Winnebago County resources

Food
State and federal programs

- **Supplemental Nutrition Assistance Program (SNAP):**
  - Helps low-income people who qualify
  - Money is provided on an electronic benefit transfer (EBT) card, which works like a debit card
  - Eligibility calculator: fscalc.dhs.illinois.gov/FSCalc
  - Apply for assistance: dhs.state.il.us/page.aspx?item=33698

- **Women, Infants and Children (WIC):**
  - A food assistance program for women, infants and children
  - Helps low-income pregnant, postpartum, and breastfeeding women, infants and children up to 5 years old who need food to stay healthy
  - Provides money for healthy foods, vouchers for formula and other great benefits
  - Can be used at grocery stores and pharmacies
  - IL WIC Services: dhs.state.il.us/page.aspx?item=30513

Local resources and programs

- **Christian Union Food Pantry**
  1705 Kilburn Ave., Rockford
  (815) 670-5104
  Thursday, 10 am-noon

- **Cornucopia Food Pantry**
  402 Market St., Rockford
  (815) 962-1380
  Tuesday, Thursday and 3rd Saturday of the month, 9-11 am

- **Deliverance Outreach Center**
  104 7th St., Rockford
  (815) 977-4678
  2nd and 4th Friday of the month, 10 am-1 pm (food pantry)
  4th Saturday of the month, 10 am-1 pm (hot meal day)

- **Pecatonica Community Food Pantry**
  527 Main St., Pecatonica
  (815) 355-7143 (Jen) or (815) 985-6008 (John)
  2nd Saturday of each month, 10-11:30 am
  3rd Wednesday of each month, 3-4:30 pm
  4th Tuesday of each month, 10-11:30 am
  *Can respond to after-hours food emergencies*

- **Rock River Valley Food Pantry**
  421 S. Rockton Ave., Rockford
  (815) 965-2466
  Monday-Friday, 1-4 pm
Winnebago County resources

- **St. Elizabeth’s Center Food Pantry**
  1505 S. Main St., Rockford
  (815) 696-6526
  Monday-Thursday, 1-2:30 pm
  Friday, 9:30-10:30 am

- **Winnebago Community Market**
  765 Research Pkwy., Rockford
  (815) 639-1257, ext. 555
  Wednesday, 1-3 pm and 4-6 pm (free home delivery only)
  Thursday and Friday 1-7 pm (indoor shopping)
  Saturday 9-11:30 am (drive-up)

- **Soul's Harbor Church**
  2802 11th St., Rockford
  (815) 229-1922

- **Salvation Army Rockford**
  416 S. Madison St., Rockford
  (815) 972-1135

- **Rockford Rescue Mission**
  715 W. State St., Rockford
  (815) 965-5332

- **Grounds for Life Soup Kitchen**
  714 3rd Ave., Rockford
  (815) 975-7949

- **God’s Glory Food Pantry**
  1250 S. Perryville Rd., Rockford
  (815) 580-8184

- **Emmanuel Lutheran Church-Food Pantry**
  920 3rd Ave., Rockford
  (815) 963-4815

- **Berean Baptist Church Pantry**
  5626 Safford Rd., Rockford
  (815) 962-4661

- **United Brethren In Christ Church**
  2000 Kilburn Ave., Rockford
  (815) 968-9305

- **Life Church Food Pantry South Campus**
  4312 20th St., Rockford
  (815) 623-7625

- **St. Bridget Cupboard - St. Bridget Catholic Church**
  600 Clifford Ave., Loves Park
  (815) 633-6311
Winnebago County resources

- **Helping Hands Food Pantry**
  7620 Elm Ave., Machesney Park
  (815) 633-1504

- **New Life Tabernacle - Food Pantry**
  5400 Reimer Dr., Roscoe
  (815) 623-5387

- **Life Church Food Pantry**
  5910 Elevator Rd. Roscoe, IL
  (815) 623-7625
  Fax: (815) 623-9232

**Housing**

**State and federal programs**

- **U.S. Department of Housing and Urban Development**
  - Website: hud.gov/states/illinois/offices

- **Illinois shelter list**
  - An online directory of shelters in Illinois: shelterlist.com/state/illinois

- **IDHS: Emergency and transitional Housing**
  - An online list of emergency and transitional housing providers in Illinois:
    dhs.state.il.us/page.aspx?item=98150

- **Illinois Housing Development Authority, rental payment program**
  - An emergency rental assistance program designed to support households in Illinois that are unable to pay rent due to the COVID-19 pandemic:
    ihda.org/about-ihda/illinois-rental-payment-program
  - Call (312) 836-5200

- **National Call Center for Homeless Veterans**
  - A 24-hour call center for veterans who are homeless or at risk of homelessness:
    va.gov/homeless/nationalcallcenter.asp
  - Call (877) 4AID VET (877) 424-3838

- **Heartland Alliance: Supportive services for veteran families**
  - Provides temporary financial assistance directly to the landlord of a veteran family
  - Eligibility requirements: heartlandalliance.org/program/supportive-services-for-veteran-families

- **Catholic Charities: Supportive Services for Veteran Families (SSVF)**
  - A rapid rehousing/homeless prevention program that assists eligible veterans who are homeless or imminently at risk:
    catholiccharitiesjoliet.org/supportive-services-for-veteran-families-ssvf-2/
Winnebago County resources

Local resources and programs

- **Single Point of Entry**
  Housing Program Applications are taken by the Single Point of Entry Program
  555 N. Court St., #301, Rockford
  (844) 710-6919

- **Carpenter’s Place**
  1149 Railroad Ave., Rockford
  (815) 964-4105

- **Rockford Rescue Mission**
  Women’s Crisis Shelter
  809 Cedar St., Rockford
  (815) 986-0393
  Men’s Crisis Shelter
  715 W State St., Rockford
  (815) 965-5332

- **Rockford MELD/Trinity**
  For women ages 16-21 and children
  620 Kishwaukee St., Rockford
  (815) 963-3369
  rockfordmeld.org

- **Rockford Township Emergency Assistance**
  Emergency financial assistance that can include rental assistance
  119 N. Church St., Rockford
  (815) 962-8855
  rockfordtownshipil.gov/general-assistance

- **Shelter Care Ministries**
  90-day short-term housing for families. Parents must be at least 21 and have legal custody of at least one child. Must be homeless for at least six months. In-take assessment required.
  412 N. Church St., Rockford
  (815) 964-5520
  Monday-Friday, 8 am-4pm
  info@shelter-care.org

- **Winnebago County Housing Authority**
  3617 Delaware St., Rockford
  (815) 963-2133
Winnebago County resources

Helpful steps for how to search for housing

1. Prepare to look
   - Housing Consumer Education HCECs: smoc.org/housing-consumer-education-center.php. This site can explain your options and help you apply.
   - Local housing authorities in Illinois can help you find housing. There is not a single place to apply so apply to as many places as possible to have a better chance of finding housing.
   - You can use the U.S. Department of Housing and Urban Development (HUD), which helps low-income residents in Illinois find housing they can afford: hud.gov/states/illinois/renting

2. Begin looking
   - For help in finding affordable housing, visit the Illinois Housing Search website. This is a free online resource to help find housing that fits into your needs and budget: ilhousingsearch.org.
   - Put your name on waitlists and do not limit yourself to only one option.
   - Make sure that you get confirmation that your application has been received.

3. Follow-up and keep looking
   - Create a list to help you keep track of where you apply.
   - Let them know if your contact information changes.

4. Finalize your housing
   - Make sure you understand your lease BEFORE you sign it.
     - illinoislegalaid.org/legal-information/public-housing-rent
   - Talk with your landlord about making reasonable accommodations if you have a special need.

Utility
State and federal programs

- Help Illinois Families
  - Website with programs for eligible individuals seeking emergency assistance to cover costs of utility bills, rent, temporary shelter, food and other household necessities.
  - www2.illinois.gov/dceo/CommunityServices/HomeWeatherization/CommunityActionAgencies/Pages/HelpIllinoisFamilies.aspx

- Utility bill assistance
  - The Low Income Home Energy Assistance Program (LIHEAP) helps eligible low-income households pay for home energy services (primarily heating during winter months).
  - Call the LIHEAP Hotline at (877) 411-WARM (9276).

- Community Action Agencies
  - Community Action Agencies across the state provide a variety of services, including, but not limited to, rental/mortgage assistance, food, energy utility bill assistance, water/sewer payment, employment training/placement, financial management and temporary shelter.
  - www2.illinois.gov/dceo/communityservices/utilitybillassistance/pages/default.aspx
Winnebago County resources

- USA.gov
  - Help with bills: usa.gov/help-with-bills

- Keep Warm Illinois
  - This is a one-stop site for information about how to battle winter in Illinois and how to tap to resources that help you keep yourself and your homes and businesses warm, and to do so efficiently and cleanly.
  - Call (800) 252-8643.

- Illinois Legal Aid Online
  - Legal resources to help you with utilities issues: illinoislegalaid.org/legal-information/utilities-my-house-or-apartment

Local resources and programs

- Rockford Human Services Department
  - 612 N Church St., Rockford
  - (844) 710-6919

- Rockford Township Emergency Assistance
  - Emergency financial assistance that can include water bill disconnect
  - 119 N. Church St., Rockford
  - (815) 962-8855
  - rockfordtownship.il.gov/general-assistance
  - Bilingual

- Laundry Love
  - Provides free laundry service for those eligible for Medicaid/SNAP benefits. Bring Medicaid or SNAP card with you to register.
  - A1 Laundry
  - 1304 Brooke Rd., Rockford
  - 3rd Wednesday of every month, registration starts at 5:30 pm. First come, first served.

Education

State and federal programs

- Illinois Reemployment Services Program Hotline
  - Search for jobs online: illinoisjoblink.illinois.gov
  - (877) 342-7533, option 1

- Listing of community colleges in Illinois
  - collegesimply.com/colleges/illinois

- Adult Learning Resource Center
  - Provides referral services for students, volunteers, and employers wishing to access adult education and literacy programs throughout Illinois: alrc.thecenterweb.org/other/illinois-adult-learning-hotline

- High School Equivalency (HSE or HiSET) programs, formerly GED
  - www2.iccb.org/adult_ed/hse/
Winnebago County resources

Local resources and programs

- **Boone-Winnebago Regional Office of Education #4**
  300 Heart Blvd., Loves Park
  (815) 636-3060

- **St. Elizabeth Catholic Community Center**
  Education and social services
  1536 S. Main St., Rockford
  (815) 969-6526

- **Roosevelt Community Education**
  978 Haskell Ave., Rockford
  (815) 966-3250

- **Comprehensive Community Solutions (CCS)**
  917 S Main St., Rockford
  (815) 963-6236

Helpful resources

- **The Education Success Kit**
  - Provides a thorough guide for anyone thinking about college:

Financial

State and federal programs

- **Temporary Assistance for Needy Families (TANF)**
  - Provides temporary financial assistance for pregnant women and families with one or more dependent children: www.dhs.state.il.us/page.aspx?item=30358

- **Earned Income Tax Credit (EITC)**
  - Provides a tax break for people who work: www.dhs.state.il.us/page.aspx?item=30365

- **Aid to the Aged, Blind, and Disabled (AABD)**
  - Cash assistance program for persons who are aged, blind, or disabled: dhs.state.il.us/page.aspx?item=30370

- **Help looking for work**
  - Illinois Department of Employment Security (IDES)
    - Provides access to career development tools and career information resources. Also provides you with leads on the latest job postings so you can find employment quickly: ides.illinois.gov
  - Goodwill Community Foundation
    - Provides information on looking for work, writing a resume, and other job search topics: edu.gcfglobal.org/en/subjects/career

- **Improving your skills and job training**
  - EarnFare
    - Provides adults who receive SNAP benefits and who volunteer an opportunity to gain valuable work experience, earn cash assistance and become self-sufficient: www.dhs.state.il.us/page.aspx?item=31772
Winnebago County resources

Local resources and programs

- **Prairie Street Legal Services**
  303 N. Main St., Suite 600, Rockford
  (815) 965-2902

- **Illinois Department of Human Services (IDHS)/Family Community Resource Centers (FCRC)**
  Medical expense assistance, health insurance application assistance, temporary cash assistance for families
  171 Executive Pkwy., Rockford
  (815) 987-7155

- **YWCA Northwest Illinois**
  Financial assistance for child care/Child Care Assistance Program (CCAP)
  4990 E. State St., Rockford
  (815) 484-9448

- **Family Credit Management**
  Personal finance education/debt management program
  4306 Charles St., Rockford
  (800) 994-3328

- **Harlem Township**
  819 Melbourne Ave., Machesney Park
  (815) 633-9380

Child Care

State and federal programs

- **Temporary Assistance for Needy Families (TANF)**
  - Provides temporary financial assistance for pregnant women and families with one or more dependent children. TANF provides financial assistance to help pay for food, shelter, utilities, and expenses other than medical.
    - General program information
      - Website: dhs.state.il.us/page.aspx?item=30358
      - Brochure: dhs.state.il.us/OneNetLibrary/27897/documents/Brochures/586.pdf
      - You can apply online or at your nearest DHS office.
        - To apply online: abe.illinois.gov/abe/access/
        - To find the nearest office: dhs.state.il.us/page.aspx?module=12
  - If you are receiving TANF, you may qualify for additional services.

- **ChildCare.gov**
  - Online database broken down by state to help identify resources and options to assist with child care for those in need: childcare.gov/state-resources?state=18
Winnebago County resources

Local resources and programs

- **YWCA Northwest Illinois**
  4990 E. State St., Rockford
  (815) 484-9448

- **Kindercare (three Rockford locations)**
  3890 Northridge Dr., Rockford
  (815) 877-7887
  4345 Maray Dr., Rockford
  (815) 226-9090
  308 N. Mulford Rd., Rockford
  (815) 398-2800

- **YMCA of Rock River Valley**
  200 Y Blvd., Rockford
  (815) 489-1252

- **Blackhawk Learning Connection**
  421 Buckbee St., Rockford
  (815) 962-8853

- **Motherhouse Crisis Nursery**
  424 7th St., Rockford
  (815) 962-4858

General tips for finding child care

1. Start looking for child care as soon as you know you will need it.
2. Put yourself on a waitlist before your baby is born.
3. Call local experts and referral agencies.
   - **Childcare Resources and Referral Agencies (CCR&Rs)**
     - Can help with advice and child care searches
     - Can also assist with filling out and taking applications for financial help if you qualify:
       [www2.illinois.gov/sites/OECD/Pages/ChildCare.aspx](http://www2.illinois.gov/sites/OECD/Pages/ChildCare.aspx)
   - **The Office of Head Start (OHS)**
     - National program that helps prepare children for school by providing special services and experiences: [www2.illinois.gov/sites/OECD/Pages/default.aspx](http://www2.illinois.gov/sites/OECD/Pages/default.aspx)

Exposure to violence

- **State and federal programs**
  - **Illinois Child Abuse Hotline**
    - A 24-hour hotline to call if you suspect that a child has been harmed or is at risk of being harmed by abuse or neglect: (800) 252-2873
  - **Illinois Domestic Violence Helpline**
    - A 24-hour hotline that provide safety assistance to victims of domestic violence. The hotline is toll free, confidential and multilingual: (877) 863-6338
  - **National Domestic Violence Hotline**
Winnebago County resources

- A 24-hour national hotline that provides essential tools and support to help survivors of domestic violence so they can live their lives free of abuse: (800) 799-7233 or text “loveis” to 22522
  - National Sexual Assault Hotline
    - A 24-hour national crisis support hotline for victims of sexual assault: (800) 656-4673
  - National Human Trafficking Hotline
    - A 24-hour hotline that connects victims and survivors of sex and labor trafficking with services and supports to get help and stay safe. Toll-free phone calls, SMS text lines, and live online chat functions are available: (888) 373-7888

Local resources and programs

- Remedies Renewing Lives
  24/7 Crisis Hotline
  (815) 962-6102
  220 Easton Pkwy., Rockford
- Family Peace Center
  315 N. Main St., Rockford
  (779) 348-7600
- Changes Place
  Anger Management Classes
  7155 Windsor Lake Pkwy., Loves Park
  (815) 708-6468
- YWCA Northwestern Illinois
  Domestic violence prevention education/La Voz Latina Partner Abuse Intervention Program (PAIP)
  4990 E. State St., Rockford
  (815) 968-9681
- Mather’s Clinic
  Domestic violence prevention education, anger management classes
  6090 Strathmoor Dr., Rockford
  (815) 444-9999
- Domestic Violence Assistance Center
  400 W. State St., Rockford
  (815) 516-2440
- Rockford Sexual Assault Council (RSAC)
  24/7 Crisis Hotline
  (815) 636-9811
  4990 E. State St., Rockford
Winnebago County resources

Mental health

State and federal programs

- **National Suicide Prevention Lifeline**
  - Phone: (800) 273-8255
  - Website: suicidepreventionlifeline.org

- **SAMSHA’s National Helpline** (substance abuse and mental illness service administration)
  - Free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish).
  - Phone: (800) 662-4357
  - Website: samhsa.gov/find-help/national-helpline

- **Illinois Perinatal Depression Hotline**
  - Free, confidential hotline available 24 hours a day to patients and their families for information, support and connection to local resources.
  - Phone: (866) 364-6667
  - Website: dhs.state.il.us/page.aspx?item=31998

Local resources and programs

- **Crusader Community Health**
  - 1200 W. State St., Rockford
  - (815) 490-1600

- **Comprehensive Community Solutions (CCS)**
  - 917 S. Main St., Rockford
  - (815) 963-6236

- **Youth Services Network**
  - 107 N. 3rd St., Rockford
  - (815) 986-1947

- **National Alliance on Mental Illness (NAMI) – Northern Illinois**
  - PO Box 6971, Rockford
  - (815) 963-2470
  - Crisis help hotline: (800) 950-6264

The following accept Medicaid insurance

- **Family Counseling Services**
  - 631 N. Longwood St., Suite 103, Rockford
  - (815) 962-5585

- **Transformations Counseling**
  - 6066 Strathmoor Dr., #C2, Rockford
  - (815) 324-3979

- **Resilience Counseling**
  - 129 S. Phelps Ave., Building 10, Suite 1006, Rockford
  - (815) 543-2789
Winnebago County resources

- **Willow Creek Counseling**  
  5906 Elaine Dr., Suite 103, Rockford  
  (779) 210-3453

- **Riverside Counseling Center**  
  6653 Weaver Rd., Suite 12, Rockford  
  (815) 201-2687

- **Rosecrance**  
  2704 N Main St., Rockford  
  (866) 330-8729

**Family support**

Local resources and programs

- **DHS Family Community Resource Center**  
  1111 N. Avon St., Rockford  
  (815) 987-7620

- **Children’s Home and Aid**  
  Child and family counseling, adoption and guardianship preservation, early prevention in the community, pregnancy and early parent counseling, adoption services and intact family services.  
  424 7th St., Rockford  
  (815) 962-1043

- **Safe Families**  
  Helps parents in crisis experiencing issues with homelessness, unemployment, domestic violence or other obstacles.  
  1280 S. Alpine Rd., Rockford  
  (815) 978-9871

- **PFLAG**  
  Supports LGBTQ people, their families and friends through local PFLAG chapter help lines, support group meetings and locally and nationally produced resources.  
  The Liam Foundation  
  124 N. Water St., Suite 303A, Rockford  
  pflagrockford@pflagillinois.org

- **Children’s Safe Harbor**  
  Provides a safe place for families to use when exchanging children for visitation and provides supervised visitation services.  
  1416 20th St., Rockford  
  (815) 316-7772
Winnebago County resources

Transportation

Local programs and resources
- Rockford Mass Transit District and Paratransit
  520 Mulberry St., Rockford
  (815) 961-9000
- Most insurance plans provide free transportation to and from medical appointments. To utilize this service, you need to call customer service on the back of your insurance card. Tell them you would like to set up transportation services. Once you are established, you will need to give them a three-day notice for an appointment.

Common insurance customer service numbers
Blue Cross Blue Shield: (800) 538-8833
Meridian: (866) 606-3700
Molina: (888) 296-7677
Aetna: (866) 600-2139
Humana: (800) 787-3311