

**ILLINOIS COALITION**  
FOR COMMUNITY SERVICES



**ICCS PRESENTS:**

# **COLES COUNTY RESOURCE GUIDE**

**RESOURCES TO MAKE EVERY OPPORTUNITY  
AVAILABLE TO YOU AND YOUR FAMILY**

## **Emergency Numbers**

**Agency:** Coles County Sheriff's Office  
**Emergency Phone:** 911  
**Non-Emergency Phone:** (217) 348-7332  
**Address:** 701 7<sup>th</sup> St, Charleston, IL 61920

**Agency:** Charleston Police Department  
**Emergency Phone:** 911  
**Non-Emergency Phone:** (217) 348-5221  
**Address:** 614 6<sup>th</sup> St, Charleston, IL 61920

**Agency:** Eastern Illinois Police Department  
**Emergency Phone:** 911  
**Non-Emergency Phone:** (217) 581-3213  
**Address:** 600 Lincoln Ave, Charleston, IL 61920

**Agency:** Mattoon Police Department  
**Emergency Phone:** 911  
**Non-Emergency Phone:** (217) 235-5451  
**Address:** 1710 Wabash Ave, Mattoon, IL 61938

**Agency:** Ashmore Fire Protection District  
**Emergency Phone:** 911  
**Non-Emergency Phone:** (217) 349-8433  
**Address:** 202 S. Illinois St, Ashmore, IL 61912

**Agency:** Charleston Fire Department  
**Emergency Phone:** 911

### Fire Station #1

**Non-Emergency Phone:** (217) 345-2132  
**Address:** 404 10<sup>th</sup> Street, Charleston, IL 61920

### Fire Station #2

**Non-Emergency Phone:** (217) 345-2133  
**Address:** 1510 A Street, Charleston, IL 61920

**Agency:** Humboldt Fire Protection District  
**Emergency Number:** 911  
**Non-Emergency Number:** (217) 856-2214  
**Address:** 400 Commercial St, Humboldt, IL 61931

**Agency:** Mattoon Fire Department

**Emergency Number:** 911

Fire Station #1

**Non-Emergency Phone:** (217) 235-0931

**Address:** 1812 Prairie Avenue, Mattoon, IL 61938

Fire Station #2

**Non-Emergency Phone:** (217) 235-0933

**Address:** 2700 Marshall Avenue, Mattoon, IL 61938

**Agency:** Oakland Fire Protection District

**Emergency Phone:** 911

**Non-Emergency Phone:** (217) 346-2034

**Address:** 40 E State Highway 133, Oakland, IL 61943

**Agency:** Sarah Bush Lincoln Hospital

**Phone:** (217) 258-2525

**Address:** 1000 Health Center Dr, Mattoon, IL 61938

**Agency:** Sarah Bush Lincoln Walk-In Clinic

**Phone:** (217) 345-2030

**Address:** 2040 Lincoln Ave, Charleston, IL 61920

**Agency:** Sarah Bush Walk-In Clinic

**Phone:** (217) 238-3000

**Address:** 200 Dettro Dr, Mattoon, IL 61938

**Agency:** Carle Medical Center

**Phone:** (217) 258-5900

**Address:** 200 Lerna Rd South, Mattoon, IL 61938

**Agency:** Coles County Health Department

**Phone:** (217) 348-0530

**Address:** 825 18<sup>th</sup> St, Charleston, IL 61920

**About:** The mission of the Coles County Health Department is to provide quality health services through prevention, education, health promotion and protection efforts in a manner that promotes optimal health for the individual, the community, and environment.

**Agency:** Life Links Mental Health Counseling

**Phone:** (217) 238-5700

**Address:** 750 Broadway Avenue East, Mattoon, IL 61938

**Agency:** National Suicide Prevention Hotline

**Phone:** 1-800-273-8255

**About:** Toll-free hotline available to anyone in suicidal crisis or emotional distress.

**Agency:** National Youth Suicide Hotline

**Phone:** 1-800-621-4000

**Agency:** Crisis Intervention/Suicide Prevention Lifeline for LGBTQ Youth

**Phone:** 1-866-488-7386

**Agency:** Domestic Violence Hotline

**Phone:** 800-799-7233

**About:** At the National Domestic Violence Hotline, our highly trained expert advocates are available 24/7 to talk confidentially with anyone in the United States who is experiencing domestic violence, seeking resources or information, or questioning unhealthy aspects of their relationship.

**Agency:** Child Mental Health (SASS) Services (CARES)

**Phone:** CARES Line: 1-800-345-9049

**About:** All counties in Illinois. SASS serves children who are experiencing mental health crisis. Parents can call 1- 800-345-9049 to get linked with services in which their child may be eligible for. SASS will work with guardian and child for at least 90 days.

**Agency:** DCFS Child Abuse Hotline

**Phone:** (800) 252-2873

**Agency:** Parent Help Line

**Phone:** 1-855-427-2736

**About:** Being a parent is a critically important job, 24 hours a day. It's not always easy. Call the National Parent Helpline® to get emotional support from a trained Advocate and become empowered and a stronger parent.

**Agency:** Illinois Warm Line

**Phone:** (866) 359-7953

**About:** Referrals, self-advocacy support, emotional support, staffed by professional recovery specialists, recovery education.

**Agency:** Disaster Distress Hotline

**Phone:** 1-800-985-5990

**About:** They can answer questions and concerns about infectious disease outbreaks. Provide crisis counseling for people in emotional distress related to any natural or human-caused disaster. Provide information on how to recognize distress and its effects on individuals and families. Tips for healthy coping. Referrals to local crisis call centers for additional follow-up care and support.

**Agency:** Illinois Emergency Management

**Phone:** 24hr Response Line – 1-800-782-7860

**About:** Their mission is to protect, prepare, and assist the citizens of the state of Illinois through planning, prevention, training, mitigation, response, and recovery to all hazards (natural and man-made).

**Agency:** Hunger Hotline

**Phone:** 1-800-359-2163

**About:** People from around the state can call for SNAP application assistance, case management, and food pantry referrals.

## Community Services

**Agency:** Mid-Illinois Big Brothers Big Sisters

**Phone:** (217) 348-8741

**Address:** 825 18<sup>th</sup> St #5, Charleston, IL 61920

**About:** Those at Mid-Illinois Big Brothers Big Sisters work to make a difference by creating professionally supported one-to-one matches for kids who want to realize their full potential.

**Agency:** Sexual Assault Counseling & Information Services (SACIS)

**Phone:** (217) 348-5033                      **Hotline:** (888)345-2846

**Address:** 825 18<sup>th</sup> Street, Suite 409, Charleston, IL 61920

**About:** They are committed to changing attitudes that foster violence against others. Their purpose is to provide counseling, advocacy and support for all victims of sexual assault and their significant others. Also provides referrals to appropriate services if a client requests other information.

**Agency:** HOPE of East Central Illinois

**Phone:** (217) 348-5931

**Address:** 1927 18<sup>th</sup> Street, Charleston, IL 61920

**About:** The mission of HOPE is to empower persons to live independent, non-violent lives through the provisions of Housing, Outreach, Prevention, and Education.

**Agency:** DHS Mid-Illinois Family Community Resource Center

**Phone:** (217) 345-2188

**Address:** 1550 Douglas St, Charleston, IL 61920

**Agency:** Child Care Resource & Referral

**Phone:** (217) 581-6698

**Address:** Klehm Hall 600 Lincoln Ave, Charleston, IL 61920

**About:** Child Care Resource & Referral provides information for parents looking for quality child care; and for child care providers.

**Agency:** LifeSpan Center (Coles County Council on Aging)

**Phone:** (217) 639-5150

**Address:** 11021 E County Road 800N, Charleston, IL 61920

**About:** The LifeSpan Center exists to enhance the quality of life for older adults and people of all ages and abilities. To promote independence, dignity, self-fulfillment, health and education through the provision of community-based services and programming for all sectors of the population.

**Agency:** Children & Family Services

**Phone:** (217) 348-7661

**Address:** 825 18<sup>th</sup> St, Charleston, IL 61920

**Agency:** Housing Authority of Coles County

**Phone:** (217) 235-4175

**Address:** 109 Prairie Ave, Mattoon, IL 61938

**Agency:** Coalition for People in Need

**Phone:** (217) 345-5099

**Address:** 990 W State St, Charleston, IL 61920

**About:** Provides financial assistance, guidance, referrals to other local agencies and help with spiritual needs to those living in the Charleston area.

**Agency:** Coles County Habitat for Humanity

**Phone:** (217) 348-7063

**Address:** 990 W State St, Charleston, IL 6190

**About:** Coles County Habitat for Humanity strives to enrich quality of life by building and preserving safe, affordable housing for qualified families and individuals through education, networking and community partnerships.

**Agency:** One Hope United

**Phone:** (217) 294-6727

**Address:** 701 Monroe Ave, Charleston, IL 61920

**About:** One Hope United provides community-based family services and support children and families through life's challenges with counseling, youth and family services, foster care, and adoption.

**Agency:** Embarras River Basin Agency

**Phone:** (217) 500-3120

**Address:** 696 Castle Dr, Charleston, IL 61920

**About:** Rent Assistance, Mortgage Assistance, Water Bill Assistance, Food/Essentials Items Voucher Assistance, Energy Assistance programs, FEMA Emergency Food and Shelter, Head Start, Housing Counseling, Senior Citizen Centers

**Agency:** Catholic Charities of Coles, Douglas, and Edgar Counties

**Phone:** (217) 235-0420

**Address:** 4217 Dewitt Ave, Mattoon, IL 61938

**About:** Catholic Charities provides local services including clothing assistance, food pantry, housewares assistance, furniture assistance, MedAssist, and Medical Equipment Loan Program.

**Agency:** United Way of Coles County

**Phone:** (217) 234-8022

**Address:** 114 N. 16<sup>th</sup> St., Charleston, IL 61920

**About:** The goal of United Way is to help people in crises and to help people improve their lives and become stable and self-sufficient. We identify issues within the community and fund programs that address those issues.

**Agency:** Hour House (Drug and Alcohol Treatment)

**Phone:** 217-348-8108

**Address:** 635 Division Street, Charleston, IL 61920

**About:** We are a community based, not-for-profit corporation offering services to address substance use disorders and other therapeutic needs.

**Agency:** Dial a ride Transportation

**Phone:** 217-639-5169

**Address:** 11021 E County Road 800N, Charleston, IL 61920

**About:** Dial-A-Ride strives to provide the safest, most economical transportation possible. Fares vary from \$.50 to \$7.00 each way depending on the passenger's origin and destination; persons over the age over sixty are encouraged to make a suggested donation of \$1.00 each way if they are traveling within the cities of Charleston, Mattoon and Lafayette Township; those under sixty, when traveling within the city limits, pay a fare of \$3.00 each one-way trip; all ages pay \$4.00 each way when traveling outside a city's limit. All ages pay \$7.00 each way when traveling outside Coles County. Dial-A-Ride travels to Champaign/Urbana, Effingham, and Tuscola

## Drop-In Centers

*(Service agencies that offer a place where those effect by homelessness and mental illness can go to obtain food, clothing, and other need services)*

**Agency:** Charleston Area Churches Food Pantry

**Phone:** (217) 348-3030

**Address:** 990 W. State St, Charleston, IL 61920

**About:** Charleston Area Churches Food Pantry provides three days worth of emergency food to residents of Coles County.

**Agency:** The Salvation Army of Coles County

**Phone:** (217) 235-5667

**Address:** 1300 Richmond Ave, Mattoon, IL 61938

**About:** The Salvation Army of Coles County provides a wide range of social services in Coles and surrounding counties, including food, clothing, utility, and housing assistance, transient and disaster services. Client Choice food pantry is open every Tuesday, Wednesday, and Thursday from 10am-4pm. Clients can receive food through the pantry every 30 days as needed.

**Agency:** Standing Stone Community Center

**Phone:** (217) 348-6085

**Address:** 375 N. 14<sup>th</sup> St, Charleston, IL 61920

**About:** Standing Stone Community Center is a nonprofit ministry featuring food, clothing, and furniture.

**Agency:** The Haven

**Phone:** (217) 234-7237

**Address:** 1812 Western Ave, Mattoon, IL 61938

**About:** The Haven provides 30 days of shelter with extensions based on goal attainment.

They also serve three meals a day to anyone that is in need of food. Meeting with each individual staying at their location minimally once a week to provide counseling, life coaching, and advocacy. Partners with other community agencies, classes and volunteer opportunities are provided for those staying at the shelter to develop their workforce skills and increase their self-sufficiency.

**Agency:** Blessing Food Pantry

**Phone:** (217) 235-0420

**Address:** 4217 DeWitt Ave., Mattoon, IL 61938

**About:** Pre-made meals, (mixes, canned items, etc.) meal preparation ingredients, fresh produce, meats, and frozen items (when available). We provide 2-3days of emergency food (designed to compliment larger pantries in area) once every 30 days. Anyone in Coles, Douglas, and Edgar counties who demonstrates need is eligible.

**Agency:** Mattoon Community Food Center

**Phone:** 217-258-8321

**Address:** 600 Moultrie Ave, Mattoon, IL 61938

**About:** Clients that meet the IL Department of Human Services income guidelines are eligible to receive food once every 30 days. Please apply in person or over the phone.

**Agency:** Mattoon Christian Church Food Pantry

**Phone:** 217-294-3485

**Address:** 221 n 19<sup>th</sup> st, Mattoon, IL 61938

**About:** Opens at 2:30 p.m.

**Agency:** Ashmore Food Pantry

**Phone:** 217-549-3493

**Address:** 212 N Oakland Road, Ashmore, IL 61912

**About:** Open: First and third Saturday of the month 9am-11am Can visit once a month Must be a resident of Ashmore, Kansas, or Westfield.

### Education Services

**Agency:** Charleston Collaboration for Youth

**Phone:** (217) 348-0530

**Address:** 825 18<sup>th</sup> St, Charleston, IL 61920

**About:** Provides advocacy and educational support to Charleston School District. Sponsors a service-learning program and a school/work job shadowing program.

**Agency:** Charleston Public Library

**Phone:** (217) 345-4913

**Address:** 712 6<sup>th</sup> St., Charleston, IL 61920

**About:** The Charleston Public Library is closed to the public during COVID-19 but is currently providing curbside service. Digital content is available at [charlestonlibrary.org/digitalcontent](http://charlestonlibrary.org/digitalcontent).

**Agency:** Mattoon Public Library

**Phone:** (217) 234-2621

**Address:** 1600 Charleston Ave, Mattoon, IL 61938

**About:** The Mattoon Public Library is currently open on a limited basis during COVID-19.

### Health Services

**Agency:** Sarah Bush Lincoln Hospital

**Phone:** (217) 258-2525

**Address:** 1000 Health Center Dr, Mattoon, IL 61938

**Agency:** Sarah Bush Lincoln Walk-In Clinic

**Phone:** (217) 345-2030

**Address:** 2040 Lincoln Ave, Charleston, IL 61920

**Agency:** Sarah Bush Walk-In Clinic

**Phone:** (217) 238-3000

**Address:** 200 Dettro Dr, Mattoon, IL 61938

**Agency:** Carle Medical Center

**Phone:** (217) 258-5900

**Address:** 200 Lerna Rd South, Mattoon, IL 61938



**Agency:** Coles County Health Department

**Phone:** (217) 348-0530

**Address:** 825 18<sup>th</sup> St, Charleston, IL 61920

**About:** The mission of the Coles County Health Department is to provide quality health services through prevention, education, health promotion and protection efforts in a manner that promotes optimal health for the individual, the community, and environment.

**Agency:** Life Links Mental Health Counseling

**Phone:** (217) 238-5700

**Address:** 750 Broadway Avenue East, Mattoon, IL 61938

**Agency:** Care Horizon, INC.

**Phone:** (217) 849-3803

**Address:** 845 18<sup>th</sup> St, Charleston, IL 61920

**About:** Full service behavioral health center. Individual, group and family therapy. Substance abuse treatment and DUI evaluations.

**Agency:** Mattoon Health Care and Rehabilitation Center

**Phone:** 217-235-7138

**Address:** 2121 South 9<sup>th</sup> street, Mattoon, IL 61938

## About this Guide

This guide is to provide the community in Coles County with information and connections to education, emergency, health, housing, legal, rehabilitation, and other community services. While this guide is not an exhaustive list of all available local resources, it contains the most up-to-date information possible.

