of each month, from 6:30 to 8:00 pm in the Family Hospice office at 5110 West Main Street in Belleville. Please call 277-1800 for more information.

Al-Anon/Alateen

Phone: Answering service (618) 398-9470 AL-ANON for District 14 - (618) 398-9470 AL-ANON for District 18 - (618) 463-2429

Web Site: www.al-anon.alateen.org

Services Offered: Support group for families and friends of those who have a drinking problem. AlAnon/Alateen, Al-Anon Family Groups and Al-Anon are different names for a worldwide fellowship that offers a program of recovery for the families and friends of alcoholics, whether or not the alcoholic recognizes the existence of a drinking problem or seeks help. Alateen is part of the Al-Anon fellowship designed for the younger relatives and friends of alcoholics through the teen years.

Alcoholics Anonymous

Southern Illinois Central Services Office South Roxana Phone: (618) 251-4000

Phone: Answering service for Districts 4, 14, 16 and 18 1-800-307-6600

Web Site: www.aa-district14.org and www.aa-sil18.org

Services Offered: Support for those who want to stop drinking alcohol.

Local AA Groups: 623 Club (618) 234-8335 O'Fallon Trailer Group – (618) 632-8815
2116 Club – (618) 876-9721 St. Elizabeth's Hospital 211 South Third Street Belleville, IL 62220
Phone: (618) 234-2120 Extension 1555 Alcoholics Anonymous Eagles Nest Group-St. Joseph Center 5020 State Street East St. Louis, IL 62205
Phone: (618)271-4673 Alcoholics Anonymous King's House Group-King's House Retreat & Renewal Center 700 N. 66th Street Belleville, IL 62223
Phone: 618-397-0584

Services Offered: Support for those who want to stop drinking alcohol.

Restrictions: Varied locations, do serve Monroe County.

A.R.C.H. (Alcoholic Rehabilitation Community Home)

Address: 1313 21st Street Granite City, IL 62040

Phone: (618) 877-4987

Web Site: www.archhouse.org

Services Offered: This agency is a long-term residential rehabilitation facility (18 beds) and halfway house treating chemically dependent males only, over the age of 18. DUI Evaluation and Drivers Risk Education classes.

Restrictions: Adults only. Cost: Sliding scale Hours: Monday thru Friday – 8:00 am to 4:30 pm
Area Served: All

Gateway Foundation Caseyville

Phone: [618.319.7576](tel:618.319.7576) **Admissions:** [877.379.8881](tel:877.379.8881) TO enter program call 24 hours a day 877-505-4673

Website: : <https://www.gatewayfoundationcaseyville.org/addiction-therapy-services/>

Services Offered: Intensive substance use residential treatment programs in a secluded rural setting, specializing in alcohol abuse, drug abuse, and substance abuse. Offers short-term and long-term substance abuse that are individualized evidence-based addiction therapy services. Gateway offers residential and outpatient treatment programs, for adults, with the capability of assisting any individual that is struggling with substance use and mental health concerns.

Eligibility/Service Population: Adult men and women seeking substance abuse treatment.

Restrictions: Serves greater St. Louis Metro East area.

GATEWAY FOUNDATION SWANSEA

Phone: 877-209-4594 or **Local:** [618.319.7498](tel:618.319.7498) **Website:** <https://www.gatewayfoundation.org/>

Address: Gateway Foundation Swansea, 1 Bronze Pointe, Swansea, Illinois 62226

Services Offered The Swansea outpatient treatment center offers programs in the morning and evening for teens and busy adults. They specialize in treating drug and alcohol addiction for residents in St. Clair county, but serve all counties in Illinois. Our program consists of a variety of therapy programs to create a personalized program for each of our patients.

Eligibility/Service Population: Adult men and women seeking substance abuse treatment.

Restrictions: Serves greater St. Louis Metro East area

Human Support Services

Phone: 618-939-4444

Website: www.hss1.org

Email: hss@hss1.org

Address: 988 North Illinois Route 3, Waterloo, Illinois 62298

Services Offered: Mental health treatment, psychotropic medication. Outpatient drug rehab, community mental health center. Treatment approaches include individual psychotherapy, couple/family therapy, group therapy, cognitive/behavioral therapy, dialectical behavior therapy, behavior modification, trauma therapy, vocational rehabilitation services. Supports persons with serious mental illness, case management services, family psychoeducation, housing services, illness management and recover, supported employment, suicide prevention services.

Eligibility/Service Population: Children/adolescents, young adults, adults, seniors.

Restrictions: Sliding scale fee assistance, cash, self-pay, insurance, payment assistance.

Provident South County

Phone: 314-898-0102

Address: 11222 Tesson Ferry Road, St. Louis, Missouri 63123

Services Offered: Individual Psychotherapy, Couple/family Therapy, Group Therapy, Cognitive/behavior Therapy, Dialectical Behavior Therapy, Behavior Modification, Trauma Therapy. Cash or Self-Payment, Medicaid, Medicare, State Financed Health Insurance Plan Other Than Medicaid, Private Health Insurance, Military Insurance (e.g., Tricare), State Mental Health Agency Funds, State Welfare or Child And Family Services Funds, State Corrections Or Juvenile Justice Funds, State Education Funds, County or Local Government Funds, U.S Department of VA Funds, Sliding Fee Scale (Fee Is Based On Income and Other Factors). Clients Referred From The Court/Judicial System (Other Than Dui/Dwi), Case management, Court-ordered outpatient treatment, Suicide prevention services, Screening for tobacco use.

Eligibility/Service Population: Children/Adolescents, Young Adults, Adults, Seniors

Restrictions: Located in St. Louis, but serving Columbia, Illinois (Monroe County). Sliding scale fee assistance, cash, self-pay, insurance, payment assistance.

Comtrea, Inc.

Phone: 636-296-6206

Address: 21 Municipal Drive, Arnold, Missouri 63010

Services Offered: Drug and Alcohol Treatment Services, Buprenorphine Used In Treatment, Naltrexone (oral), Vivitrol (injectable Naltrexone), Acamprosate (Campral), Buprenorphine maintenance for predetermined time, Buprenorphine maintenance, Mix of Mental Health and Substance Abuse, Medications for psychiatric disorders, Prescribes/administer buprenorphine and/or naltrexone. Outpatient Drug Rehab, Outpatient Methadone/Buprenorphine or Vivitrol, Intensive Outpatient Treatment, Regular Outpatient Treatment. Cognitive/behavior Therapy, Dialectical Behavior Therapy, Brief intervention approach, Contingency management/motivational incentive, Motivational interviewing, Matrix Model, Outreach to persons in the community, Rational emotive behavioral therapy, Relapse prevention, Substance abuse counseling approach, Smoking/tobacco cessation counselling, Trauma-related counseling

Eligibility/Service Population: Children/adolescents, adults, female, male.

Restrictions: Located in St. Louis, but serving Columbia, Illinois (Monroe County). Sliding scale fee assistance, cash, self-pay, insurance, payment assistance.

Drop-In Services - Monroe County

Bethany Place

Address: 821 West A Street Belleville, IL 62220

Phone: (618) 234-0291

Web Site: www.bethanyplace.org

Services Offered: Case management, prevention/education outreach, transitional housing, rental assistance, needle exchange operation, volunteer services, primary medical care, HIV medication, food pantry, transportation, utility assistance.

Restrictions: Hours: Monday thru Friday – 8:00 am to 4:30 pm Area Served: St. Clair, Madison, Monroe, Bond, Clinton, Jersey, Calhoun and Macoupin Counties

Big Brothers Big Sisters of Southwestern Illinois

Address: 2726 Frank Scott Parkway West Belleville, IL 62223

Phone: (618) 398-3162

E Mail: bbbsbell@peaknet.net

Web Site: www.bbbsil.org

Services Offered: Provides mentoring services to at-risk youth ages 6-14 by matching them with a positive role model; counseling services also available.

Restrictions: Hours: Monday thru Friday – 8:30 am to 5:00 pm; evenings and weekends by appointment Area Served: St. Clair, Madison, Monroe and Clinton Counties

Food Pantries - Monroe County

Bethany Place

Address: 821 West A Street Belleville, IL 62220

Phone: (618) 234-0291

Web Site: www.bethanyplace.org

Services Offered: Case management, prevention/education outreach, transitional housing, rental assistance, needle exchange operation, volunteer services, primary medical care, HIV medication, food pantry, transportation, utility assistance.

Restrictions: Hours: Monday thru Friday – 8:00 am to 4:30 pm Area Served: St. Clair, Madison, Monroe, Bond, Clinton, Jersey, Calhoun and Macoupin Counties

Hope Food Pantry

Phone: 618-581-8684

Address: 9274 Coach Stop Road, Columbia, Illinois 62236

Services Offered: Food pantry/distribution; food assistance.

Restrictions: Service hours Monday – Friday, 9:00 AM – 4:00 PM.

St. Paul's Lutheran Church

Phone: 314-487-9899

Address: 227 North Good Haven, Columbia, Illinois 62236

Services Offered: Food pantry/distribution; food assistance.

Restrictions: 1st and 3rd Wednesdays 1:00 PM – 3:00 PM.

Western Egyptian Eco-Waterloo

Phone: 618-939-8715

Address: 207 West Fourth, Waterloo, Illinois 62298

Services Offered: Food pantry/distribution; food assistance.

Restrictions: Mondays and Wednesdays 8:00 AM – 4:00 PM.

Salvation Army St. Charles

Phone: 630-377-2769

Address: 1707 S. 7th Avenue, St. Charles, Illinois 60174

Services Offered: Food pantry/distribution; food assistance.

Restrictions: Call before coming. Monday – Friday 10:00 AM – 2:00 PM; Tuesdays 5:00 PM – 7:00 PM; Tuesdays and Fridays (Fresh Food distribution 9:45 AM – 11:AM).

House of Neighborly Service

Phone: 618-939-8900, 618-939-8680

Website: <https://mocohouseofneighborlyservice.weebly.com/>

Address: P.O. Box #367 or 1331 Jamie Lane, Waterloo, Illinois 62298

Services Offered: Emergency food assistance.

Restrictions: Call to obtain information regarding emergency food services.

Employment Services - Monroe County

House of Neighborly Service

Phone: 618-939-8900, 618-939-8680

Website: <https://mocoouseofneighborlyservice.weebly.com/>

Address: P.O. Box #367 or 1331 Jamie Lane, Waterloo, Illinois 62298

Services Offered: Job searches and resume writing.

Restrictions: Call to obtain information regarding job searches and resume writing.

Illinois Department of Employment Security

Address: 4519 West Main Street Belleville, IL 62223

Phone: 800-244-5631

Web Site: www.ides.illinois.gov

Services Offered: Provides employment services to persons 16 years of age and older – includes placement and counseling. Processes unemployment claims.

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

Area Served: Metro East

Southwestern Illinois Worknet – Monroe County

Phone: 618-939-3332

Website: <https://www.illinoisworknet.com/>

Email: kweilbacher@co.st-clair.il.us

Address: 100 South Main Street, Room 19, Waterloo, Illinois 62298

Services Offered: Workforce development services funded through Workforce Innovation Opportunity Act.

Eligibility/Service Population:

Restrictions: Monday-Friday 8:00 AM – 4:30 PM.

Human Support Services

Phone: 618-939-4444

Website: www.hss1.org

Email: hss@hss1.org

Address: 988 North Illinois Route 3, Waterloo, Illinois 62298

Services Offered: Building Futures Program – assists with job seekers, job exploration, job coaching, on the job training and job retention services. Education mentoring for those seeking higher education.

Eligibility/Service Population:

Restrictions: Work center is located at main offices of Human Support Services. Works mainly with businesses in St. Louis. Operates Monday-Friday.

Legal Services – Monroe County

Violence Prevention Center

Phone: 618-978-0319

Website: <https://www.vpcswi.org/emergency-shelter>

Email: info@vpcswi.org

Address: P.O. Box 831 Belleville, Illinois 62222

Services Offered: Legal advocates for victims of domestic violence. Legal advocates assist with reviewing domestic violence police reports, assisting with orders of protection, domestic violence education, works alongside attorneys/judges/law enforcement.

Eligibility/Service Population: N/A

Restrictions: N/A

Call for Help

Phone: 618-397-0975, 618-939-0115

Website: www.callforhelpinc.org

Email: Contact through website.

Address: 219 A. West Mill Street, Waterloo, Illinois 62298

Services Offered: Assistance for sexual assault victims with navigating the criminal justice process, including civil remedies. Support provided irrespective of whether the survivor wishes to report to crime law enforcement. Provide information about legal rights and options, accompany to police station to file a police report and/or meet with law enforcement. Assistance with filing for Crime Victims Compensation, assistance in filing protective order, referrals for support services, assistance with communicating with the police and State's Attorney's Office.

Eligibility/Service Population: Women, men, and children.

Restrictions: N/A

CASA OF SOUTHWESTERN ILLINOIS

Address: 1801 North Belt West Belleville, IL 62226

Phone: (618) 234-4278

Email: mechiko.casa@gmail.com

Web Site: www.casa.thepeoplesmedia.biz/casa

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

Restrictions: Hours: Monday thru Friday – 8:30 am to 4:30 pm Area Served: St. Clair, Monroe and Madison Counties

LAND OF LINCOLN LEGAL ASSISTANCE FOUNDATION, INC. (LARC)

Phone: 618.398.0958 **Website:** <http://lollaf.org/>

Address: Dorothy O. Cook Community Law Center 8787 State Street, Suite 201 East St. Louis, IL 62203-2026

Services Offered: Handles specific kinds of civil cases. Service ranges from telephone advice or brief service, to representation in court or at administrative hearings. Service depends on the legal problem, merits of the case, and staff availability. Problems that are potentially handled are housing, family, consumer, homeownership, public benefits and health, services for senior citizens and disabled persons, and education. Criminal cases, traffic cases, personal injury, malpractice or workers' compensation are not cases that are handled.

Eligibility/Service Population: Low-income and senior residents of central and southern Illinois.

Restrictions: Serving low income clients in Clinton, Monroe, Randolph, St. Clair, Washington and Fayette Counties.

Cabrini Green Legal Aid

Phone: 312-738-2452

Website: <https://www.cglanet/>

Address: 6 S. Clark Street, Suite 200, Chicago, Illinois 60603

Services Offered: Legal aid assistance. Supports low income individuals with criminal justice issues. Includes legal representation, wraparound services, and advocacy. Also deals with expungement of records.

Eligibility/Service Population: Low-income individuals with criminal issues.

Restrictions: Located in Chicago, Illinois, but notes that the organization provides statewide support for low income individuals negatively impacted by the criminal justice system.

ST. CLAIR COUNTY CHILD ADVOCACY CENTER

Address: 300 West Main Street, Suite 3 Belleville, IL 62220

Phone: (618) 277-1334

E Mail: stclaircac@sbcglobal.net

Web Site: www.stclairchildadvocacycenter.org

Services Offered: Forensic interviews and case coordination after an allegation of sexual or serious physical abuse. Child witnesses to violent crimes may also receive services. Medical examinations and counseling services are available for the children seen at the agency. Children must be referred by law enforcement or DCFS.

Restrictions: Children must be referred by law enforcement or DCFS.

Hours: Monday thru Friday – 8:30 am to 4:30 pm **Area Served:** St. Clair, Monroe and Randolph Counties

Language Access/ Translation Services – Monroe County

ABILITY INTERPRETING

Phone: 618.622.3320 **Website:** <http://www.interpreterstation.com/>

Services Offered: Provide sign language and oral interpreting for any situation that includes but is not limited to: social services meetings, legal consultations and courtroom interpreting, medical situations, mental health situations, educational interpreting and consultations, and group or one on one meetings.

Eligibility/Service Population: Any individual seeking language access services.

Restrictions: N/A

Hands Up Communication

Phone: (888) 532-7429 **Website:** www.handsupcommunications.com

Address: (services to be used remotely) 4211 Glass Rd NE suite b, Cedar Rapids, IA 52402

Email: scheduling@handsupcommunications.com

Services Offered: On-Site interpreting, video remote interpreting, translation, transcription

Eligibility/Service Population: Everyone

Restrictions: Services are not free

ILLINOIS SUPREME COURT LANGUAGE INTERPRETER REGISTRY

Website: <https://publicapps.illinoiscourts.gov/apex/f?p=303:25:>

Services Offered: Find an interpreter or translator by language or name with the online search registry.

Eligibility/Service Population: Illinois residents.

Restrictions: Must have access to a computer and internet.

INTERNATIONAL LANGUAGE CENTER (ILC)

Phone: 800.445.4440 **Website:** <https://ileworldwide.com>

Services Offered: Accurate, professional translations, project managers for every project, certified translations, editing and proofreading, and computer assisted translation tools are a few of the services offered.

Eligibility/Service Population: Any individual seeking language access services.

Restrictions: N/A

LANGUAGE ACCESS COORDINATOR CONTACT

Phone: 312.793.3250

Website: <http://www.illinoiscourts.gov/CivilJustice/LanguageAccess/default.asp>

Email: sakbar@illinoiscourts.gov

Services Offered: Contact the language access coordinator for the state of Illinois.

Eligibility/Service Population: Residents of the state of Illinois seeking language access services.

Restrictions: Office located in Chicago, IL, but serves Madison County.

LAMP

Phone: 1-877-240-6398

Website: <https://lampinterpreters.org>

Address: 8050 Watson Rd, St. Louis, MO 63119

Email: Email form can be found here: <https://lampinterpreters.org/contact-us/>

Services Offered: LAMP is dedicated to breaking down linguistic and cultural barriers by offering 24/7 Over the Phone Interpreting (OPI) covering over 150 languages (no fees for emergency requests), Video Remote Interpreting, Translation and Localization of important documents (regarding healthcare, insurance, legal matters, academic documents, personal correspondence, and more) in more than 45 different languages, and Education and Training.

Eligibility/Service Population: They serve individuals who are Limited English Proficient (LEP), deaf, and/or hearing-impaired seeking health care and support services in the Midwest, as well as the advocates who work with them.

Restrictions: Must set up an account to access services and services are not free. Physical offices located in St. Louis and Springfield, but telephonic and video interpretation can be accessed anywhere in Missouri.

Language Line Solutions

Phone: 1.800.752.6096 **Website:** <https://www.language.com/>

Address: Services will likely be used remotely. 1 Lower Ragsdale Drive, Building 2 Monterey CA, 93940

Population/Eligibility: Anyone with translating and interpreting needs.

Services Offered: 24/7 translation, interpretation, testing, and training services in over 240 languages.

Restrictions: Low minute by minute fee for service. Must have an account.

LANGUAGE SOLUTIONS

Phone: 314.725.3711 **Website:** <https://langsolinc.com/>

Services Offered: Translation services, interpreting, health literacy to aid individuals to read, understand and act on Healthcare information, typesetting and graphic design services, audio and video translation services are some of the services offered.

Eligibility/Service Population: Any individual seeking language access services.

Restrictions: N/A

Midwest Translation

Phone: 888-288-9712 **Website:** midwesttranslation.com

Address: No address given. Available in all counties. Services accessed remotely.

Email: quote@midwesttranslation.com

Services Offered: Certified Translation Service: birth certificates, marriage certificates, divorce documents, death certificates, academic records, academic transcripts, school diplomas, drivers licenses, customs' documents, immigration documents
Document Translation Services: Technical Manuals, Medical Translation, Business Translation, Website Translation, Legal Translation, Brochure Translation, Letter Translation, Marketing Materials, Employee Handbooks

PARAQUAD

Phone: 314.289.4200 **Website:** <https://www.paraquad.org/>

Email: sakbar@illnoiscourts.gov

Services Offered: Sign language interpreting services offered to any Deaf person regardless of their language preference. Certified interpreters are licensed in Missouri and Illinois, and are available 24 hours a day, 7 days a week.

Eligibility/Service Population: Any individual seeking language access services.

Restrictions: N/A

Telelanguage

Phone: 1.888.983.5352 **Website:** <https://telelanguage.com/>

Address: Services will likely be used remotely. 610 SW. Broadway Suite 200 Portland, OR 97205

Population/Eligibility: Anyone with translating and interpreting needs.

Services Offered: 24/7 phone, video remote and on-site interpretation and translation services offering over 300 languages.

Restrictions: Phone only and registration required.

TRANSLATORS USA

Phone: 1.888.790.8872 **Website:** <https://translators-usa.com/>

Email: sales@translators-usa.com

Address: 100 South 4th Street, St. Louis, MO 63102

Services Offered: Translators USA provides accurate certified document translation services to international corporations, government agencies and municipalities, small businesses, technical organizations, advertising agencies, and individuals

Eligibility/Service Population: Any individual seeking language access services.

Restrictions: Must pay for services.

24 Hour Hotline Services – Monroe County

Anti-Violence Project

Phone: 212-714-1141 **Website:** <https://avp.org/>

Address: (Services accessed through call line), 116 Nassau Street, 3rd floor
New York, NY 10038).

Services Offered: A 24 hour English/Spanish hotline to support those who have experienced, or witnessed violence, as well as those who are concerned about someone who has. Individuals are also able to report violence anonymously or ask for a counselor to reach out to them online.

Eligibility/Service Population: Individuals who have witnessed or experienced violence, and anyone who is concerned about someone else who has.

Restrictions: N/A

Call for Help

Phone: 618-939-0115, 618-939-0115

Website: www.callforhelpinc.org

Email: Contact through website.

Address: 219 A. West Mill Street, Waterloo, Illinois 62298

Services Offered: Hotline for anyone who is a victim of rape, molestation, harassment, or other sexual abuse.

Eligibility/Service Population: N/A

Restrictions: N/A.

Chestnut Health Systems

Phone: 24/7 Crisis line (618) 877-0316

Services Offered: Hotline for anyone experiencing mental health crisis.

Eligibility/Service Population: N/A

Restrictions: N/A.

Child Abuse and Neglect Hotline

Phone: 1-800-25ABUSE | 1-800-252-2873 | TTY: 1-800-358-5117

Address: (Services accessed through call line)

Services Offered: Hotline to report child abuse and neglect

Eligibility/Service Population: Individuals who wish to report child abuse and/or neglect

Restrictions: N/A

Comprehensive Behavioral Health Center

Phone: 24/7 Crisis line (618) 482-7330

Services Offered: Hotline for anyone experiencing mental health crisis.

Eligibility/Service Population: N/A

Restrictions: N/A.

Human Support Services

Phone: 618-939-4444

Website: www.hss1.org

Email: hss@hss1.org

Address: 988 North Illinois Route 3, P.O. Box 146, Waterloo, Illinois 62298

Services Offered: Crisis hotline. Hotline is staffed 24-hours/day, 7-days per week. Includes crises involving mental health or substance abuse problems. During working hours, individuals may see a crisis worker within 2-hours of a call. Offers emergency assessments, attempts to stabilize or reunify family members, and facilitate emergency hospitalization or placement if required. Follow-up care after the crisis is resolved is also available. May also provide counseling to runaway youth and their families.

Eligibility/Service Population: N/A

Restrictions: N/A

NAMI Illinois

Phone: 800-950-6264, 800-273-8255 (Suicide Prevention Line)

Website: <https://namiillinois.org/namiaffiliates/4724/nami-southwestern-illinois-formerly-nami-madison-county/>

Email: info@namiswi.org

Address: 2100 Madison Avenue, 4th Floor, Granite City, Illinois 62040

Services Offered: Crisis hotline and support groups.

Eligibility/Service Population: N/A.

Restrictions: Offices located in Granite City, Illinois, but serves Monroe County. Call line serves counties in central and southern Illinois.

NATIONAL DOMESTIC VIOLENCE HOTLINE

Phone: 1.800.799.7233 TTY – 1.800.787.3224 Includes online emergency chat: **Website:** www.thehotline.org

Address: (Services likely accessed through call line only, PO Box 161810 Austin, Texas 78716)

Population/Eligibility: Anyone experiencing domestic violence/IPV. Interpreters available.

Services Offered: Gives referrals, crisis intervention, and support.

Restrictions: N/A

NATIONAL HUMAN TRAFFICKING HOTLINE *

Phone: 1.888.373.7888 TTY (Hearing and Speech impaired)- 711 **Text** 233733 **Live chat** available.

Website: www.humantraffickinghotline.org

Address: (Services likely accessed through call line only, No address provided)

Population/Eligibility: Anyone who believes they've been trafficked or anyone reporting a possible trafficking tip

Services Offered: Over 200 languages using tele-interpreting services available for resources, direct referrals, and/or reporting anonymous tips.

Restrictions: N/A

NATIONAL ORGANIZATION FOR VICTIM ASSISTANCE

Victim Assistance Helpline: 800-879-668

Website: <https://www.trynova.org/>

Address: (Services likely accessed through call line only, 510 King Street, Suite 424 Alexandria, VA 22314)

Services Offered: Advocate for victims by connecting them with services and resources.

Eligibility/Service Population: U.S. citizens who are victims of crime.

Restrictions: NOT 24 hour

National Runaway Safeline

Phone: 1.800.786.2929 **Website:** <https://www.1800runaway.org/> **Email:**

Services Offered: The mission at the National Runaway Switchboard is to help keep America's runaway and at-risk youth safe and off the streets. Individuals can also chat or email from the National Runaway Safeline website.

The 24-hour crisis line has an experienced front-line team member ready to help. It's anonymous, confidential and free.

Eligibility/Service Population: Runaway youth and teens.

Restrictions: N/A

National Sexual Assault Hotline

Phone: 1-800-656-46733

TTY: 1-800-787-3224

Website: <https://www.rainn.org/about-national-sexual-assault-telephone-hotline>

Services Offered: National hotline that serves people affected by sexual violence. The hotline automatically routes the caller to their nearest sexual assault service provider.

Eligibility/Service Population: Victims of sexual assault.

Restrictions: N/A

National Suicide Prevention Hotline

Phone: English Lifeline: 1-800-273-8255 Spanish Lifeline: 1-800-628-9454

TTY: 1-800-799-4889

Website: <https://suicidepreventionlifeline.org/>

Services Offered: The Lifeline provides 24/7, free, and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals. They also offer online chat services, as well as a text line.

Eligibility/Service Population: The Lifeline supports those in crisis or those who know someone in crisis.

Restrictions: N/A

PRIDE INSTITUTE NATIONAL HOTLINE (LGBTQIA+ SAFE)

Hotline: (800) 547-7433 **Website:** <https://pride-institute.com/contact/> **Crisis number:** 888-616-5031

Address: (Services likely accessed through call line only, 14400 Martin Dr. Eden Prairie, MN 55344)

Services Offered: For LGBTQ+ individuals in crisis, or who feel alone and need to talk. Pride Institute offers 24/7 support from licensed mental health professionals to assist individuals.

Population/Eligibility: LGBTQ+ individuals in crisis.

Restrictions: N/A

Salvation Army STOP-IT Program

Phone: 877-606-3158

Website: <https://centralusa.salvationarmy.org/stopit/>

Email: Contact through website.

Services Offered: Works with suspected trafficked persons sexual and labor – 24-hour hotline.

Eligibility/Service Population: N/A.

Restrictions: N/A.

Substance Abuse and Mental Health Services Administration (SAMHSA) Helpline

Phone: 800.662.4357

Address: (Services accessed through call line)

Services Offered: SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

Eligibility/Service Population: Individuals and families facing mental and/or substance use disorders.

Restrictions: N/A

TRANSLIFELINE (LGBTQIA+ SAFE)

Trans Lifeline: 1.877.565.8860 **Website:** <https://www.translifeline.org/>

Address: (Services likely accessed through call line only, 101 Broadway #311 Oakland, CA 94607)

Services Offered: Organization dedicated to improving the quality of trans lives by responding to the critical needs of our community with direct service, material support, advocacy, and education. Our vision is to fight the epidemic of trans suicide and improve overall life-outcomes of trans people by facilitating justice-oriented, collective community aid.

Population/Eligibility: Trans or questioning individuals and experiencing crisis, or just need to talk.

Restrictions: NOT 24 hour –Hours are 9am-3am (central time)

THE TREVOR PROJECT (LGBTQIA+ SAFE)

Phone: 1.866.488.7386 **Website:** <https://www.thetrevorproject.org>

Email: info@thetrevorproject.org

Address: ((Services likely accessed through call line only, PO Box 69232 West Hollywood, CA 90069)

Services Offered: The Trevor Project has a 24-hour hotline, text services, as well as chat services to provide crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, queer & questioning youth.

Eligibility/Service Population: LGBTQ youth in crisis.

Restrictions: N/A

VIOLENCE PREVENTION CENTER SOUTHWESTERN ILLINOIS CENTER

Phone: 800.924.0096 or 618.236.2531; 24 Hour Crisis Hotline 618-235-0892

Website: www.vpcswi.org

Email: info@vpcswi.org

Address: P.O. Box 831 Belleville, Illinois 62222

Population/Eligibility: Individuals experiencing abuse or unhealthy relationships. Also offered to professionals working with victims of domestic violence. Includes Trans, women identifying, LGBTQ+ and their children.

Services Offered: 24 hr. hotline offering crisis counseling, emotional support, safety planning, and referrals.

Restrictions: If referred to shelter, located in Belleville. No boys over 18 yrs old in the shelter. Serves St. Clair, Monroe, and Randolph Counties in Illinois.

Trafficking Education and Awareness/Training – Monroe County

Trafficking Prevention Programming – Monroe County