

*This booklet is provided as a public service  
and may be duplicated as needed.*

## **HELPline Yellow Pages**

Mini-Directory for Human Services

Madison County, AL

HELPline / United Way  
Community Resources

**Call 2-1-1  
or  
(256) 716-1000**

A more complete listing of community resources in this area  
is available on the Internet at **[www.csna.org](http://www.csna.org)**

### **Crisis Services of North Alabama**

P.O. Box 368, Huntsville, AL 35804  
An agency of United Way of Madison County

**August 2012**

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### ALCOHOL / DRUG / ADDICTIONS

AA, ALANON.....	256-885-0323
Bradford Health Services.....	256-895-3848
Crestwood Chem Dependency Svcs.....	256-429-5480
Downtown Rescue Mission.....	256-536-2441
Families Anonymous.....	256-716-1000
12 Step group...HELpline serves as point of contact	
Gamblers Anonymous.....	256-682-1928
Huntsville Metro Treatment Ctr.....	256-881-1311
Methodone Clinic	
Huntsville Recovery (Methodone Clinic).....	256-721-1940
Mental Health Center/New Horizons.....	256-532-4141
Outpatient Program	
Mt. Lake Subs. Abuse Treatment.....	256-582-4465
State-funded residential program	
Outreach Ministries of Alabama.....	256-778-8096
13-month religious-based residential rehab.	
Pathfinder.....	256-534-7644
Salvation Army.....	256-536-2441

### ANIMAL SERVICES / SHELTERS

Animal Shelter.....	256-883-3782
ARK.....	256-851-4088
Greater Huntsville Humane Society.....	256-881-8081

### **ANIMAL SERVICES / SHELTERS (cont.)**

SNAP.....256-830-8459  
 (Spay/Neuter Action Project — will help low income  
 families have pets altered)

Vector Control / Health Dept. ....256-539-3711

### **CHILD ABUSE / NEGLECT**

Madison Co. Dept. of Human Resources.....256-535-4500  
 Call to report child abuse

Nat'l Children's Advocacy Center.....256-533-5437

### **CHILD SUPPORT**

Department of Human Resources.....256-535-4500

### **CHILDREN / YOUTH AT RISK**

Early Intervention.....256-650-1502  
 for Children with Disabilities/Delays

Neaves/Davis Center for Children.....256-532-0300

Tenn. Valley Family Services.....800-753-4269  
 Safe Place Runaway Shelter

Sequel (formerly Three Springs).....256-880-3339

S.P.A.N.....256-852-1224  
 (Special Programming for Achievement Network)

The Studio.....256-489-8088  
 Runaway day shelter

### CHILDREN'S SERVICES

Big Brothers/Big Sisters.....	256-880-2123
Boy Scouts of America.....	256-883-7071
Boys and Girls Club of Huntsville.....	256-534-6060
Childcare Management Agency .....	256-534-5110
Girl Scouts.....	256-883-1020
Girls Inc. of Huntsville.....	256-859-0011
Headstart.....	256-851-9804
Huntsville Child Care Center..... (Sliding fee scale)	256-536-8131
YMCA.....	256-881-8710
Young Life.....	256-533-1251

### CHRISTMAS ASSISTANCE

Breaking Free Mission.....	256-882-3334
Christmas Charities.....	256-837-2373
Downtown Rescue Mission.....	256-536-2441
Salvation Army.....	256-536-5576
Toys for Tots.....	256-213-9683

### **CLOTHING/HOUSEHOLD ITEMS**

Asbury Thrift Store.....	256-464-0460
Breaking Free Thrift Store.....	256-851-1688
Catholic Center of Concern.....	256-536-0041
Christmas Charities Year Around.....	256-837-2373
Goodwill Industries.....	256-536-0737
Habitat ReStore (building supplies).....	256-533-3267
Neighborhood Store.....	256-536-1953
Rescue Mission Thrift Store.....	256-532-0381
Salvation Army Thrift Store.....	256-533-7223
St. Vincent de Paul Thrift Store.....	256-851-8881

### **CONSUMER SERVICES**

Ala. Cooperative Extension Service..... (Budget counseling and other services)	256-532-1578
Consumer Credit Counseling Service.....	256-881-1000
Family Services Center..... (Services include credit counseling / financial literacy training, low interest car loans)	256-551-1610

### **COUNSELING/MENTAL HEALTH**

Crisis Services of North Alabama.....	256-716-1000
Crisis counseling and support groups for domestic violence, sexual assault & survivors of suicide	
CSNA/HELPLine.....	256-716-1000
Crisis & Information line available 24 hrs. a day	
Family Services Center.....	256-551-1610
(sliding fee scale)	
Services include Anger Management classes, Homicide Survivors program, Children Cope with Divorce, Parenting classes, etc.)	
Madison Co. Mental Health Center.....	256-533-1970
(Sliding fee scale)	

### **DISABILITY SERVICES**

Ala. Dept. of Rehabilitation Services .....	256-650-1700
(Vocational Rehabilitation)	
Ala. Institute for the Deaf and Blind.....	256-539-7881
Ala. Disabilities Advocacy Program.....	1-800-826-1675
Children's Rehabilitation Services.....	256-650-1701
Phoenix.....	256-880-0680
TASC.....	256-852-5600
Technology Assistance for Special Consumers	

## DISASTER SERVICES

American Red Cross.....	256-536-0084
Huntsville-Madison Co. Emergency Management Agency.....	256-427-5130

## DOMESTIC VIOLENCE

*Domestic violence may take the form of verbal and emotional abuse, physical abuse, sexual abuse, and/or destruction of property or pets*

CSNA / HOPE Place.....	256-716-1000
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Services available for persons in abusive relationships

- 24-hour HELPLine
- Safe shelter in HOPE Place
- Court advocacy and assistance in filing victim compensation claims
- Crisis counseling and support groups
  - Support groups are a widely recommended form of therapy for the mental and emotional distress experienced by persons in abusive relationships.*
- Children/Teens Who Witness Domestic Violence
  - Age-appropriate intervention to address effects on attitudes and behavior
- Domestic Violence Nurse Examiner.
- All services are provided free of charge.

Other services for persons in an abusive relationship

Family Services Center.....	256-551-1610
(Domestic Violence Intervention Program)	

Department of Human Resources.....	256-535-4500
(Reporting of child abuse or elder abuse)	

National Children's Advocacy Center.....	256-533-5437
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## **DOMESTIC VIOLENCE CHECKLIST**

*Are you in an abusive relationship?*

- 1. What happens when you and your partner argue?*
- 2. Does your partner ever give you reason to feel afraid of him/her?*
- 3. Has your partner ever hurt or threatened you or your children?*
- 4. Has your partner ever hurt your pets or destroyed items belonging to you?*
- 5. Does your partner frequently check up on you to see what you are doing, even when you are at work?*
- 6. Does your partner make accusations that you are flirting or having an affair when there is no basis for him/her to think this?*
- 7. Does your partner make it hard for you to be with your family or friends?*
- 8. Does your partner control all the money in the household?*
- 9. Has your partner ever forced you to have sex or to do things during sex that made you uncomfortable?*
- 10. Does your partner abuse drugs or alcohol?*

### **Volunteer to make a Difference !**

*CSNA needs volunteers concerned about domestic violence to serve as advocates, crisis line workers, and domestic violence first responders. Training is provided.  
Call to find out more — 256-716-1000.*

### **EDUCATION / JOB TRAINING**

Adult Education (GED).....	256-306-2830
(Program is located at Calhoun Community College)	
Adult Literacy Center.....	256-533-2644
Individualized basic reading and math instruction	
Ala. Dept. of Rehabilitation Services.....	256-650-1702
Calhoun Community College.....	256-890-4700
Drake Technical College.....	256-539-8161
Madison County Career Academy.....	256-852-2170
Offers adult literacy and GED preparation	
Madison County Job Line.....	256-532-6906
No. Ala. Center for Educational Excellence.....	256-372-4600
Osher Lifelong Learning Institute (UAH).....	256-824-6959

### **EDUCATION, LANGUAGE CLASSES**

First Baptist Church.....	256-428-9400
Conversational English Classes for Internationals held at several Baptist churches	

### **EDUCATION, SPECIAL**

Huntsville Achievement School.....	256-539-1772
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## EMPLOYMENT

Christian Women's Job Corp.....	256-428-9435
City of Huntsville Voice Information.....	256-427-6751
Community Service Employment.....	256-830-0818
A program of TARCOG for ages 55+	
Department of Human Resources.....	256-535-4500
JOBS program for DHR clients	
Huntsville Rehabilitation Center.....	256-880-0680
State Employment Office.....	256-851-0537
Unemployment Office.....	256-851-0536

## FAMILY PLANNING & PREGNANCY

Best Start.....	256-265-7155
Prenatal services for Medicaid-eligible patients	
Catholic Family Services.....	256-536-0073
Choose Life.....	256-533-3526
Family Services Center.....	256-551-1610
Parenting Classes	
Healthy Families.....	256-327-3776
Serves first time parents and babies—Medicaid eligible	

## FINANCIAL ASSISTANCE

***(Please note: Hours and availability of funds may change. Call HELPLine for current information.)***

The CARE Center.....	256-723-2273
Serves Berkley, Gurley and Southeast Madison County	
Catholic Center of Concern.....	256-536-0041
Call for appointment Mon - Tue 9:00 am- 9:30 am	
Community Action Agency.....	256-851-9800
Heating / cooling assistance	
Neighborhood centers:	
Westside (Earl Street).....	256-536-4368
Ardmore.....	256-423-2400
Indian Creek.....	256-837-8620
Calvary Hill.....	256-534-0863
Brownsboro.....	256-776-9127
Berkley.....	256-776-9645
Madison.....	256-772-6669
New Hope.....	256-723-4247
CUP-Churches United for People.....	256-539-8720
Call for appointment Wed.-Thurs. 1pm-2pm	
HAP-Huntsville Assistance Program.....	256-539-2320
Call for appointment Wed. 1-3 pm	
HAP—Toney area.....	256-828-8788
Call for appointment Mondays—9:30 - 11:00 a.m.	
Serves Toney, Ardmore, Harvest, and Hazel Green	
Huntsville Utilities.....	256-533-0262
May arrange average monthly payments	

## FINANCIAL ASSISTANCE (cont.)

Inside-out Ministries.....	256-325-5193
Only services residents of the city of Madison Call for appt. Mon., Wed., Fri 9:30am-12:30pm	
Project Share / Salvation Army.....	256-536-5576
Assists age 62 plus and/or disabled, winter and summer as funds permit	
St. Vincent de Paul Society Catholic parish-based benevolent organization.	
For zip codes 35810, 35811, 35750, 35759	
Queen of the Universe.....	256-852-2899
Call Tue-Thu, 9am– 2pm	
35805, 35806, 35816	
St. Joseph's.....	256-539-7476
Call Wed., 9-11am	
35757, 35758, 35773, 35749	
St. John's.....	256-726-0100
Call Tuesday, 8:30—10:30 am	
35801, 35802, 35803, 35811 35741, 35748, 35763, 35761	
Holy Spirit.....	256-881-9663
Call Wed., 8:15-9:30 am	

## FOOD

The CARE Center.....	256-723-2273
Serves Berkley, Gurley and Southeast Madison County	
Department of Human Resources.....	256-536-0766
Family assistance and food stamps	
FoodLine.....	256-534-2424

Coordinated system of church food pantries  
Call Mon - Thurs, 9 – 12 & 1--3; Fri., 9– 12

HAP-Huntsville Assistance Program.....256-539-2320  
Food distribution Mon,-Wed.-Fri. 1-3:30 p.m. (walk in)

HAP—Toney area.....256-828-8788  
Food distribution Monday & Friday, 1-3:30 pm  
Serves Toney, Ardmore, Harvest, and Hazel Green

Manna House  
Grocery distribution Mon., Wed., Thurs. at 4 p.m.  
Adjacent to Rock Worship Center, South Parkway

Meals on Wheels.....256-880-7080

Mercy Ministries.....256-881-7419  
Every Saturday 9am-11am

Mobile Soup Van.....256-534-1162  
5:30 PM at Salvation Army, 305 Seminole  
5:30 PM at intersection of Abingdon Ave & Washington Street  
(Across from Opportunity Center)  
6:00 PM First Baptist Church, St. Clair side

North West Community Services Org.....256-532-1505  
Mon-Fri 8am-5pm

Soupline(Salvation Army, 305 Seminole).....256-534-1162  
5:30-6:30am every day, Noon-2 Mon - Fri, 2pm-4pm Sat & Sun,  
5:30– 6pm Mon– Fri

WIC.....256-533-0826  
Women , Infant, Children Nutrition

## GRIEF SUPPORT

Family Services Center.....	256-551-1610
Homicide Survivors Program	
Hospice Family Care.....	256-650-1212
Grief support groups	
Crisis Services of North Alabama.....	256-716-1000
Survivors of Suicide Group	

## HOMELESS / HOUSING/SHELTER

Breaking Free Mission.....	256-882-3334
Shelter facilities for men only	
Downtown Rescue Mission.....	256-536-2441
Shelter for men, women, and women with children	
First Stop.....	256-533-3391
Advocacy for homeless, including day center.	
Provides meal packs, laundry facilities, etc. Not a shelter.	
Habitat for Humanity.....	256-533-2282
Builds homes for families; does not do house repairs.	
Huntsville Housing Authority.....	256-539-0774
Administers both public housing and Section 8	
LIFT.....	256-551-1610
Transitional housing, may be waiting list	
New Futures.....	2-1-1
To be used by those who are unable to stay in any other shelter. i.e. families with male children 14+, single fathers with female children.	
Riahrose.....	256-489-4348
Salvation Army.....	256-536-8876
Shelter for adult men and women.	
After hours.....	256-536-9147

### IN HOME SERVICES

Friends, Inc.....	256-880-1672
Volunteers assisting families coping with serious illness	
Lifeline.....	256-518-2245
Emergency response for elderly/disabled living alone	
Medicaid Waiver Program.....	256-830-0818

### LEGAL

Alabama State Bar.....	1-800-329-5660
Lawyer referral service	
Immigration & Naturalization Svc.....	1-800-375-5283
Elbert Parsons Law Library.....	256-532-1585
Legal Services of North Central Ala.....	256-536-9645
Madison County Volunteer Lawyer Program.....	256-539-2275
Free legal services to low income individuals	
TARCOG.....	256-830-0818
Free legal services for individuals 60+	

### MEDICAL / DENTAL CARE

AIDS Action Coalition.....	256-536-4700
Central Health Care.....	256-533-6311
Basic medical and preventive dental, sliding fee scale	
Choice Medicine.....	256-851-8804
Community Free Clinic.....	256-533-2910
Walk-ins Tues. and Thurs. evenings 5:30-9:30	

### **MEDICAL / DENTAL CARE (cont.)**

Fox Army Health Center.....	256-955-8888
Serves active and retired military	
Friends Inc.....	256-534-4079
Transportation to medical or cancer treatment appts.	
HEALS Family Life Center.....	256-428-7560
School-based clinics	
Huntsville Hospital Emergency Room.....	256-265-8137
Madison County Health Department.....	256-539-3711
Family Planning, immunizations, sexually transmitted diseases, health education	
UAB Clinic.....	256-551-4689
Various medical specialties	
UAB Dental School.....	205-934-3001
Sliding fee scale; major dental work / oral surgery performed. (In Birmingham)	
Well-Child Pediatric Clinic.....	256-551-4579

### **MEDICAL NEEDS / PRESCRIPTIONS**

Alabama Rx Card .....	1-877-321-6755
Prescription Drug discount card—Have pharmacist call	
American Cancer Society.....	256-536-1855
Catholic Center of Concern.....	256-536-0041
Limited prescription assistance	
Family Wize.....	1-800-222-2818

### **MEDICAL NEEDS / PRESCRIPTIONS (cont.)**

Health Room Lending Closet..... (Housed at Senior Center)	256-880-7080
Madison County Medical Society..... Physician referral service	256-881-7321
Medicaid District Office.....	256-584-4100
Medicaid Hotline.....	1-800-362-1504
Senior RX..... Serves persons 55 and above	256-532-3345

### **MENTAL HEALTH / MENTAL RETARDATION**

Madison Co. Mental Health Center.....	256-533-1970
Madison Co. Mental Retardation Svcs.....	256-837-5777
Nat'l Alliance for the Mentally Ill (Huntsville).....	256-534-2628
Opportunity Center (ARC).....	256-539-2266

### **MULTICULTURAL ORGANIZATIONS**

Aid for the Aid and Development of the Hispanic Community.....	256-489-2369
Alabama Hispanic Assn. ....	256-509-0540
Asha Kiran..... Telephone crisis referrals for persons of South Asian origin	256-509-1882

## PUBLIC SERVICES

Alabama Governor's Office.....	334-242-7100
City of Huntsville Consumer Information.....	256-535-2489
Community Development Div.....	256-427-5400
Department of Human Resources.....	256-535-4500
Hsv-Madison Co. Emergency Mgt.....	256-427-5130
Huntsville-Madison Co. Public Library.....	256-532-5940
Huntsville Police (non-emergency nr).....	256-722-7100
Madison Police (non-emergency nr.).....	256-722-7190
Madison County Courthouse.....	256-532-3300
Madison Co. District Attorney.....	256-532-3460
Madison County Legislative Office.....	256-539-5441
Madison Co. Sheriff (non-emergency nr).....	256-722-7181
Neaves / Davis Center for Children..... (Juvenile Detention)	256-532-0300
Social Security Administration .....	1-800-772-1213
Local number.....	1-866-593-0665
TTY.....	1-256-837-8803

## **RAPE / SEXUAL ASSAULT**

CSNA / Sexual Assault.....256-716-1000

- Sexual Assault Nurse Examiner  
A specially trained nurse carries out a forensic exam to document injuries and gather evidence of assault.
- Sexual Assault Advocate  
The advocate provides information, reassurance, and guidance about concerns that arise following a sexual assault.
- Sexual Assault Crisis Counseling / Consultation  
Short-term counseling and consultation services are available to victims or family members to address concerns related to the aftermath of assault.
- Survivors of Sexual Assault Group  
Meets weekly with trained facilitator.
- All services free of charge.

What to do if a rape has occurred

Call the police. The police will direct you to CSNA for an exam.

Make a police report, even if you do not think you will prosecute.

If possible, do not bathe or use the bathroom until a rape exam can be obtained.

Do not eat or drink anything prior to the exam.

Wear or bring with you the clothes in which you were assaulted.

Have a rape exam to check for injuries and provide any needed medical intervention, as well as provide forensic evidence.

## SENIOR CITIZENS

AARP.....	256-880-7080
American Assn. of Retired Persons	
CASA .....	256-533-7775
Care Assurance for the Aging & Homebound	
Lifeline .....	256-518-2245
Senior Center.....	256-880-7080
Silver-Haired Legislature.....	256-533-3330
TARCOG.....	256-830-0818
Area agency on aging	

## SUICIDE PREVENTION

CSNA / HELpline.....	256-716-1000
HELpline is an accredited suicide crisis line and is part of the 1-800-SUICIDE and 1-800-273-TALK national suicide prevention networks	

*What to do if you know someone who may be suicidal*

1. *ASK. Asking will not give the person the idea.*
2. *ASK HOW. If the person has a specific plan, intention, and means at hand, the risk is immediate.*
3. *GET HELP. Have the person seen at a hospital emergency room or by a doctor or mental health professional, or call a crisis line. There are two national hotline numbers which will route your call to the closest accredited crisis line:*  
*1-800-SUICIDE (256-784-2433)*  
*1-800-273-TALK (256-273-8255)*

### **SURVIVORS OF SUICIDE**

Survivors of Suicide Support Group.....256-716-1000  
Meets bi-weekly; focuses on issues unique to this loss.

### **TRANSPORTATION**

Caring Cars (Family Services Ctr.).....256-551-1610

Handi-Ride.....256-427-6857  
For elderly and disabled, call ahead to schedule.

Huntsville Shuttle.....256-536-7433

MARS — Madison Assisted Ride System.....256-772-9300  
To request a ride.....256-427-6857

TRAM.....256-532-3505  
Transportation for Rural Areas of Madison Co.

### **VETERANS**

Army Community Services.....256-876-5397  
Assistance for active military, dependents, and retired

Ala. Dept. of Veteran Affairs.....256-532-1662

Still Serving Veterans.....256-883-7054

VA Hospital—Birmingham.....1-800-872-0328

VA Mental Health Clinic.....256-534-1691  
Psychiatric outpatient counseling

VA Outpatient Clinic.....256-533-1645

## VOLUNTEER

Crisis Services of North Alabama 2-1-1.....2-1-1  
 Maintains a database of volunteer needs of community agencies.  
 Back up Number for 2-1-1.....1-888-421-1266

Retired Senior Volunteer Program.....256-880-7080

United Way.....256-536-0745

### Volunteers are needed at CSNA !

**Needed: Crisis Line Counselors**

Serve as a link to help for persons in any kind of crisis.  
 Provide information, referrals, and help with problem-solving.

**Needed: Domestic Violence First Responders**

(Huntsville and Decatur)

Accompany police to calls involving domestic violence;  
 provide information packets and referrals for further help.

**Needed: Rape Response Advocates**

(Madison, Jackson, and Limestone Counties)

Be present with rape victims at time of need, and create  
 a bond to facilitate further help.

**Needed: Sexual Assault Nurse Examiners**

(Madison, Jackson, and Limestone Counties)

Perform forensic examinations and serve as an expert  
 witness if the case goes to trial. You will receive  
 specialized training provided by CSNA. Must be a  
 licensed RN.

Crisis Services offers a training class covering essential  
 helping skills, community resources, domestic violence,  
 sexual assault, suicide, and other problems of living.

Where to call:

Crisis Services / HELPLine	256-716-1000
Crisis Services / Administrative	256-716-4052

### **CSNA Wants to Come to Your School or Group !**

*Presenters are available to bring programs to your school, civic organization, church, or other community group.*

*CSNA provides education and prevention programs on the following topics:*

#### **Community Resources**

- *What help is out there for people's needs*

#### **Domestic Violence**

- *Recognizing the red flags of abusive relationships*
- *Verbal abuse — Making you think you're crazy*
- *Strategies for safety planning*
- *Effects of domestic violence on children*

#### **Dating Violence**

- *Love doesn't hurt!*
- *When is it rape?*

#### **Rape / Sexual Assault**

- *Does this happen here?*
- *What happens when someone reports a rape?*
- *Personal safety*

#### **Suicide**

- *How to recognize when help is needed*
- *How to talk to someone you may be concerned about*

**Call 256-716-4052 for more information.**

#### **Need help finding resources? Call 2-1-1**

An easy-to-remember phone number to obtain help in finding resources for human services needs

**Statewide toll-free number for 2-1-1 is 888-421-1266**  
(If 2-1-1 is not available through your phone service)