



The HOPE Foundation Community Services Directory

A Guide to Human Services Resources
Serving Jo Daviess County Residents

May 2017

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

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Apple River Lions Club and Galena Lions Club*

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A Guide to Human Services Resources
Serving Jo Daviess County Residents

May 2017

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323 N. Bench Street
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The HOPE Foundation Community Services Directory.

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Introduction

The HOPE Foundation of Jo Daviess County is celebrating its 15th anniversary in 2017. In honor of this occasion, we are pleased to publish this premier edition of *The HOPE Foundation Community Services Directory*, a guide to human services resources serving Jo Daviess County residents. 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, Menominee, Nora, Scales Mound, Schapville, Stockton, Warren, and Woodbine.

The HOPE Foundation Board of Trustees has published 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 36 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

Bill Wubben
President, The HOPE Foundation of Jo Daviess County

Karen Wilson
Chair, The HOPE Foundation Community Services Directory Committee

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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 \$70,000 in grants were awarded in 2016 and 2017 to families in Apple River, East Dubuque, Elizabeth, Galena, Hanover, Stockton, and Warren.

The HOPE Foundation has partnered with the following Jo Daviess County organizations:

Family T.I.E.S.	Rainbow Ridge
FHN Family Counseling Center	Riverview Center
Galena Clinic, Inc.	Tyler's Justice Center for Children
Jo Daviess County Health Department	United Churches of Galena
Jo Daviess County Special Olympics	The Workshop
Northwest Academy	

The HOPE Foundation Board of Trustees 2016-2017

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Directory of Services

Adult Day Care

Galena-Stauss Adult Day Care

215 Summit Street
Galena, IL 61036
Phone: (815) 776-7376
Fax: (815) 776-7347

E-mail: jtrebian@midwestmedicalcenter.org

Provides adult day care programs ranging from socialization to active rehabilitation and health-related care. Financial assistance may be available.

Mondays – Fridays, 7 am – 3 pm. Closed on holidays.

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

Assisted Living Programs

Bell Tower Retirement Community

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

Web site: 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

215 Summit Street
Galena, IL 61036
Phone: (815) 776-7352
Fax: (815) 776-7377

E-mail: jtrebian@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

Grandview Estates

540 Pleasant Street
Elizabeth, IL 61028
Phone: (815) 858-2275
Fax: (815) 858-2596

Web site: www.elizabethnursingcare.com

Provides unfurnished apartments for independent living, with round-the-clock staff care.

Prairie Ridge of Galena

Megan Kaiser, Executive Director
1 Prairie Ridge Drive (Mail Address: P. O. Box 6425)
Galena, IL 61036
Phone: (815) 281-2393
E-mail: director@prairieridgeofgalena.com
Web site: www.PrairieRidgeofGalena.com

Offers 14 Memory Care Suites in a 64-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
Web site: 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
Web site: 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 Avenue
Stockton, IL 61085
Phone: (815) 947-3845
E-mail: calvaryum@yahoo.com

Provides infant-to-adult clothing and shoes to those in need.
Open by appointment only.

EZSELLUSA Consignment

201 N. Commerce Street

Galena, IL 61036

Phone: (815) 402-3300

E-mail: paulhconnor@gmail.com

Web site: 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

Web site: www.gladragboutique.com

Offers like-new, ready-to-wear clothing for the entire family, with monthly 50% off sales.

Mondays – Wednesdays, Fridays, 9 am – 5 pm; Thursdays, 9 am – 6 pm

Third Thursday of each month, 9 am – 7 pm; Saturdays 9 am – 3 pm

Closed Mondays, January to February. Closed Sundays throughout the year.

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 – Saturdays, 9 am - 9 pm; Sundays, 10 am – 8 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 - 9 pm; Saturdays, 9 am – 6 pm; Sundays, 10 am – 6 pm

SonShine Center

Schapville Zion Presbyterian Church

635 E. Schapville Road

Elizabeth, IL 61028

Phone: (815) 845-2272

E-mail: pastord@schapvillezion.org

Web site: www.schapvillezion.org

Provides gently used clothing and small household items for sale in a retail shop.

Wednesdays, 10 am – 4 pm; Last Saturday of each month, 9:30 am – 2 pm

St. Vincent de Paul Thrift Stores

1351 Iowa Street

Dubuque, IA 52001

Phone: (563) 584-2225

Offers used clothing at reduced prices.

Mondays – Fridays, 9 am – 5 pm

Saturdays, 8 am – 3 pm

4990 Radford Court

Dubuque, IA 52002

Phone: (563) 584-2226

Offers used clothing at reduced prices.

Mondays – Fridays, 9 am – 5 pm

Saturdays, 9 am – 4 pm

Counseling Services

Big Brothers and Big Sisters

FHN Family Counseling Center

300 Summit Street

Galena, IL 61036

Phone: (815) 777-2836

Web site: www.fhn.org/counseling-services.asp

Provides evidence-based, one-on-one mentoring to build the child's confidence, improve school performance, and improve overall wellbeing.

CONTACT of Northern Illinois

P.O. Box 83

Freeport, IL 61032

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

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

East Dubuque Counseling Center

430 Sidney Street, 3rd Floor

East Dubuque, IL 61025

Phone: (815) 306-8089

E-mail: eastdubuquecounseling@gmail.com

Web site: www.eastdubuquecounseling.com

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

FHN Family Counseling Center

300 Summit Street

Galena, IL 61036

Phone: (815) 777-2836

Fax: (815) 777-2849

Web site: www.fhn.org/counseling-services.asp

Provides behavioral health treatment and prevention services for people of all ages, including mental health, emotional and physical health, and addiction counseling.

Mondays – Sundays, 24-hours per day

FHN Family Counseling Center – Online Services

300 Summit Street

Galena, IL 61036

Phone: (815) 599-7300

Web site: www.fhn.org/counseling-services.asp

Provides the opportunity to meet psychiatrists online through live streaming video on a computer, tablet, or smart phone, as well as in person. Online counseling coming in 2017.

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.

Riverview Center

705 S. Dodge Street

Galena, IL 61036

Business Phone: (815) 777-8043

Domestic Violence Hotline: (815) 777-3680

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

Fax: (815) 777-2717

Web site: www.riverviewcenter.org

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

Mondays – Fridays, 8:30 am – 5 pm

Tyler's Justice Center for Children

400 W. Front Avenue

Stockton, IL 61085

Phone: (815) 947-6030

E-mail: tylerscenter@aeroinc.net

Web site: www.tylersjusticecenter.org/

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

Dental Care

Crescent Community Health Center

1789 Elm Street, Suite A

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)

Web site: 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, Tuesdays, Thursdays, Fridays, 8 am – 5 pm; Wednesdays, 10 am – 7 pm

FHN Family Dental Care

1768 Rosenstiel Drive

Freeport, IL 61032

Phone: (815) 235-2600

Provides dental services at the Freeport location, as well as information referrals to FHN Dental Network dentists located in other towns within Jo Daviess County.

Stockton Dental Center

120 W. Front Avenue

Stockton, IL 61085

Phone: (815) 947-3700

Email: sdc@stocktondental.com

Web site: 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, Wednesdays, Fridays, 9 am – 5 pm; Tuesdays, Thursdays, 1 pm – 8 pm

Developmental and Other Disabilities Services

Access Services of Northern Illinois

7399 Forest Hills Road

Loves Park, IL 61111

Phone: (815) 282-8824

E-mail: info@accessni.com

Web site: www.accessni.com

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

The HOPE Foundation of Jo Daviess County

323 N. Bench Street (Mail Address: P.O. Box 262)

Galena, IL 61036

Phone: (815) 238-2636

E-mail: don@gtmob.com

Web site: 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.

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

Stephenson/Jo Daviess Family Community Resource Center (FCRC)

1631 S. Galena Avenue

Freeport, IL 61032

Phone: (815) 232-6123

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

Fax: (815) 232-7625

Web site: 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 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

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) 782-9444

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

To obtain Illinois Department of Human Services Developmental Disabilities Services, contact the Access Services of Northern Illinois office listed on page 14 in this directory and register with them for assistance.

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

Web site: 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

Web site: 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

Web site: 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: (888) 776-4245 (Toll-free TTY)
Phone: (888) 886-4245 (Toll-free V / TTY)
Video Phone: (815) 564-2171
Fax: (815) 625-7876
E-mail: frontdesk@nicil.org
Web site: 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

Northwestern Illinois Special Olympics

904 Myrtle Avenue
Dixon, IL 61021
Phone: (815) 739-2052
Fax: (815) 288-2939
E-mail: dkelly@soill.org
Web site: www.soill.org/area1/

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
Web site: www.kreiderservices.org/program/community-living/

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

The Workshop

706 West Street
Galena, IL 61036
Phone: (815) 777-2211
Fax: (815) 777-3386
E-mail: theworkshopgalena@theworkshopgalena.org
Web site: 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

Boy Scouts Blackhawk Area Council

2820 McFarland Road

Rockford, IL 61107

Phone: (815) 397-0210

Web site: www.blackhawkscouting.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)

Web site: www.nicaa.org

Provides scholarship assistance to attend college classes for job certification.

Dolly Parton Imagination Library Program

United Way of Northwest Illinois

524 W. Stephenson Street, Suite 101

Freeport, IL 61032

Phone: (815) 232-5184

Web site: 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.

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: slack@roe8.com

Web site: www.familyties0to5.com

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 that 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.

Girl Scouts of Northern Illinois

2820 McFarland Road

Rockford, IL 61107

Phone: (844) 476-4463 (Toll-free)

E-mail: customercare@girlscoutsni.org

Web site: 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

Web site: www.nicaa.org

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

Mondays – Fridays.

701 IL Route 35 North

East Dubuque, IL 61025

Phone: (815) 747-2691

Highland Community College

Office of Admissions

2998 W. Pearl City Road

Freeport, IL 61032

Phone: (815) 599-3414

Web site: 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

Web site: www.isac.org

Web site: 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.

Emergency Preparedness and Disaster Relief

American Red Cross of Northwest Illinois

727 N. Church Street

Rockford, IL 61103

Phone: (815) 963-8471

Phone: (877) 272-7337 (Toll-free emergency assistance 365 days per year, 24-hours per day)

Web site: www.nwilredcross.org

Offers aid to victims of devastating natural disasters and provides clothing for fire victims.

Provides an emergency resource library on their web site with tips and strategies to prepare for, respond to, and recover from over 20 different emergency situations.

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 Severe Weather Preparedness guidebook to help people understand winter weather risks and follow steps for staying safe.

Jo Daviess County Emergency Management Agency

Jo Daviess County Courthouse
330 N. Bench Street
Galena, IL 61036
Phone: (815) 990-6702
Fax: (815) 777-2285

Web site: 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

Web site: 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)

Web site: www.nicaa.org

Offers rehabilitation assistance for homeowners, including natural disaster victims.
Mondays – Fridays, 8:30 am – 3:30 pm

Salvation Army

921 Hill Street
Galena, IL 61036
Phone: (815) 297-4934 or (815) 821-1810

Provides emergency financial assistance, food programs, disaster relief, and seasonal assistance to those in need.

United States Federal Emergency Management Agency (FEMA)

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

Web site: 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

Web site: www.uwni.org

Provides information resources for emergency service needs.

Employment Assistance

Business Employment Skills Team, Inc. (BEST, Inc.)

9483 US Highway 20 West

Galena, IL 61036

Phone: (815) 777-6177

E-mail: Mary_Katos@Best-Inc.org or Kate_Hansen@Best-Inc.org

Web site: www.best-inc.org

Provides employment resources for dislocated workers, youth & income-eligible persons with job search assistance, classroom training, resume preparation, and work experience. Mondays – Thursdays (Call before visiting the office to ensure that staff are available)

Furst Staffing

112 S. Main Street

Stockton, IL 61085

Phone: (815) 656-4490

Fax: (815) 656-4492

Web site: 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: (312) 338-4337 (Automated Teleserve: Mondays – Fridays, 5 am – 7:30 pm -- Call to certify for benefits or inquire about the status of unemployment insurance claims)

Fax: (815) 625-7494

Web site: www.ides.illinois.gov

Provides unemployment insurance, employment search services, and veteran services.

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

Web site: 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)

Web site: www.comed.com

Provides ComEd area residents with energy rebates and discount programs, including appliance rebates, smart thermostat rebates, lighting discounts, and weatherization rebates. Offers energy efficiency loans with special 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
Web site: www.jocarroll.com

Offers free advice prior to purchasing a new heating or air conditioning system, replacement windows, or new insulation. Provides a free home assessment consultant to identify energy leaks, offer recommendations for best solutions, and provide information about rebates or incentives to help cost-share your project. Whole 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
Web site: 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)
Web site: www.nicaa.org

Offers financial assistance with heat and electric service utility costs from September 1 to May 31 or until funds are exhausted for income eligible seniors (age 60 and older), people 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 Library	Lena Citizen's State Bank
Freeport NICAA Main Office	Stockton Banking Center
Galena Illinois Bank & Trust (Downtown)	Warren Township Library
Hanover Village Hall	

Mondays – Fridays, 8:30 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
Web site: 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)

Web site: www.nicaa.org

Offers financial assistance with heat and electric service utility costs from September 1 to December 31 or until funds are exhausted for income eligible seniors (age 60 and older), people 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 Library

Lena Citizen's State Bank

Freeport NICAA Main Office

Stockton Banking Center

Galena Illinois Bank & Trust (Downtown)

Warren Township Library

Hanover Village Hall

Mondays – Fridays, 8:30 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)

Web site: 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 Library

Lena Citizen's State Bank

Freeport NICAA Main Office

Stockton Banking Center

Galena Illinois Bank & Trust (Downtown)

Warren Township Library

Hanover Village Hall

Mondays – Fridays, 8:30 am – 3:30 pm

Eyesight and Hearing Assistance

Crescent Community Health Center

1789 Elm Street, Suite A

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)

Web site: 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.

Provides assistance to 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, Tuesdays, Thursdays, Fridays, 8 am – 5 pm; Wednesdays, 10 am – 7 pm

Hartig Hearing Care and Optical

2200 John F. Kennedy Road, Suite 101

Dubuque, IA 52002

Phone: (563) 564-4061

Web site: 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 Quality Inn (Sept. – May)
Meets at Dunleith Park (June – August)
P. O. Box 92
East Dubuque, IL 61025
Phone: (563) 599-8237
www.e-clubhouse.org/sites/east_dubuque/
Second/Fourth Monday of each month, 6 pm

Warren Lions Club (#282)

Meets at various locations
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
Web site: www.galenalions.org or
www.galenaoktoberfest.com
Second Thursday of each month, 6:30 pm

Miracle-Ear Hearing Aid Center

3500 Dodge Street, Suite 105
Warren Plaza
Dubuque, IA 52003
Phone: (563) 265-2019
Offers periodic free hearing screening exams and consultation.

Tri-State Independent Blind Society, Inc.

Debra Gagne, Activity Director
3333 Asbury Road
Dubuque, IA 52002
Phone: (563) 556-8746
Fax: (563) 556-3592
E-mail: tristateblind@qwestoffice.net
Web site: 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 – 4 pm

Financial Loans and Assistance for Homeowners and Renters

Buy Local Loan Program

Illinois Bank & Trust

971 Gear Street

Galena, IL 61036

Phone: (815) 777-5112

Provides April-to-August, \$1,000-\$5,000 per household home rehabilitation loans with zero interest, 12 monthly installment payments, and no fees. Requires Illinois Bank & Trust checking account and local bids/receipts to promote buying within the local community.

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)

Web site: 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

Down Payment Plus Program

Illinois Bank & Trust

971 Gear Street

Galena, IL 61036

Phone: (815) 777-5112

Offers a Federal Home Loan Bank grant program for down payment and closing cost assistance up to \$6,000 per household. Maximum income limits apply and borrowers must contribute \$1,000 of their own funds to qualify. A homebuyer education course is required, and a 60-month retention period applies to this grant.

Illinois Hardest Hit Program

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)

Web site: www.ihda.org

Web site: www.illinoishardesthit.org

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

Offers three financial assistance programs: Reinstatement Assistance (RA) – a one-time payment of all mortgage arrearage, fees, and penalties; Monthly Mortgage Payment Assistance (MPA) - 100% payment of monthly mortgages for up to 12 months; and I-Refi – refinance assistance for homeowners who are current on mortgage payments, but owe more than their homes are worth due to declining property values.

Rural Development Home Repair Loan

United States Department of Agriculture (USDA)

Oregon Area Office

USDA Service Center

213 W. Pines Road, Suite 2

Oregon, IL 61061

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

E-mail: amy.johnson@il.usda.gov

Web site: www.rd.usda.gov

Provides home repair grants and low-interest home improvement loans to eligible Northern Illinois homeowners to improve or modernize homes, make them safer and more sanitary, or remove health and safety hazards. The maximum loan amount is \$20,000, and loans can be made for a term of 20 years at one percent interest. In addition to loans, grants are available to homeowners age 62 and older who meet very low income guidelines and demonstrate an inability to make loan payments.

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)

Web site: www.nicaa.org

Provides home rehabilitation assistance for single-family homeowners.

Mondays – Fridays, 8:30 am – 3:30 pm

Food Service Programs

The Bread of Life Food Pantry

105 N. Prairie Street

Apple River, IL 61001

Phone: (815) 594-2351 (days) or (815) 594-2252 (evenings/weekends)

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

Call for appointment.

Caring Neighbors Warren Food Pantry

115 W. Main Street

P.O. Box 301

Warren, IL 61087

Phone (815) 745-3441

Free food distribution to individuals in need, including tickets to buy milk at local stores.

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's Lutheran Church (815) 745-2287 – First Baptist Church

East Dubuque Food Pantry

East Dubuque Board of Education

East Dubuque School District Office

100 School Road, Y-Club Room

East Dubuque, IL 61025

East Dubuque Lions Club

P.O. Box 92

East Dubuque, IL 61025

Phone: (563) 580-7556

Phone: (815) 747-3136 (Call for emergencies)

Web site:

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.

Mondays - Fridays, after 4 pm; Saturdays, 8 am – noon

All day if school is not in session. Must call for appointment.

Elizabeth Food Basket

Elizabeth Municipal Building
330 N. West Street, Room 131 (Mail Address: P.O. Box 391)
Elizabeth, IL 61028
Phone: (815) 238-2317

Free food distribution to individuals in need within the River Ridge School District, which includes Elizabeth, Hanover, Scales Mound, and Schapville.
Mondays, 10 am – noon. Closed on holidays.

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
Freeport, IL 61032
Phone: (815) 232-8896

Web site: 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.

Illinois Supplemental Nutrition Assistance Program (SNAP)

Stephenson/Jo Daviess Family Community Resource Center (FCRC)

1631 S. Galena Avenue
Freeport, IL 61032
Phone: (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) 599-8420
Phone: (866) 590-8499 (Toll free)
Fax: (815) 777-2977

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

Jo Daviess County Health Department
9483 US Highway 20, West
Galena, IL 61036 (815) 777-0263

FHN Family Healthcare Center
606 Tisdell Avenue
Warren, IL 61087 (815) 745-2644

Offers a food assistance program at three locations to help pregnant women, new mothers, and young children under five years of age (including foster children) eat well and stay healthy. Provides special checks to purchase milk, juice, eggs, cheese, cereal, dry beans or peas, and peanut butter, as well as special checks to buy fresh fruits, vegetables, and herbs from farmers' markets and roadside stands. Also supports breast-feeding mothers and has certified lactation counselors on staff.

Freeport: Mondays – Fridays, 8:30 am – 4:30 pm; Galena and Warren: Call for schedule.

River Bend Mobile Food Pantry

River Bend Foodbank
4010 Kimmel Drive
Davenport, IA 52802
Phone: (563) 345-6490

Web site: www.riverbendfoodbank.org

Provides periodic free mobile food distribution from River Bend Foodbank and the United Churches of Galena Food Pantry at Galena Convention Center, 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

Web site: 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

115 E. Front Avenue (Mail Address: P.O. Box 95)
Stockton, IL 61085

Phone: (608) 235-6611, (815) 947-3793, (815) 947-3624 or (218) 556-3822

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

Stockton Elementary School
236 N. Pearl Street
Stockton, IL 61085
Phone: (815) 947-3321

Web site: www.uuchurchofstockton.org

Web site: 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

Illinois Bank & Trust Basement
971 Gear Street
Galena, IL 61036
Phone: (815) 777-1456

E-mail: ucgfoodpantry@gmail.com

Provides free food service to income-qualified Jo Daviess County residents.
2nd and 4th Thursdays of each month, 12:30 pm - 4:30 pm

Furniture Resources

Common Cents Resale

136 N. Main Street
Elizabeth, IL 61028
Phone: (563) 583-5414

Web site: www.commoncentsdbq.com

Offers used furniture, with a percentage of profits to the Hospice of Dubuque.

Mondays, Wednesdays Noon – 5 pm; Thursdays-Sundays, 10 am – 5 pm. Closed Tuesdays.

EZSELLUSA Consignment

201 N. Commerce Street
Galena, IL 61036
Phone: (815) 402-3300

E-mail: paulhconnor@gmail.com

Web site: 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

Rotary Club of Galena Furniture Program

P.O. Box 52
Galena, IL 61036

Phone: (815) 777-6808

Phone: (815) 275-9024 (Call for assistance with furniture pickup & delivery)

Web site: www.GalenaRotary.org

Offers free “gently-used” furniture to those who are less fortunate.

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

Web site: www.jodaviess.org/health

Provides seasonal Influenza vaccines for adults who receive Medicaid, Medical Associates HMO plans or private pay.

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

Web site: 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

1789 Elm Street, Suite A

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, Tuesdays, Thursdays, Fridays, 8 am – 5 pm; Wednesdays, 10 am – 7 pm

FHN Family Healthcare Center - Stockton

725 N. Pearl Street

Stockton, IL 61085

Phone: (815) 947-3211

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

Mondays, Tuesdays, Thursdays, 7 am – 5 pm; Wednesdays, 7 am – 7 pm;

Fridays, 7 am – 4 pm; Walk-in Clinic on second Saturday of each month, 8 am - noon

FHN Family Healthcare Center - Warren

606 Tisdell Avenue

Warren, IL 61087

Phone: (815) 745-2644

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

Mondays – Tuesdays, 7 am – 7 pm; Wednesdays, 8 am – noon; Fridays, 7 am – 5 pm

Closed Thursdays

FHN Leonard C. Ferguson Cancer Center

1163 W. Stephenson Street

Freeport, IL 61032

Phone: (815) 599-7000

Web site: 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

Web site: 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.

High-Risk Infant Nursing Follow-up Program

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

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

Provides assistance to all infants under age two who have been identified as at risk.

Mondays – Fridays, 8:30 am – 4:30 pm

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

Web site: 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)

Web site: 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 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 40-64 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

Web site: www.jodaviess.org/health

Radon Kits: environmentalhealth@jodaviess.org

www.jodaviess.org/health/environmentalhealth

Provides information on public health resources, wellness programs (Wellness Coalition), and disaster preparedness and relief. Offers guidance on radon testing to measure radon levels in homes, as well as resources for radon removal. 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 \$5.

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

Web site: 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, 7 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

Web site: 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

Web site: www.mahealthcare.com

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

Mondays, 7:30 am – 2:30 pm; Wednesdays – Fridays, 7:30 am - noon

Medical Associates Clinic - Galena

10988 Bartell Boulevard

Galena, IL 61036

Phone: (815) 777-0900

Web site: 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

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
Web site: 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
Web site: 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 – Thursdays, 5:30 am – 8 pm; Fridays, 5:30 am – 7 pm; Saturdays, 7 am – 3 pm

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
Web site: 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) 777-2560
E-mail: jberning@midwestmedicalcenter.org
Web site: 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
Web site: 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

Web site: 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

P.O. Box 645 (Mail Address)

Hanover, IL 61041

Phone: (815) 777-1316

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

Fax: (815) 777-0414

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

Web site: 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

Sinsinawa Mound Center

585 County Z Road

Sinsinawa Mound, WI 53824

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

Web site: www.sinsinawa.org/moundcenter

Provides free group activities for individuals experiencing memory loss, mild cognitive impairment, early Alzheimer's or other Dementia, along with a caregiver. 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 (Leave message for Janet Vrtol if no one answers)

E-mail: publichealth@jodaviess.org

Web site: 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.

This service is provided onsite at the Health Department twice per month on Thursdays during the fall open enrollment period from November 1 to January 31, but the availability of this program is subject to change year by year.

Affordable Care Act Information Resources

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

Web site: www.healthcare.gov

Web site: www.healthcarereform.illinois.gov

Web site: www.Cuidadodesalud.gov

Web site: www.illinoishealthmatters.org

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)

Web site: www.illinois.gov/hfs/MedicalPrograms/AllKids

Offers Illinois children comprehensive health insurance 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)

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

Offers comprehensive health insurance 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.

FHN Family Healthcare Center - Stockton

725 N. Pearl Street

Stockton, IL 61085

Phone: (815) 599-7950

Phone: (877) 720-1555 (Toll-free)

Web site: www.fhn.org

Provides Affordable Care Act (ACA) Certified Application Counselors to help applicants understand and obtain health care coverage through the ACA or Medicaid, depending on income.

Get Covered Illinois

Illinois Department of Insurance

320 W. Washington Street

Springfield, IL 62767

Phone: (877) 529-9431 (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

Web site: www.abe.illinois.gov

Web site: www.insurance.illinois.gov

Web site: www.GetCovered.Illinois.gov

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.

Illinois Department of Human Services

Stephenson/Jo Daviess Family Community Resource Center (FCRC)

1631 S. Galena Avenue

Freeport, IL 61032

Phone: (815) 232-6121 or 23

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

Fax: (815) 232-7625

Web site: 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

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)

Web site: 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: (815) 235-1139

Web site: 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)

Web site: 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)

Web site: www.fhn.org

Assists individuals with terminal medical conditions by offering social, emotional, physical, and spiritual support for patients and their families. FHN Hospice 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
Web site: www.jocarroll.com

Provides a medical monitoring system to individuals who live alone, have an injury, are recovering from surgery, or have a serious medical condition. This simple, cost-effective solution gives individuals 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: info@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, 8:30 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
Web site: 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

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)
Web site: 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)

Web site: 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. Light housekeeping services are also available.

Volunteer Hospice of Northwest Illinois

105 S. Main Street

Stockton, IL 61085

Phone: (815) 947-3260

Fax: (815) 947-3260

E-mail: volhospice@aeroinc.net

Provides several months of volunteer support services for the terminally ill and their families. Care can range from visits with a caregiver to spiritual aid and bereavement to companionship.

Mondays – Fridays, 9 am – 4 pm (Office Hours); Hospice care hours vary for each person

Home Health Care Products

Finley-Hartig Homecare

2282 University Avenue

Dubuque, IA 52001

Phone: (563) 588-8707

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

Mondays – Fridays, 8:30 am – 5:30 pm; Saturdays, 9 am – 2 pm

Emergency services are available 24 hours per day, seven days per week

Mercy Home Care Store

Mercy Medical Center

250 Mercy Drive, First Floor

Dubuque, IA 52001-7320

Phone: (563) 589-8899

Phone: (877) 416-9763 (Toll-free)

E-mail: dqhme@mercyhealth.com

Provides home care medical equipment and services to Jo Daviess County residents. Free delivery and set-up of most equipment within a 50-mile service area.

Mondays – Fridays, 8 am – 5 pm

Emergency services available for specific equipment

Quality Medical Services

2140 John F. Kennedy Road, Suite A-1

Dubuque, IA 52002

Phone: (563) 845-7205

Phone: (844) 653-6066 (Toll-free)

Fax: (563) 845-7362

Provides Tri-State residents with home medical care equipment for respiratory needs. Staff members include a full-time nurse and respiratory therapists.

Housing Resources

Affordable Housing Online – Apple River

Web site: www.affordablehousingonline.com

Parkview Apartments
306 Maple Street
Apple River, IL 61001
Phone: (608) 348-7755 or (815) 745-2066

Affordable Housing Online - Elizabeth

Web site: www.affordablehousingonline.com

Hillside Apartments
310 Illinois Street
Elizabeth, IL 61028
Phone: (608) 348-7755

Affordable Housing Online - Galena

Web site: www.affordablehousingonline.com

Prestwick Senior Community	Victoria Heights	Victoria Heights Apartments
957 James Street	840 Elk Street	831 Young Street
Galena, IL 61036	Galena, IL 61036	Galena, IL 61036
Phone: (815) 776-0421	Phone: (815) 777-3209	Phone: (815) 777-3209

Affordable Housing Online - Stockton

Web site: www.affordablehousingonline.com

North Prairie Apartments	Stockton Green Apartments
108 Mathilda Drive	108 Mathilda Drive, Unit A
Stockton, IL 61085	Stockton, IL 61085
	Phone: (815) 947-2237

Affordable Housing Online - Warren

Web site: www.affordablehousingonline.com

High Point Apartments	Meadowlane Senior Apartments
739 W. Washington Street	600 W. Jefferson Street
Warren, IL 61087	Warren, IL 61087
	Phone: (815) 745-2516

Coatsworth in Galena

126 S. Main Street
Galena, IL 61036
Phone: (815) 235-3474
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
Web site: 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) 599-8420
Phone: (866) 590-8499 (Toll free)
Fax: (815) 777-2977
Web site: www.co.stephenson.il.us/health

Provides a family case management program for women, infants and children.
Mondays – Fridays, 8:30 am – 4:30 pm

Illinois Department of Employment Security

2323 E. Lincolnway
Sterling, IL 61081
Phone: (815) 625-2313
Phone: (312) 338-4337 (Automated Teleserve: Mondays – Fridays, 5 am – 7:30 pm; call here to certify for benefits or inquire about the status of unemployment insurance claims)
Fax: (815) 625-7494
Web site: www.ides.illinois.gov

Provides unemployment insurance, employment search services, and veteran services.

Illinois Department of Human Services

Stephenson/Jo Daviess Family Community Resource Center (FCRC)
1631 S. Galena Avenue
Freeport, IL 61032
Phone: (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 Homeless Youth Services – Jo Daviess County

Jane Addams / FHN Family Counseling Center

421 W. Exchange Street

Freeport, IL 61032

Phone: (815) 599-7300 (24-hour crisis help line)

Web site: www.fhn.org

Provides basic survival services for homeless youths of ages 14-23 to ensure that they have safe housing, education, employment services, and life skills to become self-sufficient.

Mondays – Fridays, 8:30 am – 5 pm

Illinois Temporary Assistance for Needy Families (TANF)

Stephenson/Jo Daviess Family Community Resource Center (FCRC)

1631 S. Galena Avenue

Freeport, IL 61032

Phone: (815) 232-6123

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

Fax: (815) 232-7625

Web site: 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

Legal Resources

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

Web site: www.galenalibrary.org

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

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 who are financially unable to pay for a private attorney, including assistance 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: (800) 542-8402 (Toll-free in nine northern Illinois counties only)

E-mail: info@nwilaaa.org

Web site: 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

Web site: www.pslegal.org

Provides representation and legal advice to senior citizens on a variety of issues that pertain to the wellbeing of seniors. Also offers assistance on 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

Stockton, IL 61085

Phone: (815) 947-6030

E-mail: tylerscenter@aeroinc.net

Web site: 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: jhay@jodaviess.org

Web site: 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
Web site: 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) 252-8980 (Toll-free information on license plate discount)
Web site: www.cbrx.il.gov (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. Must apply online, because paper applications are not available.

Nursing Homes

Elizabeth Nursing Home

540 Pleasant Street
Elizabeth, IL 61028
Phone: (815) 858-2275
Fax: (815) 858-2596
Web site: www.elizabethnursingcare.com/
Provides round-the-clock nursing care and restorative services in a 41-bed facility.

Galena-Stauss Nursing Home

215 Summit Street
Galena, IL 61036
Phone: (815) 776-7254
Fax: (815) 776-7344
E-mail: jtrebian@midwestmedicalcenter.org
Web site: www.midwestmedicalcenter.org
Provides 24-hour, seven-days-per-week care by registered nurses, licensed practical nurses, and certified nursing assistants in a 57-bed facility.

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

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)

Web site: www.aarp.org

Web site: www.states.aarp.org/region/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)

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

Illinois Department of Human Services

Stephenson/Jo Daviess Family Community Resource Center (FCRC)

1631 S. Galena Avenue

Freeport, IL 61032

Phone: (815) 232-6123

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

Fax: (815) 232-7625

Web site: 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

1231 S. Walnut Avenue

Freeport, IL 61032

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

Provides assistance in ensuring 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
Web site: 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)
Web site: 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. Coordinates with Prairie State Legal Services to provide referrals for free legal assistance for eligible seniors and contracts with Jo Daviess County Transit to provide medical-related transportation for 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: slambert@srcntr.org (Sue Lambert)
Web site: 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 Web site: 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
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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)
Phone: (815) 232-2791 (TTY)
Fax: (815) 235-1139
Web site: www.socialsecurity.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

United Methodist Church
309 S. Main Street
Elizabeth, IL 61028
AA Phone: (800) 452-7990 (Toll-free, 24 hours, 7 days per week)
Web site: 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)
Web site: www.aa-nia.org
Fridays, 6 pm; Saturdays, 9:30 am; Sundays, 6 pm

Alcoholics Anonymous - Galena

Grace Episcopal Church Rectory
309 Hill Street
Galena, IL 61036
AA Phone: (800) 452-7990 (Toll-free, 24 hours, 7 days per week)
Web site: 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)
Web site: 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)
Web site: 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)
Web site: www.aa-nia.org
Wednesdays, 8 pm

CONTACT of Northern Illinois

P.O. Box 83
Freeport, IL 61032
Phone: (888) 463-6260 (Toll-free)
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

300 Summit Street
Galena, IL 61036
Phone: (815) 777-2836
Fax: (815) 777-2849
Web site: www.fhn.org/counseling-services.asp
Provides behavioral health treatment and prevention services to people of all ages, including mental health, emotional and physical health, and addiction counseling.
Mondays – Sundays, 24-hours per day

FHN Family Counseling Center – Online Services

300 Summit Street
Galena, IL 61036
Phone: (815) 599-7300
Fax: (815) 777-2849
Web site: www.fhn.org/counseling-services.asp
Provides the opportunity to meet psychiatrists online through live streaming video on a computer, tablet, or smart phone, as well as in person. Online counseling coming in 2017.

Galena Clinic, Inc.

939 Galena Square Drive
Galena, IL 61036
Phone: (815) 777-1300
Fax: (815) 777-1308
Web site: www.galenaclinic.com
Offers substance abuse treatment and counseling for persons with DUI evaluations.
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

Web site: www.quityes.org

Web site: 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

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.

Tax Preparation Assistance

Illinois Department of Revenue

Taxpayer Assistance Division

Phone: (800) 732-8866 (Toll-free)

Phone: (800) 544-5304 (Toll-free TDD)

Web site: www.tax.illinois.gov

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

Rockford Regional Office

200 S. Wyman Street

Rockford, IL 61101

Phone: (815) 987-5210

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

Web site: www.nwilaaa.org

Provides information on homeowners 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)

Web site: 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: slambert@srcntr.org (Sue Lambert)

Web site: 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)

Web site: 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 from January through 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)

Web site: 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: (888) 256-5378 (Toll-free for AT&T clients)

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. Call the AT&T or Frontier phone numbers listed in this citation on page 48 to confirm eligibility and to enroll.

Transportation Services

Jo Daviess County Transit

The Workshop
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: jdctransit@att.net

Web site: www.jodaviess.org/transportation

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/303/ADA-Paratransit--MiniBus

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.

Mondays – Thursdays, 6 am – 5:30 pm

Fridays, 6 am – 11 pm (Mid May – Mid August)

Fridays, 6 am – 2:40 am (Mid August – Mid May)

Saturdays, 7:30 am - 11 pm (Mid May – Mid August)

Saturdays, 7:30 am - 2:40 am (Mid August – Mid May)

Trauma Support for Domestic, Emotional, and Sexual Abuse

Adult Protective Services

Senior Resource Center of Stephenson County
206 E. Stephenson Street
Freeport, IL 61032

Phone: (815) 235-9777

Phone: (888) 645-7150 (Toll-free) or (800) 424-6696 (Toll-free)

Fax: (815) 235-9571

E-mail: slambert@srcntr.org (Sue Lambert)

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

CONTACT of Northern Illinois

P.O. Box 83
Freeport, IL 61032
Phone: (888) 463-6260 (Toll-free)
E-mail: contactofnil@gmail.com
Web site: www.niconcontact.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

300 Summit Street
Galena, IL 61036
Phone: (815) 777-2836
Fax: (815) 777-2849
Web site: www.fhn.org/counseling-services.asp

Provides behavioral health treatment and prevention services to people of all ages, including mental health, emotional and physical health, and addiction counseling. Mondays – Sundays, 24-hours per day

FHN Family Counseling Center – Online Services

300 Summit Street
Galena, IL 61036
Phone: (815) 599-7300
Fax: (815) 777-2849
Web site: www.fhn.org/counseling-services.asp

Provides the opportunity to meet psychiatrists online through live streaming video on a computer, tablet, or smart phone, as well as in person. Online counseling coming in 2017.

Galena Clinic, Inc.

939 Galena Square Drive
Galena, IL 61036
Phone: (815) 777-1300
Fax: (815) 777-1308
Web site: www.galenaclinic.com

Provides treatment for perpetrators of domestic abuse.
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

Riverview Center

705 S. Dodge Street

Galena, IL 61036

Business Line: (815) 777-8043

Domestic Violence Hotline: (815) 777-3680

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

Fax: (815) 777-2717

Web site: www.riverviewcenter.org

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

Mondays – Fridays, 8:30 am – 5 pm

Tyler's Justice Center for Children

400 W. Front Avenue

Stockton, IL 61085

Phone: (815) 947-6030

E-mail: tylerscenter@aeroinc.net

Web site: 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: jhay@jodaviess.org

Web site: 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

Web site: 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 Northwest Illinois

727 N. Church Street
Rockford, IL 61103
Phone: (815) 963-8471
Phone: (877) 272-7337 (Toll-free emergency assistance 365 days per year, 24-hours per day)
Web site: www.nwilredcross.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
Web site: 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, 9 am – 4 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

Web site: 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)

Web site: 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

200 Mercy Drive, Suite 106

Dubuque, IA 52001

Phone: (563) 588-5520

Sterling CBOC

406 Avenue C

Sterling, IL 61081

Phone: (815) 632-6200

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)

Web site: www.va.gov

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

Veterans of Foreign Wars (VFW)

Web site: 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)

Web site: 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

Monday, Tuesday, Wednesday, Friday,
8 am - 4:30 pm; Thursday, 9 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)

Web site: 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

Web site: 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

Web site: 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

Tri-County Economic Development Alliance, Inc. (TCEDA)

1 Commercial Drive, Suite 2

Hanover, IL 61041

Phone: (815) 858-4491

E-mail: info@tceda-nwil.org

Web site: www.tceda-nwil.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 West Street

Galena, IL 61036

Phone: (815) 777-2211

Fax: (815) 777-3386

E-mail: theworkshopgalena@theworkshopgalena.org

Web site: 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

Web site: 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.

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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. Areas of support: 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	\$40,000.00

To learn more about the HOPE Foundation of Jo Daviess County Grant program contact Laurie Mattas, Grant and Gifting Chair, at lauriemattas@yahoo.com or call Don Gereau, Executive Director, at 815-238-2636.