

2019 Service Guide

The Chicago Department of Family & Support Services (DFSS) connects Chicago residents and Families to resources that build stability, support their well-being, and empower them to thrive. 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 Services

312-743-0300 / www.cityofchicago.org/children

- The Children Services Division operates **Chicago Early Learning programs**, 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 preschool programs, funded by Head Start and Preschool for All and birth to three-year-old programs, funded by Early Head Start and the Prevention Initiative. The Childcare Assistance Program also plays an important role to support working families with quality care for their children. For more information, please call **312-229-1690**.

An easy-to-use, interactive website that provides information about hundreds of quality early learning programs citywide can be found here www.chicagoearlylearning.org.

- The birth to three-year-old (**Early Head Start and Prevention Initiative**) programs provide educational and early childhood development activities that promote school readiness for more than 2,500 birth to three-year-old children from low-income families. The program offers children free nutritious meals, supports families' access to health services, and provides parent education and training. For more information call **312-743-0300**.
- The preschool (**Head Start and Preschool for All**) programs provides educational and early childhood development activities that promote school-readiness for more than 12,000 three to five-year-old children from low-income families. The program offers children free nutritious meals, supports families' access to health services, and provides parent education and training. For more information call **312-229-1690**.
- The **Child Care Assistance Program** provides child care subsidies for close to 2,500 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. For more information call **312-743-0300**.

Services for Victims of Domestic Violence

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) Supportive crisis counseling and Safety Planning 2) Explanation of victim rights under the Illinois Domestic Violence Act (IDVA) and how to obtain an Order of Protection and 3) Domestic violence information and service referrals.
- 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 counseling, court advocacy, legal representation, supervised visitation and safe exchange, and Resource and Information Advocates at the Domestic Violence Courthouse.
- DFSS provides victims of domestic violence with services, such as safety planning, shelter referrals, and crisis counseling through the Domestic Violence Hotline. The Hotline fields more than 20,000 calls per year.
- **Domestic Violence Hotline:** 1-877-863-6338 (accepts calls or text messages)

Homeless Services

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

- DFSS primary role is managing the critical infrastructure for Chicago's homeless system. The primary system components that DFSS funds are Prevention, Shelter, Outreach and Engagement, Housing Supports and System Planning and Coordination. We manage more than 3,000 beds of overnight shelter and interim housing. **Chicago residents in need of shelter should go to the nearest hospital emergency room or police station and contact 311 for transportation to shelter.**
- DFSS's Emergency Rental Assistance Program (RAP) offers financial assistance and case management services to help residents avoid eviction and homelessness. Chicago residents in need of assistance should contact the Homelessness Prevention Call Center at 311 (ask for "short-term help") or visit one of our six community service centers. For service center locations please visit: www.cityofchicago.org/servicecenters
- DFSS funds thirteen delegate agencies and its own DFSS Homeless Outreach and Prevention (HOP) team to engage and serve homeless individuals living near railroad tracks, bridges, the Chicago River, viaducts and alleys, Chicago Parks and CTA train stations and in encampments. DFSS began funding an overnight outreach team in 2018 to create 24-hour outreach coverage. All of these teams build rapport with homeless individuals to engage them in services. They also utilize the Continuum of Care's Coordinated Entry System housing assessment tool and work to ensure residents in public spaces are on the system's One List. The DFSS HOP team engages in nearly 4,303 encounters and delegate agencies log an average of 3,651 encounters each year.
- DFSS works in close coordination with All Chicago and the Chicago Continuum of Care (CoC), the federally mandated local body of stakeholders invested in ending homelessness. The DFSS Homeless Services Division's work is informed by collaborative efforts with the CoC, federal priorities, and the community's *Plan 2.0 to Prevent and End Homelessness*. Our efforts are also guided by the emerging needs and trends of Chicago residents seeking homeless services. Our approach is centered in respect and empathy for residents experiencing homelessness and we strive to ensure that homelessness is not normalized by

the systems that intersect with our work.

- An online version of Plan 2.0 is available online in PDF format at this web address: www.cityofchicago.org/content/dam/city/depts/fss/supp_info/Homeless/ChicagoPlan2WEB082712.pdf

Human Services

312-743-4929 / www.cityofchicago.org/servicecenters

- Through our six Community Service Centers (see list on page 7), DFSS assists approximately 30,000 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
- 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 or www.cityofchicago.org/cooling
- No Chicagoan should go hungry! The Greater Chicago Food Depository offers healthy and fresh food to those who need it most. To find a location near you, call 311 or visit: www.chicagofoodbank.org/agencylocator
- **Tax Prep Chicago** sites offer free federal and state tax return preparation and filing at numerous locations. Last year, the City's free income tax assistance helped nearly 20,000 Chicago families and individuals receive over \$30 million in tax refunds and credits. Trained volunteers assist eligible residents in preparing their tax forms and identifying potential credits, including the Earned Income Tax Credit and the Child Tax Credit. For more information about how to receive free tax help, please visit: www.taxprepchicago.org

Senior Services/Area Agency on Aging

312-744-4016 / www.cityofchicago.org/seniors
aging@cityofchicago.org

- DFSS/ Area Agency on Aging provides resources for more than 180,000 residents annually. The **Aging and Disability Resource Network (ADRN)** 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**, by emailing aging@cityofchicago.org, or by visiting a regional senior center.
- Last year, over 180,000 older adults and their families called or visited 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 or email aging@cityofchicago.org for in-home assessment and eligibility screening.
- Report abuse, neglect or financial exploitation of an older adult or vulnerable person by emailing aging@cityofchicago.org. Information can also be obtained by calling 312-744-4016 or the state hotline at 1-866-800-1409. Adult Protective Services workers or Case Advocates visit the client's home and design a plan to help the vulnerable adult. DFSS also

has a court advocate at the Domestic Violence Court House located at 555 West Harrison Street in Chicago.

- 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 over 50 sites throughout Chicago. Each year, DFSS provides approximately 780,000 meals to over 27,000 older adults through this program.
- DFSS' **Home Delivered Meals** program provides approximately 2.6 million home-delivered meals to more than 8,500 homebound older adults each year. Call 312-744-4016 or email aging@cityofchicago.org for an in-home assessment.
- 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. (See list on page 7). 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

Veterans Resource Office

312-743-0720 / www.cityofchicago.org/veterans

- DFSS has a recently launched **Veterans Resource Website** available at www.cityofchicago.org/veterans and a Veteran's Resource Office to serve Chicago's U.S. military veterans.
- The **Central West Veterans Resource Office** 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 **312-743-0720/0719**

Workforce Development Services

312-746-7760 or 312-746-8629 / 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. (See Community Re-Entry Support Centers on page 7)

Youth Services

312-743-0300 / www.cityofchicago.org/youth

- Chicago's Department of Family and Support Services (DFSS) Youth Services Division programs are designed to support youth in reaching their full potential in their community, school, and work. The needs of Chicago's young people identified from research and feedback from our communities are the key drivers in informing the development of the Division's programming and continuously shape the Department's priorities and goals. As a social safety net for young people, DFSS pays careful attention to our youth's needs and the

composition of their population to have the greatest impact. Building upon the City of Chicago's rich history of providing human services for its most vulnerable residents, the Youth Division supports young people through programming in three distinct portfolios: Enrichment, Prevention and Intervention, and Employment.

- Our **Enrichment Portfolio** provides structured, safe, and enriching activities for young people ages 6-21 outside of the classroom, between the closing bell and when working parents get home from work, or on weekends and school breaks. The broader goals of the Enrichment Portfolio are focused on 1) promoting pro-social behavior among youth, 2) supporting youth to thrive by cultivating relationships with caring adults and peers and 3) increasing youth engagement with school. These goals are in alignment with providing high quality services for youth throughout the city and are specifically targeting key disparities that undermine the well-being of youth in under-resourced communities.

The Enrichment Portfolio also provides afterschool programming to CHA youth ages 6-18. These programs are facilitated by delegate agencies that have the capacity to extend their hours of service to CHA youth. Programming occurs year-round, takes place within a 6 miles radius of CHA public housing properties and is near an existing public bus route. DFSS currently serves approximately 400 youth and funds fourteen delegate agencies in each one of the following CHA program models:

- Peace & Non-Violence
 - Arts & Culture
 - Environmental Responsibility & Stewardship
- The **Prevention and Intervention** Portfolio serves youth ages 13-24 who may need more support because they are not connected to school, may have been touched by the juvenile justice system, may be out of school, homeless or need mental health support. A significant portion of the portfolio's investments are preventative in nature focusing on providing employment, career training, juvenile justice programming, and reconnection to high school or high school equivalency certificate. Selected programs in the Prevention and Intervention Portfolio include:

Mayor's Mentoring Initiative (MMI): The Mayor's Mentoring Initiative expands access to mentoring in 22 high need communities. The goal of the program is to provide mentoring to at least 7,200 8th to 10th grade males, with a focus on improving educational attainment and reducing crime. DFSS surpassed the goal of serving 7,200 youth in advance of the three-year benchmark and in 2019 the program will be expanded to include an **additional 600 7th grade boys** and **478 7th-10th grade girls**.

RISE: Restoring Individuals to Supportive Environments (RISE) targets young men ages 14-17 with prior involvement in the justice system. The program provides regular mentoring supports, including four hours per week of group engagement with a mentor and a civic leadership focused curriculum. Youth are paid for their time and put together a community service learning project at the end of the curriculum.

The Juvenile Intervention Support Center (JISC): The JISC is a police station where juveniles who are arrested in Chicago Police Districts 2, 7, 8, 9, 10, 11, and 12 are processed and referred to case management services as appropriate. In mid-2018, at the request and advocacy of CPD the JISC catchment area was expanded to include districts 1, 3 and 15. The goal of the JISC is to prevent admitted youth from further involvement with the juvenile justice system.

Reconnection Hubs: Informed by a landscape scan of service providers conducted by Thrive Chicago, the University of Chicago Poverty Lab, feedback from both practitioners and youth on the difficulty of navigating existing services across multiple organizations in

neighborhood, and a review of promising models in other cities, the idea of the Chicago Reconnection Hubs was developed. The goal of these new neighborhood-based physical assets is to centralize coaching and navigation supports to reconnect youth back to school or work and partner with employers to better connect Opportunity Youth seeking jobs to employers who are searching local talent. Launched in October 2018, the first Reconnection Hub in the Roseland community will serve 300 youth in its first year (2018-2019) and 700 more youth in its second year (2019-2020). The Roseland Hub is designed to help Opportunity Youth (16-24) navigate and access the complex systems of social and city services to connect them with jobs, skill training, education and other opportunities. Since its launch on October 1, 2018 nearly sixty youth were served through early January. A second Hub will launch in 2019 and reach an additional 300 youth in its first year of operation. This Hub will also help Opportunity Youth (16-24) navigate and access the complex systems of social and city services to connect them with jobs, skill training, education and other opportunities.

- The **Youth Employment Portfolio** brings together government institutions, community-based organizations, and employers to offer career exploration, subsidized employment and internship opportunities to youth and young adults ages 14-24. The Youth Employment Portfolio flagship initiative is the One Summer Chicago (OSC) program, the second largest summer employment program in the country, serving over 32,000 youth annually. Selected programs in the Employment Portfolio include:

One Summer Chicago PLUS (OSC+): A specialized violence prevention program via youth summer employment targeting high risk youth who reside in the highest risk communities. The goal is reducing involvement in violence, either as a victim or perpetrator. Participants receive a 20-hour per week, six-week work experience and are given additional assistance to help overcome barriers, complete the program and develop transferable career and life skills

Mayor's Infrastructure Team: Partnering with the City's two leading infrastructure departments, Chicago Department of Transportation (CDOT) and Department of Streets and Sanitation (DSS), youth learn about the structural workings of the City of Chicago while engaging in work experiences that supports neighborhood restoration and beautification efforts.

Summer Youth Employment Program (SYEP): SYEP is a traditional youth employment program that targets youth citywide for a paid, six-week work and enrichment experience during the summer months. Youth participate in the program twenty hours per week.

Chicagobility: Piloted in 2018 for youth ages 14 -15, Chicagobility has an emphasis on project-based learning and activities that can be delivered in a cohort of 20 youth. The program is developed as a foundational track into career exploration, self-discovery and self-awareness which allows youth to develop their 21st century skills for employment. Youth participate in a minimum of 90- 120 hours of activities that strengthens their community, builds civic engagement and creates safer communities.

CS4ALL Coding Program: The CS4ALL Coding Program is a partnership with DFSS, Chicago Public School CS4ALL and Apple, Inc. The project will recruit 200 youth from CPS and DFSS delegate agency coding clubs with a goal of expanding their computer science skills and learning the latest Apple coding program "Swift Playgrounds" a powerful programming language created by Apple and used by programming pros to build today's most popular computer/mobile apps. CS4ALL youth will spend the summer of 2019 participating in a Pre-Professional Internship where they will develop computer/mobile apps, attend lectures and field trips to increase their exposure and gain hands on experiences in the technological field.

Links to Additional DFSS Information:

DFSS Facebook Page:

www.facebook.com/chicagoDFSS

DFSS Twitter Page:

www.twitter.com/ChiFamSupport

DFSS Instagram Page:

www.instagram.com/chifamsupport/

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, 4312 W. North 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

Senior Satellite Center Locations

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, 312-745-1282

Veterans Resource Office Location

Central West Office, 2102 W. Ogden Avenue, 312-743-0720 or 312-743-0719

Community Re-entry Support Centers

The West Side Justice Center, Inc., 601 S. California Ave., Chicago, IL 60612, 888-251-4474

Teamwork Englewood, 815 W. 63rd Street, 2nd Floor, Chicago, IL 60621, 773-488-6607

Howard Area Community Center, 7637 North Paulina Street, Chicago, IL 60626, 773-332-6772

Community Assistance Programs, 11715 S. Halsted Street, Chicago, IL 60628, 773-846-6383

Helpful Phone Numbers

Aging and Disability Resource Center (ADRC): 312-744-4016

Child Abuse Hotline: 800-25-ABUSE

Chicago Early Learning Hotline: 312-229-1690

City of Chicago Service Requests: 3-1-1

Domestic Violence Help Line: 1-877-TO END DV or 1-877-863-6338

Substance Abuse & Mental Health Services Administration: 1-800-662-HELP (4357)

Elder Abuse and Neglect Hotline: 866-800-1409

Homelessness Prevention Call Center: 3-1-1 (ask for "Short-Term Help")

Homeless Veterans Help Line: 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

National Runaway Safe Line: 800-786-2929

National Suicide Prevention Hotline: 800-273-TALK (8255)

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