



## Chicago Department of Family and Support Services

# 2015 Service Guide

The Chicago Department of Family & Support Services (DFSS) is dedicated to providing vital services that enhance the lives of the families and individuals we serve. Whether it's Chicago's children, youth, seniors, homeless, victims of domestic violence or military veterans, DFSS moves with urgency to address immediate needs and then work with our clients to find long-term solutions that promote their independence and well-being. The department provides direct assistance and administers resources to more than 300,000 Chicagoans each year via our citywide network of more than 300 community-based delegate agencies.

### Children's Services

312- 743-1980 / [www.cityofchicago.org/children](http://www.cityofchicago.org/children)

- The Children's Services Division operates programs which are crucial to Mayor Rahm Emanuel's "**Chicago: Ready to Learn!**" initiative which is designed to ensure that high-quality early childhood programs are available citywide to meet the unique needs of all our communities. Two of the cornerstones of this effort are the **Head Start** and **Early Head Start** programs. The **Childcare Assistance Program** also plays an important role. For more information, please call **312-229-1690**.

As part of Mayor Emanuel's focus on increasing access to quality early learning programs for children across the city, and in keeping with his philosophy that parents need to get involved and stay involved in their children's education, a new web portal for early learning was introduced. By going to [www.chicagoearlylearning.org](http://www.chicagoearlylearning.org), online users can access an easy-to-use, interactive website that provides information about hundreds of quality early learning programs citywide.

- The **Early Head Start** program provides educational and early childhood development activities that promote school readiness for more than 900 birth to three-year-old children from low- income families. The program offers children free health services and nutritious meals, and also provides parent education and training.
- The **Head Start** program provides educational and early childhood development activities that promote school-readiness for more than 16,800 three to five-year-old children from low-income families. The program offers children free health services and nutritious meals, and also provides parent education and training. For more information, please call **312-229-1690**.
- The **Child Care Assistance Program** provides close to 3,000 children from low-income families with access to quality, affordable child care that allows parents to continue to work or participate in approved training programs, and contributes to the healthy, emotional and social development of the child.

## Youth Services

312-743-0208 / [www.cityofchicago.org/youth](http://www.cityofchicago.org/youth)

- **Youth Development Programs** provide four high quality program models that use evidence-based strategies to build youth skills for success: **Out of School Time (OST)**, **Behavioral Health Services**, **Intensive Youth Services**, and **Mentoring**. These programs are offered after school to youth ages 6 to 18 and address the significant challenges facing our youth today: high rates of violence, school dropout, and high rates of under and unemployment.
- The **Out of School Time (OST)** programs provide opportunities for youth to participate in academic enrichment, career pathway exploration and supervised after-school and year-round activities that strengthen relationships with parents, teachers, peers, community and build youth skills. Programs operate year round, school year only, summer and during school breaks.
- The **Behavioral Health Services (BHS)** programs provide group, individual, and family counseling sessions for youth ages 6-18 to help overcome obstacles with education, socialization and family stability. Counseling sessions are offered at schools, homes and at delegate agencies. Programs connect low-income youth to a wide range of therapeutic services and mental health supports year-round.
- The **Intensive Youth Services (IYS)** programs use an aggregate of traditional mentoring and violence reduction models to support youth providing case management, home visits, outreach mediation, prevention workshops, life skills, sports, and recreational activities for youth 6-18 years old. Case management includes assessments, referrals, court and school advocacy. Agencies provide outreach services a minimum of four evenings a week to engage youth in supports. IYS program components equip youth with social, emotional and cognitive skills also including enriched parent and guardian supports. Program services are provided year-round.
- The **Mentoring Program** safely connects youth between 6-18 years of age with adult mentors who share their knowledge and experience. Mentors draw from these personal assets to assist participants in finding solutions to problems as well as providing helpful information and resources. Mentor programs are structured to engage mentees in youth driven social activities that keep them involved and connected to nurturing supports. Mentoring programs are offered year round.
- The **CHA – OST** program offers children and youth living in Chicago Public Housing with expanded opportunities to participate in enrichment activities during the school year and the summer months. CHA-OST combines the elements of OST that emphasize health and wellness, arts and culture, academic acceleration and career exploration with project-based programs focusing on at least one of three themes: Innovation, Eco-Friendly/Green Industry or Peace.
- The **Summer Youth Employment Program** operates during the summer months to help provide youth ages 14-24 with career-oriented summer employment to help them develop transferable skills to increase employability through job readiness training. It also provides them with guidance, training, and supervision to help create a meaningful and quality summer job experience.
- Through the **One Summer Chicago** initiative, DFSS helps coordinate summer opportunities for youth along with other City departments, sister agencies and Cook County government. Many of these opportunities are summer jobs combined with additional support programs and learning opportunities. For the summer of 2014, One Summer Chicago provided 22,500 summer jobs. Please visit [www.onesummerchicago.org](http://www.onesummerchicago.org) for further information.
- DFSS coordinates and manages the **One Summer PLUS** initiative that focuses on assisting high-risk youth who attend Chicago's public high schools in high crime areas. The program provided 1,000 youth in 2013 with enhanced summer jobs or summer jobs with social-emotional learning, and is part

of an ongoing evaluation being conducted by the University of Chicago Crime Lab. One recent finding from the Crime Lab was that at-risk youth who participated in the 2012 One Summer PLUS program experienced a 51 percent drop in arrests for violent crime.

- The **Juvenile Intervention and Support Center (JISC) RISE Program** operates in collaboration with the Chicago Police Department in Police Area 1 to provide justice-involved males ages 15 to 17 with an alternative to entering the juvenile justice system. The six month diversion program was designed to reduce violence involvement and improve outcomes for justice-involved participants. The program includes intensive group counseling, mentorship and skill building activities for youth.

## Human Services

312-743-4929 / [www.cityofchicago.org/servicecenters](http://www.cityofchicago.org/servicecenters)

- Through our six **Community Service Centers**, DFSS assists approximately 45,000 residents per year. These centers offer residents access to a wide range of resources including shelter, food pantry referrals, clothing, domestic violence assistance, and job training and placement. Clients can also get information about rental, utility and other financial assistance programs. [www.cityofchicago.org/servicecenters](http://www.cityofchicago.org/servicecenters)
- During periods of extreme weather, DFSS' six Community Service Centers serve as the City's main **warming** and **cooling centers** for residents seeking relief from extreme temperatures and the elements. For additional information please visit [www.cityofchicago.org/warming](http://www.cityofchicago.org/warming) or [www.cityofchicago.org/cooling](http://www.cityofchicago.org/cooling)

## Services for Victims of Domestic Violence

312-746-7448 / [www.cityofchicago.org/domesticviolence](http://www.cityofchicago.org/domesticviolence)

- Through the provision of direct assistance, administration of resources, and access to an extensive service network, survivors who access any DFSS domestic violence service program receive 1) DV information and service referrals, 2) explanation of their rights under the Illinois Domestic Violence Act, and 3) safety planning support.
- DFSS provides services for more than 12,000 victims of domestic violence and their children through 30 community-based programs which provide numerous services including case management, court advocacy, legal representation, and individual and group counseling.
- DFSS will continue to connect victims of domestic violence with services, such as shelter, counseling and job placement/training assistance, through the Domestic Violence Hotline. The Hotline fields more than 20,000 calls per year.
- **Domestic Violence Hotline:** 1-877-863-6338

## Homeless Services

312-746-8610 / [www.cityofchicago.org/homeless](http://www.cityofchicago.org/homeless)

- DFSS administers and manages programs for homeless individuals and families, including more than **3,000 beds of overnight shelter and interim housing**. Additionally, DFSS supports an array of services for homeless individuals and families including homelessness prevention, outreach and engagement, community-based case management, permanent supportive housing, and specialized services such as employment training and placement, assistance with public benefits applications and substance use treatment.
  - DFSS manages more than 1,400 units of HUD-funded Long-Term Rental Assistance (formerly Shelter Plus Care). Long-Term Rental Assistance provides permanent housing to homeless
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individuals with disabilities and their families. These individuals primarily include those with serious mental illness, chronic problems with alcohol and/or drugs, and HIV/AIDS or related diseases. The program provides supportive services to the household to ensure housing stability.

- DFSS's Emergency Rental Assistance Program offers financial assistance and case management services to help residents avoid eviction and homelessness. In addition, DFSS oversees the Rapid Re-housing (RRH) program which assists individuals and families who are currently homeless move into permanent housing through rental assistance and supportive services. Chicago residents in need of assistance should contact the Homelessness Prevention Call Center at 311 (ask for "short-term help"). Residents in need of assistance should contact the Homelessness Prevention Call Center at 311 (ask for "short-term help").
- In 2011 and 2012, DFSS and the Chicago Alliance to End Homelessness helped lead an intensive community planning effort to develop an updated set of strategies to prevent and end homelessness in Chicago. "**Plan 2.0**," which was formally released by Mayor Emanuel and key stakeholders at a press conference on August 23, 2012, is a broad-ranging, seven-year action plan that reaffirms and builds on the core tenets of Chicago's original 2003 Plan to End Homelessness - prevention, housing first, and wraparound services - and identifies new strategies to improve access and opportunity for those residents who are most in need.

An online version of Plan 2.0 is available online in PDF format at this address:  
[www.cityofchicago.org/content/dam/city/depts/fss/supp\\_info/Homeless/ChicagoPlan2WEB082712.pdf](http://www.cityofchicago.org/content/dam/city/depts/fss/supp_info/Homeless/ChicagoPlan2WEB082712.pdf)

A progress report recapping the first year of Plan 2.0 is available in PDF at the following link:  
<http://www.thechicagoalliance.org/documents/Plan%202.0%20Progress%20Report%202-13.pdf>

- DFSS's **Human Services Mobile Outreach Program, operated by Catholic Charities of the Archdiocese of Chicago**, responded to nearly 38,000 requests for shelter placement and transportation, well-being checks, emergency food assistance and assistance to victims of fire and natural disasters in 2013.
- The **Homeless Outreach and Prevention (HOP)** team encounters close to 7,000 homeless individuals per year and provides outreach near railroad tracks, bridges, the Chicago River, viaducts and alleys, Chicago Park Districts and CTA train stations. HOP teams build rapport with homeless individuals and try to engage them in services. Often services are refused and teams might have to engage the homeless many times before trust is established and they are ready to accept assistance. HOP teams also provide preventive services to residents being evicted or vacated from their homes. Services include crisis counseling, case management services, information and referral, placement and travel support to shelters and linkage to other community resources.

## Veterans Resource Office

312-744-7582 / [www.cityofchicago.org/veterans](http://www.cityofchicago.org/veterans)

- DFSS has two **Veterans Resource Office** locations to serve Chicago's **U.S. military veterans**.
- The **North Area Veterans Resource Office**, which is located at 845 W. Wilson Avenue, specializes in assisting veterans with securing employment and related issues. The North Area office is open weekdays from 9:00a.m. to 5:00p.m. For more information about this location, please call **312-744-7582**.
- The **Central West Veterans Resource Office** assists veterans with health-related issues and is located at 2102 W. Ogden Avenue, across the street from the Jesse Brown VA Medical Center. The Central Area office is open weekdays from 8:30 a.m. to 4:30 p.m. For more information

about services at this location, please call **312-743-0720**.

## Workforce Development Services

**312-746-7760 or 312-746-8629 / [www.cityofchicago.org/workforce](http://www.cityofchicago.org/workforce)**

- Through its contracted Delegate Agencies, DFSS provides **job training and placement services To high-need populations** including formerly incarcerated individuals, homeless individuals and persons with limited English proficiency. Through employment preparation services, transitional jobs programs and skill training in high demand industries, individuals gain valuable work experience and skills needed for the workplace or move on to more advanced education and training programs.

## Senior Services/Area Agency on Aging

**312-744-4016 / [www.cityofchicago.org/seniors](http://www.cityofchicago.org/seniors)**

- A resource for more than 180,000 residents annually, the **Aging and Disability Resource Network** ensures seniors and their advocates understand all their options regarding benefits, services and programs and assists individuals through the application process. Consult a specialist at the **ADRN** by calling **312-744-4016**, or by visiting Room 100 at City Hall.
- Last year, over 180,000 older adults and their families called to receive information about in-home services such as Emergency Home Response and Home Delivered Meals, that allows them to continue to live independently in their homes. Call 312-744-4016 for in-home assessment and eligibility screening.
- Information on reporting abuse, neglect or financial exploitation of an older adult or vulnerable person can also be obtained by calling 312-744-4016. Adult Productive Services workers or Case Advocates visit the client's home and design a plan to help the vulnerable adult.
- The **Golden Diners Program**, administered by DFSS each weekday, provides Chicago's seniors (over 60 years of age) with hot, nutritious lunches in a communal setting at nearly 60 sites throughout Chicago. Each year, DFSS provides approximately 750,000 meals to over 25,000 older adults through this program.
- DFSS' **Home Delivered Meals** program provides approximately 2.3 million home-delivered meals to more than 7,600 homebound older adults each year. Call 312-744-4016 for an in-home assessment.
- DFSS offers a range of services to support 400 kinship families through its **Older Relatives Raising Children** program including services such as counseling and support groups. Call 312-744-4016 for the nearest location.
- DFSS' **Regional and Satellite Senior Centers** (6 Regional and 15 Satellite Senior Centers) receive more than 400,000 visits from Chicago seniors and their caregivers who are seeking a variety of social, educational and recreational activities. Each center is tailored to meet the needs and interests of the local community. All centers offer resources for caregivers, cultural activities, health and fitness programs, computer learning centers, the Golden Diners meals program, and more. For further information about our senior centers visit: [www.cityofchicago.org/city/en/depts/fss/dataset/senior\\_centers.html](http://www.cityofchicago.org/city/en/depts/fss/dataset/senior_centers.html)

## Links to Additional DFSS Information:

### DFSS Program Guide in Detail:

[www.cityofchicago.org/fssprograms](http://www.cityofchicago.org/fssprograms)

### DFSS Facebook Page:

[www.facebook.com/chicagoDFSS](https://www.facebook.com/chicagoDFSS)

## Community Service Center Locations

Englewood Center, 1140 W. 79th Street, Chicago, IL 60620, 312-747-0200  
Garfield Center, 10 S. Kedzie Avenue, Chicago, IL 60612, 312-746-5400  
King Center, 4314 S. Cottage Grove Avenue, Chicago, IL 60653, 312-747-2300  
North Area, 845 W. Wilson Avenue, Chicago, IL 60640, 312-744-2580  
South Chicago, 8650 S. Commercial Avenue, Chicago, IL 60617, 312-747-0500  
Trina Davila, 4357 W. Armitage Avenue, Chicago, IL 60639, 312-744-2014

## Senior Center Locations

Northeast Regional Senior Center, 2019 W. Lawrence Avenue, Chicago, IL 60625, 312-744-0784  
Southwest Regional Senior Center, 6117 S. Kedzie Avenue, Chicago, IL 60629, 312-747-0440  
Northwest Regional Senior Center, 3160 N. Milwaukee Avenue, Chicago, IL 60618, 312-744-6681  
Central West Regional Senior Center, 2102 W. Ogden Avenue, Chicago, IL 60612, 312-746-5300  
Southeast Regional Senior Center, 1767 E. 79th Street, Chicago, IL 60649, 312-747-0189  
Renaissance Court Regional Senior Center, 78 E. Washington St, Chicago, IL 60602, 312-744-4550  
Abbott Park Satellite Senior Center, 49 East 95th Street, Chicago, IL 60619, 312-745-3493  
Edgewater Satellite Senior Center, 5917 N. Broadway Avenue, Chicago, IL 60660, 312-742-5323  
Englewood Satellite Senior Center, 653-657 W. 63rd Street, Chicago, IL 60621, 312-745-3328  
West Town Satellite Senior Center, 1613 W. Chicago Avenue, Chicago, IL 60622, 312-743-1016  
Kelvyn Park Satellite Senior Center, 2715 N. Cicero Avenue, Chicago, IL 60639, 312-744-3350  
Auburn Gresham Satellite Senior Center, 1040 W. 79th Street, Chicago, IL 60620, 312-745-4797  
Norwood Park Satellite Senior Center, 5801 N. Natoma Avenue, Chicago, IL 60631, 773-775-6071  
Garfield Ridge Satellite Senior Center, 5674-B S. Archer Avenue, Chicago, IL 60638, 312-745-4255  
Chatham Satellite Senior Center, 8300 S. Cottage Grove Avenue, Chicago, IL 60619, 312-745-0401  
Austin Satellite Senior Center, 5071 W. Congress Parkway, Chicago, IL 60644, 312-743-1538  
North Center Satellite Senior Center, 4040 N. Oakley Avenue, Chicago, IL 60618, 312-744-4015  
Portage Park Satellite Senior Center, 4100 N. Long Avenue, Chicago, IL 60641, 312-744-9022  
Pilsen Satellite Senior Center, 2021 S. Morgan Street, Chicago, IL 60608, 312-743-0493  
Roseland Satellite Senior Center, 10426 S. Michigan Avenue, Chicago, IL 60628, 312-745-1500  
South Chicago Satellite Senior Center, 9233 S. Burley Avenue, Chicago, IL 60617, 312-747-0500

## Veterans Resource Office Locations

Central West Office, 2102 W. Ogden Avenue, 312-743-0720 or 312-743-0719 (Health related assistance)  
North Area Office, 845 W. Wilson Avenue, 312-744-7582 (Career related assistance)

## Community Re-entry Support Centers

Westside Health Authority, 5816 West Division Street, Chicago, IL 60651, 773-664-0612  
Teamwork Englewood, 6424 South Halsted, Building W, Room W133, Chicago, IL, 60621, 773-488-6607  
Howard Area Community Center, 1623 West Howard Street, Chicago, IL 60626, 773-332-6772  
Phalanx Family Services, 1201 W. 115<sup>th</sup> Street, Chicago, IL 60643, 773-291-1086

## Helpful Phone Numbers

Aging and Disability Resource Center (ADRC): 312-744-4016  
Child Abuse Hotline: 800-25-ABUSE  
City of Chicago Service Requests: 3-1-1  
Domestic Violence Help Line: 1-877-TO END DV or 1-877-863-6338  
Drug Abuse Hotline: 800-CRACK-44  
Elder Abuse and Neglect Hotline: 866-800-1409  
Homelessness Prevention Call Center: 3-1-1 (ask for "Short-Term Help")  
Homeless Veterans Call Center: 877-424-3838 (877-4AID-VET)  
Illinois AIDS Hotline: 800-243-2437  
Runaway Rape/Sexual Assault Hotline: 888-293-2080  
Senior Helpline (IDOA): 800-252-8966  
Veterans Crisis Hotline: 800-273-8225 (800-273-TALK)  
Youth Hotline: 800-621-4000

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