



This resource guide lists community programs, who are part of the 211 resource database, that provide direct basic needs and services such as, clothing and household items, employment services, family and parenting, financial support, food, health care, housing, mental health, shelter, and transportation.

For more information: • Visit [www.helplinecenter.org](http://www.helplinecenter.org) • Dial 2-1-1 • Text your zip code to 898211

## **GENERAL**

### **Helpline Center**

• Dial 2-1-1 • Text your zip code to 898211

A 24-hour information, referral, and crisis helpline that provides resource information covering topics such as food, clothing, financial, medical, mental health, employment, shelter, and much more.

**National Suicide Prevention Lifeline (NSPL)** Online crisis chat: [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org) (800) 273-8255

The National Suicide Prevention Lifeline's mission is to provide immediate assistance to individuals in suicidal crisis by connecting them to the nearest available suicide prevention and mental health service provider.

### **Public Safety**

Emergency: Dial 9-1-1

**Lake County Sheriff**

219 N.E. 1<sup>st</sup> Street

256-7616

**Madison Police Department**

116 W. Center Street

256-7531

### **Department of Social Services (DSS)**

To Report Child Abuse:

(866) 847-7531

To Report Elder Abuse:

256-5683

223 S. Van Eps Avenue, Suite 201

256-5683

TANF, Medicaid, CHIP, Adult Services and Aging, Child Support, and Child Protection Services.

### **Inter-lakes Area United Way**

256-6866

Facilitates the following programs: Imagination Library, Dakota Smiles dental program, grants for community non-profits, and community information on events, resources, and volunteer opportunities.

## **CLOTHING / HOUSEHOLD ITEMS**

### **Clothing Room - St. John Lutheran Church**

122 N. Grant Street

256-4855

Offers clothing and household items for all who need them, free of charge.

### **Encore Family Store**

209 S. Egan Ave

556-3100

Offers low cost clothing, furniture, and household items. Vouchers may be available with referral from Inter-lakes Community Action Partnership.

## **EMPLOYMENT**

### **Madison Job Service Office**

223 S. Van Eps Avenue, Suite 101

256-5300

Assists job seekers to apply for positions for which they are qualified and provides job search assistance classes.

Computers are available for conducting job searches and applying on-line. Workforce training is an employment and training program designed for adults and youth to increase their skills that will result in employment and higher earnings.

## **FAMILY / PARENTING**

### **Child Care Assistance - DSS**

(800) 227-3020

Provides financial help for child care costs for families who are working and/or going to school.

### **East Central Behavioral Health**

211 4<sup>th</sup> Street, Brookings

697-2850

Provides community-based (in-home or school) counseling and support for children and families.

For the most up to date version of this guide please visit: [www.helplinecenter.org](http://www.helplinecenter.org) or scan with your smartphone



**Family Resource Network** 1057 8<sup>th</sup> Street, SDSU Pugsley Center, Room 201, Brookings 688-5730  
A child care referral service for parents looking for licensed or registered child care programs.

**Inter-Lakes Community Action Partnership** 111 N. Van Eps Avenue 256-6518  
Provides Head Start for low-income children and children with special needs. Early Head Start provides home-based visits for families with children birth to age three, with focused information on parenting and parent/child activities.

**Women, Infants, and Children (WIC)**  
**Lake County Office of Child and Family Services** 200 E. Center 256-5309  
Works to improve the nutritional status of its participants through education and early intervention.

**FINANCIAL**

**Center for Financial Resources, Lutheran Social Services** (888) 258-2227  
Provides financial counseling and education, homeownership counseling and education, debt management plans, bankruptcy counseling, and the Sharpen Your Financial Focus program.

**Inter-Lakes Community Action Program (ICAP)** 111 N. Van Eps Avenue 256-6518  
Offers assistance with emergency rent, utility, lodging, and/or food.

**Lake County Welfare** 200 E. Center Street, 2<sup>nd</sup> Floor 256-7619  
Offers assistance with utility disconnect notices, pending evictions, medical bills, and prescriptions

**Lifeline - South Dakota Public Utilities Commission** (800) 332-1782  
Reduces the cost of landlines in all areas and cell phones in certain areas.

**Low Income Energy Assistance Program (LIEAP)** (800) 233-8503  
Assists with heating costs: propane and fuel oil July 1 to April 30; electric heat and natural gas October 1 to May 15

**Salvation Army Madison, The** 203 N. Harth Avenue 256-2771  
Offers temporary emergency assistance with prescription medication, pending utility disconnections and evictions.

**FOOD**

**Economic Assistance - DSS** 223 S. Van Eps Avenue, Suite 201 256-5683  
Provides SNAP (Food Stamps), TANF, and Medicaid programs for children and low income families.

**Inter-lakes Community Action** 111 N. Van Eps Avenue 256-6518  
Food pantry provides a three-day food supply for eligible participants.

**Lake County Food Pantry** 111 N. Van Eps Avenue 256-6518  
Provides emergency food supplies with a referral from social services, county health nurse, ICAP or any church in Lake County. Service available twice per year. Hours: 10:00am - 3:00pm, Monday - Friday

**Weekly Community Meal - United Methodist Church** 122 N. Grant Avenue 256-4855  
Meal served 5:00pm - 6:00pm on Wednesday during the school year, visit website or Facebook page for schedule.

**HEALTH**

**Avera Ask-A-Nurse** 24-hour health information line (800) 658-3535

**Lake County Office of Child and Family Services** 200 E. Center 256-5309  
Baby Care works with pregnant women to offer health advice and teaching regarding their pregnancy and newborn baby. Offers childhood immunizations and flu vaccinations to WIC participants.

**Madison Area Faith Community Nursing** 322-3381  
Nursing assessment and observation incorporating spiritual care to promote wholeness of mind, body, and spirit.

**Madison Regional Health** 323 S.W. 10<sup>th</sup> Street 256-6551  
Full service hospital with emergency services available 24 hours a day.



**HOUSING AND RELATED ASSISTANCE**

**Fair Housing South Dakota – South Dakota Housing Development Authority** (877) 832-0161  
 A resource for renters, potential homeowners, lenders, landlords, and other housing professionals to utilize to understand their rights and responsibilities.

**Inter-Lakes Community Action Program - ICAP** 111 N. Van Eps Avenue 256-6518  
 Housing assistance programs include security deposit assistance for homeless persons, home repair/rehabilitation, and furnace replacement/repair program.

**South Dakota Housing Search** [www.sdhousingsearch.com](http://www.sdhousingsearch.com) (877) 428-8844  
 A housing locator listing Section 8, market rate, and income based units.

**MENTAL HEALTH / SUBSTANCE ABUSE**

**12 Step Programs (AA, NA, GA, Al-Anon)** Dial 2-1-1

**Community Counseling Service** 914 N.E. 3<sup>rd</sup> Street 256-9656  
 Provides family and individual counseling focusing on areas including substance abuse, gambling addiction, anger management, divorce, and child custody. Medication management, psychiatric testing, and treatment also available.

**NAMI (National Alliance on Mental Illness)** (800) 551-2531  
 Provides practical support group, useful education, and understanding to people who are living and coping with neurobiologically based brain diseases and to their family members.

**South Dakota QuitLine** (866) 737-8487  
 Provides tobacco users telephone coaching support and quit-tobacco products at no-cost.

**Counseling - Dakota State University** Student Success Center 256-5121  
 Offers free, personal counseling to students on a variety of topics including chemical dependency and relationships

**SHELTERS**

**Lake County Domestic Violence Shelter** 427-2721  
 Provides victims of domestic violence and sexual assault with counseling, advocacy, assistance with protection orders, safety planning, transportation, community information and referrals, and shelter.

**Inter-Lakes Community Action Program - ICAP** 111 N. Van Eps Avenue 256-6518  
 Offers assistance with emergency lodging.

**TRANSPORTATION**

**East Dakota Transit** 820 W.E. 7<sup>th</sup> Street 256-5810  
 Provides public transportation in the Madison area Monday - Friday, with 24 hours advanced notice. Offers transportation to Sioux Falls on the 2<sup>nd</sup> Wednesday of each month.

**Transportation Network - Lake County DAV** 291-9423  
 Schedules free transportation for veterans that have medical appointments with the Veterans Administration (VA).



Please contact the Helpline Center to inquire on listing your organization or make changes to your listing.

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