



# Know Your Rights & Resources

*Upholding Justice and Rights for Every Chicagoan*

**OFFICE OF IMMIGRANT, MIGRANT,  
AND REFUGEE RIGHTS (IMRR)**

# Acknowledgments

We would like to extend our heartfelt thanks to all those who contributed to the creation of this guide. Your support, expertise, and dedication have been invaluable throughout this process.

We would also like to note that the information provided in this guide should not be construed as legal advice. It does not cover all the necessary details or situations you need to know and is intended solely as a starting point. We encourage you to seek professional advice tailored to your specific needs.

We extend our heartfelt gratitude to the following organizations for their unwavering support of immigrant and refugee communities. Your resources and dedication have been a source of inspiration in the creation of this manual.

***American Civil Liberties Union***

***Illinois Coalition for Immigrant and Refugee Rights***

***Make the Road New York***

***National Immigrant Justice Center***

***The Resurrection Project***





# Key Definitions

Definitions of agencies, departments, and entities mentioned in this manual

## Federal Agencies &

**Immigration and Customs Enforcement (ICE):** can enforce immigration laws throughout the United State. ICE is the policing arm of the Department of Homeland Security.

**U.S. Citizenship and Immigration Services (USCIS):** processes applications for immigration benefits.

**U.S. Customs and Border Protection (CBP):** can enforce immigration laws within 100 miles of any land or sea border.

**ICE Warrant:** directs various federal immigration enforcement agents to arrest the person named in the warrant. Because it is not issued by a judge, an ICE warrant does not give the immigration enforcement officer the authority to demand entry to a home or private space in order to make the arrest.

**ICE Detainer:** is a written request that a local jail or other law enforcement agency detain an individual for an additional 48 hours after his or her release date in order to provide ICE agents extra time to decide whether to take the individual into federal custody for removal purposes.

## City of Chicago Agencies and Departments

**Chicago Police Department (CPD):** primary law enforcement agency of the city of Chicago. It is not charged with carrying out immigration enforcement.

**Mayor's Office of Immigrant, Migrant, and Refugee Rights (IMRR):** created in 2023 to promote the inclusion and equitable treatment of immigrants, migrants, and refugees in Chicago.

**Department of Family and Support Services (DFSS):** dedicated to supporting services to enhance the lives of Chicago residents, particularly those most in need, from birth through the senior years.

**Office of Emergency Management (OEMC):** prepares Chicago for emergencies, aids disaster recovery, mitigates impacts, and prevents or reduces disasters when possible.

**Chicago Department of Public Health (CDPH):** provides guidance, services, and strategies that make Chicago a healthier and safer city.

## City & State Laws

**Welcoming City Ordinance:** law in Chicago that ensures immigrant and refugee residents are treated with dignity and respect, protecting them from discrimination and promoting inclusivity in city services.

**Illinois Trust Act:** State law that generally prohibits local law enforcement<sup>1</sup> in Illinois from participating in immigration enforcement.

**Illinois Ways Forward Act:** State law that prohibits state and local governments from engaging in federal immigration enforcement and, critically, ending immigration detention in the state.



# CHICAGO IS A WELCOMING CITY

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Chicago is the birthplace of the Welcoming City movement in the Midwest.

In 1985, under the leadership of Harold Washington, the City's first Black mayor, Chicago took bold steps to embrace immigrants and people from all walks of life by prohibiting city officials from inquiring about citizenship status.

In 2012, Chicago passed the Welcoming City Ordinance, a landmark piece of legislation aimed at making the City more inclusive for immigrants, refugees, and people of all backgrounds.

The ordinance ensures that all residents are not denied services based on their immigration status.

It provides access to essential City services, like health care, education, and housing, without the threat of deportation.

It also limits the ways local law enforcement can cooperate with federal immigration authorities.

Being a Welcoming City isn't just a policy—it's a promise. A promise to honor the contributions of immigrants and refugees, to celebrate diversity as a strength, and to uphold the values of equity and respect that define us.



**WELCOMING CITY ORDINANCE**





ILLINOIS COALITION  
FOR IMMIGRANT  
& REFUGEE RIGHTS

# KNOW YOUR RIGHTS

## WHEN INTERACTING WITH IMMIGRATION OFFICERS (ICE)

- **If you believe you are witnessing ICE activity**, please call ICIRR's 24-Hour Family Support Hotline at 1-855-HELP-MY-FAMILY (1-855-435-7693) to report it.
- **If you find yourself interacting with an ICE officer in any location including your workplace, or out in the community, remember that you:**
  - Have the right to remain silent when questioned or arrested by immigration officers
  - Should remain calm and keep your hands where the officer can see them
  - DO NOT:
    - discuss your immigration or citizenship status with the police, immigration agents, or other officials
    - sign anything you do not understand. You should state that you wish to speak with an attorney
- **If an officer knocks on your door at home:** Do NOT open the door. Teach your children not to open the door.
  - ICE officers must have a **warrant signed by a judge** to enter your home. ICE "warrants" are not signed by judges; they are ICE forms signed by ICE officers and they do not grant authority to enter your home without your consent
- **If you are outdoors and think you see immigration officers nearby:**
  - Move to a safe indoor space
  - If you are a U.S. citizen and feel safe to do so, record the activity with your phone or write down any relevant information about what you witness—ALWAYS being careful to not interfere or otherwise obstruct the operation
- **DO NOT**
  - Post unverified information on social media
  - Interfere with the investigation or otherwise put yourself in harm's way

**NEED SUPPORT? CALL ICIRR'S FAMILY SUPPORT NETWORK HOTLINE:  
1-855-435-7693**



# **KNOW YOUR RIGHTS**

## **WHEN INTERACTING WITH IMMIGRATION OFFICERS (ICE)**

**Establish a safety plan that your family can use if ICE arrests you. Key parts of a safety plan include:**

- Identify your emergency contacts and memorize their phone numbers.
- Provide your child's school or daycare with an emergency contact to pick up your child.
- Provide authorization in writing for your emergency contact to make medical and legal decisions for your child.
- Tell your loved ones that if you are detained by ICE, they can try to use ICE's online detainee locator to find you: [locator.ice.gov](https://locator.ice.dhs.gov)
- If you are detained, it is important that you seek legal representation. Call 1-855-435-7693 to connect with an immigration attorney.

### **Additional Resources**

**National Immigrant Justice Center's Legal Deportation Assistance**  
[\\_immigrantjustice.org](https://immigrantjustice.org)

**Organized Communities Against Deportations' Resource Guide**  
[\\_organizedcommunities.org](https://organizedcommunities.org)

**NEED SUPPORT? CALL ICIRR'S FAMILY SUPPORT NETWORK HOTLINE: 1-855-435-7693**



**I KNOW AND HAVE THE RIGHT  
TO EXERCISE MY RIGHTS**

**YOU CANNOT ENTER PRIVATE PROPERTY  
WITHOUT A VALID JUDICIAL WARRANT**

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**IF YOU HAVE A VALID JUDICIAL WARRANT,  
SLIDE IT UNDER THE DOOR**

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**IF YOU DO NOT HAVE A VALID JUDICIAL  
WARRANT, YOU DO NOT HAVE THE RIGHT TO  
ENTER MY HOME OR PRIVATE PROPERTY**

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**I WILL NOT ANSWER ANY QUESTIONS AND I  
WILL CALL MY ATTORNEY**



# Emergency Family Plan

**Every family should have an emergency plan. This packet helps you create one, regardless of immigration status.**

**It includes templates to organize emergency contacts, create a list of people to help with your case, important documents, and, if needed, a short-term guardianship.**

## **Make a Child Care Plan**

### **Talk to Your Children About Your Plan**

- Reassure your children they'll be cared for if you're unable to, and tell them who will look after them until you can.

### **Choose a Caregiver for Your Children if You Are Unable To**

- Talk to potential caregivers about being emergency contacts.
- Memorize their phone numbers, and ensure your children do too.
- Let your children know who can and cannot pick them up from school and who will care for them.
- Schools may only release your child to designated adults.
- Regularly update emergency contact and release forms for school, afterschool, daycare, and other programs.
- Include names of those who can and cannot pick up your child.

### **Write Down Instructions for Your Child's Medical Conditions and Medications**

- Write down your child's medical conditions, allergies, medications, doctor, and health insurance details.
- Keep a copy in your emergency binder.
- Provide copies to your child's school and designated caregiver.
- Ensure your child knows where to find this information if needed.

### **Make Sure Your Children All Have Passports**

- If your child was born in the U.S., visit [www.travel.state.gov](http://www.travel.state.gov) for U.S. passport information.
- If your child was born in your home country, check with your embassy or consulate about getting a passport.
- You can also register your U.S.-born child's birth with your home country's government (such as at your consulate) for potential benefits, including possible citizenship.

### **Do I have to hire a lawyer and go to court to request a guardian for my children?**

Not necessarily. There are several types of guardianship under Illinois law.

- Plenary (long-term) and standby guardianships require going to court.
  - In Chicago, you can file these cases without a lawyer; the Guardianship Assistance Desk at 69 W. Washington can help with paperwork.
- Short-term guardianship does not require court involvement.
  - To create a short-term guardianship, both the parent and guardian must sign a form in front of two witnesses.
  - A short-term guardianship lasts up to 365 days, but can be revoked at any time by the parent.

### **Where can I find more information about guardianships in Illinois?**

Chicago Volunteer Legal Services  
<https://www.cvl.org/>  
(312) 332-1624

Illinois Legal Aid Online  
<https://www.illinoislegalaid.org/>

### **Family Planning Guide**







# Access to Healthcare

Source: Illinois Coalition for Immigrant & Refugee Rights

## ★ Accessing Healthcare: Uninsured and Undocumented

There are limited resources for individuals who are undocumented and uninsured, however there are some options available that may help:

- **Federally Qualified Health Centers:** Anyone can receive medical care regardless of legal status. A wide range of medical services are offered and costs depend on income level.
- **Community Health Centers:** There are community clinics that offer comprehensive medical care for underserved populations regardless of legal status. For further information on community health clinics please visit the QR code



## ★ Do I qualify for healthcare?

There are limited resources available for undocumented immigrants. However there are a few options available:

- **Emergency Medical Services:** Regardless of legal status, undocumented immigrants are eligible to receive emergency medical services under federal law. The maximum coverage is 30 days of care and until the patient is stabilized.
- **All Kids Program:** Illinois provides a comprehensive healthcare program for kids under 19 years old regardless of legal status. All Kids covers doctor visits, medications, vision and dental care and hospitalization.
- **Cook County CountyCare:** It is a Medicaid program that was created through the Affordable Care Act. CountyCare provides comprehensive medical services, medication, vision and dental care for all regardless of legal status.
- **Moms & Babies:** It is a comprehensive insurance plan for pregnant people. The insurance plan covers up to a full year after the end of pregnancy.
- **Affordable Care Act:** It is a Medicaid expansion plan for U.S Citizens or Qualified Non-U.S Citizens.
- **Health Benefits for Immigrant Seniors:** It is a health insurance program for 65 & older people. Individuals can't be eligible for Medicaid or Medicare. The common groups include people who are undocumented, green card holders for less than 5 years or have Temporary Protected Status (TPS).
- **Health Benefits for Immigrant Adults:** A health insurance program for individuals between the ages of 42-64 who are not eligible for Medicare or Medicaid.

# REPORT DISCRIMINATION

Anyone can file a complaint of discrimination regardless of immigration status with us online at [chicago.gov/cchr](http://chicago.gov/cchr) for free. We provide language interpretation and ASL (American Sign Language) services at no cost.

## Can I report discrimination or abuse without fear of deportation?

Yes. The City of Chicago has policies set in place to prevent local law enforcement from asking questions regarding immigration status when reporting crimes.

**Discrimination is the intended or accomplished differential treatment of persons or social groups for reasons of certain generalized traits.**

The Chicago Human Rights Ordinance and the Fair Housing Ordinance both prohibit discrimination within the City of Chicago in the following areas regardless of immigration status:

- Housing
- Employment
- Credit Transactions
- Bonding
- Public Accommodations

All based on a person's membership within a protected class, which includes...

- Military Status
- National Origin
- Parental Status
- Retaliation
- Sexual Orientation
- Source of Income
- Credit History (employment only)
- Criminal History (employment only)
- Religion
- Race
- Age (40 and over)
- Ancestry
- Bodily Autonomy
- Color
- Disability
- Gender Identity
- Marital Status
- Sex (& pregnancy, sexual harassment)

Scan here to learn more!



## HATE CRIMES & HATE INCIDENTS

A **hate crime** is a criminal act motivated by bias against a protected class, i.e., race, color, gender, age religion, disability, national origin, ancestry, or sexual orientation.

**CRIME + HATE = HATE CRIME**

**Call 911!**

Report **HATE CRIMES** to Chicago Police

A **hate incident** is a non-criminal act motivated by bias against a protected class, i.e., race, color, gender, age religion, disability, national origin, ancestry, or sexual orientation.

**NON-CRIMINAL ACT + HATE =  
HATE INCIDENT**

**Call 311!**

Report **HATE INCIDENTS** to the City





## LEGAL SERVICES

Chicago's Legal Protection Fund partners with the National Immigrant Justice Center (NIJC) and The Resurrection Project to provide the following services to immigrants:

- Outreach to the community
- Education
- Legal screenings
- Representation in the courtroom

NIJC offers free legal screenings, "Know Your Rights Trainings," and immigration representation to eligible immigrants and families living within the Chicago city limits

**TO MAKE A LEGAL APPOINTMENT  
CALL (312) 660-1370**

### DETAINED INDIVIDUALS CAN CALL:

- **NIJC Detention Project:** (773) 672-6599 on Tuesdays from 11:00 a.m. to 2:00 p.m.
- **Cook County Public Defender's Office:** (312) 603-0636

### LOCAL LEGAL RESOURCES



ICIRR List



A2J List



World Relief List



Welcome to IL



## Additional Resources

**The Immigration Division of the Cook County Public Defender's Office** : aims to protect noncitizen clients from deportation.

- **Email:** PDimmigrationunit@cookcountyil.gov
- **Phone Number:** (312) 603-0636

**Organized Communities Against Deportations (OCAD)** : a group of organizers against deportations and the criminalization of immigrants and people of color.

- **Deportation Support Hotline:** (855) 435-7693

**National Lawyers Guild Chicago** : founded to unite lawyers, law students, legal workers, and jailhouse lawyers.

- **Email:** chicagoimmigrantdefense@gmail.com
- **Phone Number:** (312) 274-9808

**Illinois Coalition of Immigrant and Refugee Rights (ICIRR)** : coalition of pro-immigrant organizations promoting the rights of immigrants and refugees.

- **Family Support Hotline:** 1-855-HELP-MY-FAMILY

**National Alliance on Mental Illness (NAMI)** : promotes community wellness, improve mental health care access, and support families, professionals, and individuals in Chicago and beyond.

- **NAMI Helpline** : (833) 626-4244

**Immigrant Justice - The Resurrection Project (TRP)** : works toward a future where all immigrants are liberated with equal opportunities to thrive, experience joy, and be celebrated in their full humanity.

- **Email:** info@resurrectionproject.org
- **Phone:** 312-666-1323





# Chicago Immigration Legal Providers

Last Updated: September 2024



The organizations listed below provide **free** immigration legal services under Illinois Access to Justice (ILA2J) in Chicago and Cook County. Individuals who *do not have permanent legal status* and either live in Illinois OR are detained and have a deportation case before the Chicago Immigration Court may be eligible for ILA2J services.

## Specialized Immigration Legal Services

### Asylum

*If you are seeking asylum or are afraid to return to your home country, the following agencies may be able to help:*

- Ascend Justice
- Beyond Legal Aid
- Centro de Información
- Chicago Volunteer Legal Services
- Children's Legal Center
- Erie Neighborhood House
- Farmworker and Landscape Advocacy Project
- Greater Chicago Legal Clinic
- HANA Center
- Instituto del Progreso Latino
- Legal Aid Chicago
- Middle Eastern Immigrant & Refugee Alliance (MIRA)
- National Immigrant Justice Center
- North Suburban Legal Aid Clinic (NSLAC)
- RefugeeOne
- Syrian Community Network
- The Resurrection Project
- United African Organization
- University YMCA (New American Welcome Center)
- Vietnamese Association of Illinois
- World Relief Chicagoland

### Victim of Violence

*If you have been the victim of a crime, domestic violence, labor exploitation or other violence, the following agencies may be able to help:*

- Alianza Hispanoamericana
- Ascend Justice
- Beyond Legal Aid
- Casa Michoacan
- Catholic Charities
- Centro de Información
- Centro Romero
- Chicago Volunteer Legal Services
- Children's Legal Center
- Erie Neighborhood House
- Farmworker and Landscape Advocacy Project
- Greater Chicago Legal Clinic
- HANA Center
- Indo-American Center
- Instituto del Progreso Latino
- Legal Aid Chicago
- Metropolitan Family Services
- National Immigrant Justice Center
- North Suburban Legal Aid Clinic (NSLAC)
- Raise The Floor Alliance
- RefugeeOne
- Syrian Community Network
- The Resurrection Project
- University YMCA (New American Welcome Center)
- Vietnamese Association of Illinois

### Deportation Defense

*If you or a loved one have immigration court before the Chicago Immigration Court, but are **not in detention**, the following agencies may be able to help:*

- Ascend Justice
- Beyond Legal Aid
- Centro de Información
- Chicago Volunteer Legal Services
- Children's Legal Center
- Erie Neighborhood House
- Greater Chicago Legal Clinic
- Legal Aid Chicago
- National Immigrant Justice Center
- North Suburban Legal Aid Clinic (NSLAC)
- RefugeeOne
- The Resurrection Project

### Detained Individuals

*If you or a loved one are in **immigration detention**, the following agencies may be able to help:*

- Beyond Legal Aid
- Center for Informacion
- Erie Neighborhood House
- National Immigrant Justice Center
- North Suburban Legal Aid Clinic (NSLAC)
- The Resurrection Project

## General Immigration Legal Services

*For general consultations for all other immigration issues, the following agencies may be able to help:*

- Alianza Hispanoamericana
- Ascend Justice
- Beyond Legal Aid
- Casa Michoacan
- Catholic Charities
- Centro de información
- Centro Romero
- Chicago Volunteer Legal Services
- Chicago Workers Collaborative
- Children's Legal Center
- Erie Neighborhood House
- Farmworker and Landscaper Advocacy Project
- Greater Chicago Legal Clinic
- HANA Center
- Hispanic American Community Education and Services
- Indo-American Center
- Instituto del Progreso Latino
- Jewish Child and Family Services
- Legal Aid Chicago
- Middle Eastern Immigration & Refugee Alliance
- Muslim Women Resource Center
- National Immigrant Justice Center
- North Suburban Legal Aid Clinic (NSLAC)
- RefugeeOne
- Spanish Community Center
- Syrian Community Network
- The Resurrection Project
- United African Organization
- University YMCA
- Vietnamese Association of Illinois

# Chicago Immigration Legal Providers

## Organization Contact & Intake Information



### Alianza Hispanoamericana

- Call 847-428-3682, Email [legal@alianzanfp.org](mailto:legal@alianzanfp.org)
- Visit [alianzanfp.org](http://alianzanfp.org)
- 600 Spring Hill Ring Road, Suite 107 West Dundee, IL 60118

### Ascend Justice

- Email [intake@ascendjustice.org](mailto:intake@ascendjustice.org)
- Visit [ascendjustice.org](http://ascendjustice.org)
- 177 N State Street, Suite 500, Chicago, IL 60601

### Beyond Legal Aid

- Call 312-999-0056, Email [info@beyondlegalaid.org](mailto:info@beyondlegalaid.org)
- Visit [beyondlegalaid.org](http://beyondlegalaid.org)
- Call 872-267-CALA for the immigration helpline (limited advice only)
- 17 N. State St. Ste 1380, Chicago, IL 60602
- Language: English, Spanish, Vietnamese

### Casa Michoacan

- Call 312-491-9317
- 1638 S Blue Island Ave, Chicago, IL 60608

### Catholic Charities

- Call 312-655-7000
- Visit [catholiccharities.net](http://catholiccharities.net)
- 721 N LaSalle St, Chicago, IL 60654

### Centro de Informacion

- Call 847-695-9050 Ext 300, Email [centro@centrodeinformacion.org](mailto:centro@centrodeinformacion.org)
- Visit [centrodeinformacion.org](http://centrodeinformacion.org)
- 1885 Lin Lor Lane, Elgin, IL 60123

### Centro Romero

- Visit [centroromero.org/legal-services](http://centroromero.org/legal-services)
- 6216 N Clark St, Chicago, IL 60660

### Chicago Volunteer Legal Services

- Call 773-282-0185
- Visit [cvls.org](http://cvls.org)
- 33 N Dearborn St, Chicago IL 60602
- Language: English, Spanish, Polish, Arabic

### Children's Legal Center

- Call 312-722-6642, Email [intake@childrenslegalcenterchicago.org](mailto:intake@childrenslegalcenterchicago.org)
- Visit [www.childrenslegalcenter.org](http://www.childrenslegalcenter.org)
- 1100 W Cermak Rd, Suite 422, Chicago, IL 60608
- Language: Dari, Pashto, French, Spanish, interpreters available

### Erie Neighborhood House

- Call 773-231-7884, Email [eriehouseimmigration@gmail.com](mailto:eriehouseimmigration@gmail.com)
- Multiple locations in Chicago

### Farmworker and Landscaper Advocacy Project

- Call 888-451-3527, Email [info@flapillinois.org](mailto:info@flapillinois.org)
- 100 N La Salle St, Chicago, IL 60602

### Greater Chicago Legal Clinic

- Call 312-726-2938
- Visit <https://gclclaw.org/contact-us>
- 17 N State St, Ste 1710, Chicago IL 60602

### HANA Center

- Call 773-582-5501, text 773-917-7856, email [immigration@hanacenter.org](mailto:immigration@hanacenter.org)
- Visit [hanacenter.org/ils](http://hanacenter.org/ils)
- 4300 N California Ave, Chicago, IL 60618
- Language: Korean, Spanish, English

### HACES

- Call 847-244-0300, Email [cruiz@haces.org](mailto:cruiz@haces.org)
- Visit [haces.org](http://haces.org)
- 820 W Greenwood Ave, Waukegan, IL 60085

### Indo-American Center

- Call 773-973-4444, Email [immigration@indoamerican.org](mailto:immigration@indoamerican.org)
- 6328 N California Ave, Chicago, IL 60659
- Language: Hindi, Urdu, Gujarati, Bangla, Arabic, French, Punjabi, Marathi, Telugu, Spanish

### Instituto del Progreso Latino

- Call 773-890-0055 ext. 4596
- Visit [institutochicago.org](http://institutochicago.org)
- 2520 S Western Ave, Chicago, IL 60608

### Jewish Child and Family Services

- Call 855-027-5237
- Visit [jcfs.org](http://jcfs.org)
- 230 W Monroe St, Ste 1100, Chicago, IL 60606
- Language: Russian, Spanish, Dari, Pashto, Swahili, Luganda, English, French

### Legal Aid Chicago

- Call 312-341-1070
- Visit [legalaidthicago.org](http://legalaidthicago.org)
- 120 S LaSalle St, Ste 900 Chicago, IL 60603
- Language: English, Spanish, interpreters

### Metropolitan Family Services

- Call 312-986-4105 and leave a voicemail
- Visit [laschicago.org](http://laschicago.org)
- 101 N Wacker, Suite 1700, Chicago, IL 60606
- Language: English, Spanish, interpreters available

### Middle Eastern Immigrant & Refugee Alliance

- Call 773-409-4597, Email [info@mirachicago.org](mailto:info@mirachicago.org)
- Visit [mirachicago.org](http://mirachicago.org)
- 6420 N California Ave, Upper A, Chicago, IL 60645
- Language: English, Arabic, Assyrian, Dari, Pashto, Turkish

### Muslim Women Resource Center

- Email [legal@mwrcnfp.org](mailto:legal@mwrcnfp.org)
- 2828 W Devon Ave, Chicago, IL 60659
- Language: Arabic, Dari, English, Farsi, Hindi, Pashto, Russian, Ukrainian Urdu, Uzbeki

### National Immigrant Justice Center (NIJC)

- Call 312-660-1370 for regular intake. Call the detention hotline at 773-672-6599 if you or a loved one are detained
- Visit [immigrantjustice.org](http://immigrantjustice.org)
- 111 W Jackson Blvd Suite 800, Chicago, IL 60604
- Language: English, Spanish, French, Turkish, Portuguese, Farsi, Russian, Arabic, Pashto, Urdu, Dari, Bulgarian, German

### Raise The Floor Alliance

- Call 312-795-9115
- Visit <https://www.raisetheflooralliance.org>
- 1 N. LaSalle St, Chicago, IL 60602
- Language: English, Spanish, Bengali

### RefugeeOne

- Visit [www.refugeeone.org](http://www.refugeeone.org)
- 6008 N California Ave, Chicago, IL 60659
- Language: Refugee One's existing staff has language capacity for over 30 languages

### Spanish Community Center

- Call 815-727-3683
- Visit [www.spanishcenter.org](http://www.spanishcenter.org)
- 52 W Jackson St, Joliet, IL 60432

### Syrian Community Network

- Call 773-654-1218 or email [immigration@syriancommunitynetwork.org](mailto:immigration@syriancommunitynetwork.org)
- Visit [www.syriancommunitynetwork.org](http://www.syriancommunitynetwork.org)
- 5439 N Broadway Ave, Unit 1, Chicago, IL 60640
- Language: Arabic, Dutch, English, Spanish

### The Resurrection Project

- Call 312-666-3062
- Visit [trplegalservices.as.me/schedule.php](http://trplegalservices.as.me/schedule.php)
- 1805 S Ashland Ave, Chicago, IL 60608

### United African Organization

- Call 312-949-9980
- 6042 S Indiana Ave, Chicago, IL 60637
- Language: English, French, Twi, Yoruba, Mandingo (Bambara), Moore, Urdu, Amharic, Wolof, Fon, Igbo, Hausa, Lingala, Portuguese

### University YMCA

- Call 217-417-5897, Email [lalineia@universityymca.org](mailto:lalineia@universityymca.org), fill out intake form [nawc.universityymca.org/programs/ifs](http://nawc.universityymca.org/programs/ifs)
- Visit [nawc.universityymca.org](http://nawc.universityymca.org)
- 301 S. Vine St, Ste 102, Lincoln Square Mall, Urbana, IL 61801
- Language: Chinese (Mandarin), English, Spanish French, Korean, Lingala, Q'anjob'al, Taiwanese Hokkien

### Vietnamese Association of Illinois

- Call 773-728-3700, Email [vaiappointments@hnvi.org](mailto:vaiappointments@hnvi.org)
- Visit [hnvi.org](http://hnvi.org)
- 5110 Broadway St, Chicago, IL 60640
- Language: English, Vietnamese, Spanish, Thai, Tigrinya










### World Relief Chicagoland

- Call 773-583-9191
- Visit [worldrelief.org/chicagoland/immigration-legal-services/client-resources](http://worldrelief.org/chicagoland/immigration-legal-services/client-resources)
- 191 S. Gary Ave, Ste. 130, Carol Stream, IL 60188

Unless otherwise stated, services are offered in English and Spanish

# For additional support, please call any of the numbers listed.

## PHONE DIRECTORY

NUMBERS	SERVICES
 2-1-1	Health and Human Services
 3-1-1	City/Municipal Services (Includes City of Chicago-Immediate Shelter Services)
 4-1-1	Directory Assistance
 5-1-1	Transportation Hotline (Tells you how long traffic jam are and alternate routes)
 6-1-1	Telephone repair line (Routes you to landline /cellular provider)
 7-1-1	TDD/TTY Line (Deaf/Hard of Hearing Translation Services)
 8-1-1	Miss Dig (Flags your yards for Power/Water Line before renovations)
 9-8-8	Suicide/Crisis Hotline for those in danger of harming themselves or others
 9-1-1	Fire/Medical/Emergency





**For updates and resources  
follow @ChicagosIMRR on  
Instagram**

