



QUAD CITIES  
**BEHAVIORAL  
HEALTH COALITION**

## COVID-19 SERVICE UPDATES

### KEY

**Crisis** | has a Mental Health Hotline/Crisis Line and provides urgent/crisis care  
**Telehealth** | provides Telehealth or phone/online services  
**Supportive** | provides supportive services (i.e. MH education/training/self-care programs)  
**Additional** | provides other services (i.e. food/housing/utility assistance)

*In celebration of May as Mental Health Awareness Month, members of the QC Behavioral Health Coalition wanted to highlight community services available in Illinois and Iowa that support our mental health (MH) and well-being. Because services (and their methods) are changing rapidly during these times, we strongly recommend you contact individual organizations directly for the very latest. For more on the Quad Cities Behavioral Health Coalition, follow us on Facebook at [facebook.com/QCBHC](https://facebook.com/QCBHC).*

### **Amy's Gift: Quad Cities Eating Disorder Consortium**

Telehealth, Supportive

**CONTACT:** 309-779-3077 | [info@amysgift.com](mailto:info@amysgift.com) | [amysgift.com](http://amysgift.com)

**UPDATES:** Amy's Gift Eating Disorder Support Group is now taking place ONLINE every Wednesday from 6-7 p.m. via GoTo Meeting. Join via computer, tablet or smartphone at [global.gotomeeting.com/join/846017093](https://global.gotomeeting.com/join/846017093) OR dial-in at 571-317-3122 using Access Code 846-017-093.

### **Arrowhead Youth & Family Services**

Supportive

**CONTACT:** 309-799-7044

**UPDATES:** Incoming youth will serve a 14-day quarantine in a new, separate wing before being introduced to the populated wing.

### **Bethany for Children & Families**

Telehealth, Supportive

**CONTACT:** [bethany-qc.org](http://bethany-qc.org)

**UPDATES:** Bethany is still providing mental health therapy and BHIS services via telehealth. Accepting new clients. Intakes (including paperwork) can be done via telehealth.

### **Bettendorf Police Department**

Crisis

**CONTACT:** For Emergencies dial 9-1-1 | Routine Business 563-344-4015 then press 9



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### Child Abuse Council

**Crisis, Telehealth, Supportive**

**CONTACT:** 309-736-7170

#### UPDATES:

- *Safe from the Start* is still taking referrals for children 0-5 that have experienced trauma/abuse/neglect. We are doing telework with caregivers involved.
- *Healthy Families & Doula Home Visiting Program* is currently doing virtual visits with participants. We are still taking referrals and can sign on new participants.
- *The Mississippi Valley Child Protection Center* is still conducting forensic interviews and emergent/urgent pediatric/adolescent sexual assault examinations. We only accept referrals from law enforcement and/or the Department of Human Services.
- *The Child and Family Assessment and Treatment Services* are not scheduling face to face appointments. Families can work with the Family Navigator over the phone to coordinate and complete intake paperwork and assessment tools via mail/email. Examinations are not being scheduled at this time.

### Child Protection Response Center

**Crisis, Telehealth**

**CONTACT:** cprcia.org

**UPDATES:** We are offering telemedicine visits for established mental health patients. Cases of sexual and physical abuse will be handled on a case by case basis. If cases are triaged and need to be seen, the clinic will be open for medical exams and forensic interviews.

### Churches United of the Quad City Area

**Additional**

**CONTACT:** Rev. Dr. Grimes, Executive Director | mgrimes@cuqca.org

Betsy Vanausdeln, Associate Director | bvanausdeln@cuqca.org | 563-332-5002

**UPDATES:** Continuing to serve through our 26 food pantries, 2 meal sites, and CareLINK Network (helping with rent and utilities). Winnie's Resale Shop is temporarily closed.

### Community Health Care, Inc.

**Telehealth, Supportive**

**CONTACT:** 563-336-3000

**UPDATES:** Providing tele-health services for medical and behavioral health, as well as curbside care.



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### DeLaCerde House

Telehealth, Additional

**CONTACT:** Cathy Jordan | cathy@delacerdahouseinc.org | 309-786-7386

**UPDATES:** Helping participants remotely via phone, text or email. We provide only essential travel for healthcare or accessing food for program participants. Staff is working remotely.

### Eastern Iowa MHDS Region

Crisis, Telehealth, Supportive

**CONTACT:** 24 Hour Mobile Crisis Outreach & 24-Hour Crisis Line | 844-430-0375 | EasternIowaMHDS.org  
24 Hour Life Connections Peer Respite Support Line | 516-688-7484  
MCSA Peer Line and Virtual Groups | 563-200-2742  
Life Connections Peer Line and Virtual Groups | 563-357-6352  
Vera French Peer Drop In | 563-322-5276  
24 Hour Crisis Stabilization Residential | 563-396-3017

**UPDATES:** All 7 hospitals in the region continue to offer crisis services, often using telehealth.

### Family Resources

Crisis, Telehealth, Supportive, Additional

**CONTACT:** 24-Hour Crisis Lines IA: 866-921-3354 | IL: 309-797-1777

**UPDATES:** We are offering Mental Health Services via telehealth. We are still providing survivor services either via the shelter for shelter clients; crisis line, or phone/virtually for community-based clients. Furthermore, care coordination services continue in Scott and Rock Island Counties.

### Genesis Family Medical Center Residency Program

Crisis, Telehealth

**CONTACT:** 563-421-4400

**UPDATES:** Patients are being seen via virtual visits and limited in-person visits.

### Genesis Health System

Crisis, Telehealth, Supportive

**CONTACT:** 563-421-2974 | ganzerbovitza@genesishhealth.com

**UPDATES:** Conducting increased screening for COVID symptoms prior to admission to the BH unit. The Intensive Outpatient (IOP) program is currently closed to ensure the safety of all patients and staff.



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### **Humility Homes & Services, Inc.**

**Crisis, Additional**

**CONTACT:** Emergency Shelter 563-322-8065 or go to [humilityhomes.org](http://humilityhomes.org) to fill out a Get Help request.

**UPDATES:** Still accepting clients in need of emergency shelter but all are currently housed in hotels. Meals are provided through local meal sites and volunteer delivery. Most staff are working remotely.

### **Illinois Department of Children & Family Services**

**Crisis, Telehealth, Supportive**

**CONTACT:** 309-794-3500 | [Illinois.gov/dcfs](http://Illinois.gov/dcfs)

**UPDATES:** Contact with children and families under investigation, in foster care, or in Intact Family Services continue in-person, via phone or video conferencing. Supervised in-person parent-child visits and in-person sibling visits have been suspended until further notice. Attendance at Administrative Hearings, Administrative Case Reviews, and Child & Family Team meetings are being done by phone.

### **Iowa Department of Human Services**

**Crisis, Telehealth, Supportive, Additional**

**CONTACT:** 563-326-8794 | 24/7 Child Abuse Hotline 800-362-2178 | [dhs.iowa.gov/COVID19](http://dhs.iowa.gov/COVID19)

**UPDATES:** Field offices throughout the state will continue to serve Iowans by appointment only and much of DHS' office staff will continue to work from home. Facilities will continue health screenings, the use of personal protective equipment (PPE), and other enhanced mitigation practices. Video and phone based family interactions will continue. We will also continue to accommodate in-person family interactions on a case-by-case basis, which will take into account the availability of PPE and the most current guidance from the Iowa Department of Public Health (IDPH), among other considerations. See our website for the latest guidance/response/checklists on Childcare, Child Abuse Prevention, Child Support, Iowa Medicaid, Food Security, Foster Care, Mental Health, and Volunteering.

### **NAMI Greater Mississippi Valley**

**Telehealth, Supportive**

**CONTACT:** [namigmv.org/events](http://namigmv.org/events)

**UPDATES:** In order to provide continued support to our community, NAMI Support Group facilitators are offering their groups online. Meetings are free. Dates are available on our website.



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### **Quad Cities Area Trauma-Informed Consortium**

Telehealth, Supportive

**CONTACT:** Mark Mathews, Executive Director | [MarkM@childabuseqc.org](mailto:MarkM@childabuseqc.org) | 309-736-7170 x121  
Paula Vandervelde, Trauma-Informed Care Coord. | [paulav@childabuseqc.org](mailto:paulav@childabuseqc.org) | 309-736-7170 x105  
[childabuseqc.org](http://childabuseqc.org) | [facebook.com/groups/qctic](https://facebook.com/groups/qctic)

**UPDATES:** Offering free virtual training and available as a resource to the community and its organizations. We can help agencies and individuals learn about trauma response and resiliency building, strength-based practices, mindfulness, and more.

### **Quad Cities Open Network (QCON)**

Supportive, Additional

**CONTACT:** Cecelia Bailey | [cbailey@qcopennetwork.org](mailto:cbailey@qcopennetwork.org)

**UPDATES:** Providing emergency assistance through SEAP partner agencies.

### **Quad City Health Initiative**

Supportive

**CONTACT:** Nicole Carkner, Executive Director | [carknern@genesishealth.com](mailto:carknern@genesishealth.com) | 563-421-2815  
Cheri Lewis, Project, Communications, & Development Associate | [lewischeryl@genesishealth.com](mailto:lewischeryl@genesishealth.com) | 563-421-2826  
[qchealthinitiative.org](http://qchealthinitiative.org) | [facebook.com/quadcityhealthinitiative](https://facebook.com/quadcityhealthinitiative)

**UPDATES:** Meeting virtually with cross-sector community partners on projects to create a healthy community.

### **River Bend Foodbank**

Additional

**CONTACT:** Mike Miller, President & CEO | [mmiller@riverbendfoodbank.org](mailto:mmiller@riverbendfoodbank.org) | 563-345-6490 x208 | [riverbendfoodbank.org](http://riverbendfoodbank.org)

**UPDATES:** Facility is closed to general public, but we are conducting no-contact, drive-thru, curbside distribution of pre-packed food boxes. Individuals can locate their nearest food pantry by going to the website and clicking on the "Need Food," then "Find Food" tabs.



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### Rock Island Arsenal

**Crisis**, **Telehealth**, **Supportive**, **Additional**

**CONTACT:** Domestic Violence Victim Advocacy 24/7 Assistance | 309-912-6089

RIA Health Clinic | 309-782-0805

24/7 RIA Sexual Harassment Assault Response & Prevention (SHARP) Hotline | 309-229-8412 | [usarmy.ria.asc.mbx.sharp@mail.mil](mailto:usarmy.ria.asc.mbx.sharp@mail.mil)

COVID Coach App | [ptsd.va.gov/appvid/mobile/COVID\\_coach\\_app.asp](https://ptsd.va.gov/appvid/mobile/COVID_coach_app.asp)

WeCare Rock Island Arsenal App |

Apple Devices: [itunes.apple.com/us/app/wecare-rock-islandarsenal/id1454377310?ls=1&mt=8](https://itunes.apple.com/us/app/wecare-rock-islandarsenal/id1454377310?ls=1&mt=8)

Android Devices: [play.google.com/store/apps/details?id=mil.army.wecarerockisland&hl=en](https://play.google.com/store/apps/details?id=mil.army.wecarerockisland&hl=en)

### UPDATES:

- Army Substance Abuse Program and Employee Assistance Program Services: Staff are teleworking. EAP counseling and consultation services continue via email, phone call, or virtually.
- COVID Coach App: Designed for everyone, including Veterans and Service members, to support self-care and overall mental health during the pandemic.
- RIA Behavioral Health/FAP: Operating by appointment only. Please call the health clinic.
- WeCare Rock Island Arsenal App: Developed as an educational and resource tool for the user to recognize and reduce high risk behavior. The app allows all military, civilians, and family members who are aware of, witness to, or involved with a high-risk behavior the ability to have points of contact and resources readily available. The main feature includes emergency phone numbers for local and national points of contact on a OneTouch dialer. Go to the App store and download the *WeCare Rock Island Arsenal App* or retrieve from the above link(s).

### Rock Island - Milan School District #41

**Telehealth**, **Supportive**

**CONTACT:** Call Main #'s of Individual Schools

**CHANGES:** Social and emotional support are built into E-Learning activities for students. Counselors, social workers, and school psychologists are meeting with students individually and in groups, either virtually or over the phone. Parents/guardians and students may contact the main office of individual schools to secure available resources or ask questions.



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### Rock Island County Health Department

Telehealth, Supportive, Additional

**CONTACT:** WIC | Rock Island Clinic 309-794-7070 | Moline Clinic (also serving East Moline clients) 563-327-2074  
Family Case Management | 309-558-2863 or 309-558-2865  
Lead Case Management and Education | 309-558-2950  
Federal Grant Application Information (re Lead Remediation) | 309-524-2044  
CALL 4 CALM | Free emotional support text line, offered by the State of Illinois, connecting you to a mental health professional. Text "TALK" (for English) or "HABLAR" (for Spanish) to 552020.

**UPDATES:** WIC clients can use curbside coupon pickup in a temporarily streamlined process. Clients should call before or when arriving at either clinic. **Family Case Management** staff are still doing prenatal and postpartum depression screenings, along with developmental screenings for infants aged 1 and younger. All services are offered on the phone. Child and adult immunizations are temporarily suspended. **Lead Case Management** and education services are provided on the phone. Home visits are temporarily suspended. Applications are still being accepted for the federal lead remediation program.

### Rock Island County Regional Office of Education

Telehealth, Supportive

**CONTACT:** 309-736-1111 x167

**UPDATES:** Referrals for children ages 0-3 for personal visits, within our Early Childhood Program, are still being accepted. Personal visits are being offered remotely.

### Scott County Community Services

Additional

**CONTACT:** 563-326-8723

**UPDATES:** Continuing to help with rent, utilities and burial/cremations. Applications are being done over the phone, with some document exchanges taking place in the Scott County Building parking lot. You may also call to be connected with the Veteran Affairs Director and the Protective Payee program.

### Scott County Health Department

Telehealth, Supportive, Additional

**CONTACT:** STD and Immunization Clinic appointments 563-326-8618 | Care for Kids 563-328-4114 | I-Smile™ 563-326-8645 | Maternal Health at 563-214-6511 | [scottcountyiowa.com/health/covid19/news](http://scottcountyiowa.com/health/covid19/news)  
**UPDATES:** Maternal Health and Child and Adolescent Health staff continue to be available by phone to help with health insurance, health care provider, and community program questions, needs, and concerns. Over the phone, we are able to do Presumptive Eligibility Medicaid applications for pregnant women and families with children. We are also available to do growth and development screenings via telehealth for children under 6 years. Please contact Care for Kids for more on this.



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### Scott County Kids

Supportive

**CONTACT:** 563-326-8221

Nicole Mann, DECAT Director | [nicole.mann@scottcountyiowa.com](mailto:nicole.mann@scottcountyiowa.com)

Diane Martens, ECI Director | [diane.martens@scottcountyiowa.com](mailto:diane.martens@scottcountyiowa.com)

Chevis Krull, Special Projects Coordinator | [chevis.krull@scottcountyiowa.com](mailto:chevis.krull@scottcountyiowa.com)

**UPDATES:** Staff are temporarily working remotely. Email communication is preferred, for now, but voicemails are checked periodically.

### St. Ambrose University - Institute for Person-Centered Care

Supportive

**CONTACT:** 563-333-5727 | [IPCC@sau.edu](mailto:IPCC@sau.edu) | [sau.edu/institute-for-person-centered-care](http://sau.edu/institute-for-person-centered-care)

**UPDATES:** Still open and available to support other organizations with PCC and pandemic education, research, and continuing education. See recent podcasts related to the pandemic on our website, iTunes, Spotify, Google Podcasts, or at the following link: [soundcloud.com/kalaradio/sets/institute-for-person-centered](https://soundcloud.com/kalaradio/sets/institute-for-person-centered)

### The Center for Youth and Family Solutions

Crisis, Telehealth

**CONTACT:** 309-786-0770

**UPDATES:** Continuing to provide a full array of services (responding virtually or in-person when necessary), including: 24 hour crisis response through the CCBYS program; Therapeutic Respite; Intact Family Services; Family Centered Foster Care; Behavioral Health Services; and Crisis Pregnancy & Adoptions. New referrals and cases are being accepted. Agency hours remain the same (9 a.m.-5 p.m.) with clerical staff on-site and able to take calls regarding service eligibility and referrals.

### Transitions Mental Health Services

Telehealth

**CONTACT:** 309-283-1228

**UPDATES:** Our agency hours remain the same: Monday – Friday, 8 a.m.-4:30 p.m. Remote services via telehealth (i.e. phone and virtual video sessions) are a 'choice driven' option for new and current clients. We are taking new referrals for all of our services, including: Community Support and Case Management; Therapy Services; Psychiatric Services; and Residential Services.





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### Two Rivers YMCA

Telehealth, Supportive

**CONTACT:** [tworiversymca.org](http://tworiversymca.org)

**UPDATES:** The YMCA continues to provide virtual mentorship and counseling to middle and high school students in its Y Winners and Y Solutions programs. Both programs aim to support youth character development through emotion management, empathy, personal development, relationship building, and responsibility. The programs also strive to expose youth to new career paths, colleges/trade schools, and building other essential life skills.

### United Way of the Quad Cities

Crisis, Supportive, Additional

**CONTACT:** 2-1-1 or 563-355-9900

**UPDATES:** Call if you are looking for up-to-date COVID-19 information or if you are seeking help with childcare, food, rent, utility assistance, or if you have any other health and human service need. All calls are answered 24/7 and are confidential.

### UnityPoint Health - Robert Young Center (Inpatient Services)

Crisis

**CONTACT:** 309-779-2065 | [angela.ganzer-bovitz@unitypoint.org](mailto:angela.ganzer-bovitz@unitypoint.org)

**UPDATES:** We have increased screening for COVID symptoms, prior to admission for the Behavioral Health units and Riverside Residential Rehab.

### UnityPoint Health - Robert Young Center (Outpatient Services)

Crisis, Telehealth, Supportive, Additional

**CONTACT:** 309-779-3000

**UPDATES:** We are accepting new patients at all of our outpatient locations in the Quad Cities and Muscatine. We are still offering same day mental health assessments Monday – Friday (8 a.m.-2 p.m.) at our Moline office. Many of our services, including psychiatric evaluations and individual/family/group therapy sessions, are being done via telehealth (video and telephone).



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## VA

**Crisis, Telehealth, Supportive, Additional**

**CONTACT:** Davenport VA Outpatient Clinic 563-332-8528

Davenport Community Resource & Referral Center 563-328-5800

VA COVID Hotline 319-338-0581 x636656 (M-F, 7:30 a.m.-4 p.m.)

Military/Veterans 24/7 Crisis Line 800-273-8255 (or via text at 838255 / online chat veteranscrisisline.net)

Caitilin Harbecke | caitilin.harbecke@va.gov | 319-512-5316

**UPDATES:** Our outpatient clinics and hospital are still providing services. If possible, these are being done virtually. For outpatient Mental Health appointment inquiries please call the Davenport VA Outpatient Clinic. Our food pantry and clothing room (as well as all homeless services) are still available to veterans, but they must call ahead to the Community Resource & Referral Center. Both veterans and non-veterans are encouraged to explore and download the free VA Phone apps at [mobile.va.gov/AppStore/veterans](http://mobile.va.gov/AppStore/veterans). It has a variety of information to assist in self managing common mental health symptoms. There's also an app specific to this pandemic, called COVID Coach.

## Vera French Community Mental Health Center

**Crisis, Telehealth, Supportive, Additional**

**CONTACT:** 563-383-1900 | 24/7 Hotline for Crisis Stabilization Home 563-396-3017 | [verafrenchmhc.org](http://verafrenchmhc.org)

**UPDATES:** Our services have remained open as we've implemented several safety precautions, including careful screening for symptoms, constant sanitizing and disinfecting, physical distancing and ventilation, and both staff and clients wearing masks. Services are currently available in the following formats: **Telehealth** | Outpatient Therapy/Prescriber Services; Integrated Health Home Services; School-Based Services; Supported Community Living. **Walk-in with Precautions** | Same-Day Access Mental Health Counseling Evaluations at 1441 W Central Park Ave. in Davenport; Peer Support Drop-In and Meals at the Carol Center – 808 N Harrison Ave. in Davenport; Crisis Stabilization Home for 3-5 day crisis stay (see # above). **Community Visits with Precautions** | Multisystemic Therapy; Assertive Community Treatment (ACT); and Vera French Housing. **Residential Services with Limited Visitors** | Pine Meadows; Sheridan Springs; 24/7 Habilitation Homes. Call to set up a telehealth appointment or visit our website to learn more about receiving services at this time.

## Youth Service Bureau of Rock Island

**Telehealth, Supportive**

**CONTACT:** 309-524-3212 | Rachel Ineichen x14 or [rachel.ineichen@ysbri.com](mailto:rachel.ineichen@ysbri.com) | April Schroeder x19 or [april.schroeder@ysbri.com](mailto:april.schroeder@ysbri.com) | Tara Thor x18 or [tara.thor@ysbri.com](mailto:tara.thor@ysbri.com) | Nicole Zook x15 or [nicole.zook@ysbri.com](mailto:nicole.zook@ysbri.com) | Marlena Niemeier x17 or [marlena.niemeier@ysbri.com](mailto:marlena.niemeier@ysbri.com) | Lori Luna x20 or [lori.luna@ysbri.com](mailto:lori.luna@ysbri.com)

**UPDATES:** Counselors are available by voicemail or email.