



Chicago Department of Family and Support Services

2013 Service Guide

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

Children's Services

312- 743-1980 / www.cityofchicago.org/children

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

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

- The **Early Head Start** program provides educational and early childhood development activities that promote school readiness for more than 900 birth to three-year-old children from low-income families. The program offers children free health services and nutritious meals, and also provides parent education and training.
- The **Head Start** program provides educational and early childhood development activities that promote school-readiness for more than 16,800 three- to five-year-old children from low-income families. The program offers children free health services and nutritious meals, and also provides parent education and training. For more information, please call **312-823-1100**.
- The **Child Care Assistance Program** provides close to 9,000 children from low-income families with access to quality, affordable child care that allows parents to continue to work or participate in approved training programs, and contributes to the healthy, emotional and social development of the child.
- DFSS sponsors and manages the administration of Chicago's **Summer Nutrition Program** for children and youth at 300 locations across the city. The program provides residents, 18 years and younger, with approximately 500,000 free, nutritious breakfasts, lunches and snacks at community-based sites across the city including Chicago Park District and Chicago Housing Authority sites and faith-based facilities.

Youth Services

312-743-0208 / www.cityofchicago.org/youth

- The **Summer Youth Employment Program** operates during the summer months to help provide youth ages 14-24 with career-oriented summer employment to help them develop transferable skills to increase employability through job readiness training. It also provides them with guidance, training, and supervision to help create a meaningful and quality summer job experience.
- Through the **One Summer Chicago** initiative, DFSS helps coordinate summer opportunities for youth along with other City departments, sister agencies and Cook County government. Many of these opportunities are summer jobs combined with additional support programs and learning opportunities. During the Summer of 2013, One Summer Chicago provided more than 190,000 activities and nearly 20,000 summer jobs. Please visit www.onesummerchicago.org for further information.
- DFSS coordinates and manages the **One Summer PLUS** initiative that focuses on assisting high-risk youth who attend Chicago's public high schools in high crime areas. The program provided 1,000 youth in 2013 with enhanced summer jobs or summer jobs with social-emotional learning, and is part of an ongoing evaluation being conducted by the University of Chicago Crime Lab. One recent finding from the Crime Lab was that at-risk youth who participated in the 2012 One Summer PLUS program experienced a 51 percent drop in arrests for violent crime.
- The **After School and School Breaks Program** provide youth ages 6-18 years of age with high quality out of school time enrichment and academic acceleration programming.
- The **Mentoring Program** safely connects youth between 6-18 years of age with adult mentors who share their knowledge and experience. The program provides participating youth with accessible role models to help guide them and maximize their developmental potential.
- The **Behavioral Health Services Program** provides group, individual and family counseling sessions for youth ages 6-18 to help overcome obstacles with education, socialization and family stability. Counseling sessions are offered at schools, homes and at delegate agencies.
- The **Intensive Youth Services Program** provides case management, home visits, outreach mediation, prevention workshops, life skills, sports and recreational activities for youth 6-18 years old. Case management includes assessment, referrals, court and school advocacy. Agencies provide outreach services a minimum of four evenings a week to engage youth in supports.
- The **Juvenile Intervention and Support Center (J.I.S.C.) Program** operates in collaboration with the Chicago Police Department in Police Area 1 to provide youth with an alternative to entering the juvenile justice system. Youth are provided with case management to connect them with social services and to address youth and family needs that may be creating barriers to youth success.

Human Services

312-743-1524 / www.cityofchicago.org/servicecenters

- Through our six **Community Service Centers**, DFSS assists approximately 45,000 residents per year. These centers offer residents access to a wide range of resources including shelter, food pantry referrals, clothing, domestic violence assistance, and job training and placement. Clients can also get information about rental, utility and other financial assistance programs. www.cityofchicago.org/servicecenters
- 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

Services for Victims of Domestic Violence

312-746-7448 / www.cityofchicago.org/domesticviolence

- DFSS provides services for approximately **9,000 victims of domestic violence** and their children through 30 community-based programs which provide numerous services including case management and linkage to ancillary services; court advocacy, legal representation; and individual and group counseling.
- DFSS will continue to connect victims of domestic violence with services, like shelter, counseling and job placement/training assistance, through the **Domestic Violence Help Line**. The **Help Line** fields an average of 30,000 calls per year.
- **Domestic Violence Help Line:** 1-877-TO END DV or 1-877-863-6338

Homeless Services

312-743-1524 / www.cityofchicago.org/homeless

- DFSS administers and manages programs for homeless individuals and families, including more than **3,000 beds of overnight shelter and interim housing**. Additionally, DFSS supports an array of services for homeless individuals and families including homelessness prevention, outreach and engagement, community-based case management, permanent supportive housing, and specialized services such as employment training and placement, assistance with public benefits applications and substance use treatment.
- DFSS manages more than 1,400 units of HUD-funded **Shelter Plus Care**. Shelter Plus Care is a rental housing subsidy for homeless persons with disabilities such as HIV/AIDS, substance use disorders, or mental illness. Under Shelter Plus Care, HUD pays for housing subsidies for eligible clients and local sponsor agencies provide a matching level of care for participants.
- In 2012, DFSS redirected funds to provide help to close the gap in critical need areas by funding additional shelter beds for homeless youth and a new day program for chronically homeless adults.

- In 2011 and 2012, DFSS and the Chicago Alliance to End Homelessness helped lead an intensive community planning effort to develop an updated set of strategies to prevent and end homelessness in Chicago. “**Plan 2.0**,” which was formally released by Mayor Emanuel and key stakeholders at a press conference on August 23, 2012, is a broad-ranging, seven-year action plan that reaffirms and builds on the core tenets of Chicago’s original 2003 Plan to End Homelessness - prevention, housing first, and wraparound services - and identifies new strategies to improve access and opportunity for those residents who are most in need.

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

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

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

Veterans Resource Office

312-744-7582 / www.cityofchicago.org/veterans

- DFSS has two **Veterans Resource Office** locations to serve Chicago’s **U.S. military veterans**.
- The **North Area Veterans Resource Office**, which is located at 845 W. Wilson Avenue (As of December 17, 2013), specializes in assisting veterans with securing employment and related issues. The North Area office is open weekdays from 9:00 a.m. to 5:00 p.m. For more information about this location, please call **312-744-7582**.
- The **Central West Veterans Resource Office** assists veterans with health-related issues and is located at 2102 W. Ogden Avenue, across the street from the Jesse Brown VA Medical Center. The Central Area office is open weekdays from 8:30 a.m. to 4:30 p.m. For more information about services at this location, please call **312-743-0720**.

Workforce Development Services

312-746-7760 / www.cityofchicago.org/workforce

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

Senior Services/Area Agency on Aging

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

- A resource for more than 150,000 residents annually, **the Aging and Disability Resource Network** ensures seniors and their advocates understand all their options regarding benefits, services and programs and assists individuals through the application process. Consult a specialist at the **ADRN** by calling **312-744-4016**, or visiting Room 100 at City Hall or DFSS Regional Senior Centers.
- The **Golden Diners Program**, administered by DFSS each weekday, provides Chicago's seniors (over 60 years of age) with hot, nutritious lunches in a communal setting at nearly 60 sites throughout Chicago. Each year, DFSS provides approximately 750,000 meals to over 20,000 older adults through this program.
- DFSS' **Home Delivered Meals** program provides approximately 3.2 million home-delivered meals to over 9,000 homebound older adults each year.
- DFSS offers a range of services to support 400 kinship families through its **Older Relatives Raising Children** program including services such as counseling, family mediation, support groups, respite services and case advocacy and support.
- DFSS' **Regional and Satellite Senior Centers** (6 Regional and 15 Satellite Senior Centers) receive more than 400,000 visits from Chicago seniors and their caregivers who are seeking a variety of social, educational and recreational activities. Each center is tailored to meet the needs and interests of the local community. All centers offer resources for caregivers, cultural activities, health and fitness programs, computer learning centers, the Golden Diners meals program, and more. For further information about our senior centers visit: www.cityofchicago.org/city/en/depts/fss/dataset/senior_centers.html
- Seniors and their families can receive information about **in-home services** that allow more than 33,000 seniors to live independently with support in their homes and communities by calling 312-744-4016

Links to Additional DFSS Information:

DFSS Program Guide in Detail:
www.cityofchicago.org/fssprograms

DFSS Facebook Page:
www.facebook.com/chicagoDFSS

Community Service Center Locations

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

Senior Center Locations

Northeast Regional Senior Center, 2019 W. Lawrence Avenue, Chicago, IL 60625, 312-744-0784
Southwest Regional Senior Center, 6117 S. Kedzie Avenue, Chicago, IL 60629, 312-747-0440
Northwest Regional Senior Center, 3160 N. Milwaukee Avenue, Chicago, IL 60618, 312-744-6681
Central West Regional Senior Center, 2102 W. Ogden Avenue, Chicago, IL 60612, 312-746-5300
Southeast Regional Senior Center, 1767 E. 79th Street, Chicago, IL 60649, 312-747-0189
Renaissance Court Regional Senior Center, 78 E. Washington St, Chicago, IL 60602, 312-744-4550
Abbott Park Satellite Senior Center, 49 East 95th Street, Chicago, IL 60619, 312-745-3493
Edgewater Satellite Senior Center, 5917 N. Broadway, 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 Ave., Chicago, IL 60631, 773-775-6071
Garfield Ridge Satellite Senior Center, 5674-B S. Archer Ave., Chicago, IL 60638, 312-745-4255
Chatham Satellite Senior Center, 8300 S. Cottage Grove Ave., 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 Locations

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

Helpful Phone Numbers

Aging and Disability Resource Center (ADRC): 312-744-4016
Child Abuse Hotline: 800-25-ABUSE
City of Chicago Service Requests: 3-1-1
Domestic Violence Help Line: 1-877-TO END DV or 1-877-863-6338
Drug Abuse Hotline: 800-CRACK-44
Elder Abuse and Neglect Hotline: 866-800-1408
Illinois AIDS Hotline: 800-243-2437
Senior Helpline (IDOA): 800-252-8966
Runaway Rape/Sexual Assault Hotline: 888-293-2080
Youth Hotline: 800-621-4000

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