



# The HOPE Foundation Community Services Directory

A Guide to Human Services Resources  
Serving Jo Daviess County Residents

Partial Update April 2026

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

The HOPE Foundation Community Services Directory.

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# Contents

<b>Introduction</b>	4
<b>Directory of Services</b>	5
Assisted Living and Memory Care	5
Child Care Resources	5
Cleaning and Laundry Supplies	6
Clothing Resources	6
Counseling Services	7
Dental Care	9
Developmental and Other Disabilities Services	10
Education and Literacy Programs	13
Emergency Preparedness and Disaster Relief	15
Employment Assistance	16
Energy Management Programs	17
Eyesight and Hearing Assistance	19
Financial Loans and Assistance for Homeowners and Renters	20
Food Service Programs	21
Furniture Resources	25
Health Care	25
Health Care Support Groups	30
Health Insurance and Prescription Drug Assistance	30
Home Health Care	32
Home Health Care Products	34
Housing Resources	35
Human/Social Services	36
Legal Resources	39
License Plates, Parking Placards, and Identification Card Services	41
Nursing Homes	41
Senior Citizens' Services	42
Social Security Benefits	43
Substance Abuse Support and Treatment Services	44
Tax Preparation Assistance	46
Telephone Services	48
Transportation Services	48
Trauma Support for Domestic, Emotional, and Sexual Abuse	49
Veterans' Services	52
Vocational Training and Assistance	55
Voter Information	56
<b>HOPE Foundation Grant Program Guidelines and Application</b>	57
<b>Index of Service Programs and Providers</b>	64

# Introduction

This is the third 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, Massbach, Menominee, Nora, Scales Mound, Schapville, Stockton, Warren, and Woodbine.

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

This publication is available online to view and print at [www.hopefoundationjdc.org](http://www.hopefoundationjdc.org) only.

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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 \$76,000 in grants were awarded in fiscal years 2021-2022 and 2022-2023 to families and agencies that serve individuals with disabilities.

The HOPE Foundation has partnered with the following organizations:

- |                                      |  |
|--------------------------------------|--|
| Family Enrichment Program            | Rainbow Ridge                              |
| FHN Family Counseling Center         | Riverview Center                           |
| Galena High School Special Education | Stockton School District Special Education |
| Jo Daviess County Health Department  | Tyler’s Justice Center for Children        |
| Jo Daviess County Special Olympics   | United Churches of Galena                  |
| Northwest Academy                    | Warren School District Special Education   |
| The Workshop                         |  |

## The HOPE Foundation Board of Trustees 2025-2026

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# Directory of Services

## Assisted Living and Memory Care

### *Ahva Living of East Dubuque*

430 Sidney Street  
East Dubuque, IL 61025  
Phone: (815) 747-6701  
Fax: (815) 747-6702  
E-mail: [admissions@ALofEastDubuque.com](mailto:admissions@ALofEastDubuque.com)  
Website: [www.ahvahealth.com](http://www.ahvahealth.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. Formerly known as Bell Tower Retirement Community.

### *Midwest Medical Senior Care Assisted Living Center*

200 Altenburg Drive  
Galena, IL 61036  
Phone: (815) 776-7352  
Fax: (815) 776-7377  
E-mail: [gharwick@midwestmedicalcenter.org](mailto:gharwick@midwestmedicalcenter.org)

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

Formerly the Galena-Stauss Assisted Living Center, provides independent-living apartments with 24-hour staff available to respond to residents' needs. Offers social activities, outings, entertainment, and wellness programs.

### *Prairie Ridge of Galena*

1 Prairie Ridge Drive (Mail Address: P. O. Box 6425)  
Galena, IL 61036  
Phone: (815) 281-2393  
E-mail: [director@prairieridgeofgalena.com](mailto:director@prairieridgeofgalena.com)  
Website: [www.PrairieRidgeofGalena.com](http://www.PrairieRidgeofGalena.com)

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

## Child Care Resources

### *YWCA Child Care Solutions*

4990 East State Street  
Rockford, IL 61108  
Phone: (815) 484-9448  
Phone: (800) 872-9780 (Toll-free)  
Phone: (815) 484-9442 (TTY)  
E-mail: [info@ywcanwil.org](mailto:info@ywcanwil.org)  
Website: [www.ywcanwil.org](http://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 – Fridays, 8:30 am – 4:30 pm  
Phone Queries: Mondays – Fridays, 8 am – 5 pm

## Cleaning and Laundry Supplies

### *The Mop Shop*

Lord of Love Lutheran Church  
219 Summit Street

Galena, IL 61036

Phone: (815) 281-1995

Website: [www.themopshop.org](http://www.themopshop.org)

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

Second Saturday and Fourth Monday of each month, 10 am to noon

## Clothing Resources

### *Angel's Attic Clothing*

Calvary United Methodist Church

315 W. Maple Street

Stockton, IL 61085

Phone: (815) 947-2414 (Church)

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

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

Open by appointment only.

### *Cat's Care Closet*

River Ridge School

4141 IL Rt. 84 South

Hanover, IL 61041

Phone: (815) 858-9005

E-mail: [ccatsccare@gmail.com](mailto:ccatsccare@gmail.com)

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

Open by appointment only. Call or email for appointment.

### *EZSELLUSA Consignment*

201 N. Commerce Street

Galena, IL 61036

Phone: (563) 543-5201

E-mail: [paulhconnor@gmail.com](mailto:paulhconnor@gmail.com)

Website: [www.ezsellusa.com](http://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](mailto:glad.rags.boutique@hotmail.com)

Website: [www.gladragboutique.com](http://www.gladragboutique.com)

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

Mondays, Tuesdays, and Wednesdays, 10 am – 5 pm; Thursdays, 10 am – 6 pm;

Saturdays 10 am – 2 pm. Call for appointments at other times.

***Goodwill Thrift Store - Dubuque***

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

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

***Goodwill Thrift Store - Freeport***

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

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

***Purr-Fection Thrift Store***

605 Ridge Street, Galena, IL 61036. (815) 281-2457. Open 11 am to 5 pm. Closed Tuesdays.  
Offers used clothing, housewares, and small furniture at discount prices.

***Society of St. Vincent de Paul Thrift Store***

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

Offers used clothing at reduced prices.  
Mondays, Fridays and Saturdays, 9 am – 4 pm; Tuesdays thru Thursdays, 9 am – 8 pm

***SonShine Center***

Schapville Zion Presbyterian Church  
1012 E. Schapville Road  
Elizabeth, IL 61028  
Phone: (815) 845-2290  
E-mail: [pastord@schapvillezion.org](mailto:pastord@schapvillezion.org)

Website: [www.schapvillezion.org](http://www.schapvillezion.org)  
Provides gently used clothing and small household items for sale in a retail shop. Also offers limited emergency financial assistance.  
Wednesdays, 10 am – 4 pm

**Counseling Services**

***Clear Mind, Open Heart, LLC***

412 ½ S. Main Street, Suite 202  
Galena, IL 61036  
Phone: (815) 205-1223  
Website: [www.galenacounseling.com](http://www.galenacounseling.com)

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

***East Dubuque Counseling Center***

430 Sidney Street, 3rd Floor  
East Dubuque, IL 61025  
Phone: (815) 306-8089  
E-mail: [dieunn@eastdubuquecounseling.com](mailto:dieunn@eastdubuquecounseling.com)  
Website: [www.eastdubuquecounseling.com](http://www.eastdubuquecounseling.com)

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

***FHN Family Counseling Center***

Dr. Ravi and Mrs. Minu Vyas Crisis Stabilization Center

421 W. Exchange Street

Freeport, IL 61032

Phone: (815) 599-7300

Website: [www.fhn.org](http://www.fhn.org)

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

Mondays – Sundays, 24-hours per day

***FHN Family Counseling Center – Online Services***

421 W. Exchange Street

Freeport, IL 61032

Phone: (815) 599-7300

Website: [www.fhn.org](http://www.fhn.org)

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

Mondays – Sundays, 24-hours per day

***FHN Jo Daviess Family Healthcare Center***

725 N. Pearl Street

Stockton, IL 61085

Phone: (815) 947-3211

Fax: (815) 947-3236

Website: [www.fhn.org](http://www.fhn.org)

***Interactions Therapy Center, Inc.***

800 Spring Street, Suite 101

Galena, IL 61036

Phone: (815) 777-2850

Email: [itc@interactionstherapycenter.com](mailto:itc@interactionstherapycenter.com)

Website: [www.interactionstherapycenter.com](http://www.interactionstherapycenter.com)

Provides marriage and family counseling and certified substance abuse counseling.

***National Suicide Prevention Lifeline***

Phone: 988

Chat: [988lifeline.org](http://988lifeline.org)

Text: MHFA to 741-741

Provides one-on-one support from skilled, compassionate counselors. No judgment.

Mondays – Sundays, 24 hours per day

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

Riverview Center

11358 Industrial Drive, Suite 2

Galena, IL 61036

Business Phone: (815) 777-8167

Phone: (815) 777-8155 (Sexual Assault Hotline)

Phone: (815) 777-3680 (Domestic Violence Hotline)

Email: [nwilgsa@gmail.com](mailto:nwilgsa@gmail.com)

Operating under the Riverview Center umbrella organization, provides support and education for the Lesbian, Gay, Bisexual, Trans, Queer/Questioning (LGBTQ+) and Ally youth in an effort to reduce self-harm, bullying, and substance abuse, as well as to increase their self-esteem. Serves Jo Daviess County and Carroll County high school students. Call or email for more information.

***Riverview Center***

11358 Industrial Drive, Suite 2  
Galena, IL 61036  
Business Phone: (815) 777-8167  
24-Hour Domestic Violence Hotline: (815) 777-3680  
24-Hour Sexual Assault Hotline: (815) 777-8155 or (888) 707-8155 (Toll-free)  
Website: [www.riverviewcenter.org](http://www.riverviewcenter.org)  
Provides free, confidential, client-centered care for adults and children affected by sexual assault and domestic violence.  
Mondays – Fridays, 8:30 am – 5 pm

***Rosecrance***

939 Galena Square Drive, Suite B  
Galena, IL 61036  
Phone: (815) 391-1000  
Website: [www.rosecrance.org](http://www.rosecrance.org)  
Provides mental health outpatient services, including individual and family counseling and telepsychiatry, as well as outpatient substance use disorder treatment, including continuing care groups and individual and family sessions. Also does DUI evaluations and behavioral health assessments.  
Mondays – Fridays, 8 am – 5 pm.

***Tyler’s Justice Center for Children***

400 W. Front Avenue (Mail address: P.O. Box 168)  
Stockton, IL 61085  
Phone: (815) 947-6030  
Fax: (815) 947-6040  
E-mail: [tylerscenter@aeroinc.net](mailto:tylerscenter@aeroinc.net)  
Website: [www.tylersjusticecenter.org](http://www.tylersjusticecenter.org)  
Provides services for victims of sexual abuse and serious physical child abuse, ages 0-18.

**Dental Care**

***Crescent Community Health Center***

1690 Elm Street, Fourth Floor  
Dubuque, IA 52001  
Phone: (563) 690-2852 (Dental appointments)  
Phone: (563) 690-2870 (Spanish language assistance)  
Phone: (563) 552-8080 or (563) 690-2856 (Insurance assistance)  
Website: [www.crescentchc.org](http://www.crescentchc.org)  
Provides oral health care for individuals and families who are uninsured, underinsured, and those with various types of insurance. The cost of services for uninsured patients is figured on a sliding-fee scale and discounted, based upon household income and size.  
Mondays - Thursdays, 7 am – 6 pm; Fridays, 8 am – 5 pm

### ***Fluoride Varnish Program***

Jo Daviess County Health Department

9483 US Highway 20 West

Galena, IL 61036

Phone: (815) 777-0263 Ext. 531

Phone: (877) 777-0263 Ext. 531 (Toll-free)

Fax: (815) 777-2977

Email: [publichealth@jodaviesscountyil.gov](mailto:publichealth@jodaviesscountyil.gov)

Website: [www.jodaviesscountyil.gov/health](http://www.jodaviesscountyil.gov/health)

Available for children from birth to 3 years of age for healthy teeth and to prevent cavities.

### ***Stockton Dental Center***

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

Stockton, IL 61085

Phone: (815) 947-3700

Fax: (815) 947-9058

Email: [sdc@stocktondental.com](mailto:sdc@stocktondental.com)

Website: [www.stocktondental.com](http://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.

Mon. hours vary; Tues. & Thurs., 8 am – 6 pm; Wed. & Fri., 9 am – 5 pm

## **Developmental and Other Disabilities Services**

### ***Family Enrichment Program***

100 School Road

East Dubuque, IL 61025

Phone: (815) 747-3192

Fax: (815) 747-3201

E-mail: [fep@roe8.com](mailto:fep@roe8.com)

Website: [www.roe8.com/programs-services/prevention-initiative](http://www.roe8.com/programs-services/prevention-initiative)

This program for pre-natal and any and all children from newborns up to age three promotes early development, learning, and health for children by supporting and engaging parents as teachers with other caregivers. Children are screened on a regular basis to ensure that they are healthy, safe and developing on track. Children are referred for early intervention if they show a delay.

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

Home Visits: Flexible hours.

### ***The HOPE Foundation of Jo Daviess County***

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

Galena, IL 61036

Phone: (815) 573-7313 or (815) 238-2636

E-mail: [hope@HopeFoundationJDC.org](mailto:hope@HopeFoundationJDC.org)

Website: [www.hopefoundationjdc.org](http://www.hopefoundationjdc.org)

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

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

Stephenson County Family Community Resource Center (FCRC)

1840 S. West Avenue

Freeport, IL 61032

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

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

Fax: (815) 232-7625

Website: [www.dhs.state.il.us/](http://www.dhs.state.il.us/)

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

Mondays – Fridays, 8:30 am – 5 pm

***Illinois Department of Human Services -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)

Website: [www.dhs.state.il.us/](http://www.dhs.state.il.us/)

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

Mondays – Fridays, 8:30 am – 5 pm

***Northwest Academy***

310 N. West Street

Elizabeth, IL 61028

Phone: (815) 599-1947

Fax: (815) 858-2195

Website: [www.northwestcoop.com](http://www.northwestcoop.com)

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

Mondays – Fridays, 7:30 am – 4 pm

***Northwest Special Education Cooperative***

310 N. West Street

Elizabeth, IL 61028

Phone: (815) 599-1947

Fax: (815) 858-2195

Website: [www.northwestcoop.com](http://www.northwestcoop.com)

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

Mondays – Fridays, 7:30 am – 4 pm

### ***Northwestern Illinois Center for Independent Living (NICIL)***

412 Locust Street  
Sterling, IL 61081  
Phone: (815) 625-7860  
Phone: (815) 625-7863 (TTY)  
Phone: (888) 886-4245 (Toll-free V/TTY)  
Phone: (779) 245-7045 (After Hours)  
Fax: (815) 625-7876  
E-mail: [frontdesk@nicil.org](mailto:frontdesk@nicil.org)  
Website: [www.nicil.org](http://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; Evening and weekend hours by appointment.

### ***Northwestern Illinois Special Olympics***

904 Myrtle Avenue  
Dixon, IL 61021  
Phone: (815) 739-2052  
Fax: (815) 288-2939  
E-mail: [dkelly@soill.org](mailto:dkelly@soill.org)  
Website: <https://www.soill.org>

Offers individuals with intellectual disabilities opportunities to compete in various 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](mailto:RainbowRidge@kreiderservices.org)  
Website: [www.kreiderservices.org/program/community-living/](http://www.kreiderservices.org/program/community-living/)

A community living residence for those with intellectual and developmental disabilities.

### ***Service Inc. of Illinois (Area A)***

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

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

### ***The Workshop***

706 S. West Street  
Galena, IL 61036  
Phone: (815) 777-2211  
Fax: (815) 777-3386  
E-mail: [theworkshopgalena@theworkshopgalena.org](mailto:theworkshopgalena@theworkshopgalena.org)  
Website: [www.theworkshopgalena.org](http://www.theworkshopgalena.org)

Provides vocational rehabilitation services to individuals with developmental disabilities, offering educational instruction, social skills training and activities, and wellness programs. Provides real work opportunities in industrial contracts, commercial laundry services, and janitorial services for individuals with disabilities in Jo Daviess County.

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

## **Education and Literacy Programs**

### ***Apple Tree School Supplies Program***

Galena Elementary and Middle School (GEMS) Secretary, (815) 777-2413  
Sponsored by the United Churches of Galena, this program provides free school supplies for low-income families with children who qualify for free meals at schools. Parents are required to submit a form with requests for each child's needs. Forms are due to local schools before the school year ends each spring, in order to receive school supplies later each summer for the upcoming school year. Call the school secretary for more details.

### ***Boy Scouts Blackhawk Area Council***

2820 McFarland Road  
Rockford, IL 61107  
Phone: (815) 397-0210  
Website: <https://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)  
Fax: (815) 232-3143  
Website: [www.nicaa.org](http://www.nicaa.org)  
Provides scholarship assistance to attend college classes that lead to job certification.  
Mondays – Fridays, 8:30 am – 3:30 pm

### ***Dolly Parton Imagination Library Program***

United Way of Northwest Illinois  
524 W. Stephenson Street, Suite 101  
Freeport, IL 61032  
Phone: (815) 232-5184  
E-mail: [director@uwni.org](mailto:director@uwni.org)  
Website: [www.uwni.org/imaginationlibrary](http://www.uwni.org/imaginationlibrary) (Register for the program at this site)  
Provides free, monthly distribution of age-appropriate books to children from birth to their fifth birthdays, for a maximum of 60 books over five years. Parents can also register their children by picking up a registration form at any Apple River State Bank or First Community Bank of Galena office.

### ***Girl Scouts of Northern Illinois***

1886 Daimler Road  
Rockford, IL 61112  
Phone: (844) 476-4463 (Toll-free)  
E-mail: [customercare@girlscoutsni.org](mailto:customercare@girlscoutsni.org)  
Website: [www.girlscoutsni.org](http://www.girlscoutsni.org)  
Provides Jo Daviess County girls who face financial and other at-risk barriers with avenues to join the Girl Scouts and experience the outdoors, explore science and career opportunities, and gain practical life skills that will benefit them throughout their lives.

### ***Head Start Program***

Northwestern Illinois Community Action Agency (NICAA)

511 S. Liberty, Room 146

Freeport, IL 61032

Phone: (815) 235-3740

Website: [www.nicaa.org](http://www.nicaa.org)

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

Call for information on school locations.

### ***Highland Community College***

Office of Admissions

2998 W. Pearl City Road

Freeport, IL 61032

Phone: (815) 599-3414

E-mail: [admissions@highland.edu](mailto:admissions@highland.edu)

Website: [www.highland.edu](http://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](mailto:isac.studentservices@isac.illinois.gov)

Website: [www.isac.org](http://www.isac.org)

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.

Mondays – Fridays, 8 am – 4:30 pm

### ***Presentation Lantern Center***

Schmid Innovation Center

900 Jackson Street, Suite LL5-1 (Lower Level)

Dubuque, IA 52001

Phone: (563) 557-7134

Phone: (563) 513-8646 (Urgent needs only helpline)

Email: [info@thelanterncenter.org](mailto:info@thelanterncenter.org)

Website: [www.thelanterncenter.org](http://www.thelanterncenter.org)

Offers a Tri-State area drop-in immigrant welcome and education center for adults, especially women, with orientation to the community, English and citizenship tutoring, and general assistance and advocacy. Immigration status is not asked. Open to all faiths, nationalities and backgrounds. Sponsored by the Sisters of the Presentation in Dubuque.

Mondays, Wednesdays, and Fridays, 10 am – 3 pm; Tuesdays and Thursdays, 1 pm – 7 pm

## **Emergency Preparedness and Disaster Relief**

### ***American Red Cross of Eastern Iowa***

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

### ***Illinois Emergency Management Agency***

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

### ***Jo Daviess County Emergency Management Agency***

Jo Daviess County Highway Building  
1 Commercial Drive, Suite 4  
Hanover, IL 61041  
Phone: (815) 591-2673 or (815) 591-2675  
Fax: (815) 777-2285  
E-mail: [EMA@jodaviesscountyil.gov](mailto:EMA@jodaviesscountyil.gov)  
Website: [www.jodaviesscountyil.gov/ema](http://www.jodaviesscountyil.gov/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 severe 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@jodaviesscountyil.gov](mailto:publichealth@jodaviesscountyil.gov)  
Website: [www.jodaviesscountyil.gov/health](http://www.jodaviesscountyil.gov/health)  
Provides public health resources and information on disaster preparedness and relief, disease outbreaks, bioterrorism, weapons of mass destruction, and other emergencies.  
Mondays – Fridays, 8 am – 4:30 pm

### ***NICAA Housing Program***

Northwestern Illinois Community Action Agency (NICAA)  
27 S. State Avenue, Suite 102  
Freeport, IL 61032  
Phone: (815) 232-3141  
Phone: (800) 883-1111 (Toll-free)  
Fax: (815) 232-3143  
Website: [www.nicaa.org](http://www.nicaa.org)  
Mondays – Fridays, 8 am – 3 pm. Call for program information.

***Salvation Army***

Illinois Bank and Trust  
716 S. Bench Street  
Galena, IL 61036  
Phone: (815) 777-5112 (Contact: Nikki Nolan)  
Fax: (815) 777-8944  
E-mail: [nnolan@illinoisbank.com](mailto:nnolan@illinoisbank.com)

Provides emergency financial assistance and help with other basic needs, including food programs, clothing, bedding, lodging, meals, groceries, minor car repairs, gas, prescription medication, glasses, school supplies, support for utilities, and disaster relief.  
No walk-in service. Call or email for an appointment.

***United States Federal Emergency Management Agency (FEMA)***

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

Offers help to victims of devastating natural disasters.

***United Way of Northwest Illinois***

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

Provides information resources for emergency service needs.

**Employment Assistance**

***BEST, Inc.***

Phone: (815) 625-9648  
Phone: (800) 526-0844 (TTY)

Offers assistance with resume writing, job search, interviewing skills, proper interview presentation, and job retention. Provides resources for on-the-job training and work-based learning.

***Furst Staffing***

725 N. Pearl Street  
Stockton, IL 61085  
Phone: (815) 656-4490  
Fax: (815) 656-4492  
Website: [www.furststaff.com](http://www.furststaff.com)

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

***Illinois Department of Employment Security***

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

Provides unemployment insurance, employment search services, and veteran services. To post resumes, search job openings or find a job, visit [www.illinoisjoblink.com](http://www.illinoisjoblink.com)

## **Energy Management Programs**

### ***Budget Billing Program***

JCE Co-op  
793 US Highway 20 West  
Elizabeth, IL 61028  
Phone: (800) 858-5522 (Toll-free)  
Fax: (815) 858-3731  
E-mail: [info@jcecoop.com](mailto:info@jcecoop.com)  
Website: [www.jcecoop.com](http://www.jcecoop.com)

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

### ***ComEd (Commonwealth Edison Company)***

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

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

### ***Energy Efficiency Program***

JCE Co-op  
793 US Highway 20 West  
Elizabeth, IL 61028  
Phone: (800) 858-5522 (Toll-free)  
Fax: (815) 858-3731  
E-mail: [info@jcecoop.com](mailto:info@jcecoop.com)  
Website: [www.jcecoop.com](http://www.jcecoop.com)

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

### ***Levelized Billing Program***

JCE Co-op  
793 US Highway 20 West  
Elizabeth, IL 61028  
Phone: (800) 858-5522 (Toll-free)  
Fax: (815) 858-3731  
E-mail: [info@jcecoop.com](mailto:info@jcecoop.com)  
Website: [www.jcecoop.com](http://www.jcecoop.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 Heating & Energy Assistance Program (LIHEAP)***

Northwestern Illinois Community Action Agency (NICAA)

27 S. State Avenue, Suite 102

Freeport, IL 61032

Phone: (815) 232-3141 Phone: (800) 883-1111 (Toll-free)

Fax: (815) 232-3143

Website: [www.nicaa.org](http://www.nicaa.org)

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

Call NICAA to schedule an appointment at one of these locations: East Dubuque Public Library, Hanover Village Hall, or Warren Township Public Library.

Mondays – Fridays, 8 am – 3 pm

***Neighbor-to-Neighbor Care Funds***

JCE Co-op

793 US Highway 20 West

Elizabeth, IL 61028

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

Fax: (815) 858-3731

E-mail: [info@jcecoop.com](mailto:info@jcecoop.com)

Website: [www.jcecoop.com](http://www.jcecoop.com)

Provides help in paying winter energy bills. Recipients must first apply for NICAA Low Income Heating & Energy Assistance Program (LIHEAP) approval (see above) before qualifying for Neighbor-to-Neighbor Care Funds.

Mondays – Fridays, 8 am – 5 pm

***Nicor Gas Community Connection Center***

151 W. Front Avenue

Stockton, IL 61085

Phone: (815) 947-9096

Website: [www.nicorgas.com](http://www.nicorgas.com)

Provides bill-paying assistance for natural gas bills, energy-saving offerings, and information on other organizations that assist with housing, food, clothing, and healthcare.

Also provides free energy-saving home assessments, weatherization improvements, and products to help customers save money on their bills.

***Weatherization Program***

Northwestern Illinois Community Action Agency (NICAA)

27 S. State Avenue, Suite 102

Freeport, IL 61032

Phone: (815) 232-3141

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

Fax: (815) 232-3143

Website: [www.nicaa.org](http://www.nicaa.org)

Offers aid to low income renters/homeowners to make homes energy efficient for both summers and winters. Call NICAA to schedule an appointment at one of these locations: East Dubuque Public Library, Hanover Village Hall, or Warren Township Public Library.

Mondays – Fridays, 8 am – 3 pm

## Eyesight and Hearing Assistance

### ***Crescent Community Health Center***

1690 Elm Street

Dubuque, IA 52001

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

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

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

Website: [www.crescentchc.org](http://www.crescentchc.org)

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

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

### ***Hartig Hearing Care and Optical***

2200 John F. Kennedy Road, Suite 101

Dubuque, IA 52002

Phone: (563) 227-8673

Fax: (563) 582-4327

E-mail: [innovativeear@sbcglobal.net](mailto:innovativeear@sbcglobal.net)

Website: [www.HartigHearingAndOptical.com](http://www.HartigHearingAndOptical.com)

Offers periodic free hearing screening exams and consultation.

Mondays – Fridays, 9 am – 5 pm

### ***Lions Club International***

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

#### ***Apple River Lions Club (#227)***

Meets at Stagecoach Trail Event Center

Stagecoach Trail & Broadway Road

Apple River, IL 61001

Phone: (815) 594-2252

First Thursday of each month, 7 pm

#### ***Stockton Lions Club (#279)***

Meets at Stockton Banking Center

11655 Route 20, East

Stockton, IL 61085

Phone: (815) 821-4333

Fourth Wednesday each month, 7 pm

#### ***East Dubuque Lions Club (#237)***

Meets at The Other Side

68 Sinsinawa Avenue

P. O. Box 92

East Dubuque, IL 61025

Phone: (815) 266-1925

E-mail: [eastdubuquelions@gmail.com](mailto:eastdubuquelions@gmail.com)

[www.e-clubhouse.org/sites/east\\_dubuque/](http://www.e-clubhouse.org/sites/east_dubuque/)

Fourth Monday of each month, 6 pm

#### ***Warren Lions Club (#282)***

Meets at Methodist Church

P. O. Box 213

Warren, IL 61087

Phone: (815) 745-3339

[www.e-clubhouse.org/sites/warrenil](http://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](mailto:lions@galenalions.org)

Website: [www.galenalions.org](http://www.galenalions.org)

Second Thursday of each month, 6:30 pm

***Miracle-Ear Hearing Aid Center***

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

***Tri-State Independent Blind Society, Inc.***

1068 Cedar Cross Road  
Dubuque, IA 52003  
Phone: (563) 556-8746  
Fax: (563) 556-3592  
E-mail: [tristateblind@qwestoffice.net](mailto:tristateblind@qwestoffice.net)  
Website: [www.tristateblind.org](http://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, Tuesdays and Thursdays, 9 am – 4 pm; Wednesdays and Fridays, 9 am – 10 pm;  
Saturdays, 3 pm – 10 pm

**Financial Loans and Assistance for Homeowners and Renters**

***Buy Local Loan Program***

Illinois Bank & Trust  
Galena, IL 61036  
Phone: (815) 777-5156  
Website: [www.IllinoisBank.com/buy-local-loan](http://www.IllinoisBank.com/buy-local-loan)  
Provides loans of \$1,000-\$5,000 per household for any purpose, with 6.25% interest, 36 monthly installment payments, and no application fees. Applicants must be Illinois Bank & Trust checking account customers.

***Community Services Block Grant (CSBG) Emergency Assistance***

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

***Homeless Prevention/Housing Stability Assistance***

Northwest Illinois Community Action Agency (NICAA)  
27 S. State Avenue, Suite 102  
Freeport, IL 61032  
Phone: (815) 232-3141  
Phone: (800) 883-1111 (Toll-free)  
Fax: (815) 232-2143  
Website: [www.nicaa.org](http://www.nicaa.org)  
Provides funds to assist families who are in danger of becoming homeless or are homeless due to a recent financial crisis affecting their ability to pay housing costs.  
Mondays – Fridays, 8 am – 3 pm

***Illinois Housing Development Authority (IHDA)***

111 E. Wacker Drive, Suite 1000  
Chicago, IL 60601  
Phone: (312) 836-5200  
Phone: (866) 324-4431 (Toll-free TDD)  
Website: [www.ihda.org](http://www.ihda.org)

Assists renters and homeowners to avoid eviction and foreclosure as they seek employment and financial stability.  
Mondays – Fridays, 8:30 am – 5 pm

***NICAA Housing Program***

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

Call for more information on available programs.  
Mondays – Fridays, 8 am – 3 pm.

***United States Department of Agriculture (USDA)***

Elizabeth Farm Service Agency Center  
225 N. Main Street (P.O. Box 502)  
Elizabeth, IL 61028  
Phone: (815) 858-3418, Ext. 2  
E-mail: [ashley.belha@usda.gov](mailto:ashley.belha@usda.gov)  
Website: [www.fsa.usda.gov](http://www.fsa.usda.gov)

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

**Food Service Programs**

***The Bread of Life Food Pantry***

105 N. Prairie Street  
Apple River, IL 61001  
Phone: (815) 594-2252

Offers confidential free food for Apple River area residents, provided by churches, schools, and various service organizations.  
Call for appointment.

***Caring Neighbors Warren Food Pantry***

115 W. Main Street (Mail Address: P.O. Box 301)  
Warren, IL 61087  
Phone (815) 745-3441

Offers free food distribution to individuals in need, including tickets to buy milk at local stores, for residents within the eastern half of Jo Daviess County.  
First and Third Saturdays of each month, 8:30 am - 11 am  
For emergency assistance when the pantry is not open, contact the following:  
(815) 745-2312 - St. Ann's Catholic Church      (815) 745-3647 - United Methodist Church  
(815) 745-3444 - St. Paul Lutheran Church

### ***Community of Christians***

First United Methodist Church of Elizabeth  
309 S. Main Street (Mail Address: P.O. Box 257)  
Elizabeth, IL 61028  
Phone: (815) 858-2224

E-mail: [ehcommunityofchristians@gmail.com](mailto:ehcommunityofchristians@gmail.com)

Provides monthly free meals and fellowship in Hanover at this location:

Hanover VFW Building  
102 Fillmore Street  
Hanover, IL 61041  
2nd Sunday of each month  
4 - 6 pm (CST winter); 5 - 7 pm (CDT summer)

Sponsored by Elizabeth's St. Paul Evangelical Lutheran, St. Mary's Catholic, and First United Methodist; Derinda's Trinity Lutheran; Massbach's St. John Lutheran; and Hanover's United Presbyterian, St. Paul Lutheran, Hanover United Methodist, and St. John the Evangelist Catholic churches.

### ***East Dubuque Food Pantry***

East Dubuque Board of Education  
East Dubuque School District Office  
100 School Road, Y-Club Room  
East Dubuque, IL 61025  
Phone: (815) 747-2111 (District Office)  
Phone: (563) 580-1456 or  
(563) 451-5753 or (815) 747-3251

East Dubuque Lions Club  
P.O. Box 92  
East Dubuque, IL 61025  
Phone: (815) 266-1925  
E-mail: [eastdubuquelions@gmail.com](mailto:eastdubuquelions@gmail.com)  
Website:  
[www.e-clubhouse.org/sites/east\\_dubuque/](http://www.e-clubhouse.org/sites/east_dubuque/)

Free food distribution at 100 School Road, rear entry Y-Club Room, to individuals in need residing in East Dubuque, Menominee, and Dunleith Township. Managed by East Dubuque Lions Club Foundation.  
Tuesdays, 5 pm - 7 pm (except fifth Tuesday in a month)

### ***Elizabeth Food Basket***

Northwest Academy (Former high school)  
310 N. West Street (Mail Address: P.O. Box 391)  
Elizabeth, IL 61028  
Phone: (815) 990-3128  
Email: [elizfoodbasket@gmail.com](mailto:elizfoodbasket@gmail.com)  
Website: [www.elizabethfoodbasketil.org](http://www.elizabethfoodbasketil.org)

Offers free food distribution for individuals in need in the River Ridge School District, excluding Hanover Township. Also serves residents in Schapville and Scales Mound, and operates as an emergency food resource in case of disasters.  
Second Saturday of each month, 10 am - noon

### ***Elks Lodge Christmas Food Baskets***

123 N. Main Street  
Galena, IL 61036  
Phone: (815) 777-0011  
Email: [bpoe882@yahoo.com](mailto:bpoe882@yahoo.com)

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

### ***Golden Meals***

Northwestern Illinois Community Action Agency (NICAA)

524 W. Stephenson Street, Suite 4

Freeport, IL 61032

Phone: (815) 232-8896

Email: [nicaa94@nicaa.org](mailto:nicaa94@nicaa.org)

Website: [www.nicaa.org](http://www.nicaa.org)

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

Mondays – Fridays, Noon.

### ***Hanover Food Pantry***

500 Fillmore Street (Hanover Park District Building)

Hanover, IL 61041

Phone: (815) 275-4987

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

Second Wednesday of each month, 11am – 2 pm

### ***Illinois Supplemental Nutrition Assistance Program (SNAP)***

Stephenson County Family Community Resource Center (FCRC)

1840 S. West Avenue

Freeport, IL 61032

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

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

Fax: (815) 232-7625

Web site: [www.dhs.state.il.us/](http://www.dhs.state.il.us/)

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

### ***Illinois Women, Infants, and Children (WIC) Program***

Stephenson County Health Department

10 W. Linden Street

Freeport, IL 61032

Phone: (815) 235-8360

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

Fax: (815) 232-7160

Web site: <https://stephensoncountyil.gov>

Galena WIC Clinic

4359 Industrial Park Drive, Unit 100

Galena, IL 61036

Phone: (815) 777-0594

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

Fax: (888) 972-3481

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

Freeport: Mondays – Thursdays, 8:30 am – 4:30 pm; Fridays, 8:30 am – 3 pm;

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

Galena: First Thursday of each month, 8 am – 6 pm; Other Thursdays, 8 am – 4:30 pm

***Pirate Pantry***

Galena High School Food Pantry  
219 Kelly Lane (Former Galena Primary School)  
Galena, IL 61036  
Phone: (815) 777-0917 (High School)  
Email: [piratepantry@gusd120.k12.il.us](mailto:piratepantry@gusd120.k12.il.us)

Located on the back side of the building on Kelly Lane, provides free food to families who have at least one child enrolled in a Galena public school. Also provides a ride for delivery, if needed.

First Tuesday of each month, 5 pm – 6 pm (Call for appointment when closed)

***River Bend Mobile Food Pantry***

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

Website: [www.riverbendfoodbank.org](http://www.riverbendfoodbank.org)

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

Mondays – Fridays, 8:30 – 4:30 pm

***Stockton Community Food Pantry***

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

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

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

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

***Stockton Nutritional Assistance Program***

Unitarian-Universalist Church  
219 N. Pearl Street  
Stockton, IL 61085

Phone: (815) 947-3812

Website: [www.uuchurchofstockton.org](http://www.uuchurchofstockton.org)

Stockton Elementary School  
236 N. Pearl Street  
Stockton, IL 61085

Phone: (815) 947-3321

Website: [www.stocktonschools.com](http://www.stocktonschools.com)

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

***United Churches of Galena Food Pantry***

219 Summit Street Lower Level Parking Lot Entrance (Mail Address: P.O. Box 6401)  
Galena, IL 61036

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

E-mail: [ucgfoodpantry@gmail.com](mailto:ucgfoodpantry@gmail.com)

Website: [www.galenafoodpantry.com](http://www.galenafoodpantry.com)

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

Second and Fourth Thursdays of each month, 12:30 pm - 5 pm

## **Furniture Resources**

### ***Cat's Care Closet***

River Ridge School  
4141 IL Rt. 84 South  
Hanover, IL 61041  
Phone: (815) 858-9005  
E-mail: [ccatsccare@gmail.com](mailto:ccatsccare@gmail.com)

Supports the personal needs of students in River Ridge School District. Please contact them if you know of a child in need.  
Open by appointment only. Call or email for appointment.

### ***EZSELLUSA Consignment***

201 N. Commerce Street  
Galena, IL 61036  
Phone: (563) 543-5201  
E-mail: [paulhconnor@gmail.com](mailto:paulhconnor@gmail.com)  
Website: [www.ezsellusa.com](http://www.ezsellusa.com)

Provides used furniture, household items, and clothing at discount prices.  
Mondays – Thursdays, 9 am–6 pm; Fridays & Saturdays, 9 am–9 pm; Sundays, noon–6 pm

### ***Purr-Fection Thrift Store***

605 Ridge Street, Galena, IL 61036. (815) 281-2457. Open 11 am to 5 pm. Closed Tuesdays.  
Galena, IL 61036  
Offers used clothing, housewares, and small furniture at discount prices.

## **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@jodaviesscountyil.gov](mailto:publichealth@jodaviesscountyil.gov)  
Website: [www.jodaviesscountyil.gov/health](http://www.jodaviesscountyil.gov/health)

Provides seasonal Influenza vaccines for adults on a private pay basis.  
Mondays – Fridays, 8 am – 4:30 pm

### ***Child Immunization Program - Vaccines for Children (VFC)***

Jo Daviess County Health Department  
9483 US Highway 20, West  
Galena, IL 61036  
Phone: (815) 777-0263 (Call for appointment)  
Phone: (877) 777-0263 (Toll free)  
Fax: (815) 777-2977

E-mail: [publichealth@jodaviesscountyil.gov](mailto:publichealth@jodaviesscountyil.gov)  
Website: [www.jodaviesscountyil.gov/health](http://www.jodaviesscountyil.gov/health)

Provides vaccines for children enrolled in Medicaid or the All Kids insurance program, children without health insurance, American Indian or Alaskan Native children, or children who are underinsured (health insurance does not pay for immunizations).  
Mondays – Fridays, 8 am – 4:30 pm

***Crescent Community Health Center***

1690 Elm Street, Third Floor  
Dubuque, IA 52001  
Phone: (563) 690-2863 (Medical appointments)  
Phone: (563) 690-2870 (Spanish language assistance)  
Phone: (563) 552-8080 or (563) 690-2856 (Insurance assistance)  
Web site: [www.crescentchc.org](http://www.crescentchc.org)

Provides basic, primary medical health care for individuals and families who are uninsured, underinsured, and those with various types of insurance. The cost of services for uninsured patients is figured on a sliding-fee scale and discounted, based upon household income and size. Walk-in, urgent care services are offered as well.  
Mondays - Thursdays, 7 am – 6 pm; Fridays, 8 am – 5 pm

***FHN Jo Daviess Family Healthcare Center***

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

Accepts all income levels, uninsured and underinsured, for family health care.

***FHN Leonard C. Ferguson Cancer Center***

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

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

***FHN Memorial Hospital***

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

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

***Illinois Breast and Cervical Cancer Program (IBCCP)***

Stephenson County Health Department  
10 W. Linden Street  
Freeport, IL 61032  
Phone: (815) 599-8420  
Phone: (866) 590-8499 (Toll free)  
Fax: (815) 777-2977  
Website: <https://stephensoncountyil.gov>

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

### ***Illinois WISEWOMAN Program (IWP)***

Well Woman of Northwest Illinois  
Stephenson County Health Department  
10 W. Linden Street  
Freeport, IL 61032  
Phone: (815) 599-8420  
Phone: (866) 590-8499 (Toll-free)  
Website: <https://stephensoncountyil.gov>

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](mailto:DPH.OWHLine@Illinois.gov)  
Web site: [www.idph.state.il.us](http://www.idph.state.il.us)

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

Mondays – Fridays, 8:30 am – 4:30 pm

### ***Jo Daviess County Health Department***

9483 US Highway 20, West (P.O. Box 318)  
Galena, IL 61036  
Phone: (815) 777-0263  
Phone: (877) 777-0263 (Toll free)  
Fax: (815) 777-2977  
E-mail: [publichealth@jodaviesscountyil.gov](mailto:publichealth@jodaviesscountyil.gov)  
Website: [www.jodaviesscountyil.gov/health](http://www.jodaviesscountyil.gov/health)

Provides information on public health resources and wellness programs (Wellness Coalition). Offers a lab draw program to assist individuals in being proactive in preventative screening, early detection and/or monitoring of chronic disease. Includes blood pressure and risk assessment tests; low-cost 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 on the website.

Mondays – Fridays, 8 am – 4 pm

Offers guidance on radon testing to measure home radon levels, plus radon removal resources. Provides a short-term (3-7 days) radon test kit that allows homeowners to take passive radon readings in their homes. The test kit is mailed to a laboratory in prepaid envelopes and results can be read online in approximately one week. Radon test kit: \$10.

Radon Kits E-mail: [environmentalhealth@jodaviesscountyil.gov](mailto:environmentalhealth@jodaviesscountyil.gov)  
Radon Kits Website: [www.jodaviesscountyil.gov/health](http://www.jodaviesscountyil.gov/health)

Mondays – Fridays, 8 am – 4 pm

### ***Medical Associates Clinic – Dubuque East Campus***

1000 Langworthy Street  
Dubuque, IA 52001  
Phone: (563) 584-3000  
Phone: (800) 648-6868 (Toll-free)  
Phone: (800) 735-2943 (TTY toll-free)  
Phone: (563) 584-3455 (Acute Care)  
Phone: (563) 556-4357 or (800) 325-7442 (Toll-free) for 24-hour Help Nurse Assistance  
Website: [www.mahealthcare.com](http://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  
Website: [www.mahealthcare.com](http://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 - Galena***

10988 Bartell Boulevard  
Galena, IL 61036  
Phone: (815) 777-0900    Optometry: (815) 777-2566    Physical Therapy: (815) 776-0910  
Phone: (800) 648-6868 (Toll-free)  
Website: [www.mahealthcare.com](http://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.    X-Ray Services: Mondays – Fridays, 8 am – 4:30 pm

***Midwest Health Clinic – Elizabeth***

Midwest Medical Center  
117 N. Main Street  
Elizabeth, IL 61028  
Phone: (815) 858-2238  
Fax: (815) 858-2239  
E-mail: [kmeusel@midwestmedicalcenter.org](mailto:kmeusel@midwestmedicalcenter.org)  
Web site: [www.midwestmedicalcenter.org](http://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](mailto:kmeusel@midwestmedicalcenter.org)  
Website: [www.midwestmedicalcenter.org](http://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 Diabetes Prevention Program  
Midwest Medical Center Diabetes Self-Management Program***

One Medical Center Drive

Galena, IL 61036

Phone: (815) 777-6414

Fax: (815) 776-7385

E-mail: [dknight@midwestmedicalcenter.org](mailto:dknight@midwestmedicalcenter.org)

Website: [www.midwestmedicalcenter.org](http://www.midwestmedicalcenter.org)

Provides education programs for anyone who has diabetes, a family history of diabetes, gestational diabetes, or pre-diabetic concerns to learn how to manage diabetes and help to stall or prevent the onset of diabetes.

***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](mailto:msoat@midwestmedicalcenter.org)

Website: [www.midwestmedicalcenter.org](http://www.midwestmedicalcenter.org)

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

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

Saturdays, 7 am – noon

***Midwest Medical Center Physical Therapy***

One Medical Center Drive

Galena, IL 61036

Phone: (815) 777-4969

Fax: (815) 777-1821

E-mail: [jberning@midwestmedicalcenter.org](mailto:jberning@midwestmedicalcenter.org)

Website: [www.midwestmedicalcenter.org](http://www.midwestmedicalcenter.org)

Provides pre-/post-operative rehabilitation services, including physical therapy, occupational therapy, and speech therapy. Offers 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) 777-1340 (Contact: Jennifer Grau)

Fax: (815) 777-1821

E-mail: [jgrau@midwestmedicalcenter.org](mailto:jgrau@midwestmedicalcenter.org)

Website: [www.midwestmedicalcenter.org](http://www.midwestmedicalcenter.org)

Provides a comprehensive range of inpatient/hospital skilled care rehabilitation services.

## Health Care Support Groups

### *Family Caregiver Services*

Senior Resource Center of Jo Daviess County

Phone: (815) 235-9777

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

Fax: (815) 777-0414

E-mail: [afaivre@srcntr.org](mailto:afaivre@srcntr.org) (Amanda Faivre)

Website: [www.seniorresourcecenter.net](http://www.seniorresourcecenter.net)

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

Thursday, 10 am – 2 pm (Call for appointment prior to visiting these Centers)

Elizabeth Opening in 2024

Galena 607 Gear Street

Hanover 500 Filmore Street

Stockton 140 W. Benton Avenue

Warren 110 W. Main Street

### *Memory Café - Senior Resource Center of Stephenson County*

Senior Activity Center

216 E. Stephenson Street

Freeport, IL 61032

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

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

Fax: (815) 235-9571

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

Website: [www.seniorresourcecenter.net](http://www.seniorresourcecenter.net)

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

Thursdays, 1 pm – 3 pm

### *Memory Café - Sinsinawa Mound Center*

585 County Z Road

Sinsinawa Mound, WI 53824

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

Website: [www.sinsinawa.org/moundcenter](http://www.sinsinawa.org/moundcenter)

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

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

## Health Insurance and Prescription Drug Assistance

### *Affordable Care Act Enrollment Assistance*

Jo Daviess County Health Department

9483 US Highway 20, West

Galena, IL 61036

Call for appointment: (815) 599-8439

E-mail: [publichealth@jodaviesscountyil.gov](mailto:publichealth@jodaviesscountyil.gov)

Website: [www.jodaviesscountyil.gov/health](http://www.jodaviesscountyil.gov/health)

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

### *Affordable Care Act Information Resources*

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

Website: [www.healthcare.gov](http://www.healthcare.gov)

### ***All Kids Program***

Illinois Department of Healthcare and Family Services

Prescott Bloom Building

201 S. Grand Avenue, East

Springfield, IL 62763

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

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

Website: [www.illinois.gov/hfs/MedicalPrograms/AllKids](http://www.illinois.gov/hfs/MedicalPrograms/AllKids)

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

### ***Family Care Program***

Illinois Department of Healthcare and Family Services

Prescott Bloom Building

201 S. Grand Avenue, East

Springfield, IL 62763

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

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

Website: [www.illinois.gov/hfs/MedicalPrograms/AllKids/Pages/FamilyCare.aspx](http://www.illinois.gov/hfs/MedicalPrograms/AllKids/Pages/FamilyCare.aspx)

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

### ***Get Covered Illinois***

Illinois Department of Insurance

320 W. Washington Street

Springfield, IL 62767

Phone: (217) 782-4515 (Office)

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

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

Website: [www.abe.illinois.gov](http://www.abe.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.

### ***Home and Community Based Services (HCBS) Waiver Programs***

Illinois Department of Healthcare and Family Services

Prescott Bloom Building

201 S. Grand Avenue, East

Springfield, IL 62763

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

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

Website: [www.illinois.gov/hfs/MedicalPrograms](http://www.illinois.gov/hfs/MedicalPrograms)

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

### ***Illinois Department of Human Services***

Stephenson County Family Community Resource Center (FCRC)

1840 S. West Avenue

Freeport, IL 61032

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

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

Fax: (815) 232-7625

Website: [www.dhs.state.il.us/](http://www.dhs.state.il.us/)

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

Mondays – Fridays, 8:30 am – 5 pm

### ***Medicare/Medicaid***

Centers for Medicare & Medicaid Services

7500 Security Boulevard

Baltimore, MD 21244-1850

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

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

Website: [www.medicare.gov](http://www.medicare.gov)

US Social Security Administration

4 E. Linden Street

Freeport, IL 61032

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

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

Phone: (815) 232-2791 (TTY)

Fax: (833) 950-3447

Website: [www.ssa.gov/medicare/](http://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

Phone: (815) 777-1316

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

E-mail: [afaivre@srcntr.org](mailto:afaivre@srcntr.org) (Amanda Faivre)

Website: [www.seniorresourcecenter.net](http://www.seniorresourcecenter.net)

Elizabeth Opening in 2024

Galena 607 Gear Street

Hanover 500 Filmore Street

Stockton 140 W. Benton Avenue

Warren 110 W. Main Street

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.

Thursdays 10 am – 2 pm (Call for appointment prior to visiting these Centers)

## **Home Health Care**

### ***Castor Home Nursing Inc.***

417 E. Third Street

Sterling, IL 61081

Phone: (815) 564-0977

Fax: (815) 718-6594

E-mail: [info@castorhomenursing.com](mailto:info@castorhomenursing.com)

Website: [www.castorhomenursing.com](http://www.castorhomenursing.com)

Provides a full range of home health care services in Jo Daviess County for newborns to adults and those needing end-of-life care. Offers skilled nursing, rehabilitative therapy, assistance with daily tasks, companionship, medical supplies, and specialized support.

***FHN Hospice***

773 W. Lincoln Boulevard, Suite 403

Freeport, IL 61032

Phone: (815) 599-7240

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

Website: [www.fhn.org](http://www.fhn.org)

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

***Hospice of Dubuque***

1670 John F. Kennedy Road

Dubuque, IA 52002

Phone: (563) 582-1220

Fax: (563) 282-8089

E-mail: [cr@hospiceofdubuque.org](mailto:cr@hospiceofdubuque.org)

Web site: [www.hospiceofdubuque.org](http://www.hospiceofdubuque.org)

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

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

***Illinois Department of Human Services -Disability/Rehabilitation Services***

Freeport Disability Rehabilitation Office

Rehabilitation Services

1828 S. West Avenue

Freeport, IL 61032

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

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

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

Fax: (815) 233-3177

Website: [www.dhs.state.il.us/](http://www.dhs.state.il.us/)

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

Mondays – Fridays, 8:30 am – 5 pm

***MercyOne Home Care***

MercyOne Dubuque Medical Center

250 Mercy Drive, First Floor

Phone: (563) 589-8899

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

E-mail: [dqhme@mercyhealth.com](mailto:dqhme@mercyhealth.com)

Website: [www.mercyone.org](http://www.mercyone.org)

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

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

### ***Senior Resource Center of Jo Daviess County***

Senior Resource Center of Jo Daviess County  
Phone: (815) 777-1316  
Phone: (888) 645-7150 (Toll-free)  
E-mail: [afaivre@srcntr.org](mailto:afaivre@srcntr.org) (Amanda Faivre)  
Website: [www.seniorresourcecenter.net](http://www.seniorresourcecenter.net)

Elizabeth	Opening in 2024
Galena	607 Gear Street
Hanover	500 Filmore Street
Stockton	140 W. Benton Avenue
Warren	110 W. Main Street

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. Thursday, 10 am – 2 pm (Call for appointment prior to visiting these Centers)

### ***24-Hour Care***

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

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

## **Home Health Care Products**

### ***Finley-Hartig Homecare***

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

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

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

### ***MercyOne Medical Equipment***

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

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

**Quality Medical Services/AeroCare Division of Adapt Health**

2140 John F. Kennedy Road, Suite A-1 (located in Fuerste Eye Clinic)

Dubuque, IA 52002

Phone: (563) 845-7205

E-mail: [janbritmeyer@adapthealth.com](mailto:janbritmeyer@adapthealth.com)

Website: [www.aerocaredirect.com](http://www.aerocaredirect.com)

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

Mondays – Fridays, 9 am – 3 pm

**Housing Resources**

***Affordable Housing Online – Apple River***

Website: [www.affordablehousingonline.com](http://www.affordablehousingonline.com)

Parkview Apartments

306 Maple Street

Apple River, IL 61001

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

***Affordable Housing Online – East Dubuque***

Website: [www.affordablehousingonline.com](http://www.affordablehousingonline.com)

Badger Ridge Homes

19323 Ridge Drive

East Dubuque, IL 61025

***Affordable Housing Online - Elizabeth***

Website: [www.affordablehousingonline.com](http://www.affordablehousingonline.com)

Hillside Apartments

310 Illinois Street

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

***Affordable Housing Online - Galena***

Website: [www.affordablehousingonline.com](http://www.affordablehousingonline.com)

Prestwick Senior Community

957 James Street

Galena, IL 61036

Phone: (815) 776-0421

Victoria Heights

840 Elk Street

Galena, IL 61036

Phone: (815) 777-3209

Victoria Heights Apartments

831 Young Street

Galena, IL 61036

Phone: (815) 777-3209

***Affordable Housing Online – Scales Mound***

Website: [www.affordablehousingonline.com](http://www.affordablehousingonline.com)

High Point Apartments

927 N. Washington Street

Scales Mound, IL 61075

Phone: (800) 346-8581

***Affordable Housing Online - Stockton***

Website: [www.affordablehousingonline.com](http://www.affordablehousingonline.com)

North Prairie Apartments

108 Mathilda Drive

Stockton, IL 61085

Phone: (815) 947-2237

Rainbow Ridge III

605 N. Main Street

Stockton, IL 61085

Phone: (815) 947-2235

***Affordable Housing Online - Warren***

Website: [www.affordablehousingonline.com](http://www.affordablehousingonline.com)

High Point Apartments  
739 W. Washington Street  
Warren, IL 61087

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

***Coatsworth in Galena***

126 S. Main Street  
Galena, IL 61036

Phone: (855) 788-6311

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

***Grand View Estates***

540 Pleasant Street  
Elizabeth, IL 61028  
Phone: (815) 858-8879

Independent living facility with 22 apartments (three two-bedroom units with 900 square feet, and 19 one-bedroom units with 440 to 550 square feet). Due to fire damage in 2023, only 13 apartments are available in spring 2024. Adjoining Medical Associates Clinic and has interior security cameras.

Call for updates on availability of apartments.

***Jo Daviess County Housing Authority***

347 Franklin Street  
Galena, IL 61036

Phone: (815) 777-0782

Fax: (815) 777-0858

E-mail: [housing@jdcha.org](mailto:housing@jdcha.org)

Website: [www.jdcha.org](http://www.jdcha.org)

Monday – Friday, 8 am – 4 pm

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**

***All Our Kids (AOK) Early Childhood Networks***

Stephenson County Health Department  
10 W. Linden Street

Freeport, IL 61032

Phone: (815) 599-8432

Fax: (815) 599-8411

E-mail: [pamwilliams@stephensoncountyil.gov](mailto:pamwilliams@stephensoncountyil.gov)

Website: [www.AOK-NWIL.com](http://www.AOK-NWIL.com)

Coordinates a community collaboration of over 50 agencies in Jo Daviess, Carroll and Stephenson Counties that support children 0-8 years old and/or their families. Works to identify and fill gaps in children’s services to ensure families are healthy and safe.

Mondays - Fridays, 8 am – 4 pm

### ***Family Case Management Program***

Stephenson County Health Department

10 W. Linden Street

Freeport, IL 61032

Phone: (815) 235-8360

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

Fax: (815) 232-7160

Website: <https://stephensoncountyil.gov>

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

Freeport: Mondays – Thursdays, 8:30 am – 4:30 pm; Fridays, 8:30 am – 3 pm;

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

Galena: First Thursday of each month, 8 am – 6 pm; Other Thursdays, 8 am – 4:30 pm

Galena WIC Clinic

4359 Industrial Park Drive, Unit 100

Galena, IL 61036

Phone: (815) 777-0594

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

Fax: (888) 972-3481

### ***Hispanic Council of Tri-States***

1770 Central Avenue

Dubuque, IA 52001

Phone: (563) 556-5653

E-mail: [hispaniccouncil40@gmail.com](mailto:hispaniccouncil40@gmail.com)

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

### ***Illinois Department of Employment Security***

2323 E. Lincolnway

Sterling, IL 61081

Phone: (815) 625-2313

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

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

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

Website: [www.ides.illinois.gov](http://www.ides.illinois.gov)

Provides unemployment insurance, employment search services, and veteran services. To post resumes, search job openings or find a job, visit [www.illinoisjoblink.com](http://www.illinoisjoblink.com)

### ***Illinois Department of Human Services***

Stephenson County Family Community Resource Center (FCRC)

1840 S. West Avenue

Freeport, IL 61032

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

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

Fax: (815) 232-7625

Web site: [www.dhs.state.il.us/](http://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, housing, medical care, and other needs.

Mondays – Fridays, 8:30 am – 5 pm

### ***Illinois Temporary Assistance for Needy Families (TANF)***

Stephenson County Family Community Resource Center (FCRC)

1840 S. West Avenue

Freeport, IL 61032

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

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

Fax: (815) 232-7625

Website: [www.dhs.state.il.us/](http://www.dhs.state.il.us/)

Provides 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, shelter, utilities, childcare services, and expenses other than medical.

Mondays – Fridays, 8:30 am – 5 pm

***Jo Daviess County New Resident's Welcome Kit***

NW Illinois Economic Development (NWILED)

1 Commercial Drive, Suite 2

Hanover, IL 61041

Phone: (815) 297-7361

Email: [info@nwiled.org](mailto:info@nwiled.org)

Website: [www.nwiled.org/quality-of-life.php](http://www.nwiled.org/quality-of-life.php)

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

***La Voz Latina***

YWCA of Northwestern Illinois

4990 East State Street

Rockford, IL 61108

Phone: (815) 968-9681

E-mail: [info@ywcanwil.org](mailto:info@ywcanwil.org)

Website: [www.ywcanwil.org](http://www.ywcanwil.org)

Spanish-speaking staff offer information and referral services, one-on-one parenting classes and adult education workshops, advocacy for at-risk and in-crisis families, immigrant and refugee assistance (including deportation defense and immigrant rights), social services referrals, and information on culturally sensitive and competent services. Mondays – Fridays, 8:30 am – 4:30 pm

***The 100 Club of Jo Daviess County***

P.O. Box 57

Galena, IL 61036

Phone: (815) 777-0090

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

***Society of St. Vincent de Paul***

Galena, IL 61036

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

Email: [svdp@catholicgalena.com](mailto:svdp@catholicgalena.com)

Website: [www.catholicgalena.com](http://www.catholicgalena.com)

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

***United Churches of Galena Community Assistance Fund***

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

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

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

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

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

## Legal Resources

### ***Catholic Charities Archdiocese of Dubuque***

St. Patrick Church, Foley Hall

1425 Iowa Street

Dubuque, IA 52001

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

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

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

### ***Illinois Lawyer Finder***

Illinois State Bar Association

Phone: (877) 270-3855

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

Provides free referrals to attorneys for various legal issues.

### ***Illinois Pension Assistance Project (IPAP)***

Phone: (888) 425-6067

Funded by the U.S. Administration on Aging, IPAP staff provide free legal help to anyone with questions about their retirement plan pensions, 401(k) plans, or profit-sharing plans.

### ***Jo Daviess County Legal Self-Help Center, [illinoislegalaid.org](http://illinoislegalaid.org)***

Galena Public Library

601 S. Bench Street

Galena, IL 61036

Phone: (815) 777-0200

E-mail: [info@galenalibrary.org](mailto:info@galenalibrary.org)

Website: [www.galenalibrary.org](http://www.galenalibrary.org)

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

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

### ***Jo Daviess County Public Defender's Office***

Jo Daviess County Courthouse

330 N. Bench Street, Room 212

Galena, IL 61036

Phone: (815) 777-3087

E-mail: [publicdefender@jodaviesscountyil.gov](mailto:publicdefender@jodaviesscountyil.gov)

Website: [www.jodaviesscountyil.gov](http://www.jodaviesscountyil.gov)

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

Mondays – Fridays, 8 am – 4 pm

***Northwestern Illinois Area Agency on Aging (NIAAA)***

1111 S. Alpine Road, Suite 600

Rockford, IL 61108-1652

Phone: (815) 226-4901

Phone: (779) 221-3721 (Helpline)

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

E-mail: [info@nwilaaa.org](mailto:info@nwilaaa.org)

Website: [www.nwilaaa.org](http://www.nwilaaa.org)

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

Mondays – Fridays, 8 am – 4 pm

***Prairie State Legal Services***

303 N. Main Street, Suite 600

Rockford, IL 61101

Phone: (815) 965-2902

Phone: (800) 892-2985 (Toll-free)

Fax: (815) 965-1081

Website: [www.pslegal.org](http://www.pslegal.org)

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

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

***Tyler's Justice Center for Children***

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

Stockton, IL 61085

Phone: (815) 947-6030

Fax: (815) 947-6040

E-mail: [tylerscenter@aeroinc.net](mailto:tylerscenter@aeroinc.net)

Website: [www.tylersjusticecenter.org](http://www.tylersjusticecenter.org)

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

***Victim Witness Coordinator Program***

Jo Daviess County State's Attorney's Office.

Jo Daviess County Courthouse

330 N. Bench Street, Suite 5

Galena, IL 61036

Phone: (815) 777-0109

Fax: (815) 777-3203

E-mail: [callendorf@jodaviesscountyil.gov](mailto:callendorf@jodaviesscountyil.gov)

Website: [www.jodaviesscountyil.gov](http://www.jodaviesscountyil.gov)

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

Temporary location starting March 2024:

9816 US Route 20 West in Galena

Send mail to Courthouse during relocation

## **License Plates, Parking Placards, and Identification Card Services**

### ***Disability License Plates and Placards***

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

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

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

### ***Identification Cards***

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

### ***Vehicle License Plate Discount Program***

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

## **Nursing Homes**

### ***Allure of Stockton***

501 E. Front Street  
Stockton, IL 61085  
Phone: (815) 947-2215  
Website: <https://allurestockton.com>  
Formerly Waverly Place of Stockton, provides 24-hour, seven-days-per-week care in a 49-bed facility, including skilled nursing and physical, occupational, and speech therapy.

### ***Midwest Medical Senior Care Nursing Home***

215 Summit Street  
Galena, IL 61036  
Phone: (815) 776-7254  
Fax: (815) 776-7344  
E-mail: [jtrebian@midwestmedicalcenter.org](mailto:jtrebian@midwestmedicalcenter.org)  
Website: [www.midwestmedicalcenter.org](http://www.midwestmedicalcenter.org)  
Formerly Galena-Stauss Nursing Home, provides 24-hour, 365 days/year care in a 57-bed facility by registered nurses, licensed practical nurses, and certified nursing assistants.

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

## **Senior Citizens' Services**

### ***AARP***

601 E Street, NW

Washington, DC 20049

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

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

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

Website: [www.aarp.org](http://www.aarp.org)

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

Formerly the American Association of Retired Persons, AARP is a nonprofit, nonpartisan organization that helps improve the quality of lives for people 50 and older. Provides information and resources on finances, health care, housing, jobs, retiree benefits, etc. Mondays – Fridays, 7 am – 11 pm (Eastern Time)

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

Illinois Department of Human Services

Stephenson County Family Community Resource Center (FCRC)

1840 S. West Avenue

Freeport, IL 61032

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

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

Fax: (815) 232-7625

Website: [www.dhs.state.il.us/](http://www.dhs.state.il.us/)

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

Mondays – Fridays, 8:30 am – 5 pm

### ***Long-Term Care Ombudsman Program***

Catholic Charities

431 S. Phelps Avenue, Suite 607

Rockford, IL 61108

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

Fax: (815) 316-0042

E-mail: [ccombudsmaninfo@rockforddiocese.org](mailto:ccombudsmaninfo@rockforddiocese.org)

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

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

### ***Northwestern Illinois Area Agency on Aging (NIAAA)***

1111 S. Alpine Road, Suite 600

Rockford, IL 61108-1652

Phone: (815) 226-4901

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

E-mail: [info@nwilaaa.org](mailto:info@nwilaaa.org)

Website: [www.nwilaaa.org](http://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***

Senior Resource Center of Jo Daviess County  
Phone: (815) 777-1316  
Phone: (888) 645-7150 (Toll-free)  
E-mail: [afaivre@srcntr.org](mailto:afaivre@srcntr.org) (Amanda Faivre)  
Website: [www.seniorresourcecenter.net](http://www.seniorresourcecenter.net)

Elizabeth Opening in 2024  
Galena 607 Gear Street  
Hanover 500 Filmore Street  
Stockton 140 W. Benton Avenue  
Warren 110 W. Main Street

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.

Thursday, 10 am – 2 pm (Call for appointment prior to visiting these Centers)

### ***Senior Resource Center of Stephenson County***

206 E. Stephenson Street  
Freeport, IL 61032  
Phone: (815) 235-9777  
Phone: (888) 645-7150 (Toll-free)  
Fax: (815) 235-9571  
E-mail: [sshoemaker@srcntr.org](mailto:sshoemaker@srcntr.org) (Sonja Shoemaker)  
Website: [www.seniorresourcecenter.net](http://www.seniorresourcecenter.net)

Provides information resources that are also offered at the Senior Resource Center of Jo Daviess County regional offices, as well as additional services for Jo Daviess County residents that are not available at the regional locations.

Mondays – Fridays, 8:30 am – 4:30 pm

### ***Stepping Stones***

Galena United Methodist Church  
125 S. Bench Street  
Galena, IL 61036  
Phone: (815) 777-0192  
RSVP at (815) 297-5505 one week prior to each event  
Website: [www.galenaumc.org](http://www.galenaumc.org)

Emmy Lou's Cafe  
11347 Oldenburg Lane  
Galena, IL 61036  
Phone: (815) 777-4732

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

## **Social Security Benefits**

### ***United States Social Security Administration***

4 E. Linden Street  
Freeport, IL 61032  
Phone: (855) 628-1591  
Phone: (800) 772-1213 (Toll-free) – Call between 7 am and 7 pm to make an appointment  
Phone: (815) 232-2791 (TTY)  
Fax: (833) 950-3447  
Website: [www.ssa.gov](http://www.ssa.gov)

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

## **Substance Abuse Support and Treatment Services**

### ***Alcoholics Anonymous - Elizabeth***

First United Methodist Church of Elizabeth  
309 S. Main Street  
Elizabeth, IL 61028  
AA Phone: (800) 452-7990 (Toll-free, 24 hours, 7 days per week)  
Website: [www.aa-nia.org](http://www.aa-nia.org)  
Fridays, 6 pm

### ***Alcoholics Anonymous - Galena***

First Presbyterian Church  
106 N. Bench Street  
Galena, IL 61036  
AA Phone: (800) 452-7990 (Toll-free, 24 hours, 7 days per week)  
Website: [www.aa-nia.org](http://www.aa-nia.org)  
Fridays, 6 pm; Saturdays, 9:30 am; Sundays, 6 pm

### ***Alcoholics Anonymous - Galena***

Grace Episcopal Church  
107 S. Prospect Street  
Galena, IL 61036  
AA Phone: (800) 452-7990 (Toll-free, 24 hours, 7 days per week)  
Website: [www.aa-nia.org](http://www.aa-nia.org)  
Mondays, 10 am; Tuesdays, 7 pm; Wednesdays, noon

### ***Alcoholics Anonymous – Stockton***

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

### ***Alcoholics Anonymous – Warren***

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

### ***FHN Family Counseling Center***

Dr. Ravi and Mrs. Minu Vyas Crisis Stabilization Center  
421 W. Exchange Street  
Freeport, IL 61032  
Phone: (815) 599-7300  
Website: [www.fhn.org](http://www.fhn.org)  
Provides therapeutic care for individuals in crisis. Assists patients with extreme anxiety, uncontrollable anger, depression and despair, suicidal thoughts, and other concerns in a living-room-type environment.  
Mondays – Sundays, 24-hours per day

***FHN Family Counseling Center – Online Services***

421 W. Exchange Street

Freeport, IL 61032

Phone: (815) 599-7300

Website: [www.fhn.org](http://www.fhn.org)

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

Mondays – Sundays, 24-hours per day

***FHN Jo Daviess Family Healthcare Center***

725 N. Pearl Street

Stockton, IL 61085

Phone: (815) 947-3211

Fax: (815) 947-3236

Website: [www.fhn.org](http://www.fhn.org)

***Gambling Problem Support***

Illinois Department of Human Services

Phone: (800) GAMBLER (24 hours / 7 days / week confidential helpline)

Text: GAMB to 833234

Website: [www.AreYouReallyWinning.com](http://www.AreYouReallyWinning.com)

This “Are You Really Winning” campaign builds awareness of problem gambling and promotes helpline services for those experiencing gambling problems.

***Illinois Tobacco Quitline***

Illinois Department of Public Health

535 W. Jefferson Street

Springfield, IL 62761

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

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

Fax: (217) 557-3497

Website: [www.quityes.org](http://www.quityes.org)

Website: [www.smoke-free.Illinois.gov](http://www.smoke-free.Illinois.gov)

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

Sundays through Saturdays, 7 am – 11 pm

***Interactions Therapy Center, Inc.***

800 Spring Street, Suite 101

Galena, IL 61036

Phone: (815) 777-2850

Email: [itc@interactionstherapycenter.com](mailto:itc@interactionstherapycenter.com)

Web site: [www.interactionstherapycenter.com](http://www.interactionstherapycenter.com)

Provides marriage and family counseling and certified substance abuse counseling.

***NARCAN and Fentanyl Test Strips Program***

Jo Daviess County Health Department

9483 US Highway 20, West (P.O. Box 318)

Galena, IL 61036

Phone: (815) 777-0263

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

Fax: (815) 777-2977

E-mail: [publichealth@jodaviesscountyil.gov](mailto:publichealth@jodaviesscountyil.gov)

Website: [www.jodaviesscountyil.gov/health](http://www.jodaviesscountyil.gov/health)

In partnership with Sinnissippi Centers, provides NARCAN nasal spray for emergency treatment of known or suspected opioid overdose, as well as Fentanyl test strips for detecting the presence of Fentanyl in drug samples prior to use. Available free and confidential to Jo Daviess County residents. Individuals should pick up products in the lower level entrance, located in the rear parking lot of the County Health Building.  
Mondays – Fridays, 8 am – 4 pm

### ***National Suicide Prevention Lifeline***

Phone: 988  
Chat: 988lifeline.org  
Text: MHFA to 741-741  
Provides one-on-one support from skilled, compassionate counselors. No judgment.  
Mondays – Sundays, 24 hours per day

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

Riverview Center  
11358 Industrial Drive, Suite 2  
Galena, IL 61036  
Business Phone: (815) 777-8167  
Phone: (815) 777-8155 (Sexual Assault Hotline)  
Phone: (815) 777-3680 (Domestic Violence Hotline)  
Email: [nwilgsa@gmail.com](mailto:nwilgsa@gmail.com)  
Operating under the Riverview Center umbrella organization, provides support and education for the Lesbian, Gay, Bisexual, Trans, Queer/Questioning (LGBTQ+) and Ally youth in an effort to reduce self-harm, bullying, and substance abuse, as well as to increase their self-esteem. Serves Jo Daviess County and Carroll County high school students. Call or email for more information.

### ***Rosecrance***

939 Galena Square Drive, Suite B  
Galena, IL 61036  
Phone: (815) 391-1000  
Website: [www.rosecrance.org](http://www.rosecrance.org)  
Provides mental health outpatient services, including individual and family counseling and telepsychiatry, as well as outpatient substance use disorder treatment, including continuing care groups and individual and family sessions. Also does DUI evaluations and behavioral health assessments.  
Mondays – Fridays, 8 am – 5 pm.

## **Tax Preparation Assistance**

### ***Illinois Department of Revenue***

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

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

Provides information on Illinois state tax policies and procedures.  
Mondays – Fridays, 8 am – 5 pm; Rockford office open Mondays – Fridays, 8:30 am – 5 pm

### ***Northwestern Illinois Area Agency on Aging (NIAAA)***

1111 S. Alpine Road, Suite 600

Rockford, IL 61108-1652

Phone: (815) 226-4901

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

E-mail: [info@nwilaaa.org](mailto:info@nwilaaa.org)

Website: [www.nwilaaa.org](http://www.nwilaaa.org)

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

Mondays – Fridays, 8 am – 4 pm

### ***Senior Resource Center of Jo Daviess County***

Senior Resource Center of Jo Daviess County

Phone: (815) 777-1316

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

E-mail: [afaivre@srcntr.org](mailto:afaivre@srcntr.org) (Amanda Faivre)

Website: [www.seniorresourcecenter.net](http://www.seniorresourcecenter.net)

Elizabeth Opening in 2024

Galena 607 Gear Street

Hanover 500 Filmore Street

Stockton 140 W. Benton Avenue

Warren 110 W. Main Street

Provides property tax assessment freeze assistance for Jo Daviess County seniors.

Thursdays, 10 am – 2 pm (Call for appointment prior to visiting these Centers)

### ***Senior Resource Center of Stephenson County***

206 E. Stephenson Street

Freeport, IL 61032

Phone: (815) 235-9777

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

Fax: (815) 235-9571

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

Website: [www.seniorresourcecenter.net](http://www.seniorresourcecenter.net)

Provides tax counseling and tax form preparation assistance for Jo Daviess County seniors, including property tax assessment freeze assistance.

Mondays – Fridays, 8:30 am – 4:30 pm

### ***Tax Counseling for the Elderly (TCE)***

United States Internal Revenue Service

Phone: (800) 829-1040 (Toll-free Illinois tax information help line)

Phone: (888) 227-7669 (Toll-free for location of nearest TCE site)

Website: [www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers](http://www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers)

Offers free tax return preparation help for all taxpayers, particularly those 60 years of age and older, specializing in pensions and retirement-related issues. Regional TCE sites, operated by AARP Foundation's Tax Aide program, are open annually January to April.

### ***Volunteer Income Tax Assistance (VITA)***

United States Internal Revenue Service

Phone: (800) 829-1040 (Toll-free Illinois tax information help line)

Phone: (800) 906-9887 (Toll-free for location of nearest VITA site)

Website: [www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers](http://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 \$64,000 or less), persons with disabilities, and limited-English-speaking taxpayers who need assistance. Regional sites open annually from February through April.

## **Telephone and Internet Services**

### ***Access Wireless***

Phone: (888) 900-3149 (Toll-free)

Website: [www.accesswireless.com](http://www.accesswireless.com)

Provides free cell phones and services 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](mailto:CTIAExtStateAff@ctia.org)

Website: [www.accesswireless.org](http://www.accesswireless.org)

Provides cell phone and wireless services for persons with disabilities, seniors, and their families. Offers devices for hearing, vision, mobility / manipulation, speech, and cognition disabilities.

### ***Illinois Lifeline Universal Service Telephone Program***

Illinois Department of Human Services

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

Website: [www.linkupillinois.org](http://www.linkupillinois.org)

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

## **Transportation Services**

### ***Jo Daviess County Transit***

Jo Daviess County Board

710 S. West Street

Galena, IL 61036

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

Fax: (815) 777-8255

E-mail: [TransitDispatch@jodaviesscountyil.gov](mailto:TransitDispatch@jodaviesscountyil.gov)

Website: [www.jodaviesscountytransportation.com](http://www.jodaviesscountytransportation.com)

Provides handicapped-access, subsidized public transportation with morning and afternoon routes to-and-from Galena from all communities in Jo Daviess County. Rides are available for medical appointments in the County and to Dubuque, Freeport, Iowa City, Madison, Monroe, and Rockford. Veterans ride free. Mondays through Fridays, 6 am – 6 pm

Jo Daviess County Board

330 N. Bench Street

Galena, IL 61036

### ***The Jule Mini-Bus***

City of Dubuque  
950 Elm Street  
Dubuque, IA 52001  
Phone: (563) 690-6464  
Fax: (563) 589-4340

Website: [www.cityofdubuque.org/274/transit](http://www.cityofdubuque.org/274/transit)

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

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

## **Trauma Support for Domestic, Emotional, and Sexual Abuse**

### ***Adult Protective Services***

Senior Resource Center of Jo Daviess County  
Phone: (815) 777-1316  
Phone: (888) 645-7150 (Toll-free)  
E-mail: [afaivre@srcntr.org](mailto:afaivre@srcntr.org) (Amanda Faivre)  
Website: [www.seniorresourcecenter.net](http://www.seniorresourcecenter.net)

Elizabeth	Opening in 2024
Galena	607 Gear Street
Hanover	500 Filmore Street
Stockton	140 W. Benton Avenue
Warren	110 W. Main Street

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. Thursdays, 10 am – 2 pm (Call for appointment prior to visiting these Centers)

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

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

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

### ***FHN Family Counseling Center***

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

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

Mondays – Sundays, 24-hours per day

***FHN Family Counseling Center – Online Services***

421 W. Exchange Street

Freeport, IL 61032

Phone: (815) 599-7300

Website: [www.fhn.org](http://www.fhn.org)

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

Mondays – Sundays, 24-hours per day

***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

Website: [www.illinois.gov](http://www.illinois.gov)

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](http://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

***National Suicide Prevention Lifeline***

Phone: 988

Chat: [988lifeline.org](http://988lifeline.org)

Text: MHFA to 741-741

Provides one-on-one support from skilled, compassionate counselors. No judgment.

Mondays – Sundays, 24 hours per day

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

Riverview Center

11358 Industrial Drive, Suite 2

Galena, IL 61036

Business Phone: (815) 777-8167

Phone: (815) 777-8155 (Sexual Assault Hotline)

Phone: (815) 777-3680 (Domestic Violence Hotline)

Email: [nwilgsa@gmail.com](mailto:nwilgsa@gmail.com)

Operating under the Riverview Center umbrella organization, provides support and education for the Lesbian, Gay, Bisexual, Trans, Queer/Questioning (LGBTQ+) and Ally youth in an effort to reduce self-harm, bullying, and substance abuse, as well as to increase their self-esteem. Serves Jo Daviess County and Carroll County high school students. Call or email for more information.

***Riverview Center***

11358 Industrial Drive, Suite 2

Galena, IL 61036

Business Phone: (815) 777-8167

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

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

Website: [www.riverviewcenter.org](http://www.riverviewcenter.org)

Provides free, confidential, client-centered care for adults and children affected by sexual assault and domestic violence. Offers a Care Room providing free clothing, hygiene, and household items.

Mondays – Fridays, 8:30 am – 5 pm

***Rosecrance***

939 Galena Square Drive, Suite B

Galena, IL 61036

Phone: (815) 391-1000

Website: [www.rosecrance.org](http://www.rosecrance.org)

Provides mental health outpatient services, including individual and family counseling and telepsychiatry, as well as outpatient substance use disorder treatment, including continuing care groups and individual and family sessions. Also does DUI evaluations and behavioral health assessments.

Mondays – Fridays, 8 am – 5 pm.

***Tyler's Justice Center for Children***

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

Stockton, IL 61085

Phone: (815) 947-6030

Fax: (815) 947-6040

E-mail: [tylerscenter@aeroinc.net](mailto:tylerscenter@aeroinc.net)

Website: [www.tylersjusticecenter.org/](http://www.tylersjusticecenter.org/)

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

***Victim Witness Advocacy Services***

Jo Daviess County State's Attorney's Office

Jo Daviess County Courthouse

330 N. Bench Street, Suite 5

Galena, IL 61036

Phone: (815) 777-0109

Fax: (815) 777-3203

E-mail: [callendorf@jodaviesscountyil.gov](mailto:callendorf@jodaviesscountyil.gov)

Website: [www.jodaviesscountyil.gov](http://www.jodaviesscountyil.gov)

Provides services 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

Temporary location starting March 2024:

9816 US Route 20 West in Galena

Send mail to Courthouse during relocation

## Veterans' Services

### *American Legion*

Website: [www.legion.org](http://www.legion.org)

Provides activities and support services for veterans in various locations:

#### *Albert-Shelby, IL Post 298*

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

#### *Hanover, IL Post 707*

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

#### *East Dubuque, IL Post 787*

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

#### *Stockton, IL Post 449*

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

#### *Fickbohm-Hissem, IL Post 193*

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

#### *Wickler-Copeland, IL Post 464*

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

### *American Red Cross of Eastern Iowa*

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

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

### *Be The One*

American Legion Veterans Crisis Line  
Phone: Dial 988, then press 1  
Website: [www.betheone.org](http://www.betheone.org)

This organization listens to veterans who need to talk, reaches out to veterans who are struggling, and asks veterans how they are doing.

### *Illinois Department of Veterans' Affairs - Freeport*

Department of Human Services Building  
1842A S. West Street  
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](mailto:VAoffice.stephenson@illinois.gov)  
Website: [www.illinois.gov/veterans](http://www.illinois.gov/veterans)

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

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

### ***Illinois Department of Veterans' Affairs - Galena***

West Galena Township Building

607 Gear Street

Galena, IL 61036

Phone: (815) 777-2228 (Tina Paggi) - Fourth Friday of each month, 9 am – noon, 1 -4 pm

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

Fax: (815) 233-5263

E-mail: [VAoffice.stephenson@illinois.gov](mailto:VAoffice.stephenson@illinois.gov)

Website: [www.illinois.gov/veterans](http://www.illinois.gov/veterans)

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

Fourth Wednesday of every month, 9 am – 4 pm

### ***Iowa City Veterans Administration Health Care System***

601 US Highway 6 West

Iowa City, IA 52246

Phone: (319) 338-0581

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

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

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

Website: [www.iowacity.va.gov](http://www.iowacity.va.gov)

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

Dubuque CBOC

2600 Dodge Street (In Plaza 20)

Dubuque, IA 52001

Phone: (563) 588-5520

Mon – Fri, 8 am – 4:30 pm

Sterling CBOC

2901 East Lincolnway, Suite M

Sterling, IL 61081

Phone: (815) 632-6200

Mon – Fri, 8 am – 4:30 pm

### ***United States Department of Veterans' Affairs***

810 Vermont Avenue, NW

Washington, DC 20420

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

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

Website: [www.va.gov](http://www.va.gov)

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

### ***Veterans Assistance Program of Jo Daviess County***

Jo Daviess County Board

P.O. Box 6433

Galena, IL 61036

Phone: (563) 580-3733

E-mail: [jdcvap@gmail.com](mailto:jdcvap@gmail.com)

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

### ***Veterans of Foreign Wars (VFW)***

Website: [www.vfw.org](http://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

### ***Veterans Ride Free Program***

Jo Daviess County Transit

Jo Daviess County Board

710 S. West Street

Galena, IL 61036

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

Fax: (815) 777-8255

E-mail: [TransitDispatch@jodaviesscountyil.gov](mailto:TransitDispatch@jodaviesscountyil.gov)

Website: [www.jodaviesscountytransportation.com](http://www.jodaviesscountytransportation.com)

Jo Daviess County Board

330 N. Bench Street

Galena, IL 61036

Provides handicapped-access, subsidized public transportation with morning and afternoon routes to-and-from Galena from all communities in Jo Daviess County. Rides are available for medical appointments in the County and to Dubuque, Freeport, Iowa City, Madison, Monroe, and Rockford. Veterans ride free.  
Mondays through Fridays, 6 am – 6 pm

### ***William S. Middleton Memorial Veterans Hospital***

2500 Overlook Terrace

Madison, WI 53705

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

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

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

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

Website: [www.madison.va.gov](http://www.madison.va.gov)

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

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

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

### ***Women Veterans Call Center***

Illinois Department of Veterans' Affairs  
Department of Human Services Building  
1842A S. West Street  
Freeport, IL 61032  
Phone: Call or text (855) VA-Women or (855) 829-6636  
Website: [www.illinois.gov/veterans](http://www.illinois.gov/veterans)  
Offers a full range of resources and organizations for women veterans.

## **Vocational Training and Assistance**

### ***Adult Scholarship Program***

JCE Co-op  
793 US Highway 20 West  
Elizabeth, IL 61028  
Phone: (800) 858-5522 (Toll-free)  
Fax: (815) 858-3731  
E-mail: [info@jcecoop.com](mailto:info@jcecoop.com)  
Website: [www.jcecoop.com](http://www.jcecoop.com)

Offers a \$1,500 adult, non-traditional student scholarship for post-secondary education toward certification or licensure for employment. Scholarship awards are paid directly to the educational institution an eligible student is attending. Applicants must be a JCE Co-op member with an active account in good standing.

Mondays – Fridays, 8 am – 5 pm

### ***Community Services Block Grant (CSBG) Scholarships***

Northwestern Illinois Community Action Agency (NICAA)  
27 S. State Avenue, Suite 102  
Freeport, IL 61032  
Phone: (815) 232-3141  
Phone: (800) 883-1111, Ext. 107 (Toll-free)  
Fax: (815) 232-3143  
Website: [www.nicaa.org](http://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, 8am – 3pm

### ***Illinois Department of Human Services -Disability/Rehabilitation Services***

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

Formerly the Jo Daviess-Carroll Area Vocational Center, 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.

### ***Manufacturing and Trades Day Tour***

NW Illinois Economic Development (NWILED)  
1 Commercial Drive, Suite 2  
Hanover, IL 61041  
Phone: (815) 297-7361

E-mail: [info@nwiled.org](mailto:info@nwiled.org)  
Website: [www.nwiled.org](http://www.nwiled.org)

Offers high school students an annual opportunity to visit modern, technology-driven manufacturing facilities. Provides students with career and career-training opportunities. Mondays – Fridays, 8:30 am – 4:30 pm or by appointment

### ***The Workshop***

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

E-mail: [theworkshopgalena@theworkshopgalena.org](mailto:theworkshopgalena@theworkshopgalena.org)  
Website: [www.theworkshopgalena.org](http://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@jodaviesscountyil.gov](mailto:countyclerk@jodaviesscountyil.gov)  
Website: [www.jodaviesscountyil.gov](http://www.jodaviesscountyil.gov)

Provides voting assistance and voting aids for marking a ballot 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 to or from an election judge of each political party. Arrangements also can be made to vote from your car, if you call the County Clerk's Office in advance of voting days. Voting by mail is another alternative, however, applications for voting by mail must be filed in advance. Call or write to the County Clerk's Office for information about deadlines for voting assistance prior to each election.

## HOPE Foundation of Jo Daviess County Grants Program

**FOR INDIVIDUALS:** Up to \$1,500 annually

**FAMILY SUPPORT:** Up to \$1,500 annually

**FOR AGENCIES:** Up to \$2,500 annually

HOPE Foundation Grant applicants are required to follow the HOPE Foundation Grant Guidelines and provide a completed Grant Application. A copy of the Grant Guidelines is available on pages 58-61 of this directory, and a copy of the Grant Application is available on pages 62-63.

Areas of support include:

Health Housing Transportation Education Employment

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

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

### **HOPE Foundation Annual Grant Awards**

**2020-2021                      \$31,500.00**

**2021-2022                      \$36,500.00**

**2022-2023                      \$39,600.00**

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

# **The Hope Foundation of Jo Daviess County**

## **REQUEST FOR GRANT GUIDELINES**

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

### **STEP 1: AVAILABLE GRANTS**

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

### **STEP 2: DETERMINING ELIGIBILITY**

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

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

### **STEP 3: PROCEDURE FOR SUBMITTING REQUESTS**

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

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

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

Or email to  
hope@HopeFoundationJDC.org

**STEP 4: REVIEW PROCESS**

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

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

**STEP 5: FOLLOW UP REQUIREMENT**

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

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

1. BENEFICIARY OF REQUEST

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

2. INDIVIDUAL OR AGENCY MAKING REQUEST

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

a. If Agency, Internal Revenue Service Classification: \_\_\_\_\_

b. If Agency, Individual Contact Name: \_\_\_\_\_

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

\_\_\_\_\_

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

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

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

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

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

5. WHAT IS THE TOTAL COST OF THE NEED, PROJECT OR SERVICE? Break cost into appropriate segments (equipment, housing, clothing, etc. Use a separate sheet if necessary.)
  
6. WHAT IS THE AMOUNT BEING REQUESTED (See Grant Guidelines)?
  
7. IF INDIVIDUAL REQUEST:
  - a. WHAT IS YOUR AVERAGE MONTHLY INCOME?
  - b. WHAT ARE YOUR AVERAGE MONTHLY EXPENSES?
  
8. INDICATE ANY OTHER AVAILABLE SOURCES OF FUNDING FOR THIS NEED/PROJECT.
  
9. IF THE TOTAL AMOUNT REQUESTED IS NOT RECEIVED, WHERE WILL REMAINING FUNDS BE OBTAINED?
  
10. DESCRIBE PLANS FOR FUTURE FUNDING, IF NECESSARY.

DATE OF APPLICATION: \_\_\_\_\_

APPLICANT'S NAME: \_\_\_\_\_

APPLICANT'S SIGNATURE: \_\_\_\_\_

SUBMIT ONE COPY OF THIS APPLICATION AND SUPPORTING DOCUMENTS TO:

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

**GRANT FOLLOW-UP REQUIREMENT**

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

# Index of Service Programs and Providers

<b>AARP</b>	
Senior Citizens' Services . . . . .	42
<b>Access Wireless</b>	
Telephone Services . . . . .	48
<b>Adapt Health</b>	
Home Health Care Products . . . . .	35
<b>Adult Immunization Program</b>	
Health Care . . . . .	25
<b>Adult Protective Services</b>	
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	49
<b>Adult Scholarship Program</b>	
Vocational Training and Assistance . . . . .	55
<b>AeroCare Division of Adapt Health</b>	
Home Health Care Products . . . . .	35
<b>Affordable Care Act Enrollment Assistance</b>	
Health Insurance and Prescription Drug Assistance . . . . .	30
<b>Affordable Care Act Information Resources</b>	
Health Insurance and Prescription Drug Assistance . . . . .	30
<b>Affordable Housing Online</b>	
Housing Resources . . . . .	35-36
<b>Ahva Living of East Dubuque</b>	
Assisted Living and Memory Care . . . . .	5
<b>Alcoholics Anonymous</b>	
Substance Abuse Support and Treatment Services . . . . .	44
<b>All Kids Program</b>	
Health Insurance and Prescription Drug Assistance . . . . .	31
<b>All Our Kids (AOK) Early Childhood Networks</b>	
Human/Social Services. . . . .	36
<b>Allure of Stockton</b>	
Nursing Homes. . . . .	41
<b>American Legion</b>	
Veterans' Services . . . . .	52
<b>American Red Cross of Eastern Iowa</b>	
Emergency Preparedness and Disaster Relief . . . . .	15
Veterans' Services . . . . .	52
<b>Angel's Attic Clothing</b>	
Clothing Resources . . . . .	6
<b>Apple River Food Pantry (The Bread of Life Food Pantry)</b>	
Food Service Programs . . . . .	21
<b>Apple River Lions Club</b>	
Eyesight and Hearing Assistance . . . . .	19
<b>Apple Tree School Supplies Program</b>	
Education and Literacy Programs . . . . .	13
<b>Badger Ridge Homes</b>	
Housing Resources . . . . .	35
<b>Be The One</b>	
Veterans' Services . . . . .	52
<b>BEST, Inc.</b>	
Employment Assistance . . . . .	16

<b><i>Bikers Against Child Abuse (B.A.C.A.)</i></b>	
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	49
<b><i>Boy Scouts Blackhawk Area Council</i></b>	
Education and Literacy Programs . . . . .	13
<b><i>The Bread of Life Food Pantry</i></b>	
Food Service Programs . . . . .	21
<b><i>Budget Billing Program</i></b>	
Energy Management Programs . . . . .	17
<b><i>Buy Local Loan Program</i></b>	
Financial Loans and Assistance for Homeowners and Renters . . . . .	20
<b><i>Calvary United Methodist Church</i></b>	
Clothing Resources . . . . .	6
<b><i>Caring Neighbors Warren Food Pantry</i></b>	
Food Service Programs . . . . .	21
<b><i>Castor Home Nursing, Inc.</i></b>	
Home Health Care . . . . .	32
<b><i>Catholic Charities Archdiocese of Dubuque</i></b>	
Legal Resources . . . . .	39
<b><i>Catholic Charities Rockford Diocese</i></b>	
Senior Citizens' Services. . . . .	42
<b><i>Cat's Care Closet</i></b>	
Clothing Resources . . . . .	6
Furniture Resources . . . . .	25
<b><i>Centers for Medicare &amp; Medicaid Services</i></b>	
Health Insurance and Prescription Drug Assistance . . . . .	32
<b><i>Child Immunization Program – Vaccines for Children (VFC)</i></b>	
Health Care . . . . .	25
<b><i>Church of St. Mary - Elizabeth</i></b>	
Food Service Programs . . . . .	22
<b><i>City of Dubuque</i></b>	
Transportation Services . . . . .	49
<b><i>Clear Mind, Open Heart, LLC.</i></b>	
Counseling Services . . . . .	7
<b><i>Coatsworth in Galena</i></b>	
Housing Resources . . . . .	36
<b><i>ComEd (Commonwealth Edison Company)</i></b>	
Energy Management Programs . . . . .	17
<b><i>Community of Christians</i></b>	
Food Service Programs . . . . .	22
<b><i>Community Services Block Grant (CSBG) Emergency Assistance</i></b>	
Financial Loans and Assistance for Homeowners and Renters . . . . .	20
<b><i>Community Services Block Grant (CSBG) Scholarships</i></b>	
Education and Literacy Programs . . . . .	13
Vocational Training and Assistance . . . . .	55
<b><i>Crescent Community Health Center</i></b>	
Dental Care . . . . .	9
Eyesight and Hearing Assistance . . . . .	19
Health Care . . . . .	26
<b><i>CTE Academy (Jo Daviess Carroll Career Technical Education)</i></b>	
Vocational Training and Assistance . . . . .	56
<b><i>CTIA – The Wireless Association</i></b>	
Telephone Services . . . . .	48

<b><i>Disability License Plates and Placards</i></b>	
License Plates, Parking Placards, and Identification Card Services . . . . .	41
<b><i>Dolly Parton Imagination Library Program</i></b>	
Education and Literacy Programs . . . . .	13
<b><i>Dubuque Community Based Outpatient Clinic</i></b>	
Veterans' Services . . . . .	53
<b><i>East Dubuque Board of Education</i></b>	
Food Service Programs . . . . .	22
<b><i>East Dubuque Counseling Center</i></b>	
Counseling Services . . . . .	7
<b><i>East Dubuque Food Pantry</i></b>	
Food Service Programs . . . . .	22
<b><i>East Dubuque Lions Club</i></b>	
Eyesight and Hearing Assistance . . . . .	19
Food Service Programs . . . . .	22
<b><i>Elizabeth Food Basket</i></b>	
Food Service Programs . . . . .	22
<b><i>Elizabeth Farm Service Agency Center</i></b>	
Financial Loans and Assistance for Homeowners and Renters. . . . .	21
<b><i>Elks Lodge Christmas Food Baskets</i></b>	
Food Service Programs . . . . .	22
<b><i>Energy Efficiency Program</i></b>	
Energy Management Programs . . . . .	17
<b><i>EZSELLUSA Consignment</i></b>	
Clothing Resources . . . . .	6
Furniture Resources . . . . .	25
<b><i>Family Care Program</i></b>	
Health Insurance and Prescription Drug Assistance . . . . .	31
<b><i>Family Caregiver Services</i></b>	
Health Care Support Groups . . . . .	30
<b><i>Family Case Management Program</i></b>	
Human/Social Services . . . . .	37
<b><i>Family Enrichment Program</i></b>	
Developmental and Other Disabilities Services . . . . .	10
<b><i>FEMA (United States Federal Emergency Management Agency)</i></b>	
Emergency Preparedness and Disaster Relief . . . . .	16
<b><i>FHN Family Counseling Center</i></b>	
Counseling Services . . . . .	8
Substance Abuse Support and Treatment Services . . . . .	44
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	49
<b><i>FHN Family Counseling Center – Online Services</i></b>	
Counseling Services . . . . .	8
Substance Abuse Support and Treatment Services . . . . .	45
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	50
<b><i>FHN Hospice</i></b>	
Home Health Care . . . . .	33
<b><i>FHN Jo Daviess Family Healthcare Center</i></b>	
Counseling Services . . . . .	8
Health Care . . . . .	26
Substance Abuse Support and Treatment Services . . . . .	45
<b><i>FHN Leonard C. Ferguson Cancer Center</i></b>	
Health Care . . . . .	26

<b><i>FHN Memorial Hospital</i></b>	
Health Care . . . . .	26
<b><i>Finley-Hartig Homecare</i></b>	
Home Health Care Products . . . . .	34
<b><i>First Presbyterian Church - Galena</i></b>	
Substance Abuse Support and Treatment Services . . . . .	44
<b><i>First United Methodist Church - Elizabeth</i></b>	
Food Service Programs . . . . .	22
Substance Abuse Support and Treatment Services . . . . .	44
<b><i>Flint Hills Manor</i></b>	
Housing Resources . . . . .	36
<b><i>Fluoride Varnish Program</i></b>	
Dental Care . . . . .	10
<b><i>Franklin McCoy Manor</i></b>	
Housing Resources . . . . .	36
<b><i>Freeport Community Based Outpatient Clinic</i></b>	
Veterans' Services . . . . .	54
<b><i>Freeport Disability Rehabilitation Office</i></b>	
Developmental and Other Disabilities Services . . . . .	11
Home Health Care . . . . .	33
Vocational Training and Assistance . . . . .	55
<b><i>FURST Staffing</i></b>	
Employment Assistance. . . . .	16
<b><i>Galena Bible Church</i></b>	
Human/Social Services . . . . .	38
<b><i>Galena Elementary and Middle School (GEMS)</i></b>	
Education and Literacy Programs . . . . .	13
<b><i>Galena Food Pantry (United Churches of Galena Food Pantry)</i></b>	
Food Service Programs . . . . .	24
<b><i>Galena High School</i></b>	
Food Service Programs . . . . .	24
<b><i>Galena Lions Club</i></b>	
Eyesight and Hearing Assistance . . . . .	19
<b><i>Galena Public Library</i></b>	
Legal Resources . . . . .	39
<b><i>Galena United Methodist Church</i></b>	
Senior Citizens' Services . . . . .	43
<b><i>Galena WIC Clinic</i></b>	
Food Service Programs . . . . .	23
Human/Social Services . . . . .	37
<b><i>Gambling Problem Support</i></b>	
Substance Abuse Support and Treatment Services . . . . .	45
<b><i>Gear View Heights</i></b>	
Housing Resources . . . . .	36
<b><i>Get Covered Illinois</i></b>	
Health Insurance and Prescription Drug Assistance . . . . .	31
<b><i>Girl Scouts of Northern Illinois</i></b>	
Education and Literacy Programs . . . . .	13
<b><i>Glad Rags Resale Boutique</i></b>	
Clothing Resources . . . . .	6
<b><i>Golden Meals</i></b>	
Food Service Programs . . . . .	23
<b><i>Goodwill Thrift Store – Dubuque and Freeport</i></b>	
Clothing Resources . . . . .	7

<b><i>Grace Episcopal Church – Galena</i></b>	
Human/Social Services . . . . .	38
Substance Abuse Support and Treatment Services . . . . .	44
<b><i>Grand View Estates</i></b>	
Housing Resources . . . . .	36
<b><i>Hanover Estates</i></b>	
Housing Resources . . . . .	36
<b><i>Hanover Food Pantry</i></b>	
Food Service Programs . . . . .	23
<b><i>Hartig Hearing Care and Optical</i></b>	
Eyesight and Hearing Assistance . . . . .	19
<b><i>Head Start Program</i></b>	
Education and Literacy Programs . . . . .	14
<b><i>High Point Apartments</i></b>	
Housing Resources . . . . .	36
<b><i>Highland Community College</i></b>	
Education and Literacy Programs . . . . .	14
<b><i>Hillside Apartments</i></b>	
Housing Resources . . . . .	35
<b><i>Hispanic Council of Tri-States</i></b>	
Human/Social Services . . . . .	37
<b><i>Holy Cross Catholic Church – Stockton</i></b>	
Substance Abuse Support and Treatment Services . . . . .	44
<b><i>Home and Community Based Services (HCBS) Waiver Programs</i></b>	
Health Insurance and Prescription Drug Assistance . . . . .	31
<b><i>Homeless Prevention/Housing Stability Assistance</i></b>	
Financial Loans and Assistance for Homeowners and Renters . . . . .	20
<b><i>The HOPE Foundation of Jo Daviess County</i></b>	
Developmental and Other Disabilities Services . . . . .	10
<b><i>Hospice of Dubuque</i></b>	
Home Health Care . . . . .	33
<b><i>Identification Cards</i></b>	
License Plates, Parking Placards, and Identification Card Services . . . . .	41
<b><i>Illinois Aid to the Aged, Blind or Disabled (AABD)</i></b>	
Developmental and Other Disabilities Services . . . . .	11
Senior Citizens’ Services . . . . .	42
<b><i>Illinois Bank &amp; Trust</i></b>	
Emergency Preparedness and Disaster Relief. . . . .	16
Financial Loans and Assistance for Homeowners and Renters . . . . .	20
<b><i>Illinois Breast and Cervical Cancer Program (IBCCP)</i></b>	
Health Care . . . . .	26
<b><i>Illinois Department of Children and Family Services</i></b>	
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	50
<b><i>Illinois Department of Employment Security</i></b>	
Employment Assistance. . . . .	16
Human/Social Services . . . . .	37
<b><i>Illinois Department of Healthcare and Family Services</i></b>	
Health Insurance and Prescription Drug Assistance . . . . .	31
<b><i>Illinois Department of Human Services</i></b>	
Substance Abuse Support and Treatment Services. . . . .	45
Telephone Services . . . . .	48

<b><i>Illinois Department of Human Services – Disability &amp; Rehabilitation Services</i></b>	
Developmental and Other Disabilities Services . . . . .	11
Home Health Care . . . . .	33
Vocational Training and Assistance . . . . .	55
<b><i>Illinois Department of Human Services -- Stephenson County Family Community Resource Center (FCRC)</i></b>	
Developmental and Other Disabilities Services . . . . .	11
Food Service Programs . . . . .	23
Health Insurance and Prescription Drug Assistance . . . . .	32
Human/Social Services . . . . .	37
Senior Citizens' Services . . . . .	42
<b><i>Illinois Department of Insurance</i></b>	
Health Insurance and Prescription Drug Assistance . . . . .	31
<b><i>Illinois Department of Public Health</i></b>	
Health Care . . . . .	27
Substance Abuse Support and Treatment Services ( <i>Illinois Tobacco Quitline</i> ) . . . . .	45
<b><i>Illinois Department of Revenue</i></b>	
Tax Preparation Assistance . . . . .	46
<b><i>Illinois Department of Veterans' Affairs – Freeport</i></b>	
Veterans' Services . . . . .	52, 55
<b><i>Illinois Department of Veterans' Affairs – Galena</i></b>	
Veterans' Services . . . . .	53
<b><i>Illinois Department on Aging</i></b>	
Health Insurance and Prescription Drug Assistance (SHIP). . . . .	32
License Plates, Parking Placards, and Identification Card Services . . . . .	41
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	50
<b><i>Illinois Emergency Management Agency</i></b>	
Emergency Preparedness and Disaster Relief . . . . .	15
<b><i>Illinois Housing Development Authority (IDHA)</i></b>	
Financial Loans and Assistance for Homeowners and Renters . . . . .	21
<b><i>Illinois Lawyer Finder</i></b>	
Legal Resources . . . . .	39
<b><i>Illinois Lifeline Universal Service Telephone Program</i></b>	
Telephone Services . . . . .	48
<b><i>Illinois Pension Assistance Project (IPAP)</i></b>	
Legal Resources . . . . .	39
<b><i>Illinois Secretary of State</i></b>	
License Plates, Parking Placards, and Identification Card Services . . . . .	41
<b><i>Illinois State Bar Association</i></b>	
Legal Resources . . . . .	39
<b><i>Illinois State Driver Services Department</i></b>	
License Plates, Parking Placards, and Identification Card Services . . . . .	41
<b><i>Illinois Student Assistance Commission (ISAC)</i></b>	
Education and Literacy Programs . . . . .	14
<b><i>Illinois Supplemental Nutrition Assistance Program (SNAP)</i></b>	
Food Service Programs . . . . .	23
<b><i>Illinois Temporary Assistance for Needy Families (TANF)</i></b>	
Human/Social Services . . . . .	37
<b><i>Illinois Tobacco Quitline</i></b>	
Substance Abuse and Support Treatment Services . . . . .	45
<b><i>Illinois WISEWMAN Program (IWP)</i></b>	
Health Care . . . . .	27
<b><i>Illinois Women, Infants, and Children (WIC) Program</i></b>	
Food Service Programs . . . . .	23
<b><i>illinoislegalaid.org</i></b>	
Legal Resources . . . . .	39

<b><i>Interactions Therapy Center, Inc.</i></b>	
Counseling Services . . . . .	8
Substance Abuse and Treatment Services . . . . .	45
<b><i>Iowa City Veterans Administration Health Care System</i></b>	
Veterans' Services . . . . .	53
<b><i>JCE Co-op</i></b>	
Energy Management Programs . . . . .	17-18
Vocational Training and Assistance . . . . .	55
<b><i>Jo Daviess Carroll Career Technical Education (CTE) Academy</i></b>	
Vocational Training and Assistance . . . . .	56
<b><i>Jo Daviess County Board</i></b>	
Transportation Services . . . . .	48
Veterans' Services . . . . .	53
<b><i>Jo Daviess County Clerk's Office</i></b>	
Voter Information . . . . .	56
<b><i>Jo Daviess County Election Authority</i></b>	
Voter Information . . . . .	56
<b><i>Jo Daviess County Emergency Management Agency</i></b>	
Emergency Preparedness and Disaster Relief . . . . .	15
<b><i>Jo Daviess County Health Department</i></b>	
Dental Care. . . . .	10
Emergency Preparedness and Disaster Relief . . . . .	15
Health Care . . . . .	25, 27
Health Insurance and Prescription Drug Assistance . . . . .	30
Substance Abuse Support and Treatment Services. . . . .	46
<b><i>Jo Daviess County Housing Authority</i></b>	
Housing Resources . . . . .	36
<b><i>Jo Daviess County Legal Self-Help Center, illinoislegalaid.org</i></b>	
Legal Resources . . . . .	39
<b><i>Jo Daviess County New Resident's Welcome Kit</i></b>	
Human/Social Services . . . . .	38
<b><i>Jo Daviess County Public Defender's Office</i></b>	
Legal Resources. . . . .	39
<b><i>Jo Daviess County State's Attorney's Office</i></b>	
Legal Resources. . . . .	40
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	51
<b><i>Jo Daviess County Transit</i></b>	
Transportation Services . . . . .	48
Veterans' Services . . . . .	54
<b><i>The Jule Mini-Bus</i></b>	
Transportation Services . . . . .	49
<b><i>Kreider Services (Rainbow Ridge)</i></b>	
Developmental and Other Disabilities Services . . . . .	12
<b><i>La Voz Latina</i></b>	
Human/Social Services. . . . .	38
<b><i>Levelized Billing Program</i></b>	
Energy Management Programs . . . . .	17
<b><i>Lions Club International</i></b>	
Eyesight and Hearing Assistance . . . . .	19

<b><i>Long-Term Care Ombudsman Program</i></b>	
Senior Citizens' Services . . . . .	42
<b><i>Lord of Love Lutheran Church - Galena</i></b>	
Cleaning and Laundry Supplies . . . . .	6
Human/Social Services . . . . .	38
<b><i>Low Income Heating &amp; Energy Assistance Program (LIHEAP)</i></b>	
Energy Management Programs . . . . .	18
<b><i>Manufacturing and Trades Day Tour</i></b>	
Vocational Training and Assistance . . . . .	56
<b><i>Meadowlane Senior Apartments</i></b>	
Housing Resources . . . . .	36
<b><i>Medical Associates Clinic – Dubuque East Campus</i></b>	
Health Care . . . . .	27
<b><i>Medical Associates Clinic – Dubuque West Campus</i></b>	
Health Care . . . . .	28
<b><i>Medical Associates Clinic – Galena</i></b>	
Health Care . . . . .	28
<b><i>Medicare /Medicaid</i></b>	
Health Insurance and Prescription Drug Assistance . . . . .	32
<b><i>Memory Café – Senior Resource Center of Stephenson County</i></b>	
Health Care Support Groups . . . . .	30
<b><i>Memory Café – Sinsinawa Mound Center</i></b>	
Health Care Support Groups . . . . .	30
<b><i>Mensendike Apartments</i></b>	
Housing Resources . . . . .	36
<b><i>MercyOne Home Care</i></b>	
Home Health Care . . . . .	33
<b><i>MercyOne Medical Equipment</i></b>	
Home Health Care Products . . . . .	34
<b><i>Meridian Manor</i></b>	
Housing Resources . . . . .	36
<b><i>Midwest Health Clinic – Elizabeth and Galena</i></b>	
Health Care . . . . .	28
<b><i>Midwest Medical Center</i></b>	
Assisted Living and Memory Care . . . . .	5
Health Care . . . . .	28-29
Nursing Homes. . . . .	41
<b><i>Midwest Medical Center Diabetes Prevention Program</i></b>	
Health Care . . . . .	29
<b><i>Midwest Medical Center Diabetes Self-Management Program</i></b>	
Health Care . . . . .	29
<b><i>Midwest Medical Center Fitness Center</i></b>	
Health Care . . . . .	29
<b><i>Midwest Medical Center Physical Therapy</i></b>	
Health Care . . . . .	29
<b><i>Midwest Medical Center Rehabilitation Services</i></b>	
Health Care . . . . .	29
<b><i>Midwest Medical Senior Care Assisted Living Center</i></b>	
Assisted Living and Memory Care . . . . .	5
<b><i>Midwest Medical Senior Care Nursing Home</i></b>	
Nursing Homes. . . . .	41
<b><i>Miracle-Ear Hearing Aid Center</i></b>	
Eyesight and Hearing Assistance . . . . .	20

<b><i>The Mop Shop</i></b>	
Cleaning and Laundry Supplies . . . . .	6
<b><i>NARCAN and Fentanyl Test Strips Program</i></b>	
Substance Abuse Support and Treatment Services. . . . .	46
<b><i>National Suicide Prevention Lifeline</i></b>	
Counseling Services. . . . .	8
Substance Abuse Support and Treatment Services. . . . .	46
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	50
<b><i>Neighbor-to-Neighbor Care Funds</i></b>	
Energy Management Programs . . . . .	18
<b><i>NICAA Housing Program</i></b>	
Emergency Preparedness and Disaster Relief . . . . .	15
Financial Loans and Assistance for Homeowners and Renters . . . . .	21
<b><i>NICOR Gas Community Connection Center</i></b>	
Energy Management Programs . . . . .	18
<b><i>North Prairie Apartments</i></b>	
Housing Resources . . . . .	35
<b><i>Northwest Academy</i></b>	
Developmental and Other Disabilities Services . . . . .	11
<b><i>Northwest Illinois Gender and Sexuality Alliance (NW-IL GSA)</i></b>	
Counseling Services . . . . .	9
Substance Abuse Support and Treatment Services . . . . .	46
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	51
<b><i>Northwest Special Education Cooperative</i></b>	
Developmental and Other Disabilities Services . . . . .	11
<b><i>Northwestern Illinois Area Agency on Aging (NIAAA)</i></b>	
Legal Resources . . . . .	40
Senior Citizens' Services . . . . .	42
Tax Preparation Assistance . . . . .	47
<b><i>Northwestern Illinois Center for Independent Living (NICIL)</i></b>	
Developmental and Other Disabilities Services . . . . .	12
<b><i>Northwestern Illinois Community Action Agency (NICAA)</i></b>	
Education and Literacy Programs . . . . .	13-14
Emergency Preparedness and Disaster Relief . . . . .	15
Energy Management Programs . . . . .	18
Financial Loans and Assistance for Homeowners and Renters . . . . .	20-21
Food Service Programs . . . . .	23
Vocational Training and Assistance . . . . .	55
<b><i>Northwestern Illinois Special Olympics</i></b>	
Developmental and Other Disabilities Services . . . . .	12
<b><i>NW Illinois Economic Development (NWILED)</i></b>	
Human/Social Services . . . . .	38
Vocational Training and Assistance . . . . .	56
<b><i>The 100 Club of Jo Daviess County</i></b>	
Human/Social Services . . . . .	38
<b><i>Parkview Apartments</i></b>	
Housing Resources . . . . .	35
<b><i>Pirate Pantry</i></b>	
Food Service Programs . . . . .	24

<b><i>Prairie Ridge of Galena</i></b>	
Assisted Living and Memory Care . . . . .	5
<b><i>Prairie State Legal Services</i></b>	
Legal Resources . . . . .	40
<b><i>Presentation Lantern Center</i></b>	
Education and Literacy Programs . . . . .	14
<b><i>Prestwick Senior Community Housing</i></b>	
Housing Resources . . . . .	35
<b><i>Purr-Fection Thrift Store</i></b>	
Clothing Resources . . . . .	7
Furniture Resources . . . . .	25
<b><i>Quality Medical Products/AeroCare Division of Adapt Health</i></b>	
Home Health Care Products . . . . .	35
<b><i>Radon Test Kits (Jo Daviess County Health Department)</i></b>	
Health Care . . . . .	27
<b><i>Rainbow Ridge</i></b>	
Developmental and Other Disabilities Services . . . . .	12
<b><i>Rainbow Ridge III</i></b>	
Housing Resources . . . . .	35
<b><i>Red Cross of Eastern Iowa</i></b>	
Emergency Preparedness and Disaster Relief . . . . .	15
Veterans' Services . . . . .	52
<b><i>River Bend Foodbank</i></b>	
Food Service Programs . . . . .	24
<b><i>River Bend Mobile Food Pantry</i></b>	
Food Service Programs . . . . .	24
<b><i>River Ridge School</i></b>	
Clothing Resources . . . . .	6
Furniture Resources . . . . .	25
<b><i>Riverview Center</i></b>	
Counseling Services . . . . .	9
Substance Abuse and Treatment Services . . . . .	46
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	51
<b><i>Rockford Community Based Outpatient Clinic</i></b>	
Veterans' Services . . . . .	54
<b><i>Rosecrance</i></b>	
Counseling Services . . . . .	9
Substance Abuse Support and Treatment Services . . . . .	46
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	51
<b><i>St. Ann's Catholic Church – Warren</i></b>	
Food Service Programs . . . . .	21
Substance Abuse Support and Treatment Services . . . . .	44
<b><i>St. John Lutheran Church - Massbach</i></b>	
Food Service Programs . . . . .	22
<b><i>St. John the Evangelist Catholic Church – Hanover</i></b>	
Food Service Programs . . . . .	22
<b><i>St. Mary's Catholic Church – Elizabeth</i></b>	
Food Service Programs . . . . .	22
<b><i>St. Michael Catholic Church - Galena</i></b>	
Human/Social Services . . . . .	38

<b><i>St. Paul Evangelical Lutheran Church – Elizabeth</i></b>	
Food Service Programs . . . . .	22
<b><i>St. Paul Lutheran Church – Hanover</i></b>	
Food Service Programs . . . . .	22
<b><i>St. Paul Lutheran Church – Warren</i></b>	
Food Service Programs . . . . .	21
<b><i>The Salvation Army</i></b>	
Emergency Preparedness and Disaster Relief . . . . .	16
<b><i>Schapville Zion Presbyterian Church</i></b>	
Clothing Resources . . . . .	7
<b><i>Schmid Innovation Center</i></b>	
Education and Literacy Programs . . . . .	14
<b><i>Senior Health Insurance Program (SHIP)</i></b>	
Health Insurance and Prescription Drug Assistance . . . . .	32
<b><i>Senior Resource Center of Jo Daviess County</i></b>	
Health Care Support Groups . . . . .	30
Health Insurance and Prescription Drug Assistance . . . . .	32
Home Health Care . . . . .	34
Senior Citizens' Services . . . . .	43
Tax Preparation Assistance . . . . .	47
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	49
<b><i>Senior Resource Center of Stephenson County</i></b>	
Health Care Support Groups . . . . .	30
Senior Citizens' Services . . . . .	43
Tax Preparation Assistance . . . . .	47
<b><i>Service Inc. of Illinois (Area A)</i></b>	
Developmental and Other Disabilities Services . . . . .	12
<b><i>Sinsinawa Mound Center</i></b>	
Health Care Support Groups . . . . .	30
<b><i>Sisters of the Presentation</i></b>	
Education and Literacy Programs . . . . .	14
<b><i>SNAP (Illinois Supplemental Nutrition Assistance Program)</i></b>	
Food Service Programs . . . . .	23
<b><i>Social Security Administration</i></b>	
Health Insurance and Prescription Drug Assistance . . . . .	32
Social Security Benefits . . . . .	43
<b><i>Society of St. Vincent de Paul</i></b>	
Clothing Resources . . . . .	7
Human/Social Services . . . . .	38
<b><i>SonShine Center</i></b>	
Clothing Resources . . . . .	7
<b><i>Stephenson County Family Community Resource Center (FCRC)</i></b>	
Developmental and Other Disabilities Services . . . . .	11
Food Service Programs . . . . .	23
Health Insurance and Prescription Drug Assistance . . . . .	32
Human/Social Services . . . . .	37
Senior Citizens' Services . . . . .	42
<b><i>Stephenson County Health Department</i></b>	
Food Service Programs . . . . .	23
Health Care . . . . .	26-27
Human/Social Services . . . . .	36-37
<b><i>Stepping Stones</i></b>	
Senior Citizens' Services . . . . .	43
<b><i>Sterling Community Based Outpatient Clinic</i></b>	
Veterans' Services . . . . .	53

<b><i>Stockton Community Food Pantry</i></b>	
Food Service Programs . . . . .	24
<b><i>Stockton Dental Center</i></b>	
Dental Care . . . . .	10
<b><i>Stockton Elementary School</i></b>	
Food Service Programs . . . . .	24
<b><i>Stockton Lions Club</i></b>	
Eyesight and Hearing Assistance . . . . .	19
<b><i>Stockton Nutritional Assistance Program</i></b>	
Food Service Programs . . . . .	24
<b><i>Supplemental Nutrition Assistance Program (SNAP)</i></b>	
Food Service Programs . . . . .	23
<b><i>TANF (Illinois Temporary Assistance for Needy Families)</i></b>	
Human/Social Services . . . . .	37
<b><i>Tax Counseling for the Elderly (TCE)</i></b>	
Tax Preparation Assistance . . . . .	47
<b><i>Temporary Assistance for Needy Families (TANF)</i></b>	
Human/Social Services . . . . .	37
<b><i>Tri-State Independent Blind Society, Inc.</i></b>	
Eyesight and Hearing Assistance . . . . .	20
<b><i>Trinity Lutheran Church – Derinda</i></b>	
Food Service Programs . . . . .	22
<b><i>24-Hour Care</i></b>	
Home Health Care . . . . .	34
<b><i>Tyler’s Justice Center for Children</i></b>	
Counseling Services . . . . .	9
Legal Resources . . . . .	40
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	51
<b><i>Unitarian-Universalist Church</i></b>	
Food Service Programs . . . . .	24
<b><i>United Churches of Galena</i></b>	
Education and Literacy Programs . . . . .	13
Food Service Programs . . . . .	24
Human/Social Services . . . . .	38
<b><i>United Methodist Church - Hanover</i></b>	
Food Service Programs . . . . .	22
<b><i>United Methodist Church – Galena</i></b>	
Senior Citizens’ Services . . . . .	43
<b><i>United Methodist Church – Warren</i></b>	
Food Service Programs . . . . .	21
<b><i>United Presbyterian Church – Hanover</i></b>	
Food Service Programs . . . . .	22
<b><i>United States Department of Agriculture (USDA)</i></b>	
Financial Loans and Assistance for Homeowners and Renters . . . . .	21
<b><i>United States Department of Veterans’ Affairs</i></b>	
Veterans’ Services . . . . .	53
<b><i>United States Federal Emergency Management Agency (FEMA)</i></b>	
Emergency Preparedness and Disaster Relief . . . . .	16
<b><i>United States Internal Revenue Service</i></b>	
Tax Preparation Assistance . . . . .	47

<b>United States Social Security Administration</b>	
Health Insurance and Prescription Drug Assistance . . . . .	32
Social Security Benefits . . . . .	43
<b>United Way of Northwest Illinois</b>	
Education and Literacy Programs . . . . .	13
Emergency Preparedness and Disaster Relief . . . . .	16
<b>Vaccines for Children (VFC) Program (Child Immunization Program)</b>	
Health Care . . . . .	25
<b>Vehicle License Plate Discount Program</b>	
License Plates, Parking Placards, and Identification Card Services . . . . .	41
<b>Veterans Assistance Program of Jo Daviess County</b>	
Veterans' Services . . . . .	53
<b>Veterans of Foreign Wars (VFW)</b>	
Veterans' Services . . . . .	54
<b>Veterans Ride Free Program</b>	
Veterans' Services . . . . .	54
<b>Victim Witness Advocacy Services</b>	
Legal Resources . . . . .	40
Trauma Support for Domestic, Emotional, and Sexual Abuse . . . . .	51
<b>Victoria Heights Apartments</b>	
Housing Resources . . . . .	35
<b>Volunteer Income Tax Assistance (VITA)</b>	
Tax Preparation Assistance . . . . .	47
<b>La Voz Latina</b>	
Human/Social Services . . . . .	38
<b>Warren Lions Club</b>	
Eyesight and Hearing Assistance . . . . .	19
<b>Weatherization Assistance Program</b>	
Energy Management Programs . . . . .	18
<b>William S. Middleton Memorial Veterans Hospital</b>	
Veterans' Services . . . . .	54
<b>WISEWOMAN Program</b>	
Health Care . . . . .	27
<b>Women Veterans Call Center</b>	
Veterans' Services. . . . .	55
<b>Women, Infants, and Children (WIC) Program</b>	
Food Service Programs . . . . .	23
Human/Social Services . . . . .	37
<b>The Workshop</b>	
Developmental and Other Disabilities Services . . . . .	12
Vocational Training and Assistance . . . . .	56
<b>YWCA Child Care Solutions</b>	
Child Care Resources . . . . .	5
<b>YMCA of Northwestern Illinois</b>	
Human/Social Services . . . . .	38