



RESOURCE ASSISTANCE INFORMATION

Information on specific agencies and programs in DuPage County that provide assistance and support for various material and social needs



Updated: 11/2021

Almighty and most merciful God, we remember before you all poor and neglected persons whom it would be easy for us to forget: the homeless and the destitute, the old and the sick, and all who have none to care for them. Help us to heal those who are broken in body or spirit, and to turn their sorrow into joy. Grant this, Father, for the love of your Son, who for our sake became poor, Jesus Christ our Lord. Amen.

ABOUT

As a church, Resurrection provides meals and financial assistance to our members and regular attenders in times of need. We also provide opportunities for anyone to seek prayer and pastoral care. More details on these Community Care ministries can be found at churchrez.org/community-care.

Beyond our own church family, we seek to serve the vulnerable in our local community through our Local Mission ministries, which serve men and women who face crisis pregnancies, victims of human trafficking, refugee families, and parents with adopted or foster children. More details about these ministries can be found at churchrez.org/ministries/mission/local-mission.

Sometimes none of our ministries fit the particular needs of those who come to us in a time of difficulty. We refer people in such situations to other organizations which are better equipped to serve them. This binder contains information on social service providers in the general DuPage County area. If someone calls the church or visits the office with questions about a need that our ministries do not address, please feel free to use this binder or let the individual browse it for information on relevant agencies and programs.

Note: The organizations here are listed for informational purposes only; Church of the Resurrection does not necessarily endorse any particular agencies or programs.

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FOOD PANTRIES

Centro de Información: Emergency Food Pantry

centro.netlify.app/en/_services/emergency-food-pantry/

Phone (Elgin): 847-695-9050

Phone (Hanover Park): 630-550-5131

The Emergency Food Pantry is located at Centro's Elgin main office:

1885 Lin Lor Lane
Elgin, Illinois 60123

Centro de Información has an Emergency Food Pantry located at our main office in Elgin. Its principal purpose is to serve the needs of the Hispanic population, with special attention given to food that Hispanics might eat on a daily basis.

The Hispanic community is especially vulnerable to food insecurity, as immigrants often have substantially less income and education than the population at large. Most of the people who visit our pantry are adult Hispanic females with small children, and food is distributed by Centro on a daily basis. Approximately 2000 families use this valuable resource every year, feeding more than 8,000 individuals.

The Emergency Food Pantry needs a constant flow of food donations in order to meet the needs of the community. Centro is fortunate to have a supportive network of corporate, church, and community resources and volunteer, but we are always in need of additional donations and helpful hands.

Staff: Volunteer Coordinator Josefina Rodriguez

Glen Ellyn Food Pantry

glenellynfoodpantry.org

493 Forest Ave
Glen Ellyn, IL 60137

630-469-8668

A person or family residing in Addison, Bloomingdale, Carol Stream, Glen Ellyn, Glendale Heights, Lisle, Lombard, Villa Park, Warrenville, West Chicago, Wheaton, Winfield. Qualified clients may book appointments once per month and leverage walk-in services once per week.

By appointment only currently. Call to make an appointment or visit during open hours. Bring:

- Identification such as a driver's license, photo I.D., or green card.
- Recent piece of mail showing such as an electric bill or phone bill showing your current address.

Our Pantry is located inside Grace Lutheran Church at 493 Forest Ave. Glen Ellyn, IL, on the Southeast corner of Pennsylvania Ave. and Forest Ave.

- Enter and leave from the Forest Ave. entrance.
- The Food Pantry is down the hall, the second door on the right.

The Glen Ellyn Food Pantry is an ecumenical endeavor of Glen Ellyn churches who cooperate in providing food and volunteers to serve persons in our community who are in emergency.

A new location is under construction at 55 N. Park Blvd. in Glen Ellyn. It is scheduled to be finished in the spring of 2022.

Interfaith Food Pantry Inc.

345 S President St
Carol Stream, IL 60188

630-665-6426

Loaves & Fishes Community Services

<https://www.loaves-fishes.org/>

630-369-0200

1871 High Grove Lane, Naperville, IL 60540

Food Distribution Hours

Tuesday: 9:00am – 3:00pm in Naperville

Wednesday: 9:00am – 3:00pm in Naperville | 4:00pm – 6:00pm in Bolingbrook

Thursday: 9:00am – 3:00pm and 5:00pm – 7:00pm in Naperville

Saturday: 8:00am – 12:00pm in Naperville

Food Distribution Sites

Naperville

1871 High Grove Lane, Naperville, IL

Primarily serving all of Naperville, Aurora, all of DuPage Co., and parts of Will Co.

Compass Church, Bolingbrook

151 E. Briarcliff Road, Bolingbrook, IL

Wednesday: 4-6 pm

Serving residents living in Bolingbrook with zip codes 60440 and 60490 or Romeoville 60446

Masks are required. Shopping appointments are available at our Naperville site by calling 630.355.3663 x155. Please bring your own bags. Please limit shoppers to 1 adult per household.

Loaves & Fishes registration card or ID required

Food is offered once a week to all registered households.

Loaves & Fishes is providing online registration as a convenience to visitors. After filling out the form below, a card will be emailed to you to make client check in quick and easy every time you come. To receive a permanent card and register for any additional programs, please plan to visit Loaves & Fishes and **bring in your picture ID and proof of residency**. The lobby will be open for registration during food distribution hours.

Food is offered once a week to all registered households.

Milton Township Food Pantry

1492 N. Main Street

Wheaton, 60187

630-668-1616

People's Resource Center: Food Pantry

peoplesrc.org/food-pantry

630-682-5402

Neighbors are making hard choices as they care for their families and balance health, housing and work. Our Food Pantry offers a variety of quality food and connects clients with other PRC services and resources.

Since March 2020, PRC has adapted our food delivery process from a choice pantry to providing pre-packaged food to parked cars. Volunteers choose items for each client during food pantry hours, including fresh produce, high-protein food, dairy products, frozen meats, whole grain items and healthy non-perishables such as beans and vegetables. All items are safe and high-quality. Personal-care items and cleaning products are also distributed when available.

Anyone in need of food from DuPage County can come for food. You will have to register as a PRC client. Come to People’s Resource Center during food pantry hours to register.

All clients are greeted by a volunteer, who gives each car a number, explains how the Food Pantry works, and answers any questions. Volunteers shop for each client, then bring the food and other groceries out to the parking lot, and load in client cars in a safe, contact-free environment.

Any person listed as a household member can pick up food, as long as they have the household’s PRC card, photo identification, and proof of residency a utility bill, rent stub, etc.).

If no one from your household is available to pick up food, clients can designate a trusted individual to serve in their place. This person must have a completed proxy form on file in order to pick up food for the household.

Food Pantry Locations and Hours

201 S. Naperville Road, Wheaton	104 Chestnut Avenue, Westmont
Tuesday 9:00am – 11:00am	Tuesday 9:00am – 11:00am
Wednesday 5:00pm – 7:30pm	Wednesday 9:00am – 11:00am
Thursday 9:00am – 11:00am	Thursday 5:00pm – 7:30pm
Saturday 9:00am – 11:00am	Saturday 9:00am – 11:00am

MATERIAL ASSISTANCE

financial assistance, homelessness prevention, housing, healthcare, employment, transportation

Note: Several of the organizations below use a centralized intake and referral process to serve the homeless. If you are homeless, you can call this centralized hotline 8:30am to 4:30pm Monday-Friday.

630-407-6500

800-942-9412

630-407-6502 TDD

After hours and on weekends, homeless services can be accessed by calling the Catholic Charities Hope House shelter hotline. The number is 800-941-8681.

Catholic Charities, Diocese of Joliet

catholiccharitiesjoliet.org

Emergency Services/ Homelessness Prevention

630-495-8008 (DuPage)

Providing food and travel vouchers; clothing and furniture vouchers; financial assistance for prescriptions; and rent/mortgage assistance, and information and referral to other community resources.

Daybreak Center

630-495-8008 (DuPage)

Daybreak Center operates 24-hours a day, 365 days a year and provides emergency housing, and supportive services to individuals and families who are homeless. Some participants in the program are in need of short-term housing, as a result of a situational crisis. Others need support services as they work to reestablish permanent housing.

Homelessness prevention services are also provided to individuals and families who are at risk of losing their homes.

Transitional Housing

630-495-8008 (DuPage)

Providing housing and supportive services to homeless families and their children while they work toward permanent housing and a quality of life that supports their needs. The program represents a unique partnership which joins the participating family with the professional case management services of Catholic Charities and the loving support of local churches or community groups.

Permanent Supportive Housing and Other Housing Alternatives

630-495-8008 (DuPage)

Serving individuals and/or families with children, in which one or more family members experiences a disability that seriously limits their ability to function independently in the community. Households reside in affordable, safe, scattered site apartments throughout the County. Services provided include case management, independent living skills training, access to employment support, budgeting, money management, financial literacy training, parent training, behavioral health services, specialized counseling, Out of Poverty classes, and other services as needed to maximize their independence as well as to improve their quality of life.

Hope House

800-941-8681 (DuPage)

Providing housing and supportive services to individuals and families who are homeless often due to divorce, job loss or depleted savings. During a

temporary, short stay, participants work toward securing employment and permanent housing. Hope House provides the only 24-hour crisis hotline to assist in the single point of entry process for homeless services in DuPage County.

Immigrant Support Program
630-495-8008

The Immigrant Support Program provides advocacy, support, and community outreach for individuals who need emergency services and immigration related support. Participating individuals are connected with community resources that work on behalf of the immigrant population. The program also works to provide training and educational support to local churches and other community groups regarding immigration-related information. This program is based in DuPage County and serves individuals throughout the Diocese of Joliet.

Supportive Services for Veteran Families (SSVF)

815-774-4663 x3130

SSVF is a rapid rehousing/homeless prevention program that assists eligible veterans who are literally homeless or imminently at risk of homelessness by helping them to stabilize their housing situations.

SSVF Temporary Financial Assistance may assist with rental assistance, security or utility deposits, utility assistance, moving costs, general housing stability. Other services available include case management, vocational counseling, employment services, educational assistance, personal financial planning services, housing counseling and search, daily living services, linkage to the VA and other community services.

DuPage County Community Services

dupageco.org/community

Client Services

630-407-6500 or 1-800-942-9412, or TDD 630-407-6502

csprograms@dupageco.org

Services include Housing and Emergency Rental Assistance for qualifying individuals: housing@dupageco.org.

DuPage Federation on Human Services Reform

dupagefederation.org/

630-782-7544

The Language Access Resource Center (LARC) was founded in 2005 and was developed out of the interest expressed by health and human services organizations to find a cost-effective way to meet the needs of their Limited English Proficient patients and clients. LARC has three main goals that guide its activities:

- To create a pooled resource of trained interpreters for health, human service and educational organizations.
- To provide health care, human service and/or education focused interpreter training for organizations.
- To provide consultation services for health care and human service organization regarding language assistance services and cultural competencies in their institutions.

LARC offers an array of services in order to meet the needs of a fast-growing immigrant population. LARC's services include face-to-face interpreting, virtual interpreting, telephonic interpreting, translations, training and consulting.

Face-to-Face Interpreting

Face-to-face interpreting is the traditional form of interpreting that most people imagine when they think of language interpreting. It is the verbal communication of meaning from one language to another and all parties involved, including the interpreter are in-person, or face-to-face.

Historically, our customers use face-to-face interpreting services for medical appointments, legal situations and parent teacher conferences.

Face-to-face interpreting is effective for almost any situation in which two or more individuals need to communicate in languages unfamiliar to the other.

Interpreter Training

The LARC Interpreter Training Program has been reformatted to meet the needs of learners during the COVID-19 pandemic. As a result, current trainings are presented in an online format with classes held on Zoom. Topics include:

- Interpreter ethics and values
- Importance of culture and its impact on interpreting
- Techniques and skills
- Legislation and regulations
- Basic medical, legal and educational terminology
- And more

All LARC students and interpreters receive a formal assessment of language proficiency in English and the interpreter's target language.

Virtual Interpreting

Virtual interpreting is when two or more parties need to communicate in different languages and some or none of the parties, including the interpreter, are physically present.

During the pandemic, schools found virtual interpreting to be an effective way to conduct IEP meetings and for teachers to communicate with non-English speaking parents who need support as they assist their children with remote learning.

We have provided training and guidance to our local interpreters on the nuances of effectively interpreting via virtual platforms and apps.

Professional Development Workshops

In an effort to provide local interpreters with opportunities to enhance their professional development, LARC provides continuing education workshops on a minimum quarterly basis. With the move towards more virtual learning, continuing education workshops can be attended by more than just local interpreters.

Previous workshops included interpreting for immigration, education, mental and behavioral health and social services with topics covering, public benefits, special education, Illinois Department of Human Services, and more.

LARC is also able to develop workshops to meet the needs of our clients.

Telephonic Interpreting

Similar to virtual interpreting, telephonic interpreting is when two individuals who do not speak the same language communicate through the use of an interpreter and a phone.

Translations

Translation is the written communication of information from one language to another.

During the COVID-19 pandemic many of our healthcare and school customers have been utilizing this service for the translation of important COVID-19 related information for their parents, visitors, and patients.

Staff Training

Many organizations use a combination of contract, telephonic, and staff interpreters to meet the needs of their Limited English Proficient clients. It is

not unusual for organizations to ask bilingual staff to serve as 'ad hoc' interpreters.

The key to successful implementation of an interpreter program in any organization is for the organization's staff to be trained on how, when, and why it is important to recognize when an interpreter may be needed for a patient or client. Or when one of the other options will be adequate. LARC provides this type of training.

In addition, for organizations that heavily utilize ad hoc interpreters, we have provided shortened versions of our interpreter training course.

DuPagePads

dupagepads.org

630-682-3846

Interim (Overnight) Housing Program

The Interim Overnight Housing Program offers men, women and children a safe environment. The spirit of hospitality is a priority, as well as respect for each person. Volunteers assist staff in providing dinner, breakfast, and a bag lunch; sleeping space; and support activities.

DuPagePads case managers work to engage individuals to move from crisis to self-sufficiency, including providing parenting, self-esteem and other groups/workshops and opportunities for education and employment services. Thirty-one sites throughout DuPage County provide shelter 365 nights a year on a seasonal basis with support from congregational and community volunteers.

Basic Information:

- Interim (Overnight) Housing Sites are open 365 days a year and located throughout Northern, Central and Southern parts of DuPage County
- Interim Housing Sites are at a different location each night with support from volunteers
- Sites open at 6:00pm for families and 7:00pm for adults; and close the next morning at 7:00am
- Most locations can be reached by public transportation
- Professional staff will register people who are new to the program each night
- Family friendly sites are available from October through April in the Southern part of DuPage County

Basic Need Services:

- Meals (dinner, breakfast and bag lunch)
- Sleeping arrangements (pad, pillow and bedding)
- Laundry (at limited locations)
- Showers (at limited locations)
- Haircuts (at limited locations)
- On site medical services at selected sites (October through April)

Case Management Services:

- Intake screening/assessment services
- Alcohol and substance abuse counseling/referrals
- Daily and short-term goal planning
- Assistance in accessing eligible benefits
- Life skills support groups
- Linkages to needed health and social service solutions to regain stability
- Referrals to our Career Services

Other Programs and Services:

- Individualized case management (90 days)
- Career Solutions and education
- Family Outreach
- Medical Respite
- Other housing options
- Supportive Housing Program (must meet eligibility)

Support Groups:

- Alcoholics/Narcotics Anonymous
- Men/Women's support groups
- Winner's Circle

Client Service Center

601 West Liberty
Wheaton, IL 60187

630-682-3846 x3620

Monday, Tuesday, Wednesday and Friday 7:30am – 3:00pm

Thursday 7:30am – 1:00pm

Closed Saturday and Sunday

Within walking distance of the Metra Union Pacific West Line stop and numerous PACE Bus stops.

Individuals and families can obtain services to address the root causes of homelessness, including basic needs assistance; on-site parenting, self-esteem and other groups/workshops; linkages to medical, substance

abuse and mental health services; access to laundry and shower facilities; and daily lunches. DuPagePads also provides a variety of collaborative strategies to assist individuals to obtain and retain employment.

Client Service Center staff are available to assist:

- Support in making positive choices and decisions
- Guidance in learning effective coping skills
- Help to increase social skills, verbal communication skills and time management skills
- Advocacy on your behalf to receive needed community resources

Staff Provide Support for:

- Establishing an individualized goal plan and assistance to accomplish your goals
- Referrals and linkages to needed health and social service solutions
- Assistance in working with you to prevent future crisis
- Referrals to our Career Solutions Program
- Referrals to our Supportive Housing Program (must meet eligibility)

Available On-Site:

- Basic needs items such as shower and laundry facilities, lunch, mailing address and lockers
- Support groups to make positive life choices

Services Offered On-Site:

- **Legal Counsel** – A representative from Prairie State Legal Services provides legal counsel, advice and referrals once a week.
- **DuPage County Health Department** – Representatives are available twice a month to provide direct linkages to counseling, doctor services and housing opportunities with the DuPage County Health Department.
- **Veteran Services** – If you are a veteran, representatives are available on a weekly basis to provide linkages to housing, financial assistance and other needed services.

Hamdard Health Alliance

www.hamdardhealth.org

630-835-1430

24-Hour Crisis Line: 866-305-3933

A multi-cultural agency focused on serving the Middle Eastern and South Asian communities as well as other vulnerable DuPage County residents.

Primary Care

The Hamdard Center strives to improve the health status of medically underserved populations by fostering the provision of high-quality, comprehensive health care that is accessible, coordinated, community-directed, culturally sensitive, and linguistically competent. Hamdard was granted Federally Qualified Health Center (FQHC) status in 2013 and has opened its doors in both Chicago and Addison to a full range of primary health care services. We are excited and committed to provide the following services to our highly diverse, heavily immigrant constituency:

- General primary medical care
- Health screenings
- Health education
- Nutrition
- Cardiology

Upcoming services include pediatrics & walk-in school and sports physicals!

Medicare and Medicaid as well as private insurances are accepted.

Case Management

Hamdard provides comprehensive case management services that are culturally sensitive to serve our target populations in DuPage and Cook Counties. Hamdard provides assistance to individuals and families by providing assistance in Urdu/Hindi, Bosnian, and English for the following services:

- Medicare/Medicaid
- Supplemental Security Income/Disability
- LINK Card
- Women Infants and Children (WIC)
- Temporary Assistance for Needy Families (TANF)
- Low-income housing referrals
- Subsidized child care/day care
- Enrollment for free bus passes for seniors
- Legal advocacy
- Translation/interpretation
- Other community resources

Health Insurance Enrollment

Hamdard has bilingual, certified Navigators available to assist individuals in enrolling in Medicaid, obtaining health insurance or changing coverage through the Marketplace. To make an appointment with one of our certified Navigators, contact us in Addison at 630-835-1430 x22 for English or x30 for Urdu/Hindi.

Make sure to bring the following documents to your appointment:

- Proof of Income (W-2 statement)
- Social Security card
- Driver's license or State ID
- Proof of US Citizenship (Birth Certificate, Citizenship Certificate, or Green Card)

Hope's Front Door

hopesfrontdoor.org

630-322-9803

Immediate Assistance Program (IAP)

Our Immediate Assistance Program provides help for urgent needs for food and transportation in the form of vouchers– (grocery, meal and gas vouchers plus train and bus passes). Also, our Referral/ Enrollment Program (REP) assists with enrollment into non-profit and government healthcare programs such as Access DuPage, All Kids and the Affordable Care Act. In addition, there are workshops such as Healthy Eating on a Budget to help clients determine the best way to use financial resources to benefit themselves and their families.

Special Assistance Program (SAP)

Our Special Assistance Program addresses needs such as prescriptions, emergency dental care, emergency housing for medical purposes, eye exams/eye glasses, and employment related transportation/uniforms. Also, Health & Wellness Resource Center (HWRC), a subprogram of our Special Assistance Program, links clients with pharmaceutical companies Prescription Assistance Programs and Disease State Foundations. These programs provide medication, medical supplies, disease management education and other resources to the low income underinsured or uninsured.

Pathways to Employment (PEP)

Our Pathways to Employment program provides assistance and job search strategies using job coaches. Hope's Front Door offers recruitment events where local businesses meet with job searchers to present employment opportunities or conduct interviews. Access to local job openings are

available, as well as, equipment (computers, fax and phone, etc.) and list. Additionally, clients may be able to receive help with items related to new employment (e.g. uniforms). **Job coaches** are available every Thursday, 10:00-11:45am and the 2nd Monday of the month in the evening, 6:30-8:00pm.

Banking Assistance Program (BAP)

Our Banking Assistance Program provides financial literacy education and budget counseling as provided by the volunteers from several local banks. They meet one-on-one with clients to mentor and educate them on such issues as saving and debt management. Clients enrolled in this program can: open a savings account at one of the sponsor banks with matching funds; get assistance open a checking account; take part in the credit repair/credit building loan program. **Financial counselors** are available every Thursday of the month, 10:00-11:45am and the 1st Monday of the month in the evening, 6:30-8:00pm.

Financial Literacy Workshops will take place throughout the year and include such topics as Credit Repair/Credit Building; Healthy Eating on a Budget, Healthcare Insurance & Financial Literacy 101; Family Money Management for Parents & Children; Avoiding Financial Scams.

Midwest Shelter for Homeless Veterans

www.helpaveteran.org

Larson Home

The Marine LCpl. Nicholas Larson Home provides transitional housing and supportive services to U.S. Veterans of any era who meet the following criteria.

- One day of active-duty service is required
- Greater than dishonorable military discharge
- Admission is not contingent on having a period of abstention from drugs and/or alcohol prior to enrollment
- No convictions for violent crimes within the last 5 years
- No convictions for sex-related crimes

Length of stay at the Larson Home, which is staffed 24 hours a day, seven days a week, varies depending on the model of programming a veteran is enrolled in. For more information, contact Lauren Ogle, Affordable & Transitional Housing Manager at 630-871-8387 x602 or lauren@mshv.org.

Miller Home

The Army SSgt. Robert J. Miller Home and Tammy's Trace provide affordable housing to low-income, single male and female veterans, respectively. The Miller Home includes one unit that is ADA accessible.

Veterans must meet income guidelines, have stable employment or income to pay rent and agree to maintain a sober lifestyle while a resident. Support services including counseling, case management, and employment services are available to assist veterans with improving their overall quality of life. Wait-lists are currently open for both programs.

For more information, contact Lauren Ogle, Affordable & Transitional Housing Manager at 630-871-8387 x602 or lauren@mshv.org.

Supportive Services for our Housing Programs

- **Psychological Treatment** - Residents receive weekly individual therapy, as well as access to group therapy, to help them deal with issues of Post-Traumatic Stress Disorder and/or substance abuse.
- **Case Management** - Residents receive education and legal assistance and training in living skills, financial management and communication skills.
- **Medical Treatment** - Residents are able to undergo medical procedures that they are entitled to but could not get without a permanent address or access to after-care treatment.
- **Employment Training** - MSHV teaches our residents resume writing and job interview and computer skills.
- **Permanent Housing Assistance** - When a resident is deemed ready to leave the shelter, the staff assists him in finding housing and provides necessities to make the transition.

Loaves & Fishes Community Services

<https://www.loaves-fishes.org/>

630-369-0200

1871 High Grove Lane, Naperville, IL 60540

Who is Eligible?

- Any Naperville resident
- Any member of a Naperville congregation
- DuPage County residents who are actively involved with a partner social service agency.

Car Program

Cars donated by the community are repaired and given to families who lack reliable transportation to get to work. Eligible individuals must be working, have a referral from their employer or social service agency, attend Financial Fitness classes and complete a detailed application and documentation process.

To learn about the strict eligibility and referral requirements for this program, please call (630) 355-3663 and select Option 4 or email CARESPrograms@loaves-fishes.org.

Other Programs

- Computer Training
- Emergency Assistance
- Emotional Support
- Financial Fitness
- Health Screenings
- Job Search Assistance
- Legal Support
- Moving Up
- Public Benefit Assistance
- Resource Meetings
- Volunteer Income Tax Assistance (VITA)

For more information, please call (630) 355-3663 or go to <https://www.loaves-fishes.org/programs/cares/>

Outreach Community Ministries

outreachcommunityministries.org

Transitional Housing Services at Wheaton Youth Outreach

630-682-1910

The Transitions Program

The Transitions Program, a program of the Transitional Housing Services at Wheaton Youth Outreach, is a critical service for older teens and young adults and their families in DuPage County. It primarily services young women who are homeless, ages 17 to 24, with the opportunity to become financially and emotionally independent and transition successfully into adulthood.

The process of developing these skills begins by providing residents with a safe and supportive home life, coupled with personalized support, structure and mutually trusting relationships between the residents, their foster parents or host families and the Transitions Program staff.

While in residence, participants learn skills and develop personal habits that will transfer to their independent housing situation after graduation. Residents are responsible to contribute toward the cost of their care through part-time employment that covers a program fee and their personal expenses. They are supported by their case manager to access community resources and obtain services for themselves such as career, education, medical and mental health services and the spiritual care necessary for their well-being.

Jubilee Village

Jubilee Village is a transitional and independent, supportive housing program for single, formerly homeless mothers between the ages of 18 and 24 and their children. The program is designed to holistically address the myriad needs of its residents, many of whom enter the program with histories of family discord and domestic violence and without financial resources or job skills. Young mothers referred to the program generally require other wrap-around services such as counseling, case management and parenting classes.

Jubilee Village provides a safe and secure housing situation, experienced live-in couples on each floor serving as mentors, comprehensive case management services, and financial counseling for its residents to prepare for independent living upon their graduation from the program.

People's Resource Center

peoplesrc.org/services

630-682-5402

Emergency Rent & Mortgage Assistance

PRC intervenes with neighbors at risk of homelessness to develop strategies to help them stay stable and housed.

People's Resource Center (PRC) provides Homeless Prevention services including rent, security deposit, and mortgage assistance to prevent eviction and homelessness of individuals or families experiencing a short-term economic crisis. The program also assists homeless or displaced households with securing new housing by providing financial assistance and/or supportive services.

To qualify for assistance, you must be a current PRC client who lives in or is moving to DuPage County. Households must be able to meet and document eligibility criteria to receive financial assistance with their rent or mortgage.

To request emergency financial assistance, call 630-682-5402, extension 323 or email socialservices@peoples.org and leave a message with your name, phone number, and a short explanation of your situation. You will receive a call back from a volunteer or staff member.

Clothes Closet

People's Resource Center (PRC) clients may 'shop' in our Clothes Closet for free, gently used, seasonal clothing for men, women and children.

To receive clothing from the Clothes Closet, you must be a PRC client and reside in DuPage County. After you become a PRC client, you can come to PRC any time during Clothes Closet hours.

Each month, PRC client families receive 5 points per person to use in the Clothes Closet (A family of 5 would get 25 points.) Clothes typically cost 1 – 2 points. Clothes Closet points do not "carry over" from one month to the next.

All the clothing provided comes from community donations. We do our best to offer high-quality, seasonal clothing throughout the year.

Financial Assistance & Social Services

Emergency financial assistance is available from People's Resource Center (PRC) on a limited basis for clients who are facing special hardships or unexpected needs, such as car repairs, utilities at risk of disconnection, and medical expenses. Our trained social services staff and volunteers work to connect clients to assistance from PRC or other area service providers.

In order to participate, you need to live in, or be moving to, DuPage County. You'll also need to be registered as a PRC Client. To request emergency financial assistance, referrals, or help with a public benefit application call 630-682-5402, extension 323 or send an email to socialservices@peoplesrc.org and leave a message with your name, phone number, and a short explanation of your situation. You will receive a response from a volunteer or staff member.

If funds are available and your situation appears to meet the program requirements, you will be offered a more in-depth interview. You'll be asked to provide a variety of documents related to your financial and emergency. If funds are not available, or if you do not qualify for PRC's program, staff members may be able to refer you to other sources of help. Please note that financial assistance from PRC is issued through payments directly to a utility company or other service provider.

Job Assistance

The Job Assistance program at People's Resource Center (PRC) helps unemployed residents of DuPage County find and keep a job. We provide workshops and one-on-one job search coaching. We also partner with area employers to connect pre-screened, qualified candidates with employers seeking to hire.

To participate in PRC's Job Assistance program, you must register as a PRC client, attend an Orientation workshop, and make a commitment to follow through on a job search action plan.

To get started, call PRC at 630-682-5402 ext. 333. Please leave a message with your name and phone number. Someone will return your call and help you register for an orientation session. Clients must be registered PRC clients who live in – or are in the process of – moving to DuPage County.

Clients attend two short orientation sessions to learn about the program and are then matched with their own job coach. This one-on-one ratio allows each coach to spend as much time as necessary with a client. Each PRC job coach has many years of experience in the job market, which is complemented by PRC's specialized training.

Refurbished Computers and Training

People's Resource Center's Computer Access and Training program helps clients understand personal computer basics and teaches commonly used software programs, including Intro to Computers, Windows Fundamentals, Word, Excel and PowerPoint.

As a Microsoft Registered Refurbisher, PRC takes donated computers and refurbishes them for distribution to those who need a home computer. The Fix-It program provides free repairs on home computers for PRC clients.

Adults living in DuPage County who have registered as a PRC client can sign up for computer classes. PRC clients may also receive one free refurbished computer per household; computer repairs are free of charge.

For most classes, advanced sign-up is required by calling 630-682-5402 extension 247. Classes meet for 90 minutes for seven consecutive weeks and are held throughout DuPage County.

Adult Learning and Literacy

The purpose of the Adult Learning and Literacy Department is to engage and empower adult learners to achieve their family, educational, community, and career goals. PRC supports these goals by providing adult learners access to lifelong, diverse, and equitable learning opportunities, consistent with their individual learning objectives.

We do this in a supportive environment through literacy and digital learning resources that include basic literacy, English Language Learner and High

School Equivalency preparation. Tutors assist with US citizenship preparation and help students attain basic computer skills and a level of digital literacy. In addition, PRC provides volunteer tutor/instructor training as well as community partnership opportunities. Classes are open to adults who are clients of the People's Resource Center.

To get started, call PRC at 630-682-5402, ext. 331. Please leave a message with your name and phone number. A staff person will return your call to discuss your learning goals. Staff will make every effort to find a convenient location for a class or tutor that works with your schedule and available transportation options.

Art Program

People's Resource Center offers much-needed opportunities for creative expression through its free art programs for clients, including special sessions dedicated to families and women. PRC also sponsors art exhibitions that give participants the chance to see their work on display in the community.

Local artists teach painting, ceramics, collage, and other classes at PRC locations in both Wheaton and Westmont. Paints, brushes, easels and other art supplies are provided.

In addition to having fun, adults and children who participate grow their imagination and creativity – all important skills in school, work and life. Participation also builds self-esteem in both children and adults. Many clients have found it a valuable way to validate their personal story and share it with others.

All PRC clients are eligible. To register for an upcoming class, call the Art Program at 630-682-5402, ext. 278. Classes are taught at our two locations or virtually, by local artists. We'll provide paints, brushes, easels, and other art supplies for the lesson. Be sure to wear comfortable clothes that you wouldn't mind getting dirty (especially for painting classes).

Ride DuPage

<https://www.ridedupage.org/>

1-630-407-6500

1-800-942-9412

RideDuPage@dupageco.org

Ride DuPage is an innovative transportation program that provides bus or taxi services for people who need travel assistance due to physical or

cognitive limitations. Subsidized by a partnership of townships, cities, villages, Pace and DuPage County, Ride DuPage offers curb -to -curb transportation 24 hours a day, 7 days a week at significantly reduced rates. Travel boundaries and ridership approval are determined on a case-by-case basis.

Salvation Army Oakbrook Terrace Corps

<https://centralusa.salvationarmy.org/oakbrook/>

630-629-4948

caleb.senn@usc.salvationarmy.org

Services Offered

- Domestic Violence Services
- Emergency Financial Assistance
- Emergency Shelter
- Food & Nutrition Programs
- Seasonal Services
- Casework Services
- Visitation Services
- Worship Services - Children's / Teen
- Worship Services - Church
- Christian Education
- Men's Ministries
- Music & Arts Programs
- Worship Services - Sunday School
- Women's Ministries
- Worship Services - Young Adult
- Worship Services - Youth Ministries
- Character Building Programs
- Community Recreation Programs
- Day Camp Activities
- Residential Camping Activities

PSYCHOLOGICAL SERVICES

case management, crisis intervention, counseling, mediation, domestic abuse services, substance abuse services, family services

Catholic Charities, Diocese of Joliet

catholiccharitiesjoliet.org

Counseling Information and Scheduling

815-730-4891

Catholic Charities Counseling Services provides outpatient counseling to the communities of DuPage, Will, Grundy, Kendall, Kankakee, Ford, and Iroquois counties. Offices are located in Lombard, Joliet, Morris and Bourbonnais. Individual, group, family, and couples therapy are provided, in addition to specialized services such as anger management groups and preventative education programs.

Our skilled and dedicated counseling staff is here to provide guidance and support.

We all want to lead healthy and satisfying lives, but some individuals and families struggle to achieve or maintain that status. At Catholic Charities, we have experienced counselors who can provide affordable services when problems arise.

Special accommodations can be made to individuals and families who are struggling financially, and who qualify for services at a reduced fee.

We welcome Medicare Part B and most PPO insurance coverage.

Evaluation

Sometimes it's difficult to understand what is troubling an individual, couple, or family. Counseling staff conduct comprehensive assessments for people of all ages to help determine what the difficulties are and how people can be empowered to resolve them

Individual Counseling

It is our objective to provide a range of therapeutic services that preserve, strengthen, and protect the emotional well-being of individuals within the context of their own cultural identity. We serve individuals who come from diverse racial, ethnic and spiritual backgrounds, with counseling that is sensitive to cultural difference.

- **Children & Adolescents** – Our staff include several child and adolescent counselors who provide individual and family counseling for youth and their families. Our staff are trained in a variety of specialties to intervene with troubled youth who experience emotional and behavioral difficulties: adjustment issues, attachment disorders,

oppositional and defiant behavior, conduct problems, school difficulties, social skills deficits, and childhood depression and anxiety.

- **Couples Counseling** – Our staff are trained and experienced in providing marital therapy. The Counseling Program also provides pre-marriage evaluations and counseling.
- **Adults** – Counseling staff have broad experience working with adults who are attempting to cope with a wide spectrum of life problems: anxiety, depression, life transitions, experiences of loss and bereavement, interpersonal difficulties, and developmental disabilities.
- **Family Counseling** – The Counseling Program offers family counseling in conjunction with child and adolescent counseling.
- **Seniors** – For seniors who are attempting to cope with life transitions which may include physical, financial, and emotional factors, our Counselors offer compassionate and supportive therapy geared to the losses that inevitably accompany the aging process. We accept Medicare Part B coverage.

Counseling Groups

There are numerous active groups for children and adults.

Mediation

Mediation is a way for both parties to come together with a neutral mediator to ensure everyone's needs are met, especially those of any children who may be impacted by these life events. Divorce mediation is the most peaceful way for families to process one of the most stressful events in one's life. If divorce is inevitable, Catholic Charities is here to support both parents and the children throughout the transition in order to help neutralize the relationship and move forward as co-parents for the best possible future for everyone involved. Our mediation services include parenting agreements, marital settlement agreements (divorce), and family or business mediation.

Consultation and Education

Consultation and education is available to community organizations, schools, and parishes to promote prevention and early identification of emotional and behavioral disturbances. We also have counselors available who are able to provide crisis intervention in the case of a traumatic event or disaster.

DuPage County Health Department

dupagehealth.org

Crisis Intervention Unit

24-Hour Line: 630-627-1700

Crisis Services are available 24 hours a day, 7 days a week, 365 days each year to provide a variety of supports and interventions to individuals experiencing a mental health crisis. What constitutes a mental health crisis varies from one person to the next, so each contact with Crisis Services is handled according to the specific needs of the individual. Support can be provided to the individual experiencing distress, or to the loved ones of a person in distress. Examples of a mental health crisis could include experiencing overwhelming depression, thoughts of suicide, feeling out of control, having disturbing thoughts, difficulty thinking clearly, or thoughts of harming others. Crisis Services staff provide brief intervention, support, guidance and linkage to mental health services, all with the goal of assisting the individual to lessen the crisis.

Metropolitan Family Services

www.metrofamily.org

630-221-8290

24-Hour Hotline: 630-469-5650

Behavioral Health Services

We offer supportive counseling to adults, children, and families in any phase of life to better handle their challenges. We help individuals and families deal effectively with mental illness and support recovery.

Adult Mental Health: Our holistic approach helps adults build on individual strengths and capacity for change and live productively and independently in the community. When needed, we provide psychiatric evaluation and medication monitoring to keep care on track. Specialized support is available for veterans and domestic violence survivors.

Children and Adolescent Mental Health: We help kids be kids with the normal ups and downs of growing up. Our services help children and adolescents with emotional difficulties to recover, strengthen family relationships, and succeed in school. We stabilize crisis situations and help keep children out of hospitals and other restrictive treatment environments.

Senior Services

We offer counseling, caregiver and protective services, as well as support for grandparents raising grandchildren. All services are designed to help families meet the challenges and opportunities of later years.

Adult Protective Services investigates reports of abuse, neglect and exploitation of seniors ages 60 and older and adults with disabilities. When abuse is substantiated, interventions are planned with the victim, family and others to reduce risk of further harm. Legal and senior self-neglect services are offered at certain locations.

Family Caregiver Support groups give children of aging parents, spouses and long-distance caregivers of seniors older than 60 or adults with Alzheimer's or Dementia an opportunity to share caregiving concerns, learn to balance their needs with those of their loved ones, manage stress, feel supported by others who share their journey, and get helpful tips and resources.

Grandparents Raising Grandchildren helps mobilize support services for older caregivers who are raising children and assists in future planning including assessment, referrals, support and educational groups, and in certain instances family and individual counseling.

Older Caregivers Project helps older caregivers plan for children's long-term care (permanency planning). It aids families in establishing a stronger support system through case management and linkages to community resources, ensures the well-being and safety of the children and caregivers, and provides a recommendation regarding the permanency of the children.

Senior Counseling helps physically, emotionally and/or economically vulnerable older adults function as independently as possible. It includes in-home or office assessments, family and individual counseling, support groups, case management and links to resources.

Senior Homeowners Program serves low- to moderate-income homeowners aged 60 or older who have difficulty maintaining their homes. The program provides referrals to reputable home repair contractors and links seniors to city departments and programs to help maintain their property. We also conduct workshops on topics such as reducing consumer fraud.

Legal Aid Society

The mission of the Legal Aid Society (LAS) is to protect and strengthen families by providing equal access to justice for all by focusing on the most vulnerable communities, including those who are impoverished, the elderly, and victims of violence & crimes.

We at the Legal Aid Society of Metropolitan Family Services continue our commitment to securing access to equal justice by providing legal representation and assistance on domestic violence, family law, consumer and housing issues, elder abuse and financial exploitation, human trafficking,

and victims of crime. We present “Know Your Rights” workshops on all the areas of law we practice and lead several legal clinics. In partnership with Metropolitan Family Services, we offer the most comprehensive services to our clients by providing meaningful opportunities to move up and out of poverty.

In addition, we work with local and state bar associations and local court administrators to advocate for better laws and a system that is more responsive to its clients and to low-income families in general.

Hamdard Health Alliance

www.hamdardhealth.org

630-835-1430

24-Hour Crisis Line: 866-305-3933

A multi-cultural agency focused on serving the Middle Eastern and South Asian communities as well as other vulnerable DuPage County residents.

Behavioral Health

Hamdard’s program philosophy is deeply rooted in our family and community values and our cultural and religious traditions and practices. One of the highly prioritized goals of our programs and services is the preservation, stabilization, and rehabilitation of our dysfunctional families. Hamdard’s programs and services are designed to strengthen and support families and to give people in distress a sense of hope. Hamdard uses a holistic, integrated service delivery model with a heavy emphasis on prevention and early intervention.

Trained and credentialed mental health counselors, social workers, clinical psychologists, and psychiatrists staff Hamdard’s mental health services. Mental health is the most widely used program by men, women, children, and elders seeking professional help for depression, anxiety, adjustment at work and at home, acculturation difficulties, family conflicts, intergenerational conflicts, marital problems, just to name a few. Hamdard helps elderly clients who feel abandoned and lost. Hamdard also provides assessments and evaluations for disability benefits and Social Security Income (SSI). The Agency’s professionals additionally run into teenage girls who have attempted to hurt themselves due to the overwhelming family pressure and multiple stressors, but most notably violence at home.

Hamdard’s professionals have seen positive outcomes when clients seek help at an early stage, especially in cases of marital discord and family

violence. The Agency staff has also noted that most community members who seek help at Hamdard suffer from chronic, multiple problems and have severe barriers accessing mainstream services.

The goal of the Mental Health program is early detection, and intervention to reduce further damage to emotional health. Chicago area is growing in numbers with the refugee population. Most of the refugees coming to Hamdard to seek mental health services have severe trauma and Post Traumatic Stress Disorder (PTSD) symptoms. Hamdard staff understands the unique need of refugees to help them adjust to living in a new culture.

Bilingual and bicultural counselors and psychiatrists are available to provide services all in need. Currently, counselors are able to see children of any age and psychiatrists see individuals age 18 and over. Services are offered in Arabic, Bosnian, Hindi, Urdu, Gujarati, Farsi, Sindhi, and Kuch including:

- Crisis intervention
- Psychiatric evaluation
- Medication monitoring
- Mental Health Assessment
- Substance Abuse
- Education and Outreach
- Individual, Couples and Family Therapy
- Group Therapy
- Case Management
- Collaboration with schools, hospitals and social service agencies

Outreach Community Ministries

outreachcommunityministries.org

630-682-1910

Outreach Community Counseling Centers

The Outreach Community Counseling Centers are embedded in Outreach's neighborhood resource centers. Counseling services are collaborative, strength-based and faith-based. The center serving Wheaton, Glen Ellyn, and Winfield plus surrounding areas is located at:

122 West Liberty
Wheaton, IL 60187
630-682-1910

Are you or is someone you know feeling stretched by life, relationships or stress?

We know what it is like to run out of ideas as you manage the stresses in your life. And we know that sometimes those stresses can come from every direction. We can help you sort things out and figure out where to begin.

We understand that it can be difficult to decide to ask for help and to know who to call once you have made that decision. We will help you find the right services with us or in the community.

We know that each story is unique and because something worked for someone else does not mean it will work for you or your family. We will take the time to listen and find the right answers for you.

We realize that not everyone can afford to pay the going rate for counseling services and that many of those we serve will need reduced fees. We will work with you to access our scholarship funds if needed.

Outreach Community Counseling Centers have been working with individuals and families in DuPage County for more than 40 years. We help people find hope when it was gone and find solutions when they had almost given up. Each year our professionally trained therapists provide individual, couples and family counseling for more than 1,000 people in the community. Staff therapists are trained in the latest research and use practices that have been shown to work in addressing a wide variety of concerns.

Counseling can help with:

- Emotional distress from anxiety, depression, anger, grief and loss or trauma
- Family conflicts or parenting concerns
- Problems for children related to school, home or community
- Youth development regarding family, peer, school and identity
- Couples' relationships
- Individual or family adjustment following divorce or remarriage
- Support in the midst of major life decisions or transitions
- Our work is:
- Collaborative – We help you set goals based on your hopes and concerns.
- Strength Based – We assist in identifying your strengths and resources that can be helpful in reaching your desired goals.
- Team Oriented – Staff therapists work together so that you benefit from their cumulative knowledge and experience.
- Faith-Based – Our therapists work from a Christian perspective; at the same time, we welcome and respect those clients whose faith traditions differ from our own.
- Culturally Competent – We work effectively with people from a wide variety of cultural and socio-economic groups.

- Affordable –For those experiencing financial hardship, scholarship funds are available through the support of the United Way, local churches and private donors.
- Systemic – We work with the significant people and professionals in your life to make the work effective.

Additional services:

- Crisis Intervention and Specialized Youth Services – We work with youth who have run away or are locked out of their home as well as youth who are “out of control” or at risk of police involvement.
- Psychological Testing – Individuals of all ages can receive cutting-edge, professional psychological testing to assess intellectual, academic and/or personality functioning, clarify diagnosis, and identify learning disabilities or attention difficulties.
- Coordination with Other Agency Services – Outreach’s neighborhood resource centers offer case management to help families with financial and practical needs, youth services including after-school programs, housing programs for young women and outreach for older adults.

Youth in Crisis

The Youth Development services at Outreach walk alongside students at various stages of life, assisting them to become all that God intends them to be. Outreach serves at-risk children and youth at various grade levels, providing educational assistance through academic tutoring, one-on-one mentoring, faith development activities, college preparation for high school students and college scholarships for college students. In addition, Outreach reaches out to youth and young adults in crisis by providing run-away intervention and court diversion services.

All programs incorporate a focus on life- and career-building skills, academic success and character development. Most programs also incorporate faith development activities. Attendance is voluntary in all the faith development activities at Outreach.

CRISIS PREGNANCY CENTERS

Care-Net Pregnancy Centers

www.care-net.org/what-is-a-pregnancy-center

877-791-5475

Pregnancy Centers are local, nonprofit organizations that provide compassionate support to women and men faced with difficult

pregnancy decisions. Care Net is dedicated to partnering with independent pregnancy centers and providing them with the resources they need to serve their local communities.

Pregnancy isn't always expected and can often come at a difficult time; that's where Care Net pregnancy centers come in. With an affiliated center you can trust that you'll only receive accurate information and confidential services. Clients are able to obtain these services without charge at almost every center.

In 2018, Care Net affiliates provided clients with more than \$62 million of free services.

Affiliated Care Net Pregnancy Centers may differ in what they can offer to their clients. It is best to research individual locations in advance to ensure that the services you need are covered in your area.

Services provided by local Care Net centers may include:

- Pregnancy decision coaching by trained advocates
- Free pregnancy tests
- Information about pregnancy options
- Material resources
- Post-decision support (including parenting education and abortion recovery groups)

Some centers offer specific medical services, including:

- Consultation with a licensed medical professional
- Limited ultrasound for pregnancy confirmation
- Testing for sexually transmitted infections and diseases

The Care Net Advantage

Many independent pregnancy centers affiliate with a national organization, such as Care Net, to receive resources and benefits that help them better serve their local communities. Care Net's approach to equipping pregnancy centers to help women and men navigate the unique challenges surrounding unplanned pregnancies has helped countless individuals.

Together, Care Net and your local pregnancy center operate according to the highest standards of care and integrity; subscribing to the standards of care outlined in Care Net's Commitment of Care and Competence, making them a safe, non-judgmental place to explore pregnancy options.

With more than 1,100 affiliates across North America, chances are there's a Care Net pregnancy center in your community ready and equipped to serve you.

Since 2008, we've served more than 2.8 million clients like you and 97% of those surveyed said they had a positive experience at the center.

The Care Net Promise

At Care Net affiliated pregnancy centers, personal and health information is treated highly confidentially. Protecting client's privacy is a very important value for Care Net pregnancy centers. Except in rare cases where information must be shared in compliance with state law for the protection of an endangered child, or to protect the client or others from physical harm, client information is held in the strictest confidence. Care Net also provides centers with detailed best practices for protecting client's personal information.

Care Net centers understand that pregnancy decisions are an emotional and private choice. Clients can feel confident in the information they receive because it's backed by research from caring professionals. Affiliated pregnancy centers do not discriminate based on age, race, nationality, religious affiliation, disability or any arbitrary circumstances. Interested clients will always find support in exploring the spiritual dimension of their choices. Center personnel share the love of Jesus Christ in ways that are both practical and personal, and, while caring prayer support is always available to clients, it is never imposed.

Additionally, Care Net affiliated centers are uniquely positioned to operate according to the highest standards of care and integrity. As part of our network of North American centers, Care Net affiliates receive expert best practice advice on operations, client care, medical services, marketing, board leadership and more.

Together, Care Net and your local pregnancy center form a powerful team. By offering practical, compassionate support, we remove the barriers that cause people to choose abortion and empower them to make positive choices for themselves and their families.

Care Net centers provide information about all pregnancy options to clients, as well as ongoing practical support for those choosing non-violent options. For those who experience grief or regret related to a past abortion, abortion recovery programs are available at most centers. The decisions made during times of unplanned pregnancies can be life changing, making it more important than ever that you consider all your choices carefully.

Please Note: Care Net affiliated pregnancy centers do not perform or refer for abortion and do not profit from any client's decision.

Holt International

holtusa.org/

630-205-5117

800-222-9666

Unplanned Pregnancy Help

Speak with a counselor about your unplanned pregnancy.

Women of all ages and walks of life have experienced an unplanned pregnancy. They may be students or in a career. They may be in their teens, 20s, 30s or 40s. They may be single or married. Thousands of women like you have had to face a time of change and decision. Soon you'll be making some very important choices and it's hard to do that on your own.

Take control and speak with one of our counselors day or night. We can help you understand all your options and provide the support you need. Call 800.BABY.MOM (800-22-9666) or text 630-205-5117.

Therapy Services

Services may include a one-time appointment or ongoing sessions where you can address your particular questions or concerns.

Consultation

This is an initial session to discuss and answer questions regarding your child or your family's specific situation. Resources and referrals are available to assist your family and your individual needs. Ongoing therapy sessions at Holt International's Illinois and Wisconsin branch are an option after the consultation.

Individual Therapy

These are ongoing sessions based on the progress of your identified goals and objectives. Each individual and family is unique, so treatment plans are individualized and based on your unique needs. Individual therapy is a one-on-one therapy session with the identified client (you or your child) and the therapist.

Family Therapy

Family therapy is a session with all members of the family, or at least one parent/ caregiver, the child and the therapist. These are ongoing sessions based on the progress of your identified goals and objectives.

Group Therapy

Group therapy is an ongoing group session with other identified clients. Arranged by the therapist, groups are based on similar age ranges, the presenting problem/issue and maturity level.

ENGLISH AS A SECOND LANGUAGE

College of DuPage ABE/GED/ESL

cod.edu/academics/els/index.aspx

630-942-2259

Our mission is to provide free, quality instructional programming and support services to help adults learn English and civics, improve reading, writing, math skills and prepare to pass the GED exams.

Students who successfully complete our programs acquire the skills necessary to improve employment opportunities, advance to further education or training and are more involved in their communities.

Classes are offered in more than 25 locations throughout our district. Chances are we are in your neighborhood – let us help you take that next step. Contact us at (630) 942-2259.

World Relief DuPage/Aurora: Education Services

worldreliefdupage.org/education-services

Liza Khalil, DuPage/Aurora's Education Administration Manager
(630) 462-7566 ext. 1044, LKhalil@wr.org

Daniel Gonzalez, DuPage/Aurora's Enrollment & Recruitment Coordinator
(630) 888-0023, dgonzalez@wr.org

Rachel Hasdak, Chicago's Adult Education Program Coordinator
(331) 308-0291, rhasdak@wr.org

World Relief Chicagoland education programs in both the city and suburbs include English classes, career readiness and advancement classes, and English and citizenship tutoring for adults. These classes involve a combination of video lessons, virtual classroom meetings, and independent homework assignments. Classes typically last one to two hours during either morning, evening, or weekend hours.

As part of the curriculum, students also receive digital literacy training, job interview training, the skills required to best support their children in school, information on how to obtain citizenship, and advice on how to meet personal goals. Classes and tutoring options are offered to immigrants at their appropriate skill levels. Programs result in students who are confident and able to more successfully navigate day-to-day life in the United States.

Our classes include:

- Virtual classroom
- Interactive lessons
- Activities to practice outside of class
- Practice your reading and writing skills
- Conversation practice
- Support for career skills
- Technology lending library
- Get to know other students

IMMIGRATION AND REFUGEE SERVICES

Centro de Información

centrodeinformacion.org/programs-services

847-695-9050

Centro de Información has been offering immigration services to the far northwest Chicago suburbs for more than 40 years. We are a BIA accredited organization, and our immigration counselors have also received BIA accreditation. Our counselors are able to guide clients through the immigration process by answering questions, helping with paperwork, and explaining the benefits of immigration.

Some examples of the services provided in our office include Family-based Petitions, Adjustment of Status applications, Employment Authorization Cards, Replacement of Alien Registration Card, Consular Process, Temporary Protected Status, "V" Visa, or "K1" Visa, DACA Renewal, DS-260 Visa Immigrants & Registration Alien Form, Affidavit of Support, Translations, INFOPASS, TPS for Centro-American, Naturalization, and Citizenship. Please note there is a \$40 fee for these services, payable by cash or credit card.

For an appointment to meet with an immigration counselor, please call: (847)695-9050.

Immigration Program Staff:

Veian D'Abreu, Coordinator of Immigration Services (847)695-9050 ext. 317

Susana Tinoco, Immigration Counselor, BIA Accredited (847)695-9050 ext. 309

Parenting Skills Training

Centro de Información provides parenting classes in both English and Spanish. These courses are made up of nine, two-hour classes which meet once a week over a nine-week period.

Throughout the course, parents will have opportunities seek advice, share concerns, and relate to other parents. Attendees will receive small assignments to do at home and will be required to pass a final exam in order to complete the course.

If parents have been referred by the Department of Children and Families Services (DCFS), the instructor will make up to four home visits during the nine weeks of the course. If parents have been referred by court or a private agency, the cost will be based on the agency and court requirements.

For more information, please contact Helen Lopez Strom at (847)695-9050 ext.303

ICIRR: Illinois Coalition for Immigrant and Refugee Rights

<https://www.icirr.org/>

New Americans Initiative: Becoming a Citizen

The New Americans Initiative is a non-profit partnership between the State of Illinois and the Illinois Coalition for Immigrant and Refugee Rights to help you through the process of becoming a U.S. citizen, with FREE assistance.

U.S. citizenship is the path to full participation in our nation. You can vote, travel freely, protect yourself and your family members from the possibility of deportation, petition to unite with other family members, hold a wider range of jobs, and have access to all of the rights, benefits, and responsibilities of a full member of the United States of America.

We can answer your questions about:

- Who is eligible for citizenship and who is not?
- How much does it cost and how long does it take?
- Do I need to speak English? How well?
- What is on the Citizenship Test? How do I prepare?
- What are the benefits of U.S. citizenship?

We can assist with your citizenship application with:

- Citizenship workshops for application assistance and legal advice.
- A checklist of the documents you must submit.
- Referral to qualified attorneys, if necessary.
- Referral to citizenship and English classes, if necessary.
- Help with materials to prepare you for the citizenship test.

- Help with financing the citizenship process.

If you are considering becoming a U.S. citizen, we strongly urge you to do it now. The cost of citizenship is increasing every year, and there are many efforts in Washington to make the test much more difficult and the process even more bureaucratic.

We also encourage you to volunteer with the New Americans Initiative, assisting others to become U.S. citizens and participate in our Democracy.

So... for yourself, for your family, and for your community, take the step to become a U.S. citizen. Continue your American Dream. The Opportunity is Now! Participate. Become A Citizen. Vote.

Facing Deportation? Call Our Family Support Network and Hotline

1-855-HELP-MY-FAMILY (1-855-435-7693)

What confidentiality means to us:

Callers always have the choice of whether or not to share their real name or phone number with our volunteers; they are never obligated to reveal this information. In other words, we will know who you are only if you choose to tell us.

While almost all callers are connected directly to a volunteer, we might experience a high volume of calls and you will reach our voicemail. In these cases, callers may choose to leave a phone number, in which case the number will be confidential and will be given directly to a volunteer to call back.

*We will never share any of your personal information with our social service partners without your permission.

*We will never share any of your personal information with advertisers.

LEGAL SERVICES

Prairie State Legal Services

pslegal.org

815-965-2134

Prairie State Legal Services is an organization that offers free legal services for low-income persons and those age 60 and over who have serious civil legal problems and need legal help to solve them. We provide legal assistance in civil cases.

We provide assistance in areas of law affecting basic human needs.

- Safety:
 - Orders of Protection for people experiencing domestic violence
 - Divorce, custody, or child support in cases involving domestic violence or child endangerment
 - Elder abuse, including financial exploitation
 - Other court orders to stop abuse, harassment, or stalking
 - Immigration issues faced by survivors of domestic violence and trafficking
 - Guardianships of minors and adults to ensure safety and stability
- Housing:
 - Subsidized housing (public housing, Section 8 and other rental assistance) evictions, termination of assistance, rent calculations, and admissions issues
 - Discrimination and disability accommodation
 - Eviction from mobile home parks
 - Evictions by private landlords
 - Housing protection for seniors, veterans, people living with HIV/AIDS
 - Foreclosure, property tax and other homeownership issues
 - We receive special funding to conduct Fair Housing enforcement, testing, and education in several communities across our service area.
- Health:
 - Medical assistance denials, terminations, spend down issues (Medicaid, Medicare)
 - SSI/SSD applications for people living with HIV-AIDS
 - Nursing home discharges
 - Home care services
 - Guardianships of adults to ensure access to healthcare
 - Powers of attorney and other advance directives
- Stability:
 - Seeking expungements and sealing criminal records, restoring driver's licenses, and removing other barriers to employment, education and housing
 - SNAP (Food Stamp) and TANF (cash) denials, calculations, overpayments and sanctions
 - Medical assistance denials, terminations, spend down issues (Medicaid, Medicare)
 - SSI and Social Security denials, cessations, terminations, overpayments and garnishments
 - Special education, school discipline, and school enrollment issues

- o Community Care Program and Home Services Program issues
- o Tax disputes with IRS, including innocent spouse relief, identity theft, and collections

World Relief DuPage/Aurora: Immigrant Legal Services

worldrelief.org/chicagoland/immigration-legal-services/client-resources/

(630) 462-7660

ILS provides quality, compassionate, and affordable immigration assistance and is recognized by the Board of Immigration Appeals as an accredited establishment.

General Consultations provide a brief introduction to immigrant legal services and help clients discover their options and begin any necessary processes needed to attain desired status.

Adjustment of Status facilitates the movement from a temporary status to a permanent status, where eligible.

Family Reunification allows citizens and immigrant residents to petition for family members who've been separated through war and persecution, or who are citizens of another country.

Citizenship Services enable eligible permanent residents to apply for U.S. Citizenship, opening them up to rights, privileges, and services previously inaccessible, and allowing them to become informed, contributing members of their communities.

VAWA/U-Visas seek justice against wrongful acts of violence, and open up pathways for the victim to gain protection through lawful status.

We also offer the following services:

- Conditional Residency Removal
- Consular Process/ Immigrant Visas
- Document Translations
- Financé Petitions
- Refugee Green Cards
- Renew/Replace Green Cards

SEE ALSO

Community Resource Information System

dupagecris.org

The Community Resource Information System database is continually being updated in order to provide the most current information regarding resources available to those within DuPage County.

The DuPage County Helper

www.dupageco.org/community

This extensive resource listing is published regularly in English and Spanish by DuPage County Community Services.

DuPage County Services

<https://www.dupageco.org/servicesbyfunction.aspx?tid=558>

Includes a variety of services, including:

- Caregiver Resource Center
- Community Services Block Grant
- DuPage RX Prescription Drug Card
- Human Services Grant Fund
- Low Income Home Energy Assistance Program (LIHEAP)
- Prescription and Eyeglass Assistance
- Water Bill Payment Assistance

The DuPage Homeless Continuum of Care

<https://dupagehomeless.org/resources/find-assistance/>

The Continuum works to develop and support effective strategies to end homelessness in DuPage County. Their website's Links page includes a list of social service agencies.

Illinois and Federal Temporary Assistance for Needy Families

<https://www.benefits.gov/benefit/710>

The Illinois Temporary Assistance for Needy Families (TANF) program provides temporary financial assistance for pregnant women and families

with one or more dependent children. TANF provides financial assistance to help pay for food, shelter, utilities, and expenses other than medical.

Section 8 Housing

<https://www.benefits.gov/benefit/710>

The housing choice voucher program provides assistance to very low-income families to afford decent, safe, and sanitary housing. Housing can include single-family homes, townhouses and apartments and is not limited to units located in subsidized housing projects. Housing choice vouchers are administered locally by Public Housing Agencies (PHAs). A family that is issued a housing voucher is responsible for finding a suitable housing unit of the family's choice where the owner agrees to rent under the program. A housing subsidy is paid to the landlord directly by the PHA on behalf of the participating family. The family then pays the difference between the actual rent charged by the landlord and the amount subsidized by the program.

Search for Benefits

https://www.benefits.gov/benefit-finder#benefits&qc=cat_1

For more information on government benefits, visit: <https://www.usa.gov/benefits>