This resource guide lists community programs, which 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 • Dial 2-1-1 • Text your zip code to 898211

Helpline Center - 2-1-1
Dial 2-1-1 or 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, volunteer opportunities, and much more.

Helpline Center – Suicide and Crisis Support
(800) 273-8255 National Suicide Prevention Lifeline (NSPL) – Answered by the Helpline Center
An accredited suicide prevention, intervention and after-care organization, delivering the hope and understanding you need. Also provides the following services: a crisis texting program for teens at over 40 high schools in South Dakota and some colleges; grief support for individuals who have lost a loved one to suicide; professional suicide awareness and prevention trainings.

CLOTHING / HOUSEHOLD ITEMS
Encore Family Store
209 S. Egan, Madison, SD (605) 556-3100 www.encorefamilystore.com
Offers low cost clothing, furniture, and household items. Vouchers may be available from ICAP.

St. John Lutheran Church, Madison - Clothing Room
122 N. Grant Avenue, Madison, SD (605) 256-4855 www.sjlmadison.com
Offers clothing and household items for all who need them, free of charge.

EMPLOYMENT
DSS Madison
223 S. Van Eps Avenue, Suite 201, Madison, SD (605) 256-5683 dss.sd.gov
TANF (Temporary Assistance to Needy Families) is a work program in conjunction with Department of Labor.

Division of Rehabilitation Services (Vocational Rehabilitation)
3800 E. Highway 34, Hillsview Plaza, Pierre, SD (605) 773-3195 dhs.sd.gov
Helps individuals with disabilities to gain and maintain compatible employment in an area of their choice. Services include vocational counseling and guidance, vocational assessments, training opportunities, on-the-job training, work site accommodations, and job placement services.

Madison Job Service Office
223 S. Van Eps Avenue, Suite 101, Madison, SD (605) 256-5300 www.sdjobs.org
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 online. Workforce training is an employment and training program designed for adults and youth to increase their skills that may result in employment and higher pay.

National Farmworker Jobs Program
Statewide (605) 394-5120 bhssc.org
Have you done any farm or ranch work in the last 2 years? If so, you could be eligible for the following (depending upon availability of funds): assistance with financial aid for vocational schools and colleges; subsidized on-site training programs; employment counseling; job placement, testing and evaluation; financial assistance in relocating for education training and job placement; emergency financial services such as, but not limited to: emergency food, shelter, rental assistance, and transportation costs).
Help at your Fingertips…

Dial: 2-1-1

United Sioux Tribes of South Dakota Development Corporation
Statewide (605) 271-7117 www.unitedsiouxtribes.org
Serves all Native Americans within South Dakota on and off the reservations. Destination offices operating for the placement of Indian personnel into jobs of substance. Services include: job development; screening; orientation; placement; certifications; follow-up; employer/employee relations; and community adjustment services.

FAMILY / PARENTING / CHILD CARE

DSS Child Care Assistance
Statewide (605) 773-4766 www.dss.sd.gov
Provides financial help for child care costs for families who are working and/or going to school.

Family Resource Network
1057 8th Street, SDSU Pugsley Center, Room 201, Brookings (800) 354-8238
Providing child care referrals, parenting information, and child safety seats to eligible families.

ICAP Lake County - Children and Family Services
111 N. Van Eps Avenue, Madison, SD (605) 256-6518 www.interlakescap.com
Early head start and head start services for low income families ages 0-5 years old.

Madison Central School District
800 N.E. 9th Street, Madison, SD (605) 256-7700 madison.k12.sd.us
- Elementary School, 700 N.W. 9th Street (605) 256-7721
- Middle School, 830 N.E. 9th Street (605) 256-7717
- High School, 800 N.E. 9th Street (605) 256-7706

South Dakota Child Safety Seat Distribution Program - Northeast Region (Serving Madison)
Family Resource Network, 1057 8th Street
Pugsley Center, Room 201, Brookings SD (605) 688-5730 www.dss.sd.gov
Call for distribution agency locations and times. Keeping children safe by providing child safety seats at no cost to families that meet income eligibility requirements to ensure that they are in the best child seat for their height and weight until they are at least 4’9. At 4’9, most children can safely wear a seat belt.

FINANCIAL

ICAP Lake County - Emergency Services
111 N. Van Eps Avenue, Madison, SD (605) 256-6518 www.interlakescap.com
Can help people with emergency needs for one month. Assistance may be available for rent/mortgage payment, utilities (water, lights, and heating for current, past, disconnect notice, and deposit), emergency lodging, food, etc. There is no income eligibility for the services, but proof is required that the need is immediate and that all other potential resources have been exhausted. Help to pay heating costs for low-income persons in MidAmerican's service area who require financial assistance (when funds are available).

Lake County Veterans Service Office
200 E. Center Street, Madison, SD (605) 256-7612 www.lake.sd.gov
Assists veterans, dependents, and survivors by providing information, assistance, counseling, and referrals on a wide range of subject, benefits, and veteran programs.

Lake County Welfare
200 E. Center Street, 2nd Floor (605) 256-7619
May offer assistance with utility disconnect notices, pending evictions, and medical bills.

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.

LSS (Lutheran Social Services) - Center for Financial Resources
Statewide (605) 330-2700 www.lsssd.org
Provides financial counseling and education, homeownership counseling and education, debt management plans, bankruptcy counseling, and the Sharpen Your Financial Focus program.

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Help at your Fingertips…

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Salvation Army Madison, The
203 N. Harth Avenue, Madison, SD  (605) 256-2771
Offers temporary emergency assistance with prescription medication, pending utility disconnections, and evictions.

**FOOD**

DSS Madison
223 S. Van Eps Avenue, Suite 201, Madison, SD  (605) 256-5683 dss.sd.gov
Economic Assistance including SNAP (Food Stamps).

Feeding South Dakota - South Dakota Mobile Food Pantry
Lake County  (605) 335-0364

ICAP Lake County - Basic Needs
111 N. Van Eps Avenue, Madison, SD  (605) 256-6518 www.interlakescap.com
Food pantry provides a three-day food supply for eligible participants.

Lake County Food Pantry, Inc.
111 Van Eps Avenue N, Madison, SD  (605) 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: 9:00am - 4:00pm, Monday - Friday

St. John Lutheran Church – Weekly Community Meal
122 N. Grant Avenue, Madison  (605) 256-4855 sjlmadison.com
Community Meal 5:00pm - 6:00pm, Wednesdays. Meal takes place during the school year. Free will donation.

**HEALTH / MEDICAL**

Avera Medical Call Center  (605) 322-6877 www.averas.org
A 24-hour health information line.

DSS Madison
223 S. Van Eps Avenue, Suite 201, Madison, SD  (605) 256-5683 dss.sd.gov
Medicaid programs for children and low income families.

Health Connect of South Dakota
Statewide  (605) 371-1000 www.healthconnectsd.org
A consumer public health library, empowers all people to make health decisions by providing current understandable information.

Heartland Health Resource Center - Ryan White Part B and HIV Prevention Services
Eastern SD  (605) 271-4813 www.heartlandhealthsd.org
Program provides services to HIV positive individuals who reside in the State of South Dakota including Aids Drug Assistance Program (ADAP), assistance with health care costs, and insurance enrollment and premium payments as well as one on one case management/counseling services.

Interlakes Area United Way - Delta Dental Mobile Program
106 S. Van Eps, Madison, SD  (605) 256-6518, Ext. 121 www.interlakesunitedway.org
Delta Dental's mobile truck provides quality care to children from first tooth through age 21 who can't afford or access a dentist. Service is provided at no cost to the family, and no insurance is necessary.

Lake County - Office of Child and Family Services
200 E. Center Street, 2nd Floor, Madison, SD  (605) 256-5309 www.lake.sd.gov
Baby Care: Works with pregnant women to offer health advice and teaching regarding their pregnancy and newborn.
Family Planning: Provides annual medical exams, reproductive health education, counseling, and contraceptive methods for both women and men. Sexually transmitted disease counseling, testing, and treatment also available.
WIC: Works to improve the nutritional status of its participants through education and early intervention. Offers childhood immunizations and flu vaccinations to participants.

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Help at your Fingertips…

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**Madison Regional Health**
323 S.W. 10th Street, Madison, SD  (605) 256-6551  [www.madisonregionalhealth.org](http://www.madisonregionalhealth.org)
Full service hospital with clinic, urgent care, and 24-hour emergency services.

**My Sanford Nurse**  (605) 333-4444  [www.sanfordhealth.org](http://www.sanfordhealth.org)
A 24-hour phone service for individuals seeking information about a health-related issue or concern.

**South Dakota Department of Health - Disease Prevention Hotline**
Statewide  (800) 592-1804  [doh.sd.gov](http://doh.sd.gov)
Information about sexually transmitted infections and HIV/AIDS and anonymous reporting of sexually transmitted infections and HIV/AIDS.

**South Dakota Department of Human Services - Family Support 360**
Statewide  (605) 773-3438  [dhs.sd.gov](http://dhs.sd.gov)
Services and supports for families of children and adults with intellectual and developmental disabilities. Services may include, but are not limited to the following: information and referral; incontinence supplies; medications; formulas/special foods; special clothing; recreational opportunities; adaptive equipment; service coordination; advocacy services; respite care; family counseling; parent/sibling education; travel expenses for medical care; transportation costs; vehicle modifications; housing modifications, etc.

**South Dakota Department of Human Services - Hearing Aid Assistance Program**
Statewide  (605) 367-4657  [dhs.sd.gov](http://dhs.sd.gov)
Helps with the cost of hearing aid(s) and associated ear mold(s) for South Dakota children, younger than 19, with progressive or permanent hearing loss who would benefit from hearing aid(s). The program is open to families with a household income of less than 400 percent of federal poverty guidelines.

**South Dakota Donated Dental Services**
Statewide  (605) 224-4012  [www.dentallifeline.org](http://www.dentallifeline.org)
Coordinates dental services free of charge to the elderly, disabled, or medically compromised individuals who qualify for the program.

**South Dakota Lions Foundation**
Statewide  (605) 338-0551  [www.sd lions.org](http://www.sd lions.org)
- **KidSight South Dakota** - Working to screen children for eye health. Mobile screening units are available to daycares, preschools and schools on request.
- **Eyeglasses & Hearing Aid Collection** - Drop off locations throughout South Dakota. Call for details.
- **Specific Assistance Program** - Partners with healthcare professionals to provide vision and hearing services (eye glasses and hearing aids) at reduced rates to income-qualified individuals (200% of federal poverty level).

**HOUSING AND RELATED ASSISTANCE**

**Brookings Area Habitat for Humanity**
321 9th Street, Brookings, SD  (605) 697-2540  [www.brookingshabitat.org](http://www.brookingshabitat.org)
Offers a hand up to families in need of a decent place to live through home ownership and home renovation programs. The home ownership program is designed to bring affordable housing to Brookings through a zero-interest mortgage. Home renovation includes A Brush With Kindness (ABWK) assists homeowners with the exterior upkeep of a home and Home Essential Repairs (HER) which assists homeowners with repairs essential to staying in their homes longer. Typical projects include grab bars, widening doors to accommodate wheelchairs, yard clean up, and painting.

**Fair Housing South Dakota**
Statewide  (877) 832-0161  [www.sdhda.org](http://www.sdhda.org)
A resource for renters, potential homeowners, lenders, landlords, and other housing professionals to utilize to understand their rights and responsibilities.

**GROW South Dakota - Housing Programs**
Statewide  (605) 698-7654  [www.growsd.org](http://www.growsd.org)
Provides home ownership preparation services and Home Buyer Education classes. For those who meet eligibility requirements, down payment/closing cost assistance may be available. Also, low-cost loans to utilize when purchasing a home or home improvements.

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**HUD Fair Housing**
Statewide (800) 877-7353 [www.hud.gov](http://www.hud.gov)
Reporting potential housing discrimination, an investigation will be conducted if warranted. Reports can be completed via phone or online.

**HUD South Dakota**
Statewide (605) 330-4223 [www.hud.gov](http://www.hud.gov)
Provides information on low income (subsidized) rental units and public housing authorities via email, fax, or mail.

**ICAP Lake County - Housing Services**
111 N. Van Eps Avenue, Madison, SD (605) 256-6518 [www.interlakescap.com](http://www.interlakescap.com)
Eligibility based programs that help people who are homeless secure housing, and those who need help repairing housing, get it fixed.

**Rural Housing for Individuals - Rural Development**
Assists low-income individuals or families with loans or grants to: purchase new housing; repair current housing (ex: roof repair, plumbing, electrical, heating, etc); and housing loans and grants for farm laborers.

**SD Housing Search**
Statewide (800) 540-4241 [www.sdhousingsearch.com](http://www.sdhousingsearch.com)
A free housing locator providing information on Section 8 and income based rental units.

**South Dakota Housing Development Authority**
Statewide (605) 773-3181 [www.sdhda.org](http://www.sdhda.org)
Provides mortgage and down payment assistance, housing construction and rehabilitation, homelessness prevention, and rental assistance.

**South Dakota Housing for Homeless Consortium Coordinated Entry System**
Statewide (805) 664-1349 [www.housingforthehomeless.org](http://www.housingforthehomeless.org)
The Coordinated Entry System (CES) serves as a mechanism to bring persons who are homeless or at imminent risk of homelessness into the service system, so that they may use all services available to become adequately housed and provided with needed assistance when possible. 6 physical access points (provided by 3 agencies) can administer individuals and families an assessment for housing vulnerability and program eligibility. 1. Aberdeen - The Supportive Services for Veterans Families

**Supportive Services for Veterans Families**
Statewide (800) 484-9209 or (605) 939-8312 [www.cornerstonemission.org](http://www.cornerstonemission.org)
Provides homelessness prevention and rapid re-housing services to help veteran families keep, or rapidly transition to permanent housing.

**USDA - Rural Development Multi-Family Housing Rentals**
Through the website, people who are looking for low-cost rentals, can find units for rent in rural South Dakota. Search based on county or town. Then, contact the property company regarding how to apply. To find apartments in rural areas: 1. Go to [http://www.rd.usda.gov](http://www.rd.usda.gov) 2. Scroll down on left hand side, it says, Find Rural Rentals 3. Then click on South Dakota in the map 4. Then, select your County

**MENTAL HEALTH / SUBSTANCE USE ISSUES**

Alcoholics Anonymous [www.area63aa.org](http://www.area63aa.org)
A voluntary, worldwide fellowship of men and women from all walks of life who meet together to attain and maintain sobriety. The only requirement for membership is a desire to stop drinking.

- Chester, SD
  - 8:00pm, (C, WA), Main Street (Chester Community Center) Open to all on 1st Friday of month
- Madison, SD
  - 9:00am, (C, WA), "Madison, SD AA Group", N.W. 2nd Avenue and 453rd Avenue, 1 mile west of town (near Vet Clinic)
  - 7:30pm, (C, WA), "Madison, SD AA Group", N.W. 2nd Avenue and 453rd Avenue, 1 mile west of town (near Vet Clinic)

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Help at your Fingertips…

Dial: 2-1-1

Monday
- 5:30pm, (C, D), "Happy Destiny Group", 306 3rd Street N.W. (Grace Episcopal Church)
- 8:00pm, (C, WA), "Madison, SD AA Group", N.W. 2nd Avenue and 453rd Avenue, 1 mile west of town (near Vet Clinic)

Tuesday
- 8:00pm, (C, WA), "Madison, SD AA Group", N.W. 2nd Avenue and 453rd Avenue, 1 mile west of town (near Vet Clinic)
  (Open to all on the last Tuesday of the month)

Wednesday
- 5:30pm, (O, D), "Happy Destiny Group", 306 3rd Street N.W. (Grace Episcopal Church)

Thursday
- 5:30pm, (O, D), "Happy Destiny Group", 306 3rd Street N.W. (Grace Episcopal Church)
- 8:00pm, (C, WA), "Madison, SD AA Group", N.W. 2nd Avenue and 453rd Avenue, 1 mile west of town (near Vet Clinic)

Friday
- 5:30pm, (O, D), "Happy Destiny Group", 306 3rd Street N.W. (Grace Episcopal Church)

Saturday
- 10:00am (C, WA), "Madison, SD AA Group", N.W. 2nd Avenue and 453rd Avenue, 1 mile west of town (near Vet Clinic)
- 8:00pm (O, WA), "Madison, SD AA Group", N.W. 2nd Avenue and 453rd Avenue, 1 mile west of town (near Vet Clinic)
- 9:00pm, (O, D), "Happy Destiny Group", 306 3rd Street N.W. (Grace Episcopal Church)

Community Counseling Services - Madison
914 N.E. 3rd Street, Madison, SD  (605) 256-9656 www.ccs-sd.org
Community mental health center providing family and individual counseling focusing on areas including substance abuse, gambling addiction, anger management, divorce, and child custody. Medication management, psychiatric testing, and treatment are also available.

Dakota State University - Student Success Center / Counseling
820 N. Washington Avenue, Madison, SD (888) 378-9988 dsu.edu
Offers free personal counseling to students on a variety of topics including chemical dependency and relationships.

Helpline Center - Opioid Prevention and Connection to Resources Program
Statewide (800) 920-4343 www.helplinecenter.org/occ
The South Dakota Opioid Resource Hotline is part of South Dakota's statewide targeted response to the opioid crisis. The hotline provides a place where individuals are able to reach out for information on treatment resources and support.

NAMI (National Alliance on Mental Illness) South Dakota
Statewide (605) 271-1871 www.namisouthdakota.org
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. Also, offers Homefront, a free, online 6-session class for family members of service members or veterans with mental health conditions.

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

PUBLIC SAFETY
911 Dispatch - Lake County 911 Communications
219 N.E. 1st Street, Madison, SD (605) 256-7620 www.lake.sd.gov
Assesses the emergency situation and then dispatches appropriate responding agencies including: police, sheriff, fire, ambulance services, and or highway patrol as well as taking after hours calls for City of Madison electric, street, water, and sewer issues. Answers the non-emergency phone numbers including: Madison Police Department, Game Fish and Parks, South Dakota Highway Patrol for the area, Department of Criminal Investigation, and Department of Transportation calls for county and township roads.

City of Madison Police Department
116 W. Center Street, Madison, SD (605) 256-7531 www.cityofmadisonsd.com
Enhancing safety and security through police services, which reflect compassion for the quality of life for all citizens. Additional services include: unwanted medications drop off; National Night Out and DARE.

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Help at your Fingertips…
Dial: 2-1-1

To report abuse or neglect, during regular business hours dial (877) 244-0864. After business hours, contact local law enforcement. Investigates child abuse and neglect cases by working with the State's Attorney, law enforcement, and community resources to determine extent of alleged child abuse or neglect. Other services include adoptions, licensing of foster homes, assessment services, case management, and intensive family services.

Highway Patrol - District 2
5316 W. 60th Street N, Sioux Falls, SD  (605) 367-5700  dps.sd.gov
Enables local/state agencies and non-profit organizations to develop and implement traffic safety programs designed to reduce the number of traffic crashes, injuries, and fatalities occurring on South Dakota roadways. Also works to minimize, as much as realistically possible, the economic and human loss that results from traffic crashes.

Lake County Sheriff
219 N.E. 1st Street, Madison, SD  (605) 256-7615  www.lake.sd.gov
The Lake County Sheriff Office provides law enforcement services to the communities of Chester, Wentworth, Rutland, Nunda, Ramona, Junius, and Winfred as well as the rural areas of the county. Duties consist of law enforcement patrol, investigations, and the serving of civil processes for the court as well as maintaining a 20 bed jail facility.

Need to report elder abuse? Long Term Services and Supports - Madison
223 S. Van Eps, Suite 201, Madison, SD  (833) 663-9673  dakotaathome.org
Elder abuse reporting # during regular business hours. After hours, contact local law enforcement. Provides information and referrals regarding services for those who are elderly and for adults with disabilities. Formerly known as Adult Services and Aging.

SHELTERS
Domestic Violence Network of the Lakes Region
Call for location, Madison, SD  (605) 480-2721  www.domesticviolencenetwork.com
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 Partnership (ICAP)
111 N. Van Eps Avenue  (605) 256-6518
Offers assistance with emergency lodging.

TRANSPORTATION
Disabled American Veterans - Transportation Network - Lake County DAV
510 Washington Avenue S, Madison, SD  (605) 256-6771  www.lake.sd.gov
DAV and Auxiliary volunteers provide transportation, in donated DAV vans, for Veterans to VA hospitals and clinics for medical appointments. Please call at least one week ahead of medical appointment so drivers can be scheduled.

East Dakota Transit, Inc.
820 S.W. 7th Street, Madison, SD  (605) 256-5810  www.eastdakotatransit.com
Provides public transportation in the Madison area Monday - Friday, with Prior day advanced notice.

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