



30th Ward New Arrivals Temporary Shelter - FAQ

December 18, 2023

How many have arrived to Chicago?

Since August 31, 2022, Chicago has provided resources to more than **26,000** men, women, and children who have arrived to our City unhoused and without a direct connection to Chicago.

Who are the people arriving to Chicago?

While most asylum seekers are from Venezuela, individuals and families are also from all over the world, including countries from Africa, Europe, the Caribbean and the Middle East. To date, over **4,800** of the shelter population are minors.

How do individuals arrive in Chicago?

For most, their journey starts in South America. Several migrants travel through one of the world's most dangerous migration routes known as the Darien Gap, into Central America and Mexico, eventually arriving to the U.S.-Mexico border. New arrivals who arrive in Chicago are processed by Customs and Border Protection (CBP) at a U.S. port of entry and undergo a credible fear interview to request the opportunity to apply for asylum. Once processed, thousands are bused to Chicago & dropped off at Chicago's Union Station from Texas.

Why is this shelter necessary?

To date, **14,000** new arrivals are in temporary shelter, and approximately **241** new arrivals are awaiting shelter placement in police stations, ORD, and MDW. On any given day, the homeless shelter system is at or near capacity with only 3,000 shelter beds. To serve both the Chicago homeless population and new arrival populations, the City needs to increase the capacity of our shelter system. **Important to note that cities do not traditionally take on the role of resettlement, but the City of Chicago is committed to providing the basic needs and supports to put new arrivals on a path to self-sufficiency.**

When will the city begin moving people in?

Projected move-in to 4910 W. Addison is early to mid-January.

What population will be housed at both locations?

Young families with children will be sheltered at 4910 W. Addison.

How will the City maintain security within the building? What is the CPD safety plan?

CPD is approaching safety related to New Arrivals shelters consistent with the way the department is policing the city as a whole with intentional attention around shelters. CPD is implementing a safety plan, which includes regular visits to the building during every watch. The site will have 24/7 staffing that will conduct regular rounds inside and around the building. Each shelter has entrance and exit procedures that include entrance checks and bag checks.

What is the community safety plan?

Across the City, some of the biggest concerns around safety that arise in the neighborhoods around shelters range from quality of life concerns and cleanliness to instances of harm and violence. The City meets weekly internally with all departments and relevant sister agencies to come up with responsive and preventative



strategies, and we encourage residents to share concerns with their alderperson who will then let the City know what the needs are. When incidents occur at the shelters, shelter staff have incident protocols for who needs to be notified and how situations need to be handled. Shelter staff and the City take a trauma-informed approach to responding to incidents. Depending on the scale, conflict can be handled internally to the shelter or involve first responders. Alderpeople are included in regular check-ins on safety and will support regular check-ins on safety that include community as needed.

What is the education plan for the shelter? Where will the children be enrolled? What resources will we be providing to the local schools?

CPS receives a list of students residing at the shelter from DFSS. The team in charge of newcomer enrollment reviews the seat availability data provided by principals from schools in the surrounding geographical area. The team prioritizes schools that have English Learner Services. The mobile enrollment team then goes to the shelters to enroll newcomers. Schools with increased numbers of English Learners receive additional positions when needed and the newcomers who are considered to be Students Living in Temporary Situations (STLS) receive services as outlined in the [Rights of STLS Students](#).

How can the community remain involved moving forward? Can I volunteer at the shelter?

We are grateful for the generosity of Chicagoans. We want the City's new arrivals response to be a community-wide effort. Please visit chicago.gov/support to learn more about how to support new arrivals. The City is working on a volunteer program that would make it possible for community members to volunteer at the shelter. More updates will be shared when this program is active.

Can individuals stay at the shelter all day long?

Shelters are open 24/7, with a curfew of 11 pm. Every shelter has onsite case managers that help connect new arrivals to the services they need, including: healthcare, mental health, family reunification, and other supports. Individuals at these shelters are focused on rebuilding their lives and creating stability for themselves and their families back home. Many are building new support networks, often with help from case managers, and connect with local faith-based institutions to find community.

Can new arrivals work?

Non-citizens need authorization from the United States Citizenship and Immigration Services (USCIS) to work. USCIS requires each individual apply for an employment authorization document (i.e., work permit). New arrivals must wait 150 days to apply for work permit from the time they have a pending immigration application. On September 20, 2023, the Department of Homeland Security announced the extension and re-designation of Venezuela for Temporary Protected Status (TPS) for 18 months. Venezuelan nationals (roughly 75 percent of those who have come to Chicago since August 2022) are afforded TPS if they crossed the border by July 31, 2023. This allows a streamlined process to obtain an EAD and protection from detention and deportation. The State of Illinois, City of Chicago, The Resurrection Project, and the United States Citizenship and Immigration Services (USCIS) will host a series of clinics to help those eligible for TPS submit their applications.

What rules and expectations are there for residents?

Rules include:

- Upon entry and exit of the facility, clients must sign in and out with front desk staff. At entry and re-entry, clients are also subject to an entry screening including a metal detecting screening device.

- Clients must abide by 11PM curfew. After curfew, clients may not leave the facility except in case of emergency or extenuating circumstances.
- Clients may not have visitors within the facility.
- Drugs and alcohol are not allowed on the property. If alcohol, illicit drugs, and marijuana are found, items are appropriately reported to, inventoried, and removed from the shelter by the authorities.
- Residents are reminded to be a good neighbor.
- Smoking is not permitted.

Is this mission taking away resources from homeless individuals?

The City has not diverted funding from the homeless shelter system to support the new arrival mission and we are working to enhance and expand services. We continue to invest in new, long-term homeless solutions, including developing new non-congregate shelter spaces and increasing permanent supportive housing options.

If you wish to leave additional comments/feedback, please scan the QR below



For additional questions, email newarrivalschicago@cityofchicago.org