

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 7th St, Charleston, IL 61920

Agency: Charleston Police Department
Emergency Phone: 911
Non-Emergency Phone: (217) 348-5221
Address: 614 6th 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 10th 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 18th 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 18th 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 18th 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 18th 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 18th 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. 16th 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 effected 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. 14th 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 19th 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 18th 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 6th 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.

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 18th 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 18th 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 9th 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.

