



The HOPE Foundation Community Services Directory

A Guide to Human Services Resources
Serving Jo Daviess County Residents

May 2021

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The HOPE Foundation of Jo Daviess County
Jo Daviess County Social & Environmental Committee*

*With additional thanks and appreciation to
Apple River Lions Club and Galena Lions Club*

The HOPE Foundation

Community Services Directory

A Guide to Human Services Resources
Serving Jo Daviess County Residents

May 2021

COVID-19 Pandemic Impact on Services

Many organizations in this directory have modified their hours and service programs in response to public health policies during the COVID-19 Pandemic. Until such time as these organizations return to the full scope of services described in this booklet, please call, email, or visit their websites for the most up-to-date information on their current status as their hours and services vary over time.

The HOPE Foundation
323 N. Bench Street
P.O. Box 262
Galena, IL 61036

Don Gereau, Executive Director
(815) 573-7313 or (815) 238-2636
E-mail: hope@HopeFoundationJDC.org
www.hopefoundationjdc.org

The Hope Foundation's mission is to provide financial assistance to individuals with disabilities and the agencies that serve them in Jo Daviess County.

The HOPE Foundation Community Services Directory.

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Introduction

This is the second edition of *The HOPE Foundation Community Services Directory*, a guide to human services resources serving Jo Daviess County residents. The HOPE Foundation of Jo Daviess County marked its 15th anniversary in 2017 by publishing the first edition. This directory serves, but is not limited to, the northwestern Illinois Jo Daviess County communities of Apple Canyon Lake, Apple River, East Dubuque, Elizabeth, Galena, The Galena Territory, Hanover, Massbach, Menominee, Nora, Scales Mound, Schapville, Stockton, Warren, and Woodbine.

The HOPE Foundation Board of Trustees has compiled this consumer-friendly, useful tool that identifies organizations and professionals that are dedicated to improving the overall quality of life for individuals and families in Jo Daviess County. The 35 categories of services listed in this directory address human needs and provide resources for prevention and remediation of both day-to-day and unique, critically-urgent problems that are faced by individuals of all age groups.

This complimentary publication is also available online at hopefoundationjdc.org to enable individuals and agency professionals to access information on specific services they need.

Don Gereau
Executive Director, The HOPE Foundation of Jo Daviess County

Laurie Wurster
President, The HOPE Foundation of Jo Daviess County

Karen Wilson
Chair, The HOPE Foundation Community Services Directory Committee

* * * * *

The HOPE Foundation is a 501(c)(3) charitable corporation that provides grants to individuals with disabilities and the agencies that serve them in Jo Daviess County. Grants are related, but not limited, to education, employment, health, housing, and transportation. Over \$90,000 in grants were awarded in 2019 and 2020 to families in Apple River, East Dubuque, Elizabeth, Galena, Hanover, Stockton, and Warren.

The HOPE Foundation has partnered with the following organizations:

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|--------------------------------------|--|
| Family T.I.E.S. | Rainbow Ridge |
| FHN Family Counseling Center | Riverview Center |
| Galena Clinic, Inc. | Stockton School District Special Education |
| Galena High School Special Education | Tyler’s Justice Center for Children |
| Jo Daviess County Health Department | United Churches of Galena |
| Jo Daviess County Special Olympics | Warren School District Special Education |
| Northwest Academy | The Workshop |

The HOPE Foundation Board of Trustees 2020-2021

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Directory of Services

Assisted Living and Memory Care

Bell Tower Retirement Community

430 Sidney Street
East Dubuque, IL 61025
Phone: (815) 747-6701
Fax: (815) 747-6702

Website: www.belltowerseniorliving.com

Provides assisted-living facilities, independent-living apartments, a Moments Memory Care Program for those with Alzheimer's and other forms of dementia, and respite care for temporary or short-term care while recuperating from health concerns or while current caregivers are unavailable.

Galena-Stauss Assisted Living Center

200 Altenburg Drive
Galena, IL 61036
Phone: (815) 776-7375
Fax: (815) 776-7377

E-mail: gharwicke@midwestmedicalcenter.org

Provides independent-living apartments with 24-hour staff available to respond to residents' needs. Offers social activities, outings, entertainment, and wellness programs.

Operated by Midwest Medical Center
One Medical Center Drive
Galena, IL 61036
Phone: (815) 777-1340

Prairie Ridge of Galena

1 Prairie Ridge Drive (Mail Address: P. O. Box 6425)
Galena, IL 61036
Phone: (815) 281-2393

E-mail: director@prairieridgeofgalena.com

Website: www.PrairieRidgeofGalena.com

Offers 16 Memory Care Suites in a 66-unit senior housing neighborhood with other one-bedroom and two-bedroom apartments. Provides residents an independent-living, maintenance-free environment with full-service amenities. Located adjacent to Midwest Medical Center off US Highway 20 in Galena.

Child Care Resources

YWCA Child Care Solutions

4990 East State Street
Rockford, IL 61108
Phone: (815) 484-9448
Phone: (800) 872-9780 (Toll-free)
Phone: (815) 484-9442 (TTY)

E-mail: info@ywcanwil.org

Website: www.ywcanwil.org

This Illinois childcare assistance program offers affordable child care resource and referral assistance for Jo Daviess County residents. Provides families with special-needs children, and other eligible parents of limited income who work or attend school or vocational training, with help in paying childcare costs.

Walk-in Clients: Mondays – Thursdays, 8:30 am – 4:30 pm; Fridays, 8 am – 11:45 am

Phone Queries: Mondays – Fridays, 9 am – 4 pm

Cleaning and Laundry Supplies

The Mop Shop

Elizabeth Municipal Building
330 N. West Street, Room 131

Elizabeth, IL 61028

Phone: (815) 776-0012

Website: www.themopshop.org

Provides free household cleaning and laundry supplies to those in need.

Mondays, 10 am – noon. Closed on holidays.

Clothing Resources

Angel's Attic Clothing

Calvary United Methodist Church

315 W. Maple Street

Stockton, IL 61085

Phone: (815) 947-2414 (Church)

Phone: (815) 947-3845 (Angel's Attic Clothing)

Provides infant-to-adult clothing and shoes to those in need.

Open by appointment only.

Cat's Care Closet

500 Fillmore Street (Hanover Park District Building)

Hanover, IL 61041

E-mail: ccatsccare@gmail.com

Supports the personal needs of students in River Ridge School District. Please contact them if you know of a child in need.

Open by appointment only.

Diaper Program

Galena United Methodist Church

125 S. Bench Street

Galena, IL 61036

Phone: (815) 777-0192

E-mail: gumc0192@gmail.com

Website: www.galenaumc.org

Provides free diapers for children of Galena area families in need. Call for specific needs.

EZSELLUSA Consignment

201 N. Commerce Street

Galena, IL 61036

Phone: (563) 543-5201

E-mail: paulhconnor@gmail.com

Website: www.ezsellusa.com

Provides used furniture, household items, and clothing at discount prices.

Mondays – Thursdays, 9 am–6 pm; Fridays & Saturdays, 9 am–9 pm; Sundays, noon–6 pm

Glad Rags Resale Boutique

117 S. Main Street

Stockton, IL 61085

Phone: (815) 947-3081

E-mail: glad.rags.boutique@hotmail.com

Website: www.gladragboutique.com

Offers like-new, ready-to-wear clothing for the entire family, with monthly 50% off sales. Mondays, Tuesdays, Thursdays, and Fridays, 10 am – 5 pm; Wednesdays, 9 am – 5 pm; Saturdays 10 am – 2 pm. Call for appointments at other times.

Goodwill Thrift Store - Dubuque

Goodwill Industries of Northeast Iowa
2121 Holliday Drive
Dubuque, IA 52002
Phone: (563) 557-3158

Offers used clothing, housewares, and small furniture at significantly reduced prices.
Mondays – Sundays, 10 am – 7 pm

Goodwill Thrift Store - Freeport

Goodwill Industries of Northern Illinois
2030 W. Galena Avenue
Freeport, IL 61032
Phone: (815) 232-7642

Offers used clothing, housewares, and small furniture at significantly reduced prices.
Mondays – Fridays, 9 am - 8 pm; Saturdays, 9 am – 7 pm; Sundays, 10 am – 6 pm

Purr-Fection Thrift Store

Corner of Gear Street and Highway 20 across from Galena Square Mall
Galena, IL 61036

Offers used clothing, housewares, and small furniture at discount prices. All proceeds support the Purr-Fection Animal Rescue & Shelter in Galena.
Mondays, 11 am – 5 pm; Thursdays – Sundays, 11 am – 5 pm

Society of St. Vincent de Paul Thrift Store

4990 Radford Court
Dubuque, IA 52002
Phone: (563) 582-3733

Offers used clothing at reduced prices.
Mondays – Saturdays, 9 am – 5 pm

SonShine Center

Schapville Zion Presbyterian Church
1012 E. Schapville Road
Elizabeth, IL 61028
Phone: (815) 845-2290

E-mail: pastord@schapvillezion.org

Website: www.schapvillezion.org

Provides gently used clothing and small household items for sale in a retail shop. Also offers limited emergency financial assistance.
Wednesdays, 10 am – 4 pm

Women and Friends Making a Difference

The Grateful Gourmet
204 N. Main Street
Galena, IL 61036
Phone: (815) 291-4183 (Contact: Kimberly Thompson)

Provides clothing, feminine hygiene products, household goods, and rides for Galena area residents in need. Donates food and other items for children in low-income families. Call for specific requests.

Counseling Services

Clear Mind, Open Heart LLC

412 ½ S. Main Street, Suite 202

Galena, IL 61036

Phone: (815) 205-1223

Website: www.galenacounseling.com

Provides onsite, online, and telephone counseling for individuals, families and children.

CONTACT of Northern Illinois

P.O. Box 83

Freeport, IL 61032

Phone: (815) 233-4357

Phone: (888) 463-6260 (Toll-free)

Fax: (815) 232-7558

E-mail: contactofnil@gmail.com

Website: www.nicontact.org

Provides crisis Helpline for people of all ages, with referrals for other service providers and support for those living alone. Receives calls from abused or addicted adults, lonely seniors, teens, and individuals threatening suicide. Provides a Reassurance phone call service for medication reminders, daily check-ins, Teen Crisis helpline, and kid phone.

Mondays – Sundays, 24-hours per day

East Dubuque Counseling Center

430 Sidney Street, 3rd Floor

East Dubuque, IL 61025

Phone: (815) 306-8089

E-mail: dieunne@eastdubuquecounseling.com

Website: www.eastdubuquecounseling.com

Provides therapy for marriage and family, children and teens, anxiety and depression.

FHN Family Counseling Center

Dr. Ravi and Mrs. Minu Vyas Crisis Stabilization Center

421 W. Exchange Street

Freeport, IL 61032

Phone: (815) 599-7300

Website: www.fhn.org

Provides therapeutic care for those in crisis. Assists patients with anxiety, uncontrollable anger, depression and despair, and suicidal thoughts in a living-room-type environment.

Mondays – Sundays, 24-hours per day

FHN Family Counseling Center – Online Services

421 W. Exchange Street

Freeport, IL 61032

Phone: (815) 599-7300

Website: www.fhn.org

Provides the opportunity to meet psychiatrists online through live streaming video on a computer, tablet, or smart phone.

Mondays – Sundays, 24-hours per day

FHN Family Healthcare Center - Stockton

725 N. Pearl Street

Stockton, IL 61085

Phone: (815) 947-3211

Fax: (815) 947-3236

Website: www.fhn.org

Mondays – Thursdays, 7 am – 5 pm; Fridays, 7 am – 4 pm

FHN Family Healthcare Center - Warren

606 Tisdell Avenue

Warren, IL 61087

Phone: (815) 745-2644

Fax: (815) 745-2546

Website: www.fhn.org

Tuesdays, 7 am – 6 pm; Thursdays, 8 am – 4 pm; Fridays 7 am – 4 pm

Galena Clinic, Inc.

939 Galena Square Drive

Galena, IL 61036

Phone: (815) 777-1300

Fax: (815) 777-1308

Website: www.galenaclinic.com

Provides outpatient psychiatry and mental health counseling. Offers community-based, outpatient drug addiction treatment center with services related to substance abuse, relationships, and domestic violence. Conducts partner abuse groups for male batterers. Hours are by appointment.

Interactions Therapy Center, Inc.

800 Spring Street, Suite 101

Galena, IL 61036

Phone: (815) 777-2850

Email: itc@interactionstherapycenter.com

Website: www.interactionstherapycenter.com

Provides marriage and family counseling and certified substance abuse counseling.

Northwest Illinois Gender and Sexuality Alliance (NW-IL GSA)

Riverview Center

11358 Industrial Drive, Suite 2

Galena, IL 61036

Phone: (815) 777-8155

Fax: (815) 777-2717

Email: nwilgsa@gmail.com

Operating under the Riverview Center umbrella organization, provides support and education for the Lesbian, Gay, Bisexual, Trans, Queer/Questioning (LGBTQ+) and Ally youth in an effort to reduce self-harm, bullying, and substance abuse, as well as to increase their self-esteem through mentor-led peer group meetings. Student-led meetings encourage education, as well as socialization. Virtual meetings are open to any Jo Daviess County or Carroll County high school student. Call or email for more information. Meetings are held on Wednesdays, 4 pm

One Number Project

Jo Daviess County 708 Mental Health Board

330 N. Bench Street

Galena, IL 61036

Phone: (815) 233-HELP or (815) 233-4357 for Crisis Helpline

Provides a “One Number for the Help You Need” Crisis Helpline for individuals of all ages via the CONTACT of Northern Illinois organization. Assists those who are sad, lonely, or afraid; those who need someone to talk to; those who are being hurt by others; those with drug or drinking problems; those with disabilities; and those who need a ride. Mondays – Sundays, 24-hours per day

Riverview Center

11358 Industrial Drive, Suite 2

Galena, IL 61036

Business Phone: (815) 777-8043

24-Hour Domestic Violence Hotline: (815) 777-3680

24-Hour Sexual Assault Hotline: (815) 777-8155 or (888) 707-8155 (Toll-free)

Fax: (815) 777-2717

Website: www.riverviewcenter.org

Provides free, confidential, client-centered care for adults and children affected by sexual assault and domestic violence.

Mondays – Fridays, 8:30 am – 5 pm

Tyler's Justice Center for Children

400 W. Front Avenue (Mail address: P.O. Box 168)

Stockton, IL 61085

Phone: (815) 947-6030

Fax: (815) 947-6040

E-mail: tylerscenter@aeroinc.net

Website: www.tylersjusticecenter.org

Provides services for victims of sexual abuse and serious physical child abuse, ages 0-18.

Dental Care

Crescent Community Health Center

1690 Elm Street, Fourth Floor

Dubuque, IA 52001

Phone: (563) 690-2852 (Dental appointments)

Phone: (563) 690-2870 (Spanish language assistance)

Phone: (563) 552-8080 or (563) 690-2856 (Insurance assistance)

Website: www.crescentchc.org

Provides oral health care for individuals and families who are uninsured, underinsured, and those with various types of insurance. The cost of services for uninsured patients is figured on a sliding-fee scale and discounted, based upon household income and size.

Mondays - Thursdays, 7 am – 6 pm; Fridays, 8 am – 5 pm

Stockton Dental Center

120 W. Front Avenue (Mail Address: P.O. Box 146)

Stockton, IL 61085

Phone: (815) 947-3700

Fax: (815) 947-9058

Email: sdc@stocktondental.com

Website: www.stocktondental.com

Provides CareCredit immediate dental treatment services, with no up-front costs, low minimum monthly payments, and no-interest financing if paid within 12 months. No pre-payment penalties or annual fee. Additional payment plans may be available. Hosts annual Free Dental Day in February for area children up to 14 years of age without dental insurance. Free check-ups, cleanings, x-rays, fluoride and sealants are provided as deemed necessary and as time permits on the Free Dental Day.

Mondays – Thursdays, 8 am – 6 pm; Fridays, 8 am – 5 pm

Developmental and Other Disabilities Services

Family T.I.E.S. Early Childhood Programs

100 School Road
East Dubuque, IL 61025
Phone: (815) 747-3192
Fax: (815) 747-3201
E-mail: cslack@roe8.com
Website: www.roe8.com

Provides early intervention services for children with diagnosed disabilities or developmental delays. Offers home visits, resources, and tools for parents of newborns to children three years of age. Serves Jo Daviess County preschools to provide preschool for children three to five years old who are not age-eligible for kindergarten.

Office Hours: Mondays – Fridays, 8 am – 4 pm

Home Visits: Flexible hours for services to parents of children under three years of age.

Home Accessibility Program

Northwest Illinois Community Action Agency (NICAA)
27 S. State Avenue, Suite 102
Freeport, IL 61032
Phone: (815) 232-3141
Phone: (800) 883-1111 (Toll-free)
Fax: (815) 232-2143
Website: www.nicaa.org

When funds are available, provides financial assistance with loans to seniors (over 60) and disabled individuals (with a physical or mental impairment) who have a documented need for accessibility modifications in their homes.

Mondays – Fridays, 8:30 am – 3:30 pm

The HOPE Foundation of Jo Daviess County

323 N. Bench Street (Mail Address: P.O. Box 262)
Galena, IL 61036
Phone: (815) 573-7313 or (815) 238-2636
E-mail: hope@HopeFoundationJDC.org
Website: www.hopefoundationjdc.org

Provides grants to individuals with disabilities and the agencies that serve them in Jo Daviess County. Grant requests must be related, but not limited, to education, employment, health, housing, and transportation. Consideration is based upon one or more functional limitations in self-care, receptive and expressive language, learning, mobility, ability to live independently, cognitive functioning, and emotional adjustment. Open by appointment only.

Illinois Aid to the Aged, Blind or Disabled (AABD)

Stephenson County Family Community Resource Center (FCRC)
1840 S. West Avenue
Freeport, IL 61032
Phone: (815) 232-6121 or (815) 232-6123
Phone: (866) 324-3554 (Toll-free TTY)
Fax: (815) 232-7625
Website: www.dhs.state.il.us/

Provides financial assistance to persons who are elderly (age 65 and beyond), blind, or disabled and need money and/or medical care to care for themselves. Eligibility includes those who receive benefits from federal Supplemental Security Income Program (SSI) or have been denied SSI because of income. Funds include cash, food benefits, medical support, and possibly funeral, burial, or cremation costs for death of AABD recipients.

Mondays – Fridays, 8:30 am – 5 pm

Illinois Department of Human Services–Developmental Disability Services

Division of Developmental Disabilities, Northwest Region

600 E. Ash Street, Building 400, 2 North

Springfield, IL 62703

Phone: (217) 524-2517 (Main Office)

Phone: (888) 337-5267 (Toll-free)

Phone: (866) 376-8446 (Toll-free TTY)

Phone: (800) 368-1463 (Toll-free V/TTY to report abuse or neglect of a disabled person)

Fax: (217) 782-0012

Website: www.dhs.state.il.us/

To obtain Illinois Department of Human Services Developmental Disabilities Services, contact the Service Inc. of Illinois (Area A) office listed on page 17 in this directory and register with them for assistance. Service Inc. of Illinois is the point of entry for these services.

Mondays – Fridays, 8:30 am – 5 pm

Illinois Department of Human Services -Disability/Rehabilitation Services

Freeport Disability Rehabilitation Office

Rehabilitation Services

1828 S. West Avenue

Freeport, IL 61032

Phone: (815) 233-5904 (Toll-free)

Phone: (888) 460-5122 (Toll-free TTY)

Phone: (800) 368-1463 (Toll-free V/TTY to report abuse or neglect of a disabled person)

Fax: (815) 233-3177

Website: www.dhs.state.il.us/

Provides a Vocational Rehabilitation Program that focuses on helping individuals find and keep jobs and live independently, with referrals to specialized services for those who are blind and visually impaired, deaf or hard of hearing, or Hispanic or Latino with disabilities. Also offers a Home Services Program with personal assistance services for individuals under the age of 60 who are at risk of being placed in a nursing home.

Mondays – Fridays, 8:30 am – 5 pm

Northwest Academy

310 N. West Street

Elizabeth, IL 61028

Phone: (815) 599-1947

Fax: (815) 858-2195

Website: www.northwestcoop.com

Offers a day treatment program for qualifying students with emotional and behavioral issues to help them develop the skills and character to rejoin their school communities. Referrals are made through a student's home school district.

Mondays – Fridays, 7:30 am – 4 pm

Northwest Special Education Cooperative

310 N. West Street

Elizabeth, IL 61028

Phone: (815) 599-1947

Fax: (815) 858-2195

Website: www.northwestcoop.com

Provides special education services to Carroll County, Jo Daviess County, and Stephenson County schools, students, and families, including social work, school psychology, occupational and physical therapy, vision and hearing services, behavior consultation, and vocational transition services.

Mondays – Fridays, 7:30 am – 4 pm

Northwestern Illinois Center for Independent Living (NICIL)

412 Locust Street
Sterling, IL 61081
Phone: (815) 625-7860
Phone: (815) 625-7863 (TTY)
Phone: (888) 886-4245 (Toll-free V/TTY)
Phone: (779) 245-7045 (After Hours)
Fax: (815) 625-7876
E-mail: frontdesk@nicil.org
Website: www.nicil.org

Serves individuals with disabilities and their families in northwestern Illinois, including Jo Daviess County. Provides workshops to increase employment of individuals with disabilities and to train care givers, as well as other programs to assist individuals to live more independently in their homes.
Mondays – Thursdays, 8 am – 4:30 pm; Evenings and weekend hours by appointment.

Northwestern Illinois Special Olympics

904 Myrtle Avenue
Dixon, IL 61021
Phone: (815) 739-2052
Fax: (815) 288-2939
E-mail: dkelly@soill.org
Website: www.soill.org

Offers individuals with intellectual disabilities the opportunity to compete in a variety of sports.

Rainbow Ridge

Kreider Services
521 S. West Street
Galena, IL 61036
Phone: (815) 777-9525
Fax: (815) 777-9599
E-mail: RainbowRidge@kreiderservices.org
Website: www.kreiderservices.org/program/community-living/

Provides community living residence for individuals with intellectual and developmental disabilities.

Service Inc. of Illinois (Area A)

3482 Pyramid Drive
Rockford, IL 61109
Phone: (815) 339-0740
Phone: (815) 741-0800 (After-hours Crisis Line)
Fax: (779) 423-0791
Website: <https://www.svcincofil.org>

Assists individuals with developmental delays and disabilities and their families in accessing local community resources, as well as state and federally funded services.

The Workshop

706 S. West Street
Galena, IL 61036
Phone: (815) 777-2211
Fax: (815) 777-3386

E-mail: theworkshopgalena@theworkshopgalena.org

Website: www.theworkshopgalena.org

Provides vocational rehabilitation services to individuals with developmental disabilities, offering educational instruction, social skills training and activities, and wellness programs. Provides real work opportunities in industrial contracts, commercial laundry services, and janitorial services for individuals with disabilities in Jo Daviess County.
Mondays – Thursdays, 7:30 am – 4 pm; Fridays, 7:30 am – 3:30 pm

Education and Literacy Programs

Apple Tree School Supplies Program

Galena Primary School Secretary (815) 777-2200
Galena Middle School Secretary (815) 777-2413

Sponsored by the United Churches of Galena, this program provides free school supplies for low-income families with children who qualify for free meals at schools. Parents are required to submit a form with requests for each child's needs. Forms are due to local schools before the school year ends each spring, in order to receive school supplies later each summer for the upcoming school year. Call the school secretaries for more details.

Boy Scouts Blackhawk Area Council

2820 McFarland Road
Rockford, IL 61107
Phone: (815) 397-0210

Website: <https://blackhawkhub.org>

Provides a variety of programs and activities for Jo Daviess County boys to build confidence and learn life skills and citizenship. Offers youth an opportunity to increase their leadership skills and literacy rate.

Community Services Block Grant (CSBG) Scholarships

Northwestern Illinois Community Action Agency (NICAA)
27 S. State Avenue, Suite 102
Freeport, IL 61032
Phone: (815) 232-3141
Phone: (800) 883-1111 (Toll-free)
Fax: (815) 232-3143

Website: www.nicaa.org

Provides scholarship assistance to attend college classes for job training and certification.
Mondays – Fridays, 8:30 am – 3:30 pm

Dolly Parton Imagination Library Program

United Way of Northwest Illinois
524 W. Stephenson Street, Suite 101
Freeport, IL 61032
Phone: (815) 232-5184

E-mail: director@uwni.org

Website: www.uwni.org/imaginationlibrary (Register for the program at this site)
Provides free, monthly distribution of age-appropriate books to children from birth to their fifth birthdays, for a maximum of 60 books over five years. Parents can also register their children by picking up a registration form at any Apple River State Bank or First Community Bank of Galena office.

Girl Scouts of Northern Illinois

1886 Daimler Road
Rockford, IL 61112
Phone: (844) 476-4463 (Toll-free)
E-mail: customercare@girlscoutsni.org
Website: www.girlscoutsni.org

Provides Jo Daviess County girls who face financial and other at-risk barriers with avenues to join the Girl Scouts and experience the outdoors, explore science and career opportunities, and gain practical life skills that will benefit them throughout their lives.

Head Start Program

Northwestern Illinois Community Action Agency (NICAA)
511 S. Liberty, Room 146
Freeport, IL 61032
Phone: (815) 235-3740
Website: www.nicaa.org

701 IL Route 35 North
East Dubuque, IL 61025
Phone: (815) 747-2691

Offers East Dubuque preschool for children 3-to-5 years old and their families, including developmental, educational, and nutritional services.
Mondays – Fridays.

Highland Community College

Office of Admissions
2998 W. Pearl City Road
Freeport, IL 61032
Phone: (815) 599-3414
E-mail: admissions@highland.edu
Website: www.highland.edu

Offers Associate degrees in a wide variety of majors and Certificate programs for more than 40 occupations.

Illinois Student Assistance Commission (ISAC)

1755 Lake Cook Road
Deerfield, IL 60015-5209
Phone: (800) 899-4722 (Toll-free Call Center, with Spanish-speaking counselors)
Phone: (800) 526-0857 (Toll-free Voice for Hearing Impaired)
Phone: (800) 526-0844 (Toll-free TDD)
E-mail: isac.studentservices@isac.illinois.gov
Website: www.isac.org

Website: www.studentportal.isac.org (Search the Student Portal at this site)
Provides a free, online ISAC Student Portal to help students with college and financial aid planning. Designed to help students with decisions about college choice, career choice, and financial aid, with additional resources to search for internships/jobs and build a resume.

Presentation Lantern Center

Schmid Innovation Center
900 Jackson Street, Suite LL5-1 (Lower Level)
Dubuque, IA 52001
Phone: (563) 557-7134
Phone: (563) 513-8646 (Urgent needs only helpline)
Email: info@thelanterncenter.org
Website: www.thelanterncenter.org

Offers a drop-in immigrant welcome and education center serving the Tri-State area. Provides immigrants/international adults, especially women, with orientation to the community, English and citizenship tutoring, and general assistance and advocacy. Immigration status is not asked. The center is open to people of all nationalities, faiths, and backgrounds. Sponsored by the Sisters of the Presentation in Dubuque.
Mondays, Wednesdays, and Fridays, 10 am – 3 pm; Tuesdays and Thursdays, 1 pm – 7 pm

Emergency Preparedness and Disaster Relief

American Red Cross of Eastern Iowa

2400 Asbury Road
Dubuque, IA 52001
Phone: (563) 583-6451
Phone: (877) 272-7337 (Toll-free emergency assistance 365 days per year, 24-hours per day)
Website: www.redcross.org
Offers aid to victims of devastating natural disasters and provides clothing for fire victims.
Provides emergency information resources and supplies on their website.

Illinois Emergency Management Agency

2200 South Dirksen Parkway
Springfield, IL 62703
Phone: (217) 782-2700
Phone: (800) 782-7860 (Toll-free 24-hour Emergency Contact Line)
Phone: (888) 614-2381 (Toll-free TTY)
Web site: www.Ready.Illinois.gov
Provides information and resources for emergency planning and disaster recovery. Offers a free online Winter Weather Preparedness Guide to help people understand winter weather risks and follow steps for staying safe.

Jo Daviess County Emergency Management Agency

Jo Daviess County Highway Building
1 Commercial Drive, Suite 4
Hanover, IL 61041
Phone: (815) 591-2673 or (815) 591-2675
Fax: (815) 777-2285
E-mail: EMA@jodaviess.org
Website: www.jodaviess.org/ema
Provides for the safety, welfare and evacuation of the citizens of Jo Daviess County in times of all hazardous material incidents, acts of terrorism and all types of natural disasters such as sever storms, earthquakes, tornadoes and floods. Serves as a liaison between county, local, state and federal emergency response and recovery actions.

Jo Daviess County Health Department

9483 US Highway 20 West
Galena, IL 61036
Phone: (815) 777-0263
Phone: (877) 777-0263 (Toll-free)
Fax: (815) 777-2977
E-mail: publichealth@jodaviess.org
Website: www.jodaviess.org/health
Provides public health resources and information on disaster preparedness and relief.
Mondays – Fridays, 8 am – 4:30 pm

NICAA Housing Program

Northwestern Illinois Community Action Agency (NICAA)
27 S. State Avenue, Suite 102
Freeport, IL 61032
Phone: (815) 232-3141
Phone: (800) 883-1111 (Toll-free)
Fax: (815) 232-3143
Website: www.nicaa.org

Offers rehabilitation assistance for homeowners, including natural disaster victims. Assists in home repair, lead removal, and radon remediation when funding is available.
Mondays – Fridays, 8:30 am – 3:30 pm

Salvation Army

The Workshop
706 S. West Street
Galena, IL 61036
Phone: (815) 777-2211, Ext. 405 (Contact: Cindy Foley or Emma Hoftender)
Fax: (815) 777-3386
E-mail: cfoley@theworkshopgalena.org or ehoftender@theworkshopgalena.org
Website: www.TheWorkshopGalena.org

Provides emergency financial assistance and help with other basic needs, including food programs, clothing, bedding, lodging, meals, groceries, minor car repairs, gas, prescription medication, glasses, school supplies, support for utilities, and disaster relief.

United States Federal Emergency Management Agency (FEMA)

FEMA Region 5
536 S. Clark Street, 6th Floor
Chicago, IL 60605
Phone: (312) 408-5500
Website: www.fema.gov

Provides assistance to victims of devastating natural disasters.

United Way of Northwest Illinois

524 W. Stephenson Street, Suite 101
Freeport, IL 61032
Phone: (815) 232-5184
E-mail: director@uwni.org
Website: www.uwni.org

Provides information resources for emergency service needs.

Employment Assistance

Furst Staffing

112 S. Main Street
Stockton, IL 61085
Phone: (815) 656-4490
Fax: (815) 656-4492
Website: www.furststaff.com

Provides full-service recruitment and staffing services with offices in multiple locations.

Illinois Department of Employment Security

2323 E. Lincolnway
Sterling, IL 61081
Phone: (815) 625-2313
Phone: (800) 244-5631 (Toll-free Customer Service Center)
Phone: (312) 338-4337 (Mondays – Fridays, 3 am – 7:30 pm -- Call to certify for benefits)
Phone: (877) 342-7533 (Illinois Job Link Helpline)
Website: www.ides.illinois.gov

Provides unemployment insurance, employment search services, and veteran services. To post resumes, search job openings or find a job, visit www.illinoisjoblink.com

Energy Management Programs

Budget Billing Program

Jo-Carroll Energy
793 US Highway 20 West
Elizabeth, IL 61028
Phone: (800) 858-5522 (Toll-free)
Fax: (815) 858-3731
E-mail: info@jocarroll.com
Website: www.jocarroll.com

Provides an energy management payment plan of the same dollar amount each month. Avoids seasonal fluctuations in costs. Monthly rates are recalculated each spring and fall. Mondays – Fridays, 8 am – 5 pm

ComEd (Commonwealth Edison Company)

ComEd Customer Care Center
P. O. Box 805379
Chicago, IL 60680-5379
Phone: (800) 334-7661 (Toll-free customer service info, Mondays – Fridays, 7 am – 7 pm)
Phone: (855) 433-2700 (Toll-free line for rebates, discounts, and energy loan programs)
Website: www.comed.com

Provides ComEd area residents with energy rebates and discount programs, appliance rebates, smart thermostat rebates, lighting discounts, and weatherization rebates. Offers energy efficiency loans with financing for qualified energy-efficient products and services.

Energy Advisor Program

Jo-Carroll Energy
793 US Highway 20 West
Elizabeth, IL 61028
Phone: (800) 858-5522 (Toll-free)
Fax: (815) 858-3731
E-mail: info@jocarroll.com
Website: www.jocarroll.com

Offers free advice prior to buying heating or air conditioning systems, replacement windows, or new insulation. Provides a free home assessment consultant to identify energy leaks, offer recommendations for best solutions, and provide information on rebates or incentives to cost-share projects. House energy audits are also free of charge. Mondays – Fridays, 8 am – 5 pm

Levelized Billing Program

Jo-Carroll Energy
793 US Highway 20 West
Elizabeth, IL 61028
Phone: (800) 858-5522 (Toll-free)
Fax: (815) 858-3731
E-mail: info@jocarroll.com
Website: www.jocarroll.com

Provides an energy management program that allows payment of a rolling-average amount of electric use for the most recent 12 months. Bill amounts will fluctuate from month-to-month, but all costs are paid in full over the course of each year. Mondays – Fridays, 8 am – 5 pm

Low Income Home Energy Assistance Program (LIHEAP)

Northwestern Illinois Community Action Agency (NICAA)
27 S. State Avenue, Suite 102
Freeport, IL 61032
Phone: (815) 232-3141 Phone: (800) 883-1111 (Toll-free)

Fax: (815) 232-3143

Website: www.nicaa.org

Offers financial help with heat and electric utility costs for income-eligible seniors (60 and older), those receiving Social Security disability benefits, households without home energy service, families with children five and under, and other low-income eligible individuals.

Call NICAA to schedule an appointment at one of these locations:

East Dubuque Public Library	Lena Citizen's State Bank
Freeport NICAA Main Office	Stockton Illinois Bank & Trust
Galena Illinois Bank & Trust (Downtown)	Warren Township Public Library
Hanover Village Hall	

Mondays – Fridays, 8 am – 3:30 pm

Neighbor-to-Neighbor Care Funds

Jo-Carroll Energy

793 US Highway 20 West

Elizabeth, IL 61028

Phone: (800) 858-5522 (Toll-free)

Fax: (815) 858-3731

E-mail: info@jocarroll.com

Website: www.jocarroll.com

Provides assistance in paying winter energy bills. Recipients must first apply for Low Income Home Energy Assistance Program (LIHEAP) approval before qualifying for Neighbor-to-Neighbor Care Funds.

Mondays – Fridays, 8 am – 5 pm

Percentage of Income Payment Plan (PIPP)

Northwestern Illinois Community Action Agency (NICAA)

27 S. State Avenue, Suite 102

Freeport, IL 61032

Phone: (815) 232-3141

Phone: (800) 883-1111 (Toll-free)

Fax: (815) 232-3143

Website: www.nicaa.org

Offers financial help with heat and electric utility costs for income-eligible seniors (60 and older), those receiving Social Security disability benefits, households without home energy service, families with children five and under, and other low-income eligible individuals.

Call NICAA to schedule an appointment at one of these locations:

East Dubuque Public Library	Lena Citizen's State Bank
Freeport NICAA Main Office	Stockton Illinois Bank & Trust
Galena Illinois Bank & Trust (Downtown)	Warren Township Public Library
Hanover Village Hall	

Mondays – Fridays, 8 am – 3:30 pm

Weatherization Assistance Program

Northwestern Illinois Community Action Agency (NICAA)

27 S. State Avenue, Suite 102

Freeport, IL 61032

Phone: (815) 232-3141

Phone: (800) 883-1111 (Toll-free)

Fax: (815) 232-3143

Website: www.nicaa.org

Offers aid to low income renters/homeowners to make homes energy efficient for both summers and winters. Call NICAA to schedule an appointment at one of these locations:

East Dubuque Public Library	Lena Citizen's State Bank
Freeport NICAA Main Office	Stockton Illinois Bank & Trust
Galena Illinois Bank & Trust (Downtown)	Warren Township Public Library
Hanover Village Hall	

Mondays – Fridays, 8 am – 3:30 pm

Eyesight and Hearing Assistance

Crescent Community Health Center

1690 Elm Street

Dubuque, IA 52001

Phone: (563) 690-2863 (Eyeglass appointments)

Phone: (563) 690-2870 (Spanish language assistance)

Phone: (563) 552-8080 or (563) 690-2856 (Insurance assistance)

Website: www.crescentchc.org

Provides assistance in obtaining inexpensive eyeglasses. A prescription from an outside optometrist is needed to take advantage of this service, because eye exams are not offered. Serves individuals and families who are uninsured, underinsured, and those with various types of insurance.

Mondays - Thursdays, 7 am – 6 pm; Fridays, 8 am – 5 pm

Hartig Hearing Care and Optical

2200 John F. Kennedy Road, Suite 101

Dubuque, IA 52002

Phone: (563) 227-8673

Fax: (563) 582-4327

E-mail: innovativeear@sbcglobal.net

Website: www.HartigHearingAndOptical.com

Offers periodic free hearing screening exams and consultation.

Mondays – Fridays, 9 am – 5 pm

Lions Club International

There are five Lions Clubs in Jo Daviess County. The East Dubuque Lions Club conducts periodic vision and health screenings for East Dubuque, Menominee, and Dunleith Township residents. The Galena Lions Club provides financial assistance to individuals in need of eye exams, glasses, hearing aids, and magnifying readers. Some clubs sponsor the Lions of Illinois Foundation Hearing Screening Bus for county residents. Contact the following clubs for more information on services in each area:

Apple River Lions Club (#227)

Meets at Stagecoach Trail Event Center

Stagecoach Trail & Broadway Road

Apple River, IL 61001

Phone: (815) 594-2252

First Thursday of each month, 7 pm

Stockton Lions Club (#279)

Meets at Stockton Banking Center

11655 Route 20, East

Stockton, IL 61085

Phone: (815) 821-4333

Fourth Wednesday each month, 7 pm

East Dubuque Lions Club (#237)

Meets at The Other Side

68 Sinsinawa Avenue

P. O. Box 92

East Dubuque, IL 61025

Phone: (815) 266-1925

E-mail: eastdubuquelions@gmail.com

www.e-clubhouse.org/sites/east_dubuque/

Fourth Monday of each month, 6 pm

Warren Lions Club (#282)

Meets at Methodist Church

P. O. Box 213

Warren, IL 61087

Phone: (815) 745-3339

www.e-clubhouse.org/sites/warrenil

First Monday of each month, 6:30 pm

Galena Lions Club (#244)

Meets at Log Cabin, 201 N. Main Street

P.O. Box 56 Galena, IL 61036

Phone: (815) 331-0180

E-mail: lions@galenalions.org

Website: www.galenalions.org

Second Thursday of each month, 6:30 pm

Miracle-Ear Hearing Aid Center

800 Spring Street, Suite 100
Galena, IL 61036
Phone: (815) 397-4327
Phone: (866) 984-1957
Offers periodic free hearing screening exams and consultation.

Tri-State Independent Blind Society, Inc.

1068 Cedar Cross Road
Dubuque, IA 52003
Phone: (563) 556-8746
Fax: (563) 556-3592
E-mail: tristateblind@qwestoffice.net
Website: www.tristateblind.org
Provides services to Jo Daviess County and other Tri-State residents to improve the quality of life for the visually impaired and to help them live independently. Provides and promotes education, various training classes, safety skills, transportation along with sighted help, and referral services to all who are blind, low-vision, elderly or handicapped, regardless of age or income.
Mondays – Fridays, 9 am – 4 pm; Low Vision Center: Mondays – Fridays, 9 am – 3 pm

Financial Loans and Assistance for Homeowners and Renters

Buy Local Loan Program

Illinois Bank & Trust
Galena, IL 61036
Phone: (815) 777-5126
Website: www.IllinoisBank.com/buy-local-loan
Provides \$1,000-\$5,000 per household loans for any purpose with zero interest, 12 monthly installment payments, and no fees for Illinois Bank & Trust checking account customers.

Community Services Block Grant (CSBG) Emergency Assistance

Northwestern Illinois Community Action Agency (NICAA)
27 S. State Avenue, Suite 102
Freeport, IL 61032
Phone: (815) 232-3141
Phone: (800) 883-1111 (Toll-free)
Website: www.nicaa.org
Assists individuals who are behind in rent or mortgage payments due to a recent crisis.
Mondays – Fridays, 8:30 am – 3:30 pm

Home Accessibility Program

Northwest Illinois Community Action Agency (NICAA)
27 S. State Avenue, Suite 102
Freeport, IL 61032
Phone: (815) 232-3141
Phone: (800) 883-1111 (Toll-free)
Fax: (815) 232-2143
Website: www.nicaa.org
When funds are available, provides financial assistance with loans to seniors (over 60) and disabled individuals (with a physical or mental impairment) who have a documented need for accessibility modifications in their homes.
Mondays – Fridays, 8:30 am – 3:30 pm

Homeless Prevention/Housing Stability Assistance

Northwest Illinois Community Action Agency (NICAA)

27 S. State Avenue, Suite 102

Freeport, IL 61032

Phone: (815) 232-3141

Phone: (800) 883-1111 (Toll-free)

Fax: (815) 232-2143

Website: www.nicaa.org

Provides funds to assist families who are in danger of becoming homeless or are homeless due to a recent financial crisis affecting their ability to pay housing costs.

Mondays – Fridays, 8:30 am – 3:30 pm

Illinois Housing Development Authority (IHDA)

111 E. Wacker Drive, Suite 1000

Chicago, IL 60601

Phone: (312) 836-5200

Phone: (866) 324-4431 (Toll-free TDD)

Website: www.ihda.org

Website: www.illinoishardesthit.org

Assists renters and homeowners to avoid eviction and foreclosure as they seek employment and financial stability.

Mondays – Fridays, 8:30 am – 5 pm

Single Family Owner Occupied Rehabilitation Grant

Northwestern Illinois Community Action Agency (NICAA)

27 S. State Avenue, Suite 102

Freeport, IL 61032

Phone: (815) 232-3141

Phone: (800) 883-1111 (Toll-free)

Fax: (815) 232-3143

Website: www.nicaa.org

Provides home rehabilitation help for single-family homeowners when funds are available.

Mondays – Fridays, 8:30 am – 3:30 pm

United States Department of Agriculture (USDA)

Oregon Service Center

1213 Pines Road, Suite 2

Oregon, IL 61061

Phone: (815) 732-6127, Ext. 4

E-mail: penny.miller@usda.gov

Website: www.rd.usda.gov

Elizabeth Service Center

225 N. Main Street (P.O. Box 502)

Elizabeth, IL 61028

Phone: (815) 858-3418, Ext. 2

E-mail: cory.cassens@il.usda.gov

Provides grants and low-interest loans to eligible Northern Illinois homeowners to improve or modernize homes, make them safer and more sanitary, or remove health and safety hazards.

Food Service Programs

The Bread of Life Food Pantry

105 N. Prairie Street

Apple River, IL 61001

Phone: (815) 594-2252

Offers confidential free food for local area residents, provided by churches, schools, and various service organizations.

Call for appointment.

Caring Neighbors Warren Food Pantry

119 W. Main Street
P.O. Box 301
Warren, IL 61087
Phone (815) 745-3441

Offers free food distribution to individuals in need, including tickets to buy milk at local stores, for residents within the eastern half of Jo Daviess County.

Saturdays, 9 am - 11 am

For emergency assistance when the pantry is not open, contact the following:

(815) 745-2312 - St. Ann's Catholic Church (815) 745-3647 - United Methodist Church
(815) 745-3444 - St. Paul Lutheran Church

Community Meals Program

The Workshop
706 S. West Street
Galena, IL 61036

Phone: (815) 777-2211, Ext. 405 (Contacts: Cindy Foley or Emma Hoftender)

E-mail: cfoley@theworkshopgalena.org or ehoftender@theworkshopgalena.org

Website: www.TheWorkshopgalena.org

Offers nutritious meals (\$5/meal) with curb-side pickup at The Workshop or free home delivery for Galena residents of all ages. Call The Workshop or visit their website to apply.

Delivered Mondays – Fridays, 11 am – 1 pm

Community of Christians

First United Methodist Church of Elizabeth
309 S. Main Street (Mail Address: P.O. Box 257)
Elizabeth, IL 61028

Phone: (815) 858-2224

E-mail: ehcommunityofchristians@gmail.com

Provides monthly free meals and fellowship in Elizabeth and Hanover at these locations:

Elizabeth Community Building
330 N. West Street
Elizabeth, IL 61028
Last Tuesday of each month,
11 am – 1 pm
Sponsored by Elizabeth's St. Paul Lutheran, St. Mary's Catholic, and First United Methodist; Derinda's Trinity Lutheran; and Massbach's St. John Lutheran churches.

Hanover VFW Building
102 Fillmore Street
Hanover, IL 61041
2nd Sunday of each month,
4 - 6 pm (CST winter); 5 - 7 pm (CDT summer)
Sponsored by Hanover's United Presbyterian, St. Paul Lutheran, Hanover United Methodist, and St. John the Evangelist Catholic churches.

East Dubuque Food Pantry

East Dubuque Board of Education
East Dubuque School District Office
100 School Road, Y-Club Room
East Dubuque, IL 61025

Phone: (563) 580-1456 or
(563) 451-5753 or (815) 747-3251

East Dubuque Lions Club
P.O. Box 92
East Dubuque, IL 61025
Phone: (815) 266-1925

E-mail: eastdubuquelions@gmail.com

Website:

www.e-clubhouse.org/sites/east_dubuque/

Free food distribution at 100 School Road, Y-Club Room, to individuals in need from East Dubuque, Menominee, and Dunleith Township. Managed by East Dubuque Lions Club Foundation.

Tuesdays, 5 pm – 7 pm (except Fifth Tuesday in a month)

Elizabeth Food Basket

Elizabeth Municipal Building (Former high school)
310 N. West Street (Mail Address: P.O. Box 391)
Elizabeth, IL 61028
Phone: (815) 990-3128

Email: elizfoodbasket@gmail.com

Website: www.elizabethfoodbasketil.org

Offers free food distribution for individuals in need in the River Ridge School District, excluding Hanover Township. Also serves residents in Schapville and Scales Mound. Emergency food baskets are also provided.
Second Saturday of each month, 10 am - noon

Elks Lodge Christmas Food Baskets

123 N. Main Street

Galena, IL 61036

Phone: (815) 777-0011

Email: bpoe882@yahoo.com

Distributes holiday food baskets throughout the county to families and seniors in need.

Golden Meals

Northwestern Illinois Community Action Agency (NICAA)

524 W. Stephenson Street, Suite 4

Freeport, IL 61032

Phone: (815) 232-8896

Website: www.nicaa.org

Provides free, home-delivered, hot meals to persons 60 years of age or older who are unable to prepare meals for themselves and are homebound due to illness, handicap, or isolated living conditions.

Mondays – Fridays, Noon.

Hanover Food Pantry

500 Fillmore Street (Hanover Park District Building)

Hanover, IL 61041

Phone: (815) 275-4987

Provides free food distribution to residents of Hanover or rural Hanover only.

Second and Fourth Wednesdays of each month, 10 am - noon

Second Saturday of each month by appointment only

Illinois Supplemental Nutrition Assistance Program (SNAP)

Stephenson County Family Community Resource Center (FCRC)

1840 S. West Avenue

Freeport, IL 61032

Phone: (815) 232-6121 or (815) 232-6123

Phone: (866) 324-3554 (Toll-free TTY)

Fax: (815) 232-7625

Web site: www.dhs.state.il.us/

Formerly called Food Stamps, Illinois Department of Human Services' SNAP provides an electronic Illinois Link Card accepted at most grocery stores to help low-income individuals and families purchase the food they need for good health.

Illinois Women, Infants, and Children (WIC) Program

Stephenson County Health Department

10 W. Linden Street

Freeport, IL 61032

Phone: (815) 235-8360

Phone: (866) 590-8499 (Toll free)

Fax: (815) 232-7160

Galena WIC Clinic

4359 Industrial Park Drive, Unit 100

Galena, IL 61036

Phone: (815) 777-0594

Phone: (815) 235-8360 (emergency help)

Fax: (888) 972-3481

Web site: www.co.stephenson.il.us/health

Offers a food assistance program for pregnant women, new mothers, and women with young children under five years of age (including foster children). Provides debit cards to purchase milk, juice, eggs, cheese, cereal, dry beans or peas, peanut butter, fresh fruits, and vegetables. Also has certified lactation counselors on staff to support breast-feeding mothers, and certified car-seat technicians. Galena office staff can assist with applications for other government-funded financial support programs.

Freeport: Mondays – Thursdays, 8:30 am – 4:30 pm; Fridays, 8:30 am – 12:30 pm;

First and Third Mondays of each month, 8:30 am – 6:30 pm

Galena: Mondays and Wednesdays, 8 am – 5 pm;

First and Third Wednesdays of each month, 8 am – 6:30 pm

Pirate Pantry

Galena School Food Pantry

1206 Franklin Street

Galena, IL 61036

Phone: (815) 246-2295 (Heidi O'Shea)

Email: osheaheidi@gusd120.k12.il.us

Located in the lower level of Galena High School, entering through the garage, provides free food to families who have at least one child enrolled in a Galena public school. Also provides a ride for delivery, if needed.

Open most Mondays 5 pm – 6 pm (Call for appointments when closed)

River Bend Mobile Food Pantry

River Bend Foodbank

4010 Kimmel Drive

Davenport, IA 52802

Phone: (563) 345-6490

Website: www.riverbendfoodbank.org

Provides periodic free mobile food distribution from River Bend Foodbank and the United Churches of Galena Food Pantry at Crossroads Community Church, 900 Galena Square Drive.

Mondays – Fridays, 8:30 – 4:30 pm

Shepherd's Table Lunch

Shepherd of the Hills Lutheran Church

536 E. Schapville Road

Scales Mound, IL 61075

Phone: (815) 845-2061

E-mail: pmsoth@gmail.com

Website: www.shepherdofhill.com

Provides a free lunch and community social activity program for community members to play cards and board games, or visit with one another, before or after their meals.

Participants are encouraged to bring items for local food pantries.

Open Wednesdays, 10 am – 2 pm for social activity. Lunch is served from 11 am – 1 pm.

Stockton Community Food Pantry

126 W. Front Avenue (Mail Address: P.O. Box 95)

Stockton, IL 61085

Phone: (218) 556-3822, (815) 947-2164, (815) 238-5187, or (815) 914-6705

Provides free food distribution to residents of the Stockton School District.

Call for appointment: Mondays – Fridays, 9 am – 5 pm

Stockton Nutritional Assistance Program

Unitarian-Universalist Church

219 N. Pearl Street

Stockton, IL 61085

Phone: (815) 947-3812

Website: www.uuchurchofstockton.org

Stockton Elementary School

236 N. Pearl Street

Stockton, IL 61085

Phone: (815) 947-3321

Website: www.stocktonschools.com

Provides free daily snacks and milk to Stockton elementary school students in need in a program founded and funded by the Stockton Unitarian-Universalist Church.

United Churches of Galena Food Pantry

219 Summit Street (Use Lower Level Parking Lot Entrance)

Galena, IL 61036

Phone: (815) 777-1456 (Call for emergency food assistance when the pantry is closed)

E-mail: ucgfoodpantry@gmail.com

Website: www.galenafoodpantry.org

Provides free food service to income-qualified Jo Daviess County residents, and offers a proxy service program to pick up and deliver food to those who are unable to visit the pantry in person or visit during regular hours. To request proxy delivery service, call the phone number above no later than 24 hours before a distribution date.

Second and Fourth Thursdays of each month, 12:30 pm - 4:30 pm

Furniture Resources

Cat's Care Closet

500 Fillmore Street (Hanover Park District Building)

Hanover, IL 61041

E-mail: ccatsccare@gmail.com

Supports the personal needs of students in River Ridge School District. Please contact them if you know of a child in need.

Open by appointment only.

EZSELLUSA Consignment

201 N. Commerce Street

Galena, IL 61036

Phone: (563) 543-5201

E-mail: paulhconnor@gmail.com

Website: www.ezsellusa.com

Provides used furniture, household items, and clothing at discount prices.

Mondays – Thursdays, 9 am–6 pm; Fridays & Saturdays, 9 am–9 pm; Sundays, noon–6 pm

Purr-Fection Thrift Store

Corner of Gear Street and Highway 20 across from Galena Square Mall

Galena, IL 61036

Offers used clothing, housewares, and small furniture at discount prices. All proceeds support the Purr-Fection Animal Rescue & Shelter in Galena.

Mondays, 11 am – 5 pm; Thursdays – Sundays, 11 am – 5 pm

Women and Friends Making a Difference

The Grateful Gourmet

204 N. Main Street

Galena, IL 61036

Phone: (815) 291-4183 (Contact: Kimberly Thompson)

Provides furniture for Galena area residents in need. Call for specific requests.

Health Care

Adult Immunization Program

Jo Daviess County Health Department

9483 US Highway 20, West

Galena, IL 61036

Phone: (815) 777-0263 (Call for appointment)

Phone: (877) 777-0263 (Toll free)

Fax: (815) 777-2977

E-mail: publichealth@jodaviess.org

Website: www.jodaviess.org/health

Provides seasonal Influenza vaccines for adults on a private pay basis.

Mondays – Fridays, 8 am – 4:30 pm

Child Immunization Program - Vaccines for Children (VFC)

Jo Daviess County Health Department

9483 US Highway 20, West

Galena, IL 61036

Phone: (815) 777-0263 (Call for appointment)

Phone: (877) 777-0263 (Toll free)

Fax: (815) 777-2977

E-mail: publichealth@jodaviess.org

Website: www.jodaviess.org/health

Provides vaccines for children enrolled in Medicaid or the All Kids insurance program, children without health insurance, American Indian or Alaskan Native children, or children who are underinsured (health insurance does not pay for immunizations).

Mondays – Fridays, 8 am – 4:30 pm

Crescent Community Health Center

1690 Elm Street, Third Floor

Dubuque, IA 52001

Phone: (563) 690-2863 (Medical appointments)

Phone: (563) 690-2870 (Spanish language assistance)

Phone: (563) 552-8080 or (563) 690-2856 (Insurance assistance)

Web site: www.crescentchc.org

Provides basic, primary medical health care for individuals and families who are uninsured, underinsured, and those with various types of insurance. The cost of services for uninsured patients is figured on a sliding-fee scale and discounted, based upon household income and size. Walk-in, urgent care services are offered as well.

Mondays - Thursdays, 7 am – 6 pm; Fridays, 8 am – 5 pm

FHN Family Healthcare Center - Stockton

725 N. Pearl Street
Stockton, IL 61085
Phone: (815) 947-3211
Fax: (815) 947-3236
Website: www.fhn.org

Accepts all income levels, uninsured and underinsured, for family health care.
Mondays – Thursdays, 7 am – 5 pm; Fridays, 7 am – 4 pm

FHN Family Healthcare Center - Warren

606 Tisdell Avenue
Warren, IL 61087
Phone: (815) 745-2644
Fax: (815) 745-2546
Website: www.fhn.org

Accepts all income levels, uninsured and underinsured, for family health care.
Tuesdays, 7 am – 6 pm; Thursdays, 8 am – 4 pm; Fridays 7 am – 4 pm

FHN Leonard C. Ferguson Cancer Center

1163 W. Stephenson Street
Freeport, IL 61032
Phone: (815) 599-7000
Website: www.fhn.org

Provides cancer care, hematology, medical oncology, and radiation oncology specialties.

FHN Memorial Hospital

1045 W. Stephenson Street
Freeport, IL 61032
Phone: (815) 599-6000
E-mail: wecare@fhn.org
Website: www.fhn.org

Provides cancer care; cardiology, obstetrics/gynecology, orthopedics, and primary care services; a Women’s Diagnostic Center; and a Center for Wound Healing.

Illinois Breast and Cervical Cancer Program (IBCCP)

Stephenson County Health Department
10 W. Linden Street
Freeport, IL 61032
Phone: (815) 599-8420
Phone: (866) 590-8499 (Toll free)
Fax: (815) 777-2977
Website: www.co.stephenson.il.us/health

Provides free mammograms for women age 40-64 and free pap smears and breast exams for women age 35-64 who are northwest Illinois residents and uninsured/underinsured.
Mondays – Fridays, 8:30 am – 4:30 pm

Illinois WISEWOMAN Program (IWP)

Well Woman of Northwest Illinois
Stephenson County Health Department
10 W. Linden Street
Freeport, IL 61032
Phone: (815) 599-8420
Phone: (866) 590-8499 (Toll-free)
Website: www.co.stephenson.il.us/health

Illinois Department of Public Health
Office of Women’s Health
535 W. Jefferson Street
Springfield, IL 62761
Phone: (271) 524-6088
Phone: (888) 522-1282 (Toll-free Health-Line)
Phone: (800) 547-0466 (TTY Toll-free)
Fax: (217) 558-4963
E-mail: DPH.OWHLine@Illinois.gov
Web site: www.idph.state.il.us

Provides WISEWOMAN heart disease education and awareness with free blood pressure, glucose, and cholesterol screenings for women who are currently enrolled in or eligible for the Illinois Breast and Cervical Cancer Program (IBCCP), living in counties served by IWP, uninsured / underinsured age 35-64 years old, and living at or below 250 percent of the federal poverty level.

Mondays – Fridays, 8:30 am – 4:30 pm

Jo Daviess County Health Department

9483 US Highway 20, West

Galena, IL 61036

Phone: (815) 777-0263

Phone: (877) 777-0263 (Toll free)

Fax: (815) 777-2977

E-mail: publichealth@jodaviess.org

Radon Kits: environmentalhealth@jodaviess.org

Website: www.jodaviess.org/health

www.jodaviess.org/health/environmentalhealth

Provides information on public health resources, wellness programs (Wellness Coalition), and disaster preparedness and relief. Offers a lab draw program to assist individuals in being proactive in preventative screening, early detection and/or monitoring chronic disease. Must have a written order from a health care provider for the lab services. Offers guidance on radon testing to measure home radon levels, plus radon removal resources. Provides a short-term (3-7 days) radon test kit that allows homeowners to take passive radon readings in their homes. The test kit is mailed to a laboratory in prepaid envelopes and results can be read online in approximately one week. The radon test kit cost is \$10.

Mondays – Fridays, 8 am – 4:30 pm

Medical Associates Clinic – Dubuque East Campus

1000 Langworthy Street

Dubuque, IA 52001

Phone: (563) 584-3000

Phone: (800) 648-6868 (Toll-free)

Phone: (800) 735-2943 (TTY toll-free)

Phone: (563) 584-3455 (Acute Care)

Phone: (563) 556-4357 or (800) 325-7442 (Toll-free) for 24-hour Help Nurse Assistance

Website: www.mahealthcare.com

Provides a multispecialty group medical practice with 170+ providers and a staff of over 1,000 health care professionals and support personnel for the Tri-State area, including the Elizabeth and Galena, Illinois clinics. This location provides a walk-in Acute Care facility for non-life-threatening emergencies and medical services, as well as pharmacy services.

Acute Care Hours: Mondays – Fridays, 8 am – 8 pm; Weekends & Holidays, 8 am – 5 pm;

Christmas Eve & Easter, 8 am–noon. Closed Thanksgiving & Christmas

Medical Associates Clinic – Dubuque West Campus

1500 Associates Drive

Dubuque, IA 52002

Phone: (563) 584-3000

Phone: (800) 648-6868 (Toll-free)

Phone: (800) 735-2943 (TTY toll-free)

Phone: (563) 556-4357 or (800) 325-7442 (Toll-free) for 24-hour Help Nurse Assistance

Website: www.mahealthcare.com

Provides a multispecialty group medical practice with over 170 providers and a staff of over 1,000 health care professionals and support personnel for the Tri-State area, including the Elizabeth and Galena, Illinois clinics.

Mondays – Fridays, 8 am – 5 pm

Medical Associates Clinic - Elizabeth

560 Pleasant Street

Elizabeth, IL 61028

Phone: (815) 858-2642

Phone: (800) 648-6868 (Toll-free)

Website: www.mahealthcare.com

Accepts all income levels, uninsured and underinsured, with financial assistance services for family medical care.

Mondays and Fridays, 7:30 am – noon; Wednesdays, 8 am – 11:30 am; and

Thursdays, 7:30 am – 11:30 am

Medical Associates Clinic - Galena

10988 Bartell Boulevard

Galena, IL 61036

Phone: (815) 777-0900

Phone: (800) 648-6868 (Toll-free)

Website: www.mahealthcare.com

Accepts all income levels, uninsured and underinsured, with financial assistance services for family medical care, optometry /optical, and physical therapy services.

Mondays – Fridays, 7:30 am – 5 pm; Saturdays, 7:30 am – noon

X-Ray Services: Mondays – Fridays, 8 am – 4:30 pm

Midwest Health Clinic – Elizabeth

Midwest Medical Center

117 N. Main Street

Elizabeth, IL 61028

Phone: (815) 858-2238

Fax: (815) 858-2239

E-mail: kmeusel@midwestmedicalcenter.org

Web site: www.midwestmedicalcenter.org

Provides preventative, therapeutic, and cost-effective primary care for infants to seniors.

Mondays – Fridays, 8 am – 5 pm; Closed holidays

Midwest Health Clinic – Galena

Midwest Medical Center

One Medical Center Drive

Galena, IL 61036

Phone: (815) 776-7381

Fax: (815) 776-7385

E-mail: kmeusel@midwestmedicalcenter.org

Website: www.midwestmedicalcenter.org

Provides preventative, therapeutic, and cost-effective primary care for infants to seniors.

Mondays – Fridays, 7:30 am – 5 pm; Saturdays, 8 am – 12 pm; Closed holidays

Midwest Medical Center Fitness Center

One Medical Center Drive

Galena, IL 61036

Phone: (815) 777-4960

Fax: (815) 777-1821

E-mail: msoat@midwestmedicalcenter.org

Website: www.midwestmedicalcenter.org

Provides personalized fitness programs and services, including fitness assessment and evaluation, individualized fitness program design, indoor cycling, sports training, group fitness classes, yoga & pilates classes, and cardiopulmonary rehabilitation.

Mondays, 5:30 am – 8 pm; Tuesdays – Thursdays, 5:30 am – 7 pm; Fridays, 5:30 am – 6 pm;

Saturdays, 7 am – noon

Midwest Medical Center Hypertension & Cholesterol Testing

One Medical Center Drive

Galena, IL 61036

Phone: (815) 777-1340 (Midwest Medical Center)

Phone: (815) 777-6507 (Kim Barrett) or (815) 777-6426 (Arica Schmidt) for test info

Fax: (815) 777-2560

E-mail: kbarrett@midwestmedicalcenter.org

Website: www.midwestmedicalcenter.org (Print "screening" & "test request" forms here)

Participates in a monthly hypertension and cholesterol test program that is open to the public throughout Jo Daviess County. Includes free blood pressure and risk assessment tests; low-cost blood cholesterol, blood chemistry, and complete blood count tests; and other medical blood tests that require a doctor's order.

Monthly schedule of test locations is available at the above web site

Midwest Medical Center Physical Therapy

One Medical Center Drive

Galena, IL 61036

Phone: (815) 777-4969

Fax: (815) 777-1821

E-mail: jberning@midwestmedicalcenter.org

Website: www.midwestmedicalcenter.org

Provides pre-/post-operative rehabilitation services, including contracted home therapy services, an outpatient clinic, and free injury screens.

Midwest Medical Center Rehabilitation Services

One Medical Center Drive

Galena, IL 61036

Phone: (815) 777-4969

Fax: (815) 777-1821

E-mail: dhoppman@midwestmedicalcenter.org

Website: www.midwestmedicalcenter.org

Provides a comprehensive range of rehabilitation services, including physical therapy, occupational therapy, speech therapy, inpatient/hospital skilled care, lymphedema program, orthopedic rehabilitation, sports medicine, and other specialized treatments.

Health Care Support Groups

Caregivers Support Group Social

Midwest Medical Center

One Medical Center Drive

Galena, IL 61036

Phone: (815) 777-1340

Website: www.midwestmedicalcenter.org

Provides an informal setting for caregivers to meet with peers and support each other.

Fourth Thursday of every month, 11 am – 1 pm in the 1st floor Vista Café meeting room

Family Caregiver Services

Senior Resource Center of Jo Daviess County

Hanover Park Building

500 Fillmore Street (Mail Address: P.O. Box 645)

Hanover, IL 61041

Phone: (815) 777-1316

Phone: (888) 645-7150 (Toll-free)

Fax: (815) 777-0414

E-mail: lnobis@srcntr.org (Linda Nobis)

Website: www.seniorresourcecenter.net

Provides support group information and financial resources for caregivers of Jo Daviess County residents.

Mondays – Fridays, 8:30 am – 4:30 pm (Call for appointment prior to visiting this Center)

Memory Café - Senior Resource Center of Stephenson County

Senior Activity Center

216 E. Stephenson Street

Freeport, IL 61032

Phone: (815) 235-9777, Ext. 258

Phone: (888) 645-7150 (Toll-free)

Fax: (815) 235-9571

E-mail: sshoemaker@srcntr.org (Sonja Shoemaker)

Website: www.seniorresourcecenter.net

Offers programming for those affected by mild to mid-stage dementia and Alzheimer's disease and their care partners. All events are free.

Thursdays, 1 pm – 3 pm

Memory Café - Sinsinawa Mound Center

585 County Z Road

Sinsinawa Mound, WI 53824

Phone: (608) 748-4411, Ext. 188 (Contact: Coni LaBarbera)

Website: www.sinsinawa.org/moundcenter

Provides free group activities for individuals experiencing memory loss, mild cognitive impairment, early Alzheimer's or other dementia. Participants must have a caregiver present. This program is available to anyone within the Tri-State Area.

Last Thursday of each month, 1 pm – 2:30 pm

Health Insurance and Prescription Drug Assistance

Affordable Care Act Enrollment Assistance

Jo Daviess County Health Department

9483 US Highway 20, West

Galena, IL 61036

Call for appointment: (815) 599-8439

E-mail: publichealth@jodaviess.org

Website: www.jodaviess.org/health

Offers a free "Navigator Assistance" service to help individuals evaluate their Affordable Care Act insurance program options. Provides unbiased information about the health insurance marketplace, qualified health plans, tax credits, and cost-sharing reductions.

Affordable Care Act Information Resources

Consumer Call Center Phone: (800) 318-2596 (Toll-free)

Website: www.healthcare.gov

All Kids Program

Illinois Department of Healthcare and Family Services

Prescott Bloom Building

201 S. Grand Avenue, East

Springfield, IL 62763

Phone: (866) 255-5437 (Toll-free All Kids Hotline)

Phone: (877) 204-1021 (Toll-free TTY)

Website: www.illinois.gov/hfs/MedicalPrograms/AllKids

Offers Illinois children comprehensive health insurance coverage that includes doctor visits, hospitalization, emergency services, prescription drugs, vision care, dental care, and medical devices, such as eyeglasses and asthma inhalers. Rates are significantly lower than private market rates.

Family Care Program

Illinois Department of Healthcare and Family Services

Prescott Bloom Building

201 S. Grand Avenue, East

Springfield, IL 62763

Phone: (866) 255-5437 (Toll-free Family Care Hotline)

Phone: (877) 204-1021 (Toll-free TTY)

Website: www.illinois.gov/hfs/MedicalPrograms/AllKids/Pages/FamilyCare.aspx

Offers comprehensive health insurance coverage to parents living with their children 18 years old or younger. Also covers relatives who are caring for children in place of their parents. Includes doctor visits, specialty medical services, hospitalization, emergency services, prescription drugs, vision care, dental care, and medical devices, such as eyeglasses and asthma inhalers. Rates are significantly lower than private market rates.

Get Covered Illinois

Illinois Department of Insurance

320 W. Washington Street

Springfield, IL 62767

Phone: (217) 782-4515 (Office)

Phone: (866) 311-1119 (Toll-free Help Desk Line, 7 days/week, 8 am – 8 pm)

Phone: (800) 843-6154 (Toll-free Medicaid Line)

Fax: (217) 782-5020

Website: www.abe.illinois.gov

Website: www.insurance.illinois.gov

Website: www2.illinois.gov/sites/getcovered

Provides medical insurance coverage for doctor visits, hospital stays, prescriptions, and other health care for individuals, families, and small business owners. Coverage will not be denied because of pre-existing conditions. Most applicants can qualify for low-cost or free insurance coverage.

Home and Community Based Services (HCBS) Waiver Programs

Illinois Department of Healthcare and Family Services

Prescott Bloom Building

201 S. Grand Avenue, East

Springfield, IL 62763

Phone: (866) 255-5437 (Toll-free Care Hotline)

Phone: (877) 204-1021 (Toll-free TTY)

Website: www.illinois.gov/hfs/MedicalPrograms

Offers comprehensive health coverage to allow individuals to remain in their own homes or live in a community setting, instead of an institution, including children and young adults with developmental disabilities, those who are medically fragile or technology dependent, persons with other disabilities or brain injuries, the elderly, and those with HIV or AIDS.

Illinois Department of Human Services

Stephenson County Family Community Resource Center (FCRC)

1840 S. West Avenue

Freeport, IL 61032

Phone: (815) 232-6121 or (815) 232-6123

Phone: (866) 324-3554 (Toll-free TTY)

Fax: (815) 232-7625

Website: www.dhs.state.il.us/

Provides information about Medicaid and other Illinois Department of Human Services programs for Jo Daviess County residents.

Mondays – Fridays, 8:30 am – 5 pm

Medicare/Medicaid

Centers for Medicare & Medicaid Services

7500 Security Boulevard

Baltimore, MD 21244-1850

Phone: (800) 633-4227 (Toll-free)

Phone: (877) 486-2048 (Toll-free TTY)

Website: www.medicare.gov

US Social Security Administration

4 E. Linden Street

Freeport, IL 61032

Phone: (855) 628-1591 (Toll-free)

Phone: (800) 772-1213 (Toll-free)

Phone: (815) 232-2791 (TTY)

Fax: (833) 950-3447

Website: www.ssa.gov/medicare/ (Apply for Medicare at this web site)

Provides medical care benefits to adults 65 and older and certain other qualified persons.

Senior Health Insurance Program (SHIP)

Senior Resource Center of Jo Daviess County

Hanover Park Building

500 Fillmore Street (Mail Address: P.O. Box 645)

Hanover, IL 61041

Phone: (815) 777-1316

Phone: (888) 645-7150 (Toll-free)

Fax: (815) 777-0414

E-mail: lnobis@srcntr.org (Linda Nobis)

Website: www.seniorresourcecenter.net

Offers free one-on-one assistance with health insurance benefits and questions, including Medicare, Medicare supplements, Medicaid, long-term insurance, and prescription drug insurance plans. This is an Illinois Department on Aging program.

Mondays – Fridays, 8:30 am – 4:30 pm (Call for appointment prior to visiting this Center)

Home Health Care

FHN Hospice

773 W. Lincoln Boulevard, Suite 403

Freeport, IL 61032

Phone: (815) 599-7240

Phone: (877) 873-3621 (Toll-free)

Website: www.fhn.org

Assists individuals with terminal medical conditions by offering social, emotional, physical, and spiritual support for patients and their families. Services are covered 100% by Medicare, Medicaid, Veterans' Benefits, and most health insurance providers.

FirstCall Medical Monitoring

Jo-Carroll Energy
793 US Highway 20 West
Elizabeth, IL 61028
Phone: (800) 858-5522 (Toll-free)
Fax: (815) 858-3731
E-mail: info@jocarroll.com
Website: www.jocarroll.com

Provides a medical monitoring system (bracelet or necklace) to those who live alone, have an injury, are recovering from surgery, or have a serious medical condition. This simple, cost-effective solution provides independence and assurance that someone is always there to help. Local technicians provide installation and maintenance of FirstCall systems.

Mondays – Fridays, 8 am – 5 pm for billing questions

Technicians are available after hours and on weekends for maintenance and emergency installation needs.

Hospice of Dubuque

1670 John F. Kennedy Road
Dubuque, IA 52002
Phone: (563) 582-1220
Fax: (563) 282-8089
E-mail: cr@hospiceofdubuque.org
Web site: www.hospiceofdubuque.org

Provides hospice services for the terminally ill and their loved ones, and offers bereavement services to any Tri-State resident who has experienced a loss through death. Serving the residents of northwestern Jo Daviess County since 1995.

Office Hours: Mondays – Fridays, 8 am – 5 pm

Illinois Department of Human Services -Disability/Rehabilitation Services

Freeport Disability Rehabilitation Office
Rehabilitation Services
1828 S. West Avenue
Freeport, IL 61032
Phone: (815) 233-5904 (Toll-free)
Phone: (888) 460-5122 (Toll-free TTY)
Phone: (800) 368-1463 (Toll-free V/TTY to report abuse or neglect of a disabled person)
Fax: (815) 233-3177
Website: www.dhs.state.il.us/

Provides a Home Services Program with personal assistance services for individuals under the age of 60 who are at risk of being placed in a nursing home.

Mondays – Fridays, 8:30 am – 5 pm

MercyOne Home Care

MercyOne Dubuque Medical Center
250 Mercy Drive, First Floor
Phone: (563) 589-8899
Phone: (877) 416-9763 (Toll-free)
E-mail: dqhme@mercyhealth.com
Website: www.mercyone.org

Provides home-based medical support, equipment, supplies and assistance to residences to Jo Daviess County residents within a 45-mile radius of Dubuque, including free delivery and set-up of most equipment. Also offers a 24-hour Lifeline Personal Response System (necklace or bracelet) for medical assistance to those who need help while at home.

Mondays – Fridays, 8 am – 5 pm (Emergency services are available for specific equipment)

Senior Resource Center of Jo Daviess County

Hanover Park Building
500 Fillmore Street (Mail Address: P. O. Box 645)
Hanover, IL 61041
Phone: (815) 777-1316
Phone: (888) 645-7150 (Toll-free)
Fax: (815) 777-0414
E-mail: lnobis@srcntr.org (Linda Nobis)
Website: www.seniorresourcecenter.net

Provides a Community Care Program to coordinate non-medical, in-home services, place eligible clients in the Adult Day Care Center, and provide emergency home response phone systems, deflecting nursing home placements. Offers a Money Management Program to develop budgets and pay bills for those unable to do so on their own.
Mondays – Fridays, 8:30 am – 4:30 pm (Call for appointment prior to visiting this Center)

24-Hour Care

11420 Dander Drive, Suite 200
Galena, IL 61036
Phone: (815) 777-2424
Phone: (855) 772-2424 (Toll-free)
Website: www.24hourcarehha.com

Offers a Home Healthcare program with Medicare-eligible, short-term, in-home recovery care, and a Home Nursing/Home Services program with private-pay, long-term care to live independently in your own home. A dementia care team specializes in keeping those with dementia in the comfort of their home. Light housekeeping services are also available.

Home Health Care Products

Finley-Hartig Homecare

2282 University Avenue
Dubuque, IA 52001
Phone: (563) 588-8707
Phone: (800) 588-8707 (Toll-free)
Website: www.finleyhartig.com

Provides Jo Daviess County residents with home care medical equipment products and services at the Dubuque retail store. Also assists customers in their home residences by offering products on both a sale or rental basis.

Mondays – Fridays, 8:30 am – 5 pm; Saturdays, 9 am – 1 pm
Emergency services are available 24 hours per day, seven days per week

MercyOne Medical Equipment

MercyOne Dubuque Medical Center
250 Mercy Drive, First Floor
Dubuque, IA 52001-7320
Phone: (563) 589-8118
Phone: (877) 637-2944 (Toll-free)
E-mail: dqhme@mercyhealth.com
Website: www.mercyone.org

Provides home care medical equipment and products at their retail store.
Mondays – Fridays, 8 am – 5 pm

Quality Medical Services/AeroCare

2140 John F. Kennedy Road, Suite A-1

Dubuque, IA 52002

Phone: (563) 845-7205

Website: www.aerocaredirect.com

Provides Tri-State residents with home medical care equipment for respiratory needs.

Housing Resources

Affordable Housing Online – Apple River

Website: www.affordablehousingonline.com

Parkview Apartments

306 Maple Street

Apple River, IL 61001

Phone: (608) 348-7755 or (815) 745-2066

Affordable Housing Online – East Dubuque

Website: www.affordablehousingonline.com

Badger Ridge Homes

19323 Ridge Drive

East Dubuque, IL 61025

Affordable Housing Online - Elizabeth

Website: www.affordablehousingonline.com

Hillside Apartments

310 Illinois Street

Elizabeth, IL 61028 Phone: (608) 348-7755

Affordable Housing Online - Galena

Website: www.affordablehousingonline.com

Prestwick Senior Community

957 James Street

Galena, IL 61036

Phone: (815) 776-0421

Victoria Heights

840 Elk Street

Galena, IL 61036

Phone: (815) 777-3209

Victoria Heights Apartments

831 Young Street

Galena, IL 61036

Phone: (815) 777-3209

Affordable Housing Online – Scales Mound

Website: www.affordablehousingonline.com

High Point Apartments

927 N. Washington Street

Scales Mound, IL 61075

Phone: (800) 346-8581

Affordable Housing Online - Stockton

Website: www.affordablehousingonline.com

North Prairie Apartments

108 Mathilda Drive

Stockton, IL 61085

Phone: (815) 947-2237

Affordable Housing Online - Warren

Website: www.affordablehousingonline.com

High Point Apartments

739 W. Washington Street

Warren, IL 61087

Meadowlane Senior Apartments

600 W. Jefferson Street

Warren, IL 61087

Phone: (815) 745-2516

Coatsworth in Galena

126 S. Main Street

Galena, IL 61036

Phone: (815) 777-1336

Provides low-income, independent-living apartments for persons 62 years of age & older.

Jo Daviess County Housing Authority

347 Franklin Street

Galena, IL 61036

Phone: (815) 777-0782

Fax: (815) 777-0858

E-mail: housing@jdcha.org

Website: www.jdcha.org

Manages affordable public housing apartment facilities in Jo Daviess County:

Flint Hills Manor
300 Illinois Street
Elizabeth, IL 61028

Franklin McCoy Manor
341 Franklin Street
Galena, IL 61036

Gear View Heights
600 Gear Street
Galena, IL 61036

Hanover Estates
218 Savanna Road
Hanover, IL 61041

Meridian Manor
902 W. Main Street
Warren, IL 61087

Mensendike Apartments
287 Douglas Street
Warren, IL 61087

Human/Social Services

Family Case Management Program

Stephenson County Health Department

10 W. Linden Street

Freeport, IL 61032

Phone: (815) 235-8360

Phone: (866) 590-8499 (Toll free)

Fax: (815) 232-7160

Galena WIC Clinic

4359 Industrial Park Drive, Unit 100

Galena, IL 61036

Phone: (815) 777-0594

Phone: (815) 235-8360 (emergency help)

Fax: (888) 972-3481

Provides a family case management program for women, infants and children.

Freeport: Mondays – Thursdays, 8:30 am – 4:30 pm; Fridays, 8:30 am – 12:30 pm;

First and Third Mondays of each month, 8:30 am – 6:30 pm

Galena: Mondays and Wednesdays, 8 am – 5 pm;

First and Third Wednesdays of each month, 8 am – 6:30 pm

Hispanic Council of Tri-States

1770 Central Avenue

Dubuque, IA 52001

Phone: (563) 556-5653

E-mail: hispaniccouncil40@gmail.com

Provides information and resources for the Tri-State Hispanic immigrant community.

Illinois Department of Employment Security

2323 E. Lincolnway

Sterling, IL 61081

Phone: (815) 625-2313

Phone: (800) 244-5631 (Toll-free Customer Service Center)

Phone: (312) 338-4337 (Mondays – Fridays, 3 am – 7:30 pm -- Call to certify for benefits

Phone: (877) 342-7533 (Illinois Job Link Helpline)

Website: www.ides.illinois.gov

Provides unemployment insurance, employment search services, and veteran services. To post resumes, search job openings or find a job, visit www.illinoisjoblink.com

Illinois Department of Human Services

Stephenson County Family Community Resource Center (FCRC)

1840 S. West Avenue

Freeport, IL 61032

Phone: (815) 232-6121 or (815) 232-6123

Phone: (866) 324-3554 (Toll-free TTY)

Fax: (815) 232-7625

Web site: www.dhs.state.il.us/

Provides welfare services for Jo Daviess County residents to help individuals and families meet basic needs and become healthy and self-sufficient. Offers resources for food, medical care, and other needs.

Mondays – Fridays, 8:30 am – 5 pm

Illinois Temporary Assistance for Needy Families (TANF)

Stephenson County Family Community Resource Center (FCRC)

1840 S. West Avenue

Freeport, IL 61032

Phone: (815) 232-6121 or (815) 232-6123

Phone: (800) 843-6154 (Toll-free for general information about TANF)

Fax: (815) 232-7625

Website: www.dhs.state.il.us/

Provides Illinois Department of Human Services financial assistance to pregnant women and families with one or more dependent children. Individuals must have low or very low income, and either under-employed, unemployed, or about-to-become-unemployed status. Funds are provided for food (SNAP, Illinois Supplemental Nutrition Assistance Program), shelter, utilities, childcare services, and expenses other than medical.

Mondays – Fridays, 8:30 am – 5 pm

The 100 Club of Jo Daviess County

P.O. Box 57

Galena, IL 61036

Phone: (815) 777-0090

Provides financial and emotional support to families of first responders, including police, firefighters, and EMS personnel, who are killed in the line of duty.

Jo Daviess County New Resident's Welcome Kit

NW Illinois Economic Development (NWILED)

1 Commercial Drive, Suite 2

Hanover, IL 61041

Phone: (815) 297-7361

Email: info@nwiled.org

Website: www.nwiled.org/quality-of-life.php

In cooperation with Galena Area Chamber of Commerce and Galena Country Tourism, offers a "Jo Daviess County New Resident's Welcome Kit" for existing and new residents to introduce them to the County and to connect them with providers and information about the communities in which they live. Look under the "Living Here – Quality of Life" tab on the NWILED website to view or download this document.

Society of St. Vincent de Paul

Galena, IL 61036

Phone: (815) 777-4041 (leave message)

Email: svdp@catholicgalena.com

Website: www.catholicgalena.com

The Society helps to solve problems for the poor and needy. They are concerned with sudden emergency issues, including food, clothing, shelter, medical care, and the aged, lonely, permanently sick or homebound, and persons in nursing homes and hospitals.

United Churches of Galena Community Assistance Fund

Provides emergency funds to those in need in the Galena area, including aid to transients to pay for shelter, fuel, and a meal. Pastors at these churches administer this program:

Galena Bible Church
11108 US Highway 20 West
Galena, IL 61036
Phone: (815) 777-1456

Grace Episcopal Church
107 S. Prospect Street
Galena, IL 61036
Phone: (815) 777-2590

Lord of Love Lutheran Church
219 Summit Street
Galena, IL 61036
Phone: (815) 291-9195

St. Michael Catholic Church
227 S. Bench Street
Galena, IL 61036
Phone: (815) 777-2053

Women and Friends Making a Difference

The Grateful Gourmet
204 N. Main Street
Galena, IL 61036

Phone: (815) 291-4183 (Contact: Kimberly Thompson)

Provides clothing, feminine hygiene products, household goods, and rides for Galena area residents in need. Donates food and other items for children in low-income families. Call for specific requests.

Legal Resources

Catholic Charities Archdiocese of Dubuque

St. Patrick Church, Foley Hall
1425 Iowa Street
Dubuque, IA 52001

Phone: (563) 583-9749 (St. Patrick Church)

Phone: (319) 364-7121 (Catholic Charities)

Provides immigration legal services free consultation clinics, with an aim to offer interpreters for most commonly-used languages.

Illinois Lawyer Finder

Illinois State Bar Association

Phone: (877) 270-3855

Website: <https://www.isba.org/public/illinoislawyerfinder>

Provides free referrals to attorneys for various legal issues.

Jo Daviess County Legal Self-Help Center, illinoislegalaid.org

Galena Public Library

601 S. Bench Street

Galena, IL 61036

Phone: (815) 777-0200

E-mail: info@galenalibrary.org

Website: www.galenalibrary.org

Website: www.illinoislegalaid.org (24-hour access to Legal Self-Help Center)

The Galena Public Library offers computers, internet access, online court forms, online legal information, online referrals to legal help, and printers. The Legal Self-Help Center website provides information on legal rights and responsibilities, instructions on how to handle common legal problems, information on court procedures, and referrals to free and low-cost legal services. The Legal Self-Help Center provides legal information, but does not offer legal advice.

Jo Daviess County Public Defender's Office

Jo Daviess County Courthouse
330 N. Bench Street, Room 212
Galena, IL 61036
Phone: (815) 777-3087

E-mail: publicdefender@jodaviess.org

Provides defense for indigent clients and those unable to pay for an attorney, including help for felonies, misdemeanors, and individuals in the juvenile and mental health courts.

Northwestern Illinois Area Agency on Aging (NIAAA)

1111 S. Alpine Road, Suite 600
Rockford, IL 61108-1652
Phone: (815) 226-4901
Phone: (779) 221-3721 (Helpline)
Phone: (800) 542-8402 (Toll-free in nine northern Illinois counties only)

E-mail: info@nwilaaa.org

Website: www.nwilaaa.org

Provides information and forms for a Durable Power of Attorney for Health Care to designate an agent to make medical decisions if needed, and a Power of Attorney for Property to designate an agent to handle business affairs for an individual. Also offers direction for obtaining a Power of Attorney for Guardianship of a person or of an estate.

Mondays – Fridays, 8 am – 4 pm

Prairie State Legal Services

303 N. Main Street, Suite 600
Rockford, IL 61101
Phone: (815) 965-2902
Phone: (800) 892-2985 (Toll-free)
Fax: (815) 965-1081

Website: www.pslegal.org

Provides representation and legal advice to senior citizens on a variety of issues that pertain to the wellbeing of seniors. Also assists with estate recovery when liens have been placed against real estate owners.

Mondays – Fridays, 8:30 am – 5 pm (closed noon to 1 pm)

Tyler's Justice Center for Children

400 W. Front Avenue (Mail Address: P.O. Box 168)
Stockton, IL 61085
Phone: (815) 947-6030
Fax: (815) 947-6040

E-mail: tylerscenter@aeroinc.net

Website: www.tylersjusticecenter.org

Provides services for victims of sexual abuse and serious physical child abuse, ages 0-18.

Victim Witness Advocacy Services

Jo Daviess County State's Attorney's Office
Jo Daviess County Courthouse
330 N. Bench Street, Suite 5
Galena, IL 61036
Phone: (815) 777-0109
Fax: (815) 777-3203

E-mail: callendorf@jodaviess.org

Website: www.jodaviess.org

Provides assistance to victims and witnesses in cases prosecuted by the State's Attorney, including emotional support, court advocacy, resource referrals, notification regarding cases, assistance with impact statements, and restitution through Crime Victim Services.

Mondays – Fridays, 8 am – 4 pm

License Plates, Parking Placards, and Identification Card Services

Disability License Plates and Placards

Illinois Secretary of State
Disabilities License Plates/Placard Unit
501 S. Second Street, Room 541
Springfield, IL 62756
Phone: (217) 782-2709, (217) 782-2434 or (217) 782-3166
Website: www.cyberdriveillinois.com

Illinois State Driver Services Dept.
987 Galena Square Drive
Galena, IL 61036
Phone: (815) 777-2676

Issues permanent and temporary disability parking placards, meter-exempt permanent placards, and disability license plates. Requires doctor's assessment and certification on an application form that is available online or at the Galena Driver Services Dept. facility.

Identification Cards

Illinois State Driver Services Department
987 Galena Square Drive
Galena, IL 61036
Phone: (815) 777-2676
Personal identification cards are issued free to anyone 65 years of age and older and to handicapped individuals.
Tuesdays, 8 am – 5:30 pm; Wednesdays – Fridays, 8 am – 5 pm; Saturdays 7:30 am – Noon.

Vehicle License Plate Discount Program

Illinois Department on Aging
One Natural Resources Way, Suite 100
Springfield, IL 62702-1271
Phone: (800) 252-8966 (Toll-free senior helpline for local senior center location information)
Website: www.state.il.us/aging/ (Submit online application at this site)
Provides income-eligible individuals who are 65 or older, or disabled, with vehicle license plate discounts through the Benefits Access Application (BAA) program. Individuals must apply online, or call or visit a local senior center for help.

Nursing Homes

Galena-Stauss Nursing Home

215 Summit Street
Galena, IL 61036
Phone: (815) 776-7254
Fax: (815) 776-7344
E-mail: jtrebian@midwestmedicalcenter.org
Website: www.midwestmedicalcenter.org

Operated by Midwest Medical Center
One Medical Center Drive
Galena, IL 61036
Phone: (815) 777-1340

Provides 24-hour, seven-days-per-week care by registered nurses, licensed practical nurses, and certified nursing assistants in a 57-bed facility.

Waverly Place of Stockton

Stockton Healthcare and Rehab
501 E. Front Street
Stockton, IL 61085
Phone: (815) 947-2215
Provides 24-hour, seven-days-per-week care in a 49-bed facility.

Senior Citizens' Services

AARP

601 E Street, NW

Washington, DC 20049

Phone: (888) 687-2277 (Toll-free customer service)

Phone: (877) 434-7598 (Toll-free TTY)

Phone: (877) 342-2277 (Toll-free Spanish customer service)

Website: www.aarp.org

Website: <https://states.aarp.org/illinois/> (Illinois AARP information)

Formerly the American Association of Retired Persons, AARP is a nonprofit, nonpartisan organization that helps improve the quality of lives for people 50 and older. Provides information and resources on finances, health care, housing, jobs, retiree benefits, etc.

Mondays – Fridays, 7 am – 11 pm (Eastern Time)

Home Accessibility Program

Northwest Illinois Community Action Agency (NICAA)

27 S. State Avenue, Suite 102

Freeport, IL 61032

Phone: (815) 232-3141

Phone: (800) 883-1111 (Toll-free)

Fax: (815) 232-2143

Website: www.nicaa.org

When funds are available, provides financial assistance with loans to seniors (over 60) and disabled individuals (with a physical or mental impairment) who have a documented need for accessibility modifications in their homes.

Mondays – Fridays, 8:30 am – 3:30 pm

Illinois Aid to the Aged, Blind or Disabled (AABD)

Illinois Department of Human Services

Stephenson County Family Community Resource Center (FCRC)

1840 S. West Avenue

Freeport, IL 61032

Phone: (815) 232-6121 or (815) 232-6123

Phone: (866) 324-3554 (Toll-free TTY)

Fax: (815) 232-7625

Website: www.dhs.state.il.us/

Provides financial assistance to persons who are elderly (age 65 and beyond), blind, or disabled and need money and medical care to care for themselves. Eligibility includes those who receive benefits from the federal Supplemental Security Income Program (SSI) or have been denied SSI because of income. Funds include cash, food benefits, medical support, and possibly funeral, burial, or cremation costs when a person receiving AABD assistance dies.

Mondays – Fridays, 8:30 am – 5 pm

Long-Term Care Ombudsman Program

Catholic Charities

431 S. Phelps Avenue, Suite 607

Rockford, IL 61108

Phone: (800) 369-0895 (Toll-free)

Fax: (815) 316-0042

E-mail: ccombudsmaninfo@rockforddiocese.org

Website: <https://catholiccharities.rockforddiocese.org>

Provides help to ensure quality care for individuals living in long-term care facilities, especially those who might not have family or friends to speak for them. The ombudsman visits long-term care residents regularly to address areas of concern.

Northwestern Illinois Area Agency on Aging (NIAAA)

1111 S. Alpine Road, Suite 600

Rockford, IL 61108-1652

Phone: (815) 226-4901

Phone: (800) 542-8402 (Toll-free in nine northern Illinois counties only)

E-mail: info@nwilaaa.org

Website: www.nwilaaa.org

Develops and administers aging services for seniors, and publishes a comprehensive *Senior Benefits and Services Guide* about benefits and services for seniors in northwest Illinois.

Provides information on family caregiver services.

Mondays – Fridays, 8 am – 4 pm

Senior Resource Center of Jo Daviess County

Hanover Park Building

500 Fillmore Street (Mail address: P.O. Box 645)

Hanover, IL 61041

Phone: (815) 777-1316

Phone: (888) 645-7150 (Toll-free)

Fax: (815) 777-0414

E-mail: lnobis@srcntr.org (Linda Nobis)

Website: www.seniorresourcecenter.net

Provides the following information resources: Community Care Program to coordinate non-medical in-home services, deflecting nursing home placements; Information & Assistance Program to help those in need; Adult Protective Services to assist victims of neglect and/or financial, sexual or physical abuse; assistance with health care insurance plans, including Medicare, Medicaid, and prescription drug plans; assistance with property tax freezes and discounted license plates for eligible seniors and disabled individuals; and senior Education and Activities programs.

Mondays – Fridays, 8:30 am – 4:30 pm (Call for appointment prior to visiting this Center)

Senior Resource Center of Stephenson County

206 E. Stephenson Street

Freeport, IL 61032

Phone: (815) 235-9777

Phone: (888) 645-7150 (Toll-free)

Fax: (815) 235-9571

E-mail: sshoemaker@srcntr.org (Sonja Shoemaker)

Website: www.seniorresourcecenter.net

Provides information resources that are offered at the Senior Resource Center of Jo Daviess County in Hanover, as well as additional services for Jo Daviess County residents that are not available at the Hanover facility.

Mondays – Fridays, 8:30 am – 4:30 pm

Stepping Stones

Galena United Methodist Church

125 S. Bench Street

Galena, IL 61036

Phone: (815) 777-0192

RSVP at (815) 297-5505 one week prior to each event

Website: www.galenaumc.org

Provides a social group for individuals (50s, 60s, 70s and beyond) facing life on their own.

Offers weekly fun, social connections and new experiences, including special events.

Meets Wednesdays, 9 am, at Emmy Lou's Café for fellowship and coffee

Emmy Lou's Cafe

11347 Oldenburg Lane

Galena, IL 61036

Phone: (815) 777-4732

Social Security Benefits

United States Social Security Administration

4 E. Linden Street

Freeport, IL 61032

Phone: (855) 628-1591

Phone: (800) 772-1213 (Toll-free) – Call between 7 am and 7 pm to make an appointment

Phone: (815) 232-2791 (TTY)

Fax: (833) 950-3447

Website: www.ssa.gov

Provides monthly payments to retired workers or individuals with disabilities, their spouses, dependent children, widows, widowers, and divorced spouses. Provides Medicare enrollment services and Supplemental Security Income (SSI) for eligible seniors and others. Offers most services by telephone, but appointments may be made if needed. Mondays, Tuesdays, Thursdays, Fridays, 9 am – 4 pm; Wednesdays, 9 am - Noon

Substance Abuse Support and Treatment Services

Alcoholics Anonymous - Elizabeth

First United Methodist Church of Elizabeth

309 S. Main Street

Elizabeth, IL 61028

AA Phone: (800) 452-7990 (Toll-free, 24 hours, 7 days per week)

Website: www.aa-nia.org

Fridays, 6 pm

Alcoholics Anonymous - Galena

First Presbyterian Church

106 N. Bench Street

Galena, IL 61036

AA Phone: (800) 452-7990 (Toll-free, 24 hours, 7 days per week)

Website: www.aa-nia.org

Fridays, 6 pm; Saturdays, 9:30 am; Sundays, 6 pm

Alcoholics Anonymous - Galena

Grace Episcopal Church

107 S. Prospect Street

Galena, IL 61036

AA Phone: (800) 452-7990 (Toll-free, 24 hours, 7 days per week)

Website: www.aa-nia.org

Mondays, 10 am; Tuesdays, 7 pm; Wednesdays, noon

Alcoholics Anonymous - Galena

Midwest Medical Center Cafeteria

One Medical Center Drive

Galena, IL 61036

AA Phone: (800) 452-7990 (Toll-free, 24 hours, 7 days per week)

Website: www.aa-nia.org

Thursdays, 7 pm

Alcoholics Anonymous – Stockton

Holy Cross Catholic Church Parish Hall
223 E. Front Avenue
Stockton, IL 61085
AA Phone: (800) 452-7990 (Toll-free, 24 hours, 7 days per week)
Website: www.aa-nia.org
Tuesdays, 8 pm

Alcoholics Anonymous – Warren

St. Ann's Catholic Church
608 E. Railroad Street
Warren, IL 61087
AA Phone: (800) 452-7990 (Toll-free, 24 hours, 7 days per week)
Website: www.aa-nia.org
Wednesdays, 8 pm

CONTACT of Northern Illinois

P.O. Box 83
Freeport, IL 61032
Phone: (815) 233-4357
Phone: (888) 463-6260 (Toll-free)
Fax: (815) 232-7558
E-mail: contactofnil@gmail.com
Website: www.nicontact.org

Provides crisis Helpline for people of all ages, with referrals for other service providers and support for those living alone. Receives calls from abused or addicted adults, lonely seniors, teens, and individuals threatening suicide. Provides a Reassurance phone call service for medication reminders, daily check-ins, Teen Crisis helpline, and kid phone. Mondays – Sundays, 24-hours per day

FHN Family Counseling Center

Dr. Ravi and Mrs. Minu Vyas Crisis Stabilization Center
421 W. Exchange Street
Freeport, IL 61032
Phone: (815) 599-7300
Website: www.fhn.org

Provides therapeutic care for individuals in crisis. Assists patients with extreme anxiety, uncontrollable anger, depression and despair, suicidal thoughts, and other concerns in a living-room-type environment. Mondays – Sundays, 24-hours per day

FHN Family Counseling Center – Online Services

421 W. Exchange Street
Freeport, IL 61032
Phone: (815) 599-7300
Website: www.fhn.org

Provides the opportunity to meet psychiatrists online through live streaming video on a computer, tablet, or smart phone. Mondays – Sundays, 24-hours per day

FHN Family Healthcare Center - Stockton

725 N. Pearl Street
Stockton, IL 61085
Phone: (815) 947-3211
Fax: (815) 947-3236
Website: www.fhn.org
Mondays – Thursdays, 7 am – 5 pm; Fridays 7 am – 4 pm

FHN Family Healthcare Center - Warren

606 Tisdell Avenue

Warren, IL 61087

Phone: (815) 745-2644

Fax: (815) 745-2546

Website: www.fhn.org

Tuesdays, 7 am – 6 pm; Thursdays, 8 am – 4 pm; Fridays, 7 am -4 pm

Galena Clinic, Inc.

939 Galena Square Drive

Galena, IL 61036

Phone: (815) 777-1300

Fax: (815) 777-1308

Website: www.galenaclinic.com

Provides outpatient psychiatry and mental health counseling. Offers community-based, outpatient drug addiction treatment center with services related to substance abuse, relationships, and domestic violence. Conducts partner abuse groups for male batterers. Hours are by appointment.

Illinois Tobacco Quitline

Illinois Department of Public Health

535 W. Jefferson Street

Springfield, IL 62761

Phone: (866) 784-8937 (Toll-free, with live translation services for 200+ languages)

Phone: (800) 201-1068 (Toll-free TTY)

Fax: (217) 557-3497

Website: www.quityes.org

Website: www.smoke-free.Illinois.gov

Offers free assistance and resources for tobacco users who want to quit for good.

Sundays through Saturdays, 7 am – 11 pm

Interactions Therapy Center, Inc.

800 Spring Street, Suite 101

Galena, IL 61036

Phone: (815) 777-2850

Email: itc@interactionstherapycenter.com

Web site: www.interactionstherapycenter.com

Provides marriage and family counseling and certified substance abuse counseling.

Jo Daviess County Sobriety Court

Jo Daviess County Probation Department

Jo Daviess County Courthouse

330 N. Bench Street

Galena, IL 61036

Phone: (815) 777-0356

Fax: (815) 777-8690

Provides treatment, supervision, and judicial oversight to high-risk substance abuse offenders.

Northwest Illinois Gender and Sexuality Alliance (NW-IL GSA)

Riverview Center
11358 Industrial Drive, Suite 2
Galena, IL 61036
Phone: (815) 777-8155
Fax: (815) 777-2717
Email: nwilgsa@gmail.com

Operating under the Riverview Center umbrella organization, provides support and education for the Lesbian, Gay, Bisexual, Trans, Queer/Questioning (LGBTQ+) and Ally youth in an effort to reduce self-harm, bullying, and substance abuse, as well as to increase their self-esteem through mentor-led peer group meetings. Student-led meetings encourage education, as well as socialization. Virtual meetings are open to any Jo Daviess County or Carroll County high school student. Call or email for more information. Meetings are held on Wednesdays, 4 pm

One Number Project

Jo Daviess County 708 Mental Health Board
330 N. Bench Street
Galena, IL 61036
Phone: (815) 777-8936

Phone: (815) 233-HELP or (815) 233-4357 Crisis Helpline

Provides a "One Number for the Help You Need" Crisis Helpline for individuals of all ages via the CONTACT of Northern Illinois organization. Assists those who are sad, lonely, or afraid; those who need someone to talk to; those who are being hurt by others; those with drug or drinking problems; those with disabilities; and those who need a ride. Mondays – Sundays, 24-hours per day

Tax Preparation Assistance

Illinois Department of Revenue

Taxpayer Assistance Division
Phone: (800) 732-8866 (Toll-free)
Phone: (800) 544-5304 (Toll-free TDD)
Website: www.tax.illinois.gov

Rockford Regional Office
200 S. Wyman Street
Rockford, IL 61101
Phone: (815) 987-5210
Phone: (800) 732-8866 (Toll-free)

Provides information on Illinois state tax policies and procedures.

Mondays – Fridays, 8 am – 5 pm; Rockford office open Mondays – Fridays, 8:30 am – 5 pm

Northwestern Illinois Area Agency on Aging (NIAAA)

1111 S. Alpine Road, Suite 600
Rockford, IL 61108-1652
Phone: (815) 226-4901
Phone: (800) 542-8402 (Toll-free in nine northern Illinois counties only)
E-mail: info@nwilaaa.org
Website: www.nwilaaa.org

Provides information on homeowner tax assistance, Senior Homestead Exemption Program allowances, and property tax assessment freeze and tax deferral programs for seniors.

Mondays – Fridays, 8 am – 4 pm

Senior Resource Center of Jo Daviess County

Hanover Park Building
500 Fillmore Street (Mail Address: P. O. Box 645)
Hanover, IL 61041
Phone: (815) 777-1316
Phone: (888) 645-7150 (Toll-free)

Fax: (815) 777-0414
E-mail: lnobis@srcntr.org (Linda Nobis)
Website: www.seniorresourcecenter.net
Provides property tax assessment freeze assistance for Jo Daviess County seniors.
Mondays – Fridays, 8:30 am – 4:30 pm (Call for appointment prior to visiting this Center)

Senior Resource Center of Stephenson County

206 E. Stephenson Street
Freeport, IL 61032
Phone: (815) 235-9777
Phone: (888) 645-7150 (Toll-free)
Fax: (815) 235-9571
E-mail: sshoemaker@srcntr.org (Sonja Shoemaker)
Website: www.seniorresourcecenter.net
Provides tax counseling and tax form preparation assistance for Jo Daviess County seniors, including property tax assessment freeze assistance.
Mondays – Fridays, 8:30 am – 4:30 pm

Tax Counseling for the Elderly (TCE)

United States Internal Revenue Service
Phone: (800) 829-1040 (Toll-free Illinois tax information help line)
Phone: (888) 227-7669 (Toll-free for location of nearest TCE site)
Website: www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers
Offers free tax return preparation help for all taxpayers, particularly those 60 years of age and older, specializing in pensions and retirement-related issues. Regional TCE sites, operated by AARP Foundation's Tax Aide program, are open annually January to April.

Volunteer Income Tax Assistance (VITA)

United States Internal Revenue Service
Phone: (800) 829-1040 (Toll-free Illinois tax information help line)
Phone: (800) 906-9887 (Toll-free for location of nearest VITA site)
Website: www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers
Offers free tax return preparation assistance for individuals with low-to-moderate income (generally \$54,000 or less), persons with disabilities, and limited-English-speaking taxpayers who need assistance. Regional sites open annually from February through April.

Telephone Services

Access Wireless

Phone: (888) 900-3149 (Toll-free)
Web site: www.accesswireless.com
Provides a free phone with 250 minutes per month and unlimited texts per month to income-eligible residents or those who participate in public assistance programs as part of the government-funded Lifeline Assistance program.

CTIA – The Wireless Association

1400 16th Street NW, Suite 600
Washington, DC 20036
Phone: (202) 736-3200
E-mail: CTIAExtStateAff@ctia.org
Web site: www.accesswireless.org
Provides cell phone and wireless services designed for persons with disabilities, seniors, and their families. Offers devices for hearing, vision, mobility/manipulation, speech, and cognition disabilities.

Illinois Lifeline Universal Service Telephone Program

Illinois Department of Human Services

Phone: (800) 921-8101 (Toll-free for Frontier Communications clients)

Web site: www.linkupillinois.org

Helps pay for installation of telephone service and monthly charges for local phone service to qualified low-income families and individuals with an income of 135% or less of federal poverty guidelines or participate in Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance or Veterans Pension and Survivors Benefits Program. For customers with phone company carriers other than Frontier, call your phone company to confirm eligibility and to enroll.

Transportation Services

Jo Daviess County Transit

Jo Daviess County Board

710 S. West Street

Galena, IL 61036

Phone: (815) 777-8088 (Call at least 24 hours in advance to book transportation)

Fax: (815) 777-8255

E-mail: jodaviesstransit@yahoo.com

Web site: www.jodavieess.org/transportation

Operated by Jo Daviess County Board, provides handicapped-access, subsidized public transportation with morning and afternoon routes to-and-from Galena from all communities in Jo Daviess County. Transportation is available for medical appointments in the county and to Dubuque, Freeport, Iowa City, Madison, Monroe, and Rockford. Mondays through Fridays, 9 am – 1 pm

The Jule Mini-Bus

City of Dubuque

950 Elm Street

Dubuque, IA 52001

Phone: (563) 690-6464

Fax: (563) 589-4340

Web site: www.cityofdubuque.org/274/transit

Provides door-to-door, para-transit service for qualifying seniors and disabled individuals who are unable to use the Jule's fixed-route bus service due to a disability. Rides may be requested to and from any location within Dubuque or East Dubuque. Applications for mini-bus services are available on the Jule website.

Mondays – Fridays, 5:45 am – 7:15 pm; Saturdays, 8:15 am – 5:45 pm

Trauma Support for Domestic, Emotional, and Sexual Abuse

Adult Protective Services

Senior Resource Center of Jo Daviess County

Hanover Park Building

500 Fillmore Street (Mail Address: P.O. Box 645)

Hanover, IL 61041

Phone: (815) 777-1316 (To report suspected abuse)

Phone: (866) 800-1409 (Toll-free to report suspected abuse)

Fax: (815) 777-0414

E-mail: lnobis@srcntr.org (Linda Nobis)

Web site: www.seniorresourcecenter.net

Offers help resources for Jo Daviess County seniors and disabled adults 18 years and older who are victims of abuse, including emotional, financial, physical, or sexual abuse; neglect; or forceful confinement or restraint. Accepts anonymous calls to report abuse or neglect. Mondays – Fridays, 8:30 am – 4:30 pm (Call for appointment prior to visiting the Center)

Bikers Against Child Abuse (B.A.C.A.)

Blackhawk Chapter (Rockford, IL)
6260 E. Riverside Boulevard (Mail Address: P.O. Box 135)
Loves Park, IL 61111
Phone: (779) 800-6699
Phone: (866) 71-ABUSE or (866) 712-2873 (Infoline)
Phone: (779) 800-6767 (Helpline)
Email: President@bh-il.bacaworld.org
Web site: www.bacaworld.org

As “Keepers of the Children,” B.A.C.A. takes a firm stand against all forms of child abuse to include, but not limited to, physical, sexual, emotional and child porn. Two B.A.C.A. members are assigned as a child’s primary contact. Services may include physical presence at the home, visiting a child at school, therapy needs, accompanying a child to court and parole hearings, and a therapy fund for children needing assistance.

CONTACT of Northern Illinois

P.O. Box 83
Freeport, IL 61032
Phone: (815) 233-4357
Phone: (888) 463-6260 (Toll-free)
Fax: (815) 232-7558
E-mail: contactofnil@gmail.com
Web site: www.nicontact.org

Provides crisis Helpline for people of all ages, with referrals for other service providers and support for those living alone. Receives calls from abused or addicted adults, lonely seniors, teens, and individuals threatening suicide. Provides a Reassurance phone call service for medication reminders, daily check-ins, Teen Crisis helpline, and kid phone. Mondays – Sundays, 24-hours per day

FHN Family Counseling Center

Dr. Ravi and Mrs. Minu Vyas Crisis Stabilization Center
421 W. Exchange Street
Freeport, IL 61032
Phone: (815) 599-7300
Website: www.fhn.org

Provides therapeutic care for individuals in crisis. Assists patients with extreme anxiety, uncontrollable anger, depression and despair, suicidal thoughts, and other concerns in a living-room-type environment.

Mondays – Sundays, 24-hours per day

FHN Family Counseling Center – Online Services

421 W. Exchange Street
Freeport, IL 61032
Phone: (815) 599-7300
Website: www.fhn.org

Provides the opportunity to meet psychiatrists online through live streaming video on a computer, tablet, or smart phone.

Mondays – Sundays, 24-hours per day

Galena Clinic, Inc.

939 Galena Square Drive

Galena, IL 61036

Phone: (815) 777-1300

Fax: (815) 777-1308

Web site: www.galenaclinic.com

Provides outpatient psychiatry and mental health counseling. Offers community-based, outpatient drug addiction treatment center with services related to substance abuse, relationships, and domestic violence. Conducts partner abuse groups for male batterers. Hours are by appointment.

Illinois Department of Children and Family Services

1826 S. West Avenue

Freeport, IL 61032

Phone: (815) 235-7878

Phone: (800) 252-2873 (Toll-free number to report abuse or neglect)

Fax: (815) 235-7801 and (815) 235-9273

Accepts confidential, anonymous calls to report child abuse or neglect.

Mondays – Fridays, 8:30 am – 5 pm

Illinois Department on Aging

Adult Protective Services

One Natural Resources Way, Suite 100

Springfield, IL 62702-1271

Phone: (866) 800-1409 (Toll-free during work hours)

Phone: (866) 800-1409 (Toll-free After-Hours Hotline on evenings and weekends)

Phone: (800) 252-8966 (Toll-free Senior Helpline, Mondays – Fridays, 8:30 am – 5 pm)

Phone: (888) 206-1327 (Toll-free TTY)

Web site: www.illinois.gov/aging

Accepts confidential, anonymous calls to report abuse or neglect of older adults and those adults with disabilities. Referrals are made to the Adult Protective Services program at the Senior Resource Center of Stephenson County.

Mondays – Fridays, 8:30 am – 4:30 pm

Northwest Illinois Gender and Sexuality Alliance (NW-IL GSA)

Riverview Center

11358 Industrial Drive, Suite 2

Galena, IL 61036

Phone: (815) 777-8155

Fax: (815) 777-2717

Email: nwilgsa@gmail.com

Operating under the Riverview Center umbrella organization, provides support and education for the Lesbian, Gay, Bisexual, Trans, Queer/Questioning (LGBTQ+) and Ally youth in an effort to reduce self-harm, bullying, and substance abuse, as well as to increase their self-esteem through mentor-led peer group meetings. Student-led meetings encourage education, as well as socialization. Virtual meetings are open to any Jo Daviess County or Carroll County high school student. Call or email for more information.

Meetings are held on Wednesdays, 4 pm

One Number Project

Jo Daviess County 708 Mental Health Board
330 N. Bench Street
Galena, IL 71036
Phone: (815) 777-8936

Phone: (815) 233-HELP or (815) 233-4357 Crisis Helpline
Provides a “One Number for the Help You Need” Crisis Helpline for individuals of all ages via the CONTACT of Northern Illinois organization. Assists those who are sad, lonely, or afraid; those who need someone to talk to; those who are being hurt by others; those with drug or drinking problems; those with disabilities; and those who need a ride. Mondays – Sundays, 24-hours per day

Riverview Center

11358 Industrial Drive, Suite 2
Galena, IL 61036
Business Phone: (815) 777-8043
24-Hour Domestic Violence Hotline: (815) 777-3680
24-Hour Sexual Assault Hotline: (815) 777-8155 or (888) 707-8155 (Toll-free)
Fax: (815) 777-2717

Website: www.riverviewcenter.org

Provides free, confidential, client-centered care for adults and children affected by sexual assault and domestic violence.

Mondays – Fridays, 8:30 am – 5 pm

Trans Lifeline

195 41st Street #11253
Oakland, CA 94611
Phone: (877) 565-8860 (Transgender 24/7 Help and Hotline)
Phone: (800) 273-8255 (National Suicide Prevention Hotline)
E-mail: contact@translifeline.org

Website: www.translifeline.org

Provides trans-led staff who connect trans people to the community support and resources they need to survive and thrive.

Tyler’s Justice Center for Children

400 W. Front Avenue (Mail Address: P.O. Box 168)
Stockton, IL 61085
Phone: (815) 947-6030
Fax: (815) 947-6040

E-mail: tylerscenter@aeroinc.net

Website: www.tylersjusticecenter.org/

Provides services for victims of sexual abuse and serious physical child abuse, ages 0-18.

Victim Witness Advocacy Services

Jo Daviess County State’s Attorney’s Office
Jo Daviess County Courthouse
330 N. Bench Street, Suite 5
Galena, IL 61036

Phone: (815) 777-0109

Fax: (815) 777-3203

E-mail: callendorf@jodaviess.org

Website: www.jodaviess.org

Provides assistance to victims and witnesses in cases that are being prosecuted by the Jo Daviess County State’s Attorney, including emotional support, court advocacy, resource referrals, notification regarding cases, assistance with impact statements, and restitution through Crime Victim Services.

Mondays – Fridays, 8 am – 4 pm

Veterans' Services

American Legion

Website: www.legion.org

Provides activities and support services for veterans in various locations:

Albert-Shelby, IL Post 298

446 E. Hickory (P.O. Box 204)
Apple River, IL 61001
Phone: (815) 594-2414
Meets monthly on last Thursday, 7 pm

Hanover, IL Post 707

102 Fillmore Street
Hanover, IL 61041
Phone: (815) 591-3711
Meets monthly on third Tuesday, 7 pm

East Dubuque, IL Post 787

Menominee Township Bldg. Upstairs
East Dubuque, IL 61025
Phone: (815) 747-3306
Meets monthly on second Wed., 7:30 pm

Stockton, IL Post 449

128 E. Front Avenue (P.O. Box 2)
Stockton, IL 61085
No telephone
Meets monthly on third Tuesday, 7:30 pm

Fickbohm-Hissem, IL Post 193

100 S. Main Street
Galena, IL 61036
No telephone
Meets monthly on third Tuesday, noon

Wickler-Copeland, IL Post 464

811 Anson Street (P.O. Box 411)
Warren, IL 61087
Phone: (815) 745-9612
Meets monthly on third Wed., 7 pm

American Red Cross of Eastern Iowa

2400 Asbury Road
Dubuque, IA 52001
Phone: (563) 583-6451
Phone: (877) 272-7337 (Toll-free emergency assistance 365 days per year, 24-hours per day)
Website: www.redcross.org

Provides emergency financial assistance to active duty service members or active National Guard or Reserve Unit members, their immediate families, military retirees, and retiree spouses/widows/widowers. Assistance can include funds for emergency travel, burial of a loved one, emergency food and shelter, and other emergency needs.

Illinois Department of Veterans' Affairs - Freeport

Department of Human Services Building
1631 S. Galena Avenue
Freeport, IL 61032
Phone: (815) 233-5092 (Tina Paggi)
Phone: (800) 437-9824 (Toll-free)
Fax: (815) 233-5263
E-mail: VAoffice.stephenson@illinois.gov
Website: www.illinois.gov/veterans

Offers one-on-one assistance with state and federal benefits for Veterans, including compensation and pension, education and training, employment, burial and survivor benefits, housing, home care, transportation, military records, VA home loan information, health care benefits, life insurance, and hunting, fishing, and camping permits for disabled Veterans.

Mondays – Fridays, 8:30 am – 4:30 pm; Closed Fourth Wednesday of every month

Illinois Department of Veterans' Affairs - Galena

West Galena Township Building

607 Gear Street

Galena, IL 61036

Phone: (815) 777-2228 (Tina Paggi) - Fourth Wednesday of each month

Phone: (815) 233-5092 (Tina Paggi) - Contact at this number on other days

E-mail: VAoffice.stephenson@illinois.gov

Website: www.illinois.gov/veterans

Provides statewide veterans services for Jo Daviess County residents, staffed with a representative from the Illinois Department of Veterans' Affairs Freeport office. Offers one-on-one assistance with state and federal benefits for Veterans, including compensation and pension, education and training, employment, burial and survivor benefits, housing, home care, transportation, military records, VA home loan information, health care benefits, life insurance, and hunting, fishing, and camping permits for disabled Veterans.

Fourth Wednesday of every month, 9 am – 4 pm

Iowa City Veterans Administration Health Care System

601 US Highway 6 West

Iowa City, IA 52246

Phone: (319) 338-0581

Phone: (866) 687-7382 (Toll-free telephone care nurse, Mondays – Fridays, 4 pm – 8 am;
24 hours on weekends and federal holidays)

Phone: (800) 273-8255 Press 1 (Toll-free Veterans Crisis Line)

Phone: (800) 637-0128 (Toll-free for location and directions information)

Website: www.iowacity.va.gov

Provides a full range of health care services at the Main Hospital in Iowa City, and also operates Community Based Outpatient Clinics (CBOCs) that provide primary care, preventative health, and wellness services in the following locations:

Dubuque CBOC

2600 Dodge Street (In Plaza 20)

Dubuque, IA 52001

Phone: (563) 588-5520

Mon – Fri, 8 am – 4:30 pm

Sterling CBOC

406 Avenue C

Sterling, IL 61081

Phone: (815) 632-6200

Mon – Fri, 8 am – 4:30 pm

United States Department of Veterans' Affairs

810 Vermont Avenue, NW

Washington, DC 20420

Phone: (800) 827-1000 (Toll-free)

Phone: (844) 698-2311 (Toll-free menu-driven information resources directory)

Website: www.va.gov

Provides patient care and federal benefits to Veterans and their dependents.

Veterans Assistance Program of Jo Daviess County

Jo Daviess County Board

P.O. Box 6433

Galena, IL 61036

Phone: (563) 580-3733

Funded by Jo Daviess County, this program provides a safety net of temporary financial assistance to veterans and their families, should unforeseen financial hardships occur. All inquiries and applications are kept strictly confidential.

Veterans of Foreign Wars (VFW)

Website: www.vfw.org

Provides activities and support services for veterans in various locations:

General U.S. Grant Post 2665

100 S. Main Street
Galena, IL 61036
Phone: (815) 777-1003
Meets monthly on second Tuesday, 7 pm

Berryman Doran Bainbridge Post 5300

102 Fillmore Street
Hanover, IL 61041
Phone: (815) 591-3711
Meets monthly on third Wed., 4 pm

Liberty Memorial Post 1304

600 N. Pearl Street
Stockton, IL 61085
Meets monthly on second Monday, 7 pm

William S. Middleton Memorial Veterans Hospital

2500 Overlook Terrace

Madison, WI 53705

Phone: (888) 478-8321 (Toll-free)

Phone: (888) 598-7793 (Toll-free 24-hour, 7 days/week telephone care assistance)

Phone: (800) 273-8255 Press 1 (Toll-free Veterans Crisis Line)

Phone: (608) 256-1901 (Call for location and directions information)

Website: www.madison.va.gov

Provides tertiary medical, surgical, neurological, and psychiatric care, and a full range of outpatient services. The main hospital includes acute care beds, residential rehabilitation treatment program, and a community living center for sub-acute transitional care, rehabilitation, and hospice care. Also operates Community Based Outpatient Clinics (CBOCs) at the following locations:

Freeport CBOC
750 Kiwanis Drive, Suite 250
Freeport, IL 61032
Phone: (815) 235-4881
Fax: (815) 232-4614
Mondays – Fridays, 8 am – 4:30 pm

Rockford CBOC
816 Featherstone Road
Rockford, IL 61107-6300
Phone: (815) 227-0081
Fax: (815) 387-5316
Mondays - Fridays, 8 am - 4:30 pm

Vocational Training and Assistance

Community Services Block Grant (CSBG) Scholarships

Northwestern Illinois Community Action Agency (NICAA)

27 S. State Avenue, Suite 102

Freeport, IL 61032

Phone: (815) 232-3141

Phone: (800) 883-1111, Ext. 107 (Toll-free)

Fax: (815) 232-3143

Website: www.nicaa.org

Provides scholarship assistance for income-eligible individuals to attend Illinois-accredited college classes for job certification or toward a degree program that prepares students for employment.

Mondays – Fridays, 8:30 am – 3:30 pm

Illinois Department of Human Services -Disability/Rehabilitation Services

Freeport Disability Rehabilitation Office
Rehabilitation Services

1828 S. West Avenue

Freeport, IL 61032

Phone: (815) 233-5904 (Toll-free)

Phone: (888) 460-5122 (Toll-free TTY)

Phone: (800) 368-1463 (Toll-free V/TTY to report abuse or neglect of a disabled person)

Fax: (815) 233-3177

Website: www.dhs.state.il.us/

Provides a Vocational Rehabilitation Program that focuses on helping individuals find and keep jobs and live independently, with referrals to specialized services for those who are blind and visually impaired, deaf or hard of hearing, or Hispanic or Latino with disabilities.

Mondays – Fridays, 8:30 am – 5 pm

Jo Daviess Carroll Career Technical Education (CTE) Academy

950 US Route 20 West

Elizabeth, IL 61028

Phone: (815) 858-2203

Fax: (815) 858-2316

E-mail: smeusel@cteacademy.net

Website: www.cteacademy.net

Formerly the Jo Daviess-Carroll Area Vocational Center, CTE Academy provides collaborative technical educational opportunities for high school and adult learners. Funded by member school districts in Jo Daviess and Carroll Counties and numerous grants, CTE classes offer dual credit through Highland Community College. There is no cost for these credits.

National Manufacturing Day Tours

NW Illinois Economic Development

1 Commercial Drive, Suite 2

Hanover, IL 61041

Phone: (815) 297-7361

E-mail: info@nwiled.org

Website: www.nwiled.org

Offers high school students an annual opportunity to visit modern, technology-driven manufacturing facilities. Provides students with career and career-training opportunities.

Mondays – Fridays, 8:30 am – 4:30 pm or by appointment

The Workshop

706 S. West Street

Galena, IL 61036

Phone: (815) 777-2211

Fax: (815) 777-3386

E-mail: theworkshopgalena@theworkshopgalena.org

Website: www.theworkshopgalena.org

Provides disabled high-school-age youth with Transition Program opportunities for real work experience. Helps find competitive employment in the Milestone Program. Provides work skills training, employment information, vocational development and support, and job coaching for individuals with disabilities in Jo Daviess County in the Supported Employment Program.

Mondays – Thursdays, 7:30 am – 4 pm; Fridays, 7:30 am – 3:30 pm

Voter Information

Jo Daviess County Election Authority

Jo Daviess County Clerk's Office

330 N. Bench Street

Galena, IL 61036

Phone: (815) 777-0161

Fax: (815) 777-3688

E-mail: countyclerk@jodaviess.org

Website: www.jodaviess.org

Voting assistance and voting aids for marking a ballot are available at all polling places in Jo Daviess County for voters who are either temporarily or permanently physically incapacitated or over the age of 65. Voting assistance is also available for someone who accompanies a voter or from an election judge of each political party. Arrangements also can be made to vote from your car, if you call the County Clerk's Office in advance of voting days. Voting by mail is another alternative, however, applications for voting by mail must be filed in advance. Call or write to the County Clerk's Office for information about deadlines for voting assistance prior to each election.

HOPE Foundation of Jo Daviess County Grants Program

FOR INDIVIDUALS: Up to \$1,500 annually
FAMILY SUPPORT: Up to \$1,500 annually
FOR AGENCIES: Up to \$2,500 annually

HOPE Foundation Grant applicants are required to follow the HOPE Foundation Grant Guidelines and provide a completed Grant Application. A copy of the Grant Guidelines is available on pages 64-67 of this directory, and a copy of the Grant Application is available on pages 68-69. Areas of support include:

Health Housing Transportation Education Employment

The final grant amounts are determined on a case-by-case basis by the HOPE Foundation of Jo Daviess County Grant & Gifting Committee.

Grant funding availability is defined within the limits set by the HOPE Foundation of Jo Daviess County Board of Trustees Annual Budget.

HOPE Foundation Annual Grant Awards

2015-2016	\$30,300.00
2016-2017	\$42,000.00
2017-2018	\$30,500.00
2018-2019	\$46,400.00
2019-2020	\$46,500.00

For information about the Grants Program, contact Don Gereau, Grant and Gifting Chair, at hope@HopeFoundationJDC.org or (815) 573-7313 or (815) 238-2636.

The Hope Foundation of Jo Daviess County

REQUEST FOR GRANT GUIDELINES

- STEP 1: AVAILABLE GRANTS**
- STEP 2: DETERMINING ELIGIBILITY**
- STEP 3: PROCEDURE FOR SUBMITTING REQUESTS**
- STEP 4: REVIEW PROCESS**
- STEP 5: FOLLOW-UP**

STEP 1: AVAILABLE GRANTS

- A. Determine funding required within the limits set by the Hope Foundation of Jo Daviess County.
 - FOR INDIVIDUALS: Up to \$1,500 for a first-time grant, Up to \$1,000 for a second-time grant, and Up to \$500 thereafter. Minimum Grant: \$100.
 - FOR FAMILY SUPPORT: Up to \$1,500 for a first-time grant, Up to \$1,000 for a second-time grant, and Up to \$500 thereafter. Minimum Grant: \$100.
 - FOR AGENCIES: Up to \$2,500 annually. Minimum Grant: \$100.
- B. Final grant amount will be determined on a case-by-case basis by the Hope Foundation of Jo Daviess County Grant/Gifting Committee.
- C. Limitation of one grant per person or agency per HOPE Foundation fiscal year July 1-June 30.

STEP 2: DETERMINING ELIGIBILITY

- A. The Hope Foundation of Jo Daviess County is organized exclusively for charitable purposes to assist individuals with disabilities in Jo Daviess County deal with issues of health, housing, transportation, and/or employment. Consideration shall be based on one or more functional limitations in self-care, receptive and expressive language, learning, mobility, capacity for independent living, cognitive functioning and emotional adjustment.
- B. The Hope Foundation's Family Support Grant assists individuals with disabilities and families who are caring for a family member with a disability. It promotes family unity and provides limited temporary support by enabling people with disabilities and their families to meet current short term financial needs associated with health, housing, transportation, education and employment.

- C. Requests should have a specific purpose/plan that:
 1. Clearly describes the anticipated outcome to improve the health and/or well being of the individual(s) with disabilities.
 2. Includes a summary of results approximately 90 days after funding is received.
- D. Grants/gifts may be requested on behalf of individuals with disabilities by an individual, group of individuals or agency having a 501(c)3 tax status, following the procedures outlined below.
- E. Immediate need funding requests may be submitted directly to the Executive Director of the Hope Foundation of Jo Daviess County or the Grant/Gifting Chair of the Hope Foundation of Jo Daviess County. Immediate need funding is defined as a request that requires immediate attention to meet a specific need, such as, but not limited to clothing for a job interview, transportation for medical appointments, etc.
- F. Recipients may be required to match a portion of the amount granted.

STEP 3: PROCEDURE FOR SUBMITTING REQUESTS

- A. An application must be completed for each grant request.
 1. Submit a request on the Hope Foundation of Jo Daviess County application form, typed or legibly printed. Forms may be requested by mail from the Hope Foundation of Jo Daviess County, PO Box 262, Galena, IL 61036-0262 (Phone 815-573-7313 or 815-238-2636) or download at www.HopeFoundationJDC.org.
 2. Clearly identify the individual or agency submitting the request.
 3. Clearly identify the beneficiary of the request and provide supporting documentation of their disability. (SSI statement, educational plan, doctor's evaluation, etc.)
 4. Describe the need, project or service to be funded. (be specific). Describe the anticipated outcome(s) and identify time parameters/deadline for funding.
 5. Include a detailed cost estimate. Attach substantiating documents (i.e. purchase proposal, estimated medical bills, estimated professional fees) as presented by the supplier of goods or services.
 6. Indicate the amount of funding being requested (see above for limits). If individual, provide average monthly income and average monthly expenses.
 7. Describe other funding sources available for this purpose.
 8. Describe plans for future funding.

9. Sign, date and submit the application and documentation by mail to:

Chair, Grant/Gifting Committee
The Hope Foundation of Jo Daviess County
Galena, IL 61036-0262

Or email to
hope@HopeFoundationJDC.org

STEP 4: REVIEW PROCESS

- A. A grant/gift request will be acknowledged within 21 days of receipt. The acknowledgement will indicate disposition of the request (i.e., decline, additional information needed, under Committee review).
- B. In the case of Immediate Need Funding, the Grant/Gifting Chair, with the assistance of available committee members, will review and approve or disapprove a grant/gift as quickly as the request can be evaluated. The Committee Chair may determine that the request should be considered by the full committee. In most cases an interview of the recipient will not be necessary. If the request is approved, the Chair will ask that a check be drawn by the Foundation's Treasurer. The check and appropriate cover letter will be delivered to the recipient immediately. If the request is denied or passed on to the full committee, an appropriate letter of explanation will be send to the individual initiating the request.
- C. The Grant/Gifting Committee may invite individuals requesting grants/gifts to meet with them as a whole or with individual members of the Committee.
- D. The Grant/Gifting Committee will review all requests within 30 days of receipt.
- E. Applicants will be notified of approval/disapproval of a grant/gift within 7 days of their decision.
- F. The Committee will present its recommendations at the next regularly scheduled meeting of the Hope Foundation of Jo Daviess County Board of Trustees.
- G. The Chair will ask the Foundation's Treasurer to draw checks for grants/gifts approved. The Chair will take steps to deliver the checks with an appropriate cover letter.

- H. A grant must be claimed within six months of the approval date. After that time, the grant will be rescinded and the original check voided. If the applicant wishes to continue the process, a new grant application must be submitted.

STEP 5: FOLLOW UP REQUIREMENT

The Grantee or Agency will be contacted approximately 90 days after funding for feedback on how the funds impacted the health and/or well being of the beneficiary.

The Hope Foundation of Jo Daviess County
APPLICATION FOR GRANT
(See Request for Grant Guidelines)
PLEASE PRINT LEGIBLY

1. BENEFICIARY OF REQUEST

Name: _____

Address: _____ City: _____ Zip _____

Telephone: _____ Email: _____

2. INDIVIDUAL OR AGENCY MAKING REQUEST

Name: _____

Address: _____ City: _____ Zip _____

Telephone: _____ Email: _____

a. If Agency, Internal Revenue Service Classification: _____

b. If Agency, Individual Contact Name: _____

c. If Agency, provide a brief description of the Agency's purpose: _____

3. PLEASE PROVIDE A DESCRIPTION OF THE BENEFICIARY'S DISABILITY AND ATTACH ANY SUPPORTING DOCUMENTATION.

4. PROVIDE A DESCRIPTION OF THE NEED, PROJECT OR SERVICE FOR WHICH FUNDS ARE BEING SOUGHT: (If additional space is needed, attach a typewritten or legibly printed sheet.)

a. DESCRIBE HOW THE RECEIPT OF FUNDS FOR SUCH NEED/PROJECT WILL IMPACT THE HEALTH AND/OR WELL-BEING OF THE BENEFICIARY.

b. IDENTIFY THE TIME PARAMETERS FOR THE FUNDING. IF IMMEDIATE NEED FUNDING IS REQUESTED, EXPLAIN WHY.

5. HAS THIS INDIVIDUAL OR AGENCY PREVIOUSLY RECEIVED A GRANT FROM THE HOPE FOUNDATION? IF SO, WHEN?

5. WHAT IS THE TOTAL COST OF THE NEED, PROJECT OR SERVICE? Break cost into appropriate segments (equipment, housing, clothing, etc. Use a separate sheet if necessary.)

6. WHAT IS THE AMOUNT BEING REQUESTED (See Grant Guidelines)?

7. IF INDIVIDUAL REQUEST:
 - a. WHAT IS YOUR AVERAGE MONTHLY INCOME?
 - b. WHAT ARE YOUR AVERAGE MONTHLY EXPENSES?

8. INDICATE ANY OTHER AVAILABLE SOURCES OF FUNDING FOR THIS NEED/PROJECT.

9. IF THE TOTAL AMOUNT REQUESTED IS NOT RECEIVED, WHERE WILL REMAINING FUNDS BE OBTAINED?

10. DESCRIBE PLANS FOR FUTURE FUNDING, IF NECESSARY.

DATE OF APPLICATION: _____

APPLICANT'S NAME: _____

APPLICANT'S SIGNATURE: _____

SUBMIT ONE COPY OF THIS APPLICATION AND SUPPORTING DOCUMENTS TO:

Chair, Grant/Gifting Committee
 The Hope Foundation of Jo Daviess County
 P.O. Box 262
 Galena, IL 61036-0262
 hope@HopeFoundationJDC.org

GRANT FOLLOW-UP REQUIREMENT

If this grant is approved, we will follow up with you in approximately 90 days for feedback on how these funds were helpful to you.

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