

The background of the cover is a photograph of a white door with a glass insert and a window with white shutters. The door is slightly ajar, and the window is open, showing a glimpse of the interior. The text is overlaid on the left side of the image.

Homeless Prevention Program – Best Practices Manual

Created by the Homeless Prevention
Provider Network of DuPage County -
August 2007

Homeless Prevention Program – Best Practices Manual

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Part I – Purpose & Principles



DuPage Homeless Continuum - Homeless Prevention Purpose and Goals & Guiding Principles of Homeless Prevention Provider Network Organizations

This document was developed in 2006 by the Executive Committee of the Homeless Prevention Provider Network.

**Purpose and Goals Homeless Prevention – DuPage Homeless Continuum
& Guiding Principles of the Homeless Prevention Provider Network
Organizations**

In 2003, the DuPage Homeless Continuum completed a 10-year plan to end homelessness. One of the goals of that plan focuses on homeless prevention and is stated as follows:

"The DuPage County Homeless Continuum will have in place an Emergency Prevention system that assists the maximum number of persons possible and operates efficiently. The focus will be on obtaining more funds from private sources, supporting the staff costs for these programs, maximizing the use of public funding to help more persons, streamlining procedures, identifying means for increasing timely access to prevention resources, identifying requirements that are a barrier for obtaining help now, and using other mainstream programs as a part of an overall homeless prevention effort."

Based on this general Continuum goal and the issues identified by the Working Group, this RFP will be focusing on the following goals.

- A. To assure the best distribution to, and equal access by, persons at risk of homelessness. Any person who needs emergency assistance to avoid homelessness must be able to obtain this assistance without location, cultural, or language barriers.
- B. To assure the most effective use of homeless prevention dollars. These funds are considered effective when they prevent homelessness in the immediate situation as well as the long term. Therefore, there is emphasis on other services to be provided along with emergency assistance.
- C. To develop a method, and related policies, for the distribution of homeless prevention dollars to participating agencies, and, ultimately, to benefit persons at imminent risk of homelessness. A practical method of distributing funds will be developed.
- D. To promote cooperative planning and service delivery as collaborative partners.
- E. To maximize coordination of efforts through a shared database, *Service Point*.

Guiding Principles

The following are guiding principles for homeless prevention activities and for the use of homeless prevention funds.

- A. Accessibility: The HPP values accessibility and convenience for all clients. This places priority on bringing resources closer to the client. Emphasis is on bringing

resources into community-based sites and into sites where the target population clients routinely gather for other services.

- (i) Client Centered Services – Value is placed on developing a relationship with the client as well as the vendor (e.g., the landlord or mortgagor). The assistance process should attend to housing needs while considering other needs, strengths, and goals of the client.
 - (ii) Efficiency/One Stop Shop – Value is placed on effective and efficient, timely completion of cases and distribution of resources to the vendor and client. Focus should be on reducing the need for a client to complete multiple applications/assessments at different agencies.
 - (iii) Wrap Around Services – Value is placed on service sites with ongoing casework support available to the client in order to reduce repeated crises, and to support households in need.
- B. Cost Efficiency/Leverage: The HPP values allocation of resources in a way that ensures the most cost efficient use of the funds, and emphasis is on sites that can leverage the homeless prevention resource to generate other resources and/or wrap other resources around the homeless prevention resources.
- C. High Need Areas: The HPP recognizes lower-income families and those at risk of homelessness tend to concentrate in particular neighborhoods and communities (often rental communities) within an otherwise affluent county. Channeling resources into these areas where the needs are significant, and in a manner that is accessible to persons at risk, will help achieve other priorities.
- D. Accountability/Evaluation/Review: The HPP promotes a homeless prevention system that is able to hold clients accountable and ensures that resources are not used repeatedly and/or inappropriately. The HPP also promotes a system that performs to the State's requirements, conducts annual program evaluation and review, and demonstrates a commitment to improving the system based on that evaluation and review.
- E. Collaboration: The HPP members share a common mission, and they value working together cooperatively in an atmosphere of mutual respect and trust. The HPP acknowledges a mutual benefit of working together, sharing information and drawing from each agency's diverse skills, knowledge and resources.
- F. Cultural Accessibility: The HPP recognizes the changing demographics of DuPage County and values the growing diversity of the DuPage population. Emphasis should be placed on reducing cultural and language barriers to services for all individuals.
- G. Outreach: The HPP promotes efforts to publicize and promote homeless services and resources. The HPP particularly values informing "hard to reach" households in the community of our services, eligibility, and the application process.

**DuPage Homeless Prevention Partnership
Community Partnership Agreement 2007-2008**

**DU PAGE HOMELESS PREVENTION PARTNERSHIP
COMMUNITY PARTNERSHIP AGREEMENT
2007-2008**

The DuPage Homeless Prevention Partnership (HPP) is a vehicle for communication and coordination among agencies involved in providing assistance to prevent homelessness among DuPage County residents. It has operated since 1984, and consists of a commonly agreed upon set of principles, as well as consistent practices for distributing homeless prevention funding, and avoiding duplication of services. Partner agencies in the HPP for 2007-2008 are: the People's Resource Center, Catholic Charities, Diocese of Joliet, DuPage County Community Services, Hinsdale Community Service, Outreach Community Ministries, Quad Community Social Services, and the Salvation Army. The partnership also includes organizations with extended resources to specific populations, i.e., the Veterans Assistance Commission. This mutual commitment and partnership promotes accessibility, leveraging, wrap-around services, collaboration, and effectively addresses homelessness, by preventing it before it happens.

Goals:

- To prevent homelessness for at-risk residents in all geographic areas of DuPage County, ensuring accessibility to resources in high-need locations
- To maximize effectiveness of assistance, through a strong community partnership that ensures best practices, and eliminates duplication of benefits
- To distribute direct housing assistance funds to individuals and families in danger of eviction or foreclosure in a client-centered environment, providing limited case management, wrap-around services, referrals to other mainstream programs, budgeting assistance, and resource linkage
- To maximize coordination of efforts through a shared database, *ServicePoint*

The People's Resource Center, Catholic Charities, DuPage County Human Services, Hinsdale Community Service, Outreach Community Ministries, Quad Community Social Services, and the Salvation Army agree to the following:

- To annually review and plan homeless prevention partnership principles and guidelines, policies, and best practices;
- To maintain regular communication through *ServicePoint*, and other means of communication;
- To maintain regular and frequent contact to ensure high-quality efficient delivery of services;
- To promote cooperative planning and service delivery as collaborative partners, ensuring that assistance is accessible and efficient;
- To work to ensure overall continuance of homeless prevention funds and effective strategies to prevent homelessness;

Each Partner Agency will provide the following services:

- Screen clients for eligibility and financial assistance
- Provide case management, budgeting assistance, and guidance for clients who are eligible for direct housing assistance, including accessing all services available through the community partnerships in the Homeless Prevention Partnership

- Assess and refer clients who are eligible for direct housing assistance to mainstream, government, and other community resources that can increase their self-sufficiency
- Participate in *ServicePoint* and allow participating agencies to view service records to avoid duplication of services
- Comply with all local, state, and national policies, guidelines, requirements and procedures
- Attend DuPage Homeless Prevention Partnership Meetings to continually review partnership agreements
- Collaboratively work to address the Action Plan for Emergency Services in the DuPage Continuum of Care's Plan to End Homelessness.

Homeless Prevention Partnership Members:

_____	Title: _____
People's Resource Center	Date: _____
_____	Title: _____
Catholic Charities, Diocese of Joliet	Date: _____
_____	Title: _____
Outreach Community Ministries	Date: _____
_____	Title: _____
Hinsdale Community Service	
_____	Title: _____
DuPage County Human Services	Date: _____
_____	Title: _____
Salvation Army	Date: _____
_____	Title: _____
Quad Community Social Services	Date: _____

Confidentiality & Sharing of Client Information

Includes Sample Authorization to release information

Confidentiality & Sharing of Client Information

All HPP providers are committed to protecting the privacy and confidentiality of client records. All HPP providers must have applicants and recipients of homeless preventions services sign an authorization which acknowledges understanding and allows release of the client information for the following purposes: gather and verify information necessary to process the assistance; maintain integrity of the HPP system; prevent the duplication of assistance; allow agency participation in the Client Service Information Management System (CMIS) of the DuPage Continuum of Care.

No protected service information will be released to other persons, organizations, agencies or other third parties without the client's informed written consent, except in response to a court order or as otherwise required by law, and/or to protect the clients and others from injury, abuse or neglect as provided below.

For Reporting Child and Elder Abuse. Social service providers with reasonable cause to believe that a child may have been subjected to abuse or neglect are required by law to report this to the Illinois Department of Children and Family Services. Social service providers with reasonable cause to believe that an older person, who is incapable of seeking assistance because of some dysfunction, has been subjected to abuse or neglect are required by law to report this to the Illinois Department on Aging or one of its elder abuse provider agencies.

For Reporting Risk of Harm to Clients and Others. Social service providers with reasonable cause to believe that a risk exists of serious, immediate, physical or emotional injury or death may inform law enforcement agencies and persons who may be affected by threatened action. Social service providers may also take steps to facilitate or secure the client's hospitalization, if warranted. Criminal activity on our premises may require the sharing of information with law enforcement agencies.

For Continuous Quality Improvement. Continuous Quality Improvement (CQI) or "Peer Review" is another valuable process to improve services. CQI activities may include the review of client records.

Authorization for Release of Information



Applicant Name: _____

Date of Birth: _____

Date: _____

The People's Resource Center is a Partner agency in the ServicePoint system. ServicePoint is a shared homeless and housing management system administered by the County of DuPage. Information you provide will help improve services offered by this agency or your community. The ServicePoint system operates over the Internet and uses many security protections to help ensure confidentiality. Your identifying information will not be shared with any other agencies without your written, informed consent.

Please read the following statements carefully (or ask to have them read to you). Please ask to have these statements explained to you if you do not understand.

- To prevent the duplication of services in the Housing Assistance Program, I authorize the People's Resource Center to share my information with authorized personnel from the following agencies: Catholic Charities, DuPage County Human Services, Hinsdale Community Center, Wheaton Youth Outreach, and Outreach Community Center, and Salvation Army.
- I authorize PRC to release all information to any other social service agency necessary to facilitate service and avoid duplication of assistance.
- To allow for verification of information for the purpose of providing housing assistance, I authorize the People's Resource Center to exchange any necessary information with my landlord, lender, employer, and/or other persons or agencies as relevant.
- I understand that information received and released will be relevant to my requests for assistance. The information may not be re-disclosed without my consent. I understand I have the right to inspect and copy the information to be disclosed. Refusal to sign may result in an inability to receive PRC administered services.

I, , understand that this release of information will remain in effect for three (3) years from the date of this document. I have read, or have had read to me, the information contained in this document and voluntarily consent to its provisions.

Applicant Signature: _____

Date: _____

Witness Signature: _____

Date: _____

People's Resource Center
201 S. Naperville Rd. • Wheaton, IL 60187
Tel: 630.682.5402 • Fax: 630.682.2936

Sample

Rent/Mortgage Assistance Grant Information

- ❖ Community Shelter Block Grant (CSBG) Rental Assistance
- ❖ Emergency Shelter Grant Program (ESG)
- ❖ Emergency Food and Shelter Program (EFSP or FEMA)
- ❖ Illinois Department of Human Services (IDHS)
- ❖ Rental Assistance Grant Quick Reference

Rent/Mortgage Assistance Grant Information

Community Shelter Block Grant (CSBG)-Rental Assistance

This grant must be applied for every year and is monitored by the state auditor at least twice each year. The following requirements must be met in order to provide financial assistance for 1st months rent, rental assistance, and mortgage assistance. Security deposits or mortgages **cannot** be paid for out of this grant.

- ✓ The household must reside in DuPage County
- ✓ The household must provide 90 day income verification at or below 125% of the federal poverty guidelines for their household size
- ✓ The household must be able to demonstrate that they have a reasonable expectation to pay future rent; this will be verified by completing a budget
- ✓ Income must be accounted for all household members that are 18 years of age and not in high school or college or technical school
- ✓ The maximum assistance per household per grant year is \$1500.00 (\$800 per month)
- ✓ Assistance may be spread over three consecutive months
- ✓ The household must have experienced an unexpected loss of income or an unplanned extenuating circumstance in the past 90 days.
- ✓ The household must have a 5-day notice if requesting assistance with rent and must be behind no more than 2 months.

Emergency Shelter Grant Program (ESG)

The Emergency Shelter Grant Program was designed by congress to help improve the quality of existing emergency shelters for the homeless, to help make available additional emergency shelters, to provide for certain essential social services to homeless individuals and to prevent homelessness. The amount of ESG funds allocated to DuPage County Community Development, through block grants vary from year to year. ESG funds are allocated to outside agencies as well as DuPage County, these funds are distributed on a first come, first serve basis. Outside agencies submit applications annually requesting funding. ESG can be used to assist with security deposit (if client is homeless), 1st months rent, rental assistance, and mortgage. ESG applicants must comply with the following requirements:

- ✓ The household must reside in DuPage County
- ✓ The household must provide 90-day income verification: there are no income guidelines for this grant but please try to use for low income individuals or families
- ✓ The household must have experienced a unexpected loss of income or unplanned circumstance in the past 90-days. If a household is homeless, no unexpected loss of income is needed
- ✓ The household must have future ability to pay rent such as: employment or unemployment benefits
- ✓ The household must be behind no more than one months rent or mortgage
- ✓ If client is requesting assistance with security deposit or first months rent the client must be able to document that they are homeless (for example, letter of residency from a shelter, PADS identification card, bill from hotel/motel)
- ✓ Household must have a 5-day notice if requesting assistance with rental assistance and must be behind no more than 1 month
- ✓ The maximum assistance per household per grant year is \$750.00

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Emergency Food and Shelter Program (EFSP)

The Federal Emergency Management Agency Grant is obtained by the United Way of Suburban Chicago. EFSP funds may be used for 1st months rent (if client is homeless), rental assistance and or mortgage assistance. The federal guidelines for rent and mortgage assistance are:

- ✓ The household must reside in DuPage County
- ✓ The household must provide 90-day income verification and must be at or below (31-50% MFI) HUD Guidelines
- ✓ The household must have experienced and unexpected loss of income or unplanned circumstance in the past 90-days
- ✓ The household must have reasonable expectation to pay future rent (can use a letter from family members stating they will help with and or pay expenses until household can financially recover from the loss)
- ✓ The household must be behind no more then 1 month with rent
- ✓ The household must have a 5-day notice if requesting assistance with rent.
- ✓ The maximum amount of assistance per grant year is \$1,200 or one month rent equivalent – whichever is less.

Illinois Department of Human Services (IDHS)

The Illinois Department of Human Services provides State funding for this grant. The main purpose of this grant is homeless prevention, funding can be used to pay Security deposits, 1st months rent, rent and mortgage. The grant requirements are as follows:

- ✓ The household must reside in DuPage County
- ✓ The household must provide 90-day income verification; there are not income guidelines for this grant but please try to use for low income families
- ✓ Household must meet one of the four criteria: Imminent danger of eviction; Imminent danger of foreclosure; Imminent danger of homelessness; Currently homeless
- ✓ The household must have experienced a unexpected loss in income or unplanned extenuating circumstance or If household is homeless no sudden drop of income or unexpected loss of income is necessary to provide assistance. Loss is defines by IDHS as the following: Clients must have documentation to show a temporary economic crisis beyond the household's control
 - Loss of employment
 - Medical disability or emergency
 - Loss or delay in some public benefit
 - Natural disaster
 - Substantial change in household composition
 - Victimization by a criminal activity
 - Illegal action by landlord
 - Some other condition which constitutes a hardship comparable to ones listed above
- ✓ The household must have future ability to pay rent
- ✓ The household must be no more then 2 months behind with rent
- ✓ The household must have a 5-day notice or written statement from landlord indicating intention to evict, if requesting assistance with rent
- ✓ There are no caps on assistance – allows assistance for the following:
 - Rent /Mortgage – One month
 - Security Deposit - No more than two months rent equivalent
 - Rent/Mortgage arrearage - No more than 3 months

- Or, Combination of above - No more than 3 months equivalent maximum
- Utility assistance to prevent homeless, when all criteria above is met.

CLIENTS CAN ONLY BE ASSISTED FROM THIS GRANT ONCE IN A 24 month period.

*Please see supervisor for details regarding **KRUEGER** funding. This funding is extremely limited and cannot be used for mortgage or security deposit

RENTAL ASSISTANCE GRANT QUICK REFERENCE

GRANT	ELIGIBILITY*	INCOME ELIGIBILITY	PROOF OF INCOME	MAXIMUM ASST. ALLOWED	ELIGIBLE SERVICES
CSBG Green	Loss of income/Unplanned extenuating Circumstance No assistance past 12 months Ability to pay future rent 5 day notice or late notice Ensures 30 day housing	125% Poverty	90 Day or annual	Avg \$800 month \$1500.00 Max - no restrictions based on family or bedroom size	Rent 1 st month's rent
ESG Blue	Loss of income/Unplanned extenuating Circumstance Behind no more than 1 month No assistance past 12 months Ability to pay future rent 5 day notice or late notice Ensures 30 day housing If homeless no sudden drop needed	None, but try to use for low income	90 Day	\$750 - no restrictions based on family or bedroom size	Rent 1 st month's rent Mortgage Sec. Dep. If homeless
KRUEGER Gray	Loss of income/Unplanned extenuating Circumstance Behind no more than 1 month No assistance past 12 months 5 day notice or late notice Ensures 30 day housing	None, but try to use for low-income* NEED MANAGER'S PRE-APPROVAL*	30 Day but 90 Day Preferred	\$750-no restrictions based on family or bedroom size	Rent 1 st month's rent NO MORTGAGES
EFSP Yellow	Loss of income/Unplanned extenuating Circumstance Behind no more than 1 month No assistance past 12 months 5 day notice or late notice Ensures 30 day housing Reasonable expectation of ability to pay future rent	HUD Guidelines (31-50%MFI)	30 Day but 90 Day Preferred	\$1200	Rent Mortgage 1 st month's rent
IDHS Manila	Loss of income/Unplanned extenuating Circumstance (if homeless not needed) If Homeless, no sudden drop needed No assistance past 24 months Ability to pay future rent 5 day notice or late notice	None-but try to use for low income	90 Day	No Caps	Rent/ Mortgage Arrears 3 month max 1 st month's rent Rent/ Mortgage (one month max) Sec. Dep. If homeless (2 month rent equivalent max) Combination of above (3 month rent max equivalent) Utility

HOUSING GRANTS

	GRANT TITLE	FUNDING SOURCE	ADMINISTERED BY	GRANT PERIOD	Agencies which deliver these funds
CSBG	Community Service Block Grant	Federal Health & Human Services (HHS)	Illinois Department of Commerce and Economic Affairs	January - December	DuPage County Human Services
IDHS	Illinois Dept. Of Human Services Homeless Prevention Program	State	DuPage County Human Services	July – June	<ul style="list-style-type: none"> ○ DuPage County Human Services ○ People’s Resource Center ○ Catholic Charities ○ Outreach Community Ministries ○ North East DuPage Family & Youth Services
Krueger	Krueger Realty	Private donation	DuPage County Human Services	Ongoing as available	<ul style="list-style-type: none"> ○ DuPage County Human Services
ESG	Emergency Shelter Grant	Federal U.S. Department of Housing & Urban Development (HUD)	DuPage County Community Development	April – March	<ul style="list-style-type: none"> ○ DuPage County Human Services ○ Catholic Charities ○ Hinsdale Community Services ○ Outreach Community Ministries
EFSP	Emergency Food & Shelter Program	Federal Emergency Management Association (FEMA)	United Way	November - October	<ul style="list-style-type: none"> ○ DuPage County Human Services ○ Hinsdale Community Services ○ People’s Resource Center ○ Catholic Charities ○ Outreach Community Ministries ○ Salvation Army

**DuPage County Continuum of Care –
Homeless Prevention Program Brochure**

DuPage County Continuum of Care

Homeless Prevention Program

Service Providers:

**DuPage County-Department of
Community Services**

Peoples Resource Center

Catholic Charities

Outreach Community Ministries

Salvation Army

Hinsdale Community Service

**North East DuPage Family
& Youth Services**

Funding provided in part by the Illinois
Department of Human Services & the
Emergency Food and Shelter Program

The DuPage County Continuum of
Care-Homeless Prevention Program
does not discriminate in admission to
programs or activities in compliance with
the Illinois Human Rights Act; the U.S. Civil
Rights Act; Section 504 of the Rehabilitation
Act; the Age Discrimination Act; the Age
Discrimination in Employment Act; and the
U.S. and Illinois Constitutions.



Homeless Prevention Program



Website: www.dupagehomeless.org

General Information

The DuPage County Continuum of Care Homeless Prevention Program (HPP) consists of a number of community agencies that receive homeless prevention funds. These funds provide one-time assistance to avoid eviction and homelessness of individuals or families experiencing a short-term economic crisis. The funds can also be used to assist homeless families in securing housing. The program is designed to stabilize individuals and families in their existing homes, shorten the amount of time individuals and families stay in shelters and assist individuals and families with securing affordable housing.

Services offered through this program include:

- Rental Assistance
- Mortgage Assistance
- Security Deposit Assistance
- Supportive Services
- Utility Assistance (when available)

The above services are offered on a one-time basis. Assistance from any homeless prevention provider is likely to make a household ineligible for further assistance for 12 to 24 months (depending on the type of funding used).

Eligibility Criteria

All households must be able to meet and document the following eligibility criteria- additional eligibility criteria may apply:

- Must be moving into or currently residing in DuPage County
- Must be in danger of eviction, foreclosure or currently homeless
- Must document an unexpected recent drop in income, economic crisis or extenuating circumstance
- Must document ability to pay future rent and monthly expenses
- Must disclose any assistance received in the past 24 months
- Have a current, valid lease
- Meet income guidelines corresponding with household size, when applicable
- In addition, the landlord or mortgage company must agree to accept payment and stop current eviction/foreclosure proceedings upon receipt of signed rent assistance voucher

DuPage County Continuum of Care Providers also offer the following services to assist individuals and families establish or stabilize their housing:

- Individual Information and Referral
- Referrals for food, clothing and other basic services
- Referrals for education and employment services
- Referrals to Emergency Shelter or Transitional Housing Programs
- Housing Resource Information- Information on Fair Market and Subsidized Housing in DuPage County
- Tenant/Landlord Rights Information
- Short-term Case Management Services

To apply for services:

Call DuPage County Community Services at (630) 407-6500. Ask to speak with an Information & Referral Specialist about services available. You may be referred to another homeless prevention provider, depending on your geographic location. Due to the nature of homeless prevention, all applications for funding must be complete within the same month in which the application is taken. Funding is dependent on grants received from various sources.

Agency List and Communities Served

This list is updated regularly and provided at the HPP Network Meeting. Contact names and direct lines are provided specifically for Provider to Provider communication.

There is a similar document posted on www.dupagehomeless.org which excludes personal contacts while maintaining the best number for clients to call to request assistance.

AGENCY LIST AND COMMUNITIES SERVICED

Revised August 2007

CATHOLIC CHARITIES

Grants: ESFP/FEMA, ESG,
ESGP, IDHS)

Contact: Annie Laven

(630) 495-8008

Addison* West of Rt 53

Bensenville

Bolingbrook**

Burr Ridge

Clarendon Hills

Darien

Downers Grove

Elmhurst

Itasca

Lombard

Medinah

Oakbrook

Oakbrook Terrace

Villa Park

Wood Dale

Woodridge

OUTREACH COMMUNITY MINISTRIES

Grants: ESFP/FEMA, IDHS,

Contact: Matthew McNeil

(630) 260-7600

Carol Stream

Contact: Maggie Swanson

(630) 682-1910

Glen Ellyn and Wheaton

Contact: Brad Pritts

(630) 393-5132

Warrenville and surrounding
unincorporated areas

DUPAGE COUNTY

Grants: CSBG, ESG,
ESFP/FEMA, IDHS,

Contact: Joan Rickard

(630) 407-6500

Aurora**

Bartlett

Bloomington

Glen Ellyn

Glendale Heights

Hanover Park**

Hinsdale

Keeneyville

Lemont (unincorporated)**

Lisle

Naperville

Ontarioville

Roselle

Warrenville

Wayne

West Chicago

Westmont

Wheaton

Willowbrook

Winfield

PEOPLES RESOURCE CENTER

Grants: IDHS, ESFP/FEMA

Contact: Tonya Latson

(630) 682-5402

Serves all of DuPage for
current PRC clients.

HINSDALE

Grants: ESFP/FEMA, ESG

Contact: Martina Shera

(630) 323-2500

Burr Ridge

Darien

Clarendon Hills

Hinsdale

Westmont

Willowbrook

SALVATION ARMY

Grants: ESFP/FEMA

*Contact: Laura Altieri &
Alison Murphy*

(773) 205-3522

(773) 205-3520

All of DuPage

NORTH EAST DUPAGE FAMILY & YOUTH SERVICES

Grants: IDHS

Contact: Wendy Nussbaum
(630) 693-7934

Serves Addison East of Rt 53

****DuPage County portions area only.**

Grants listed are government funded grants only, additional agency funds may be available.

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documents\AGENCIES&COMMUNITIES.doc

Part 2 – Practice



Homeless Prevention Program Best Practices **Document**

Homeless Prevention Program Best Practices -

This document was created by the Homeless Prevention Provider Network with the following intents:

- Guide case managers in administering homeless prevention funds.
- Maximize consistency – As a number of providers are distributing the same funds, we wanted to be certain to be as consistent in the way the providers determine, verify and document eligibility. This document provides agreed upon interpretation of grant guidelines and agreed upon guidelines and procedures.
- Consolidate information – This document attempts to summarize and merge information needed to administer homeless prevention services from a variety of funding sources.
- This document is only part of a best practice approach to homeless prevention. It is to be used in conjunction with the policies and procedures of each providing agency, the HPP Guiding Values and principles, grant regulations etc.

This document is not intended to replace grant guidelines and requirements.

It is strongly recommended that each HPP provider conduct a rigorous review of grant applications, guidelines and requirements as they are presented. Any inconsistencies between grant guidelines and these documents should be brought to the attention of the Homeless Prevention provider Network.

Rent/Mortgage Assistance

Review specific eligibility criteria for each grant funding source. These are procedural guidelines the Homeless Prevention Provider Network has agreed to use to consistently ensure households meet the eligibility criteria of the funds. The bulleted items are for eligibility determination – it is assumed case managers will work with the applicant to meet/verify the basic criteria. Assistance is given only to house or maintain housing within DuPage County - See Resources for list of referrals for those moving to or needing assistance for a unit which is outside DuPage County. HPP funds are used for rent, rent arrears or security deposit. HPP funds are not to be used for late fees, court fees, other fees or deposits.

Lease Holder

Procedural Guideline

- See *Agency List and Community Served* to determine with which agency the household must apply. Exceptions may be made for clients who have an ongoing relationship with any HPP agency. However, this must be completed in coordination with the agency responsible for that geographical area & and the agency providing the service.
- Lease must be in the client's name and signed by the tenant and the landlord. If the lease is not in the client's name, the client must be listed as a resident on the lease. If a mortgage, the client must own home and name must appear on the mortgage. If the lease is a sublease, verify that the owner of the property agrees to the lease. The assistance (voucher and payment) is made to the property owner/property complex only and only for the amount outstanding to the property owner.
- For households who have the Section 8 Housing Choice Voucher, verify with the DHA, document rent amount and that the unit has passed inspection before any assistance is approved.

Documentation: Lease, Mortgage Coupon or, for Security Deposits, Intent to Lease & Utility bill or official mail (unless homeless/first month rent), & Verification of unit ownership.

Homelessness (for Security Deposit Assistance)

Procedural Guidelines

- Meets official HUD definition of homelessness - lacks a fixed, regular, and adequate nighttime residence, primary residence is a (A) a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing); or (B) an institution that provides a temporary residence for individuals intended to be institutionalized; or (C) a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings. Or
 - Residing in a hotel, Or
 - Fleeing a domestic violence situation, Or
 - Victim of disaster, Or
 - Victim of crime, Or
 - Unable to reside in current unit for medical or safety reasons, (For example, client has medical documentation from a doctor stating that he/she must move due to a medical condition that cannot be accommodated or which is worsened by the household's current residence). Or
 - Unable to reside in current unit for other reasons outside the client's control - Client's landlord has sold the building and it is no longer an option to lease there; Landlord refused to rent to client for any reason.)
 - Change in household composition which puts the household over occupancy for the unit.
 - IDHS allows security deposit assistance to help the household experiencing economic hardship move to an affordable unit.
- Security Deposits can be paid out of ESG, and IDHS - (Check with ESG grant manager to ensure eligibility for situations which do not fit official HUD definition of homelessness.)
- Security Deposits are to be used for permanent housing only. Clients that are moving into a halfway house or need "program fees" are not eligible.

Documentation: Forcible Entry & Detainer (for evictions & foreclosures; PADS card or other shelter documentation, hotel receipts. Red Cross Or FEMA Documentation, medical provider documentation, DHA documentation, police report/order of protection or letter from counselor stating DV program involvement, discharge documents, other reasonable documentation (case notes of client history with agency)

Economic Crisis

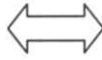
Procedural Guidelines

- Unless the client is homeless, the household must be able to document a loss of income/economic crisis, which has occurred within the 90 days prior to the RMA application.
- When original loss is outside the 90 day period, explore how household has been paying expenses. Consider other losses such as depletion of savings, third party no longer able to assist.
- Recipients of Housing Choice Vouchers are generally not eligible based on loss in income alone as rent is already subsidized and can be adjusted as income decreases.
- The drop in income should have occurred prior to the month for which the client is requesting assistance.
- The loss in income must be unexpected and out of the reasonable or expected control of the client. If loss appears to have been within the control of the client, assistance is possible with a case management plan and documented efforts to correct original issue.
- If UIB benefits are received for loss of employment, the loss is considered to be unexpected.

Examples to Guide

Unexpected Loss

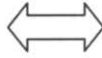
Loss of employment due to lay off, termination, contracted work ending prior to contract end.



Not Unexpected Loss

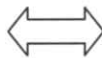
Loss of employment due to gross negligence, theft. End of a temp/seasonal job. Lack of temporary employment.

Reduction in income due to employer decreased hours, documented illness of household member, **loss or delay of public benefit**, loss or reduction of child support, or change in household composition, loss of a household member.



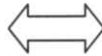
Reduction in income because client did not complete needed paperwork, client fraud, client initiated hour reduction, wage garnishments,

Substantial Change in Household Composition: Unplanned for DCFS Placement and or adoption of a child with a relative; Death of spouse or person in the household that contributed to household expenses; Divorce ; Roommate (who is on the lease) leaving with little or no notice



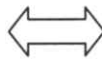
DCFS placement for foster parents
Ordinary life changing event – births, marriages, adoptions (But unpaid FMLA is a loss)

Unavoidable expense – PAID medical expenses for household member; Car repair if needed for employment or significant medical; funeral expenses; Security deposit when client cannot remain in current home.



Expenses not paid by cash or check; automotive maintenance (brakes, oil changes); ongoing medical costs; security deposit for a routine move; court costs; paying debt.

Documented victim of a crime, natural disaster, or illegal action by a landlord.



Costs covered by insurance.

Documentation: In most cases the same documentation to show income eligibility will also show loss. Additional documentation will be required to show the unexpected nature of the loss – documentation may come from the employer; other income source; itemized paid invoices;
Date of last Check, End date of UIB benefits, Date FMLA approved/unpaid medical leave started, or Date of surgery/admission/discharge paperwork.
Car repair invoice – dated, itemized, marked as paid, method of payment – may need to verify debit card deduction through bank statement
Funeral Expense – mass card or death certificate, paid receipts showing client responsibility. (Gas, food related to travel does not count toward loss)
Landlord verification of change in household, may need additional verification that household member has a new address.

Future Ability

Procedural Guidelines

- The household must be able to demonstrate that the next month's rent will be paid on time.
If the client is not able to demonstrate having adequate resources by the date the next month's rent is due, accept late pay arrangement only with written agreement from the landlord.

- Income considered in the Economic Crisis criteria should not be used to show future ability. (Only use the same source when documentation shows certainty of future income)
- ESFP/FEMA allows documentation of a reasonable expectation to pay rent – Reasonable expectation may include:
 - Letter of intent to hire, with conditions (background check, pass exam)
 - Assistance from a third party for next months rent (serving as a bridge to expected future ability)
- CSBG allows a letter documenting future assistance from a third party, only when future ability is documented but would not allow the next month's rent to be paid on time.

Documentation: *Monthly Budget* sheet must have a positive balance using projected net monthly income and considering reasonable or documented expenses in the following areas: Rent; Food; Utilities; Phone/Cell Phone; Car Payment; Gas/Insurance; Child Care/ Other. . Calculator tape on budget sheet will break down various sources of income. Use approximate net income (gross-10%) for wages. If a payment plan is set up with landlord for security, past or future rent, ensure those expenses are included in the budget.

Document future employment income with a letter from employer showing hours and rate of pay and start date. Start date of weekly benefits from UIB. Date released by Doctor to return to work.

CSBG ESFP &ESGP allow a reasonable expectation to pay rent – in these cases a verifiable letter from another source pledging specific financial assistance for the next month is acceptable.

Behind Not More Than....

Procedural Guidelines

- The entire RMA application must be complete, and the voucher signed before the next month rent is due.
- Each grant has different policies on how many months may be paid.
 - EFSP - maximum of the lesser of one month rent or \$1,200 – Assistance may be spread over a 3 month period. Rent or mortgage only, no security deposit.
 - ESG – Maximum of \$750, one month rent, mortgage or security deposit.
 - CSBG – Maximum \$800 per month or \$1,500 for multi-months, rent, mortgage only - no security deposit).
 - IDHS – No maximum cap on assistance – allows assistance for Rent/Mortgage (One Month), Security Deposit (no more than 2 months), Rent/Mortgage arrears (no more than 3 months) Or Combination of above (3 months rent equivalent max).

Documentation: Verify with Landlord the amount of rent due. Separate amount into rent amount, any late fees or court costs owed. This is a verbal verification separate from the 5 day notice prior to approval. Complete additional verification of all other rent/fees paid prior to sending the signed voucher. Amount due must be verified in writing by the landlord via a five day notice or landlord statement.

Ensure 30 day housing

Procedural Guidelines

- All assistance must ensure 30 days of housing. The landlord must agree to work with the County to accept rent and stop eviction proceedings upon receipt of signed voucher.
- Household will not be assisted at the end of their lease term, unless a new lease is signed or there is a verified agreement for a month to month lease.
- Month-to-Month leases – landlord must agree to rent for the month following assistance

Documentation: Verify and case note that landlord will accept payment from DuPage County. Lease or letter which extends through month following assistance.

Income Eligibility

Procedural Guidelines

- All income for each household member in the past 90 days is considered, with the following exceptions - high school students who work part time or summer jobs, income for foster child payments, and roommates who are not included in the assistance application.
- Each grant has different maximum income guidelines. IDHS- no income guidelines; EFSP – 50% Median Family Income; defined by HUD; ESG, try to use for Low-income; CSBG, 125% of poverty.

Documentation: Use *Application and Income Affidavit (or your agency's form)*. Copies of wage or unemployment check stubs or any other verifiable source of income. Income must be reported for by every household member who is 18 or older and who is not still in high school. For examples of income documentation, see attachments: *Income/Loss/Future Ability Verification*; and *Household/Income Information*. See *Income Guidelines Formulas* to calculate income.

Has not received assistance from another HPP provider in the past 12-24 months – Non-Duplication

Procedural Guidelines

- Households **must not** receive assistance from the same funding source in the same grant fund period. (CSBG, January – December; EFSP , November - November; ESG; April – March; IDHS, 24 months). This is policy from the grant funding agency. Approval for additional assistance must come from the grant funding agency.
- Households **should not** receive assistance from any homeless prevention provider fund (IDHS, ESG, and EFSP) more than one time in any twelve month period. Exceptions may be considered in extraordinary circumstances, when necessary to put a multi-month package together for the client, when funding is near depletion. Exceptions are at the discretion of each HPP agency.
- HPP providers report on all clients served for inclusion in the non-duplication list and in CMIS (when available). (See *Non-duplication List*)
- HPP providers must have valid authorization to share information via the non-duplication list and CMIS.

Documentation: Non-duplication list, Client statement and agreement

Special Considerations for Mortgages

Procedural Guidelines

- Assistance is for Principal and Interest Only (Exclude escrow/taxes/insurance/late fees)
- Client must provide cashier check or money order in amount necessary to bring mortgage current (late fees, escrow, client portion) before signed voucher is sent to mortgage company.
 - Generally, the client will provide these to the assisting agency and all checks (client, assistance, third party) are sent to the mortgage company together. However, if the mortgage company agrees to accept partial payment, the client may pay the mortgage company directly. Verify with the mortgage company that payment has been made before sending voucher.
- DHOC referral for default prevention counseling will be made for each mortgage assistance application.

Documentation: Itemized mortgage statement. Affidavit –Mortgage Company agrees to accept voucher.

Other Procedural Guidelines/ Verifications - See forms/procedures in *Forms and Resources for Verifying Specific Eligibility Criteria*

- Verify Income
- Verify Applicant/ Household Members
- Verify ownership of property - Assessors office, DuPage County Clerk, or Deed
- Verifying cash/contracted/self-employment income
- Verifying questionable documents
- Cautions (faxing vouchers, proving vouchers to clients etc....)

Utility Bill Assistance

Utility bill payment assistance is available through IDHS & EFSP funds.

Eligibility Guidelines

- DuPage County resident, residing in the unit where utility is being charged in their name. Or homeless household unable to turn on utilities upon move-in to new unit.
- Income: IDHS - no income guidelines; EFSP – 50% of Median Family Income
- Cap – IDHS No cap on assistance
- Economic crisis - use same criteria as RMA
- **Must** have valid disconnection notice. For move-in's, proof that utility will not be connected.

Procedural Guidelines

- Applicant must also apply for LIHEAP assistance when program is available. Verify application was made.
- The amount to be paid to avoid disconnection may exceed the assistance available. Verify remainder is paid/pledged prior to pledging a payment
- May be combined with assistance with rent/rent arrearage/security deposit.
- Non-duplication guidelines apply – use same criteria as RMA.
- Not all HPP agencies which have IDHS or EFSP include utility assistance in their budget.
- Utility assistance may be denied when the household has a history of non-payment of utility bills.

Forms and Resources for Verifying and Documenting Specific Eligibility Criteria

Calculating Income for Eligibility and Future Ability

Income Guidelines Chart

EFSP Guidelines

Income – Formulas for calculating income with examples

Income - Reporting and verification for self-employment

Income - What is and is not considered income

Verification Practices and Forms

Verification Practices

Income/Loss – Future ability verification

Affidavit form for documenting verbal information - Form

Request to Employer for Information Regarding Employee

Landlord's Late Notice Statement – To be used in lieu of a five day notice

Landlord & Tenant Statement of Tenancy – To be used in lieu of a lease

Homeless Eligibility Verification Form (HUD)

Identification Documents for Homeless Prevention Program Applications

Ownership - verifying ownership of rented unit

Properties in Trust & Land Trusts

UIB Verification

www.theworknumber.com verification sample and general info

Mortgages

Emergency Foreclosure Assistance for Homeowners – Referral for to DuPage Home
Ownership Center

Resources

Rent/Mortgage Assistance fax & phone numbers

Housing Authorities in Chicago Metropolitan Area

Housing Authority extension numbers

Social Security Office in DuPage Area

Illinois Driver's License Bureaus in the DuPage Area

100% Of Poverty (2007)

Hshld Size	Yearly	3 months	1 month
1	10,210	2,552	851
2	13,690	3,422	1,141
3	17,170	4,292	1,431
4	20,650	5,162	1,721
5	24,130	6,032	2,011
6	27,610	6,902	2,301
7	31,090	7,772	2,591
8	34,570	8,642	2,881

For each additional person add: \$3,480 yearly

125% Of Poverty (2007)(CSBG Programs: Shoe Vouchers; Repeat Bout.; St. Vincent's; DPMAP)

Hshld Size	Yearly	3 months	1 month
1	12,763	3,191	1,064
2	17,113	4,278	1,426
3	21,463	5,366	1,789
4	25,813	6,453	2,151
5	30,163	7,541	2,514
6	34,513	8,628	2,876
7	38,863	9,716	3,239
8	43,213	10,803	3,601

For each additional person add: \$4,350 yearly

150% Of Poverty (2007)(LIHEAP, KidCare Share, Weatherization)

Hshld Size	Yearly	3 months	1 month
1	14,700	3,675	1,225
2	19,800	4,950	1,650
3	24,900	6,225	2,075
4	30,000	7,500	2,500
5	35,100	8,775	2,925
6	40,200	10,050	3,350
7	45,300	11,325	3,775
8	50,400	12,600	4,200

For each additional person add: \$5,100 yearly

185% Of Poverty (2007) (Health Department Programs)

Hshld Size	Yearly	3 months	1 month
1	18,889	4,722	1,574
2	25,327	6,332	2,111
3	31,765	7,941	2,647
4	38,203	9,551	3,184
5	44,641	11,160	3,720

6	51,079	12,770	4,257
7	57,517	14,379	4,793
8	63,955	15,989	5,330

For each additional person add: \$6,438 yearly

200% Of Poverty (2007) (Access DuPage)

Hshld Size	Yearly	3 months	1 month
1	20,420	5,105	1,702
2	27,380	6,845	2,282
3	34,340	8,585	2,862
4	41,300	10,325	3,442
5	48,260	12,065	4,022
6	55,220	13,805	4,602
7	62,180	15,545	5,182
8	69,140	17,285	5,762

For each additional person add \$6,960 yearly

250% Of Poverty (2007)(DSSA and VAC)

Hshld Size	Yearly	3 months	1 month
1	25,526	6,382	2,127
2	34,226	8,557	2,852
3	42,926	10,732	3,577
4	51,626	12,907	4,302
5	60,326	15,082	5,027
6	69,026	17,257	5,752
7	77,726	19,432	6,477
8	86,426	21,607	7,202

For each additional person add: \$8,700 yearly

50% of Median Income (DHA, FSS) 2007	Projected yearly	DuPage Housing Authority – Fair Market Rents	
1	26,440	0 bdrm	748
2	30,150	1 bdrm	896
3	33,950	2 bdrm	1,069
4	37,700	3 bdrm	1,337
5	40,700	4 bdrm	1,496
6	43,750	5 bdrm	1,720
7	46,750	6 bdrm	1,945
8	49,750		

2007 HUD Median Family Income Guidelines (CHICAGO MSA)

2007 Median Family Income: \$69,800.00

Size of Family Unit	30%		50%		80%	
	Median Family Income		Median Family Income (Very Low Income)		Median Family Income (Low Income)	
	30 day	90 day	30 day	90 day	30 day	90 day
1	\$1,320.83	\$3,962.50	\$2,200	\$6,600	\$3,475	\$10,425
2	\$1,508.33	\$4,525.00	\$2,513	\$7,538	\$3,975	\$11,925
3	\$1,695.83	\$5,087.50	\$2,829	\$8,488	\$4,471	\$13,413
4	\$1,883.33	\$5,650.00	\$3,142	\$9,425	\$4,967	\$14,900
5	\$2,037.50	\$6,112.50	\$3,392	\$10,175	\$5,363	\$16,088
6	\$2,187.50	\$6,562.50	\$3,646	\$10,938	\$5,763	\$17,288
7	\$2,337.50	\$7,012.50	\$3,896	\$11,688	\$6,158	\$18,475
8	\$2,487.50	\$7,462.50	\$4,146	\$12,438	\$6,554	\$19,663

Source: U.S. Department of Housing and Urban Development

EFSP Guidelines



2007 All Kids and FamilyCare Income Guidelines

FamilyCare

Moms
& Babies

Family Size	Moms & Babies Pregnant Women 0 - 200%	All Kids and FamilyCare Assist Children, Parents & Caretaker Relatives 0 - 133% FPL	All Kids and FamilyCare Share Children, Parents and Caretaker Relatives 133% - 150% FPL	All Kids Premium Level 1 Children 150% - 200% FPL	FamilyCare Premium Parents & Caretaker Relatives 150% - 185% FPL	All Kids Rebate Children 133% - 200% FPL	FamilyCare Rebate Parents & Caretaker Relatives 133% - 185% FPL
1	*	0 - 1,132	1,133-1,276	1,277-1,702	1,277-1,574	1,133-1,702	1,133-1,574
2	0 - \$2,282	0 - 1,517	1,518-1,711	1,712-2,282	1,712-2,111	1,518-2,282	1,518-2,111
3	0 - \$2,862	0 - 1,903	1,904-2,146	2,147-2,862	2,147-2,647	1,904-2,862	1,904-2,647
4	0 - \$3,442	0 - 2,289	2,290-2,581	2,582-3,442	2,582-3,184	2,290-3,442	2,290-3,184
5	0 - \$4,022	0 - 2,674	2,675-3,016	3,017-4,022	3,017-3,720	2,675-4,022	2,675-3,720
6	0 - \$4,602	0 - 3,060	3,061-3,451	3,452-4,602	3,452-4,257	3,061-4,602	3,061-4,257
7	0 - \$5,182	0 - 3,446	3,447-3,886	3,887-5,182	3,887-4,793	3,447-5,182	3,447-4,793
8	0 - \$5,762	0 - 3,832	3,833-4,321	4,322-5,762	4,322-5,330	3,833-5,762	3,833-5,330
For each additional person add	\$580	\$386	\$435	\$580	\$537	\$580	\$537

www.allkids.com

1-877-ALL-KIDS (1-866-255-5437) / (TTY: 1-877-204-1012)

Revised 03/20/07 p:procedures/client_services/povertygl2007pdf Rev 3/06

5



ROD R. BLAGOJEVICH
GOVERNOR, STATE OF ILLINOIS

Documentation

Required Documentation	All CSBG Programs	Rent/Mortgage Assistance	Food Stamps	LIHEAP	Weatherization	YWCA	Access DuPage	Medicaid	FSS	Non-CSBG vouchers – STVD/RB*
30 day income				X	X	X		X	X	
90 day income	X	X	X				X			X
Social Security Cards	X	X	X	X	X	X	X		X	X
Birth Certificates			X							
Proof of Residency	X	X	X	X	X	X	X		X	X
Photo ID	X	X	X						X	X
Proof of need		X								
Proof of Expenses		X								
• Utility Exp			X	X						
• Child Care Exp			X			X				
• Medical Expenses			X							
• Housing Exp		X	X		X					
• Child Support								X		
Proof of Assets			X							
Participant must sign form/ Application	X	X	X	X	X	X	X	X		X
Picture for ID card										

*Get what you can for these files. Not all documents are required.

Maximum payment rates per child (YWCA)
Effective 4/01/06

Licensed Home Providers

Under 2
\$23.40/\$11.70
Age 2
\$23.05/\$11.53
Age 3 & older
\$22.10/\$11.05

Child Care Centers

Under 2
\$35.96/\$17.98
Age 2
\$31.08/\$15.54
Age 3 & older
\$25.44/\$12.72

License Exempt Home Providers

All children
\$10.48/\$5.24

90 Day income limits for FEMA - 2005		YWCA	Max. Gross Monthly
1	6,600	NA	NA
2	7,539	2	1,885
3	8,487	3	2,328
4	9,426	4	2,772
5	10,176	5	3,215
6	10,938	6	3,658

FOOD STAMP UNIT SIZE	MAXIMUM GROSS INCOME STANDARDS	MAXIMUM NET INCOME STANDARDS	MAXIMUM BENEFIT
1	\$ 1,037	\$ 798	\$ 152
2	1,390	1,070	278
3	1,744	1,341	399
4	2,097	1,613	506
5	2,450	1885	601
6	2,803	2,156	722
Each Add'l Member	+354	+272	+114

Food stamp guidelines effective 8/2005

INCOME FORMULAS

TO CALCULATE 90-DAY INCOME

Formulas based on calculations from the application date going back 90-days using gross dollar amounts.

Annual: Annual salary / 4 = 90-day

Weekly: Salary: Gross pay for 1 week x 13 weeks = 90-day
Hourly: add all 13 checks of the 90-day period.

Bi-weekly: Salary: Total gross of 1 pay period x 6 = 90-day
Hourly: Add total gross of the 6 checks of the 90-day period.

Using the Gross YTD:

- When you have the first and last checks in the 90-day time frame - Subtract the earliest gross YTD from the most recent gross YTD, and always add back in the gross amount of the earliest check.

Example:

- 90-day period = 1/31/07- 5/1/07
- Gross YTD of check date 5/1/07 is \$2500,
- Gross YTD of check date 1/31/07 is \$750, and the gross amount for check date 1/31/07 is \$200.

$$\$2500 - \$750 + \$200 = \$1950$$

\$1950 is the total 90-day gross income for this household.

- If you are missing the first or last check of the 90-day period, you must have the check received prior/after in order to calculate the exact amount.

If you are missing the *first* check in the 90 day period, subtract the YTD from the check immediately outside the 90 days from the last check received in the 90 day period.

Example:

- 90-day period = 1/31/07 – 5/1/07.
- The client does not have the check for 1/31/07 and is paid weekly.
- 5/1/07 gross YTD is \$2500
- 1/24/07 YTD gross is \$750.

$$\$2500 - \$750 = \$1750$$

- \$1750 is the total 90-day gross income for this household

If you are missing the *last* check in the 90 day period, subtract the gross amount from the YTD on the check immediately following the 90 day period, then subtract the YTD of the first check in the 90 day period.

Example:

- 90-day period = 1/31/07 – 5/1/07.
- The client does not have the check for 5/1/07 and is paid weekly
- 5/8/07 gross YTD is \$3250, gross for the week is \$750
- 1/24/07 YTD gross is \$750.

$$\$3,250 - \$750 = \$2,500$$

$$\$2,500 - \$750 = \$1750$$

- \$1750 is the total 90-day gross income for this household

PROJECTING MONTHLY NET INCOME

New Employment: *Based solely on employer verification of the following: hourly rate/salary, number of hours, and start date.*

Salary: Divide the annual gross salary by 12, and multiply by 80%.

Hourly: Multiply the hourly rate by the number of hours worked per week, multiply total by 4, and multiply total by 80%. *(80% is an estimate of the percentage of gross wages brought home. Percentage of net income will vary depending on benefits and other expenses deducted from the gross total. When uncertain, use 80 %.)*

Example 1: Salary of \$25,000/yr.

$$\$25,000 / 12 \text{ months} = \$2083.33$$

$$\$2083.33 \times 80\% = \$1666.67$$

(round to the nearest dollar)

The estimated monthly net income is \$1667.

Example 2: Hourly rate of \$8 at 40 hours per week.

$$\$8 \times 40 \text{ hours} \times 4 \text{ weeks} = \$1280$$

$$\$1280 \times 80\% = \$1024$$

The estimated monthly net income is \$1024.

Existing Employment (when pay is not consistent): *Based solely on check stubs.*

Take the average of all net checks from the past 90-days. You may exclude net checks that are considered as part of the economic crisis, or are unusually low/high. The average net amount should then be multiplied to calculate a monthly amount.

Example:

Worker paid weekly

Sum of 13 net checks = \$2500.

Calculate the average net check: $\$2500 / 13 \text{ checks} = \192 net per week .

Calculate the monthly net income $\$192 \times 4 \text{ weeks} = \768

The estimated monthly net income is \$768

If the hours worked are increasing or decreasing (based on employer affidavit, the average calculation would be inaccurate. Use the calculation for new employment. If the client's current pay check stubs show a net wage of more/less than the 80% of their gross wages, you may do the following:

Estimate % of gross by using current check stub. Divide the net total or net YTD by the gross total or YTD to obtain the percentage of gross that is taken home. Use this percentage to multiply the estimated monthly gross income by the percentage of gross taken home.

Example:

Gross check is \$500.

Net check is \$450.

Hourly rate is \$12.50, where the client works 40 hours/week.

$\$450 / \$500 = 90\%$

$\$12.50 \times 40 \text{ hours} \times 4 \text{ weeks} = \2000

$\$2000 \times 90\% = \1800

The estimated monthly net income is \$1800.

Existing Employment (when pay is consistent):

Multiply the net check by the appropriate number of weeks to calculate a monthly total.

Example:

\$500 net earned bi-weekly.

$\$500 \times 2 \text{ weeks} = \$1,000$

The estimated monthly net income is \$1,000.

Self-Employed Income Worksheet

Applicant/ Household Member Name _____

Business Name _____

Business Address _____

Type of Business _____

Profit or Loss from business or professional self-employment for the 90 day period of _____ to _____

(Thorough documentation for the information must be verified by a ledger, check stubs, receipts, or other verification).

A. Gross receipts or sales \$ _____

Deductions of Expense Related to Business

1. Materials and supplies \$ _____

2. Advertising \$ _____

3. Bad debts from sales and service \$ _____

4. Bank service charges \$ _____

5. Transportation expenses \$ _____

6. Insurance \$ _____

7. Interest on business indebtedness \$ _____

8. Business-related laundry and cleaning \$ _____

9. Legal and professional expenses \$ _____

10. Office expense \$ _____

11. Rent on business property \$ _____

12. Repairs \$ _____

13. Utilities and telephone \$ _____

14. Taxes \$ _____

15. Other (specify) \$ _____

16. Wages paid to Owner and/ or other immediate family members \$ _____

17. Wages paid to employees, other than #16 \$ _____

B. Total deductions \$ _____

C. Profit (or Loss) from business or professional self-employment for the 90 days prior to application \$ _____

D. The profit listed above listed is available to the owner and/ or other household member for personal use.
☐ yes ☐ no

I certify and declare under penalties of perjury that the information I have provided is an accurate and complete disclosure of the requested information.

Signature _____ Date _____

Income

IS

Employment/Wages/Salaries
Self-Employment

Social Security
Railroad Retirement
Unemployment Compensation
Strike Benefits from union funds
Veteran's payments
TANIF/AABD/RRA
SSI
General Assistance
Alimony
Child Support
Military family allotments
Regular support from an absent
Family member
Private Pensions
Government employee pensions
Dividends

Insurance and annuity payments
Interest
Rental Income
Receipts from estates or trusts
Gambling or lottery winnings
Net receipts from farm self-employment

IS Not

Capital Gains
Assets drawn down as
withdrawals from a bank
sale of property, a house,
or a car
Tax Refunds
Gifts
Loans

One time insurance-
payments
Compensation for injury
Training Stipends
Employee fringe benefits
Food or Housing -
received in lieu of wages
Food Stamps
School Lunches
Housing assistance

College Scholarships,
grants, fellowships, and
assistantships
Medicare
Medicaid
Royalties
Adoption subsidy
payments
Foster Care Stipend

Verification Practices

Disciplined verification process helps to ensure that homeless prevention funds are distributed to the households who need this assistance and prevents fraudulent receipt of HPP funds. Verifying information provided by a client helps to ensure accuracy in documenting the household's financial, employment and rental history.

In order to help prevent fraud, always verify the following information of Documents for Income/Loss/ and Future Ability. Use the Chart on the next page for possible sources of verification.

Vouchers/Promise of payment may be mailed, faxed, or picked up by landlords or authorized agents (must present photo I.D. to sign voucher in office). When faxing a rent voucher to a private landlord always verify that the fax number is registered to that person or to management owned apartment complexes. When in doubt – use the mail. Vouchers may be faxed out – but must be returned with the original signature (by mail or in person).

Payment is to be issued to the owner of the property only or in the management company's or apartment complex name. If a landlord requests a check to be made out directly to him or herself and the local assessors office and or county clerk does not have record of ownership the landlord must fax in an income tax bill or deed to the property to provide proof ownership. Checks are to be mailed directly to the management office at the apartment complex or the landlord. If a landlord insists on picking up the check – have them present a photo I.D.

If questionable or fraudulent documentation is provided rent/mortgage can be denied on this basis. Your agency may elect to take legal action. Also indicate on the HPP non-duplication list that the household was denied ~ this will alert other providers.

INCOME/LOSS/FUTURE ABILITY VERIFICATION		Resources for Verification
Wages - must reflect paydate, gross wages per pay period, payee, and payor.	Check Stubs - 90 days or first and last to determine YTD, or Employer verification (written), or Third Party Verifications: "The Work Number"	www.theworknumber.com
Self-Employment - must include paydate, gross payment, payee, and payor. Business related expenses can be deducted if documented through receipts.	Client must complete self-employment worksheet & provide documentations Paid Invoices, or Customer Affidavit, or Accounting ledgers, or	Client will provide documents
SSA/SSI/SSDI - must reflect payment for the current year	Annual Benefit Letter, or Copy of Check, or Bank Statement showing automatic deposit	Client must contact local SS office and request documents to be faxed to DPC
Unemployment Benefits - must include gross payment, payee, and paydate.	UIB Stubs, or Unemployment Benefit Staff verification (written), or Benefit Letter (for those approved but have not received)	Contact: IDES (630) 495-4345 (630) 495-0617 fax #
Child Support - must include gross payment, paydate, payee, and payor.	State Disbursement Unit Verification, or Check Stubs, or Payor Affidavit (written), or Court Order	Contact: SDU 1-877-225-7077 OR Client can access on-line to get a print out - www.ilchildsupport.com/sdu
Medical Documentation	Approved FMLA paperwork, Approved or unpaid medical leave started, Date of surgery/admission/discharge paperwork. Paid receipts for medical, pharmacy, medical supplies	Client must provide documents OR Case Manager can request information by fax
Car Repair Receipts	Car repair invoice - dated, itemized, marked as paid, method of payment - may need to verify debit card deduction through bank statement	Client must provide documents
New employment verify the start date, hours to be scheduled and salary if payment hasn't been received.	Employer written verification	Client must contact employer OR case manager can fax employer for employment information
Funeral Expenses	Mass card or death certificate, paid receipts showing client responsibility. (gas, food related to travel does not count toward loss)	Information provided by client
Budget	Show positive budget with reduced income if rent can be made through re-budgeting.	Completed by client & case manager
Additional Verifications/Documents - to be used as needed.	Case Manager affidavit - to verify, clarify or extend information provided in written documentation Proof of Company/business: Business Card Phone Directory Online Listing Reverse Phone Directory Income Affidavit - all household members over 18 years of age attest to the income as they are reporting/documenting it. Budget - Each household attests future monthly expenses and monthly net wages	Case Manager utilizing internet will use phone directory, online listing, and reverse phone-directory Client will provide business card

DOCUMENTATION AFFIDAVIT

Applicant Name: _____

Social Security #: _____

Verification of: _____

Time Period: _____ to _____

Item amount: _____

Verified by (document or person): _____

Additional data - (e.g., Claim #, IDPA Case #, Employer or Agency and Phone #):

I attest that I have seen documentation of, or have received phone verification supporting this information.

Signature/Staff

Date

Date: _____

Agency: _____

Re: _____

Attn: _____

Employee or SS#: _____

From:

Dear:

This is a formal request for information regarding a current or previous employee of your company,

Please mail the information to _____,
or use the return envelope provided.

- ☐ Start date of employment, salary/hourly wage
- ☐ Gross wages accrued in the past 90 days from _____ to _____
- ☐ Hours worked per pay period
- ☐ Full/Part-time employee
- ☐ Verification employee on unpaid maternity leave
- ☐ Verification that employee has returned to work or anticipated date of return
- ☐ Date of termination of employment
- ☐ Employee receiving short-term disability
- ☐ Other: _____

If you have any questions regarding this request, I can be reached at (630) _____

Thank you for your cooperation,

_____, Case Manager

Landlord's Late Notice Statement

Tentants Name: _____

Address of Rental Property: _____

Name of Person Filling Out This Form (please print): _____

I Am the: _____ Owner _____ Property Manager _____ Agent _____ Authorized
Representative

Address: _____

Phone Number: _____

Total Amount of Rent Owed: _____

(Please break down amount below)

Date Due: _____ Rental Amount: _____ Late Fees: _____

Date Due: _____ Rental Amount: _____ Late Fees: _____

Date Due: _____ Rental Amount: _____ Late Fees: _____

Court Fees: _____ Other Fees: _____

Do you have an intent to evict the client? _____ Yes _____ No

Was a 5-day notice issued to the client? _____ Yes _____ No

If so, when? _____

Are you willing to work with the Homeless Prevention Program (HPP) to prevent the
tenant's eviction? (The HPP may be able to provide financial assistance with the
tenants rent arrears). _____ Yes _____ No

Signature: _____

Date

For more information or if you have any questions, please call: _____ 0
Case Manager with _____ at _____

Landlord's Statement

Note: The person named below has applied for assistance. To enable us to process their application, we need the following information:

Name of applicant/tenant: _____

Address of rental property: _____

Name of Landlord: _____

Address of Landlord: _____

Phone Number of the Landlord: _____

Start date of lease: _____ End Date: _____ Monthly rent: _____

Security Deposit Owed: _____ Rent Owed: _____ Fees Owed: _____

Type of Accommodation: Room to Rent _____ Apartment _____ House _____

Utilities paid by tenant: Electric _____ Gas _____ Water _____ Other _____

If the stated rental property was recently acquired by the Landlord through a property transfer, please provide written documentation of the transfer. If the stated rental property is under a trust, please provide written documentation of the beneficiaries.

Landlord's Signature: _____

Tenant/Applicant's Signature: _____

Tenant/Applicant's Signature: _____

FOR OFFICE USE
ONLY

Registered Owner of Rental Property: _____

Verified by: _____

HOMELESS ELIGIBILITY VERIFICATION

Client Name _____

Homeless persons are those who fall into one of the following situations:

Person is/was sleeping in a place not meant for human habitation: in a car, park, on the sidewalks or in an abandoned building.

_____ Name of organizations or outreach workers who have assisted; OR

_____ Address where general assistance checks are delivered; OR

_____ Other information that might verify person living on the street (i.e. Documentation from mobile outreach worker).

Person is/was sleeping in an emergency shelter.

_____ Written verification from shelter staff that person has been living at shelter (Verification should be signed and dated by shelter personnel).

Person is/was living in a transitional or supportive housing for homeless persons who originally came from the streets or emergency shelters.

_____ Written verification from transitional housing staff that individual has been residing in transitional housing (Verification should be signed and dated by transitional housing Personnel) AND

_____ Verification that individual was living on the streets, in emergency shelter, evicted or discharged from institution prior to transitional housing.

Person is being/was evicted within 7 days from private dwellings and no subsequent residences have been identified and lacks the resources and support networks needed to obtain housing.

_____ Evidence of formal eviction proceedings that show individual was evicted within the week before receiving homeless assistance; AND

_____ Information about individual prior to eviction (income, other efforts to obtain housing, why person would be living on street/in emergency shelter without homeless assistance).

_____ Or, if eviction occurred with no formal proceedings: Individual must sign and date a statement describing how they were forced out of a dwelling for reasons beyond their control (Grantee must make efforts to verify individual's statement and must have written verification describing their efforts).

Person is being/has been evicted by family members and has no other means of support.

_____ Statement describing reason for eviction must be signed and dated by family member.

Abused/battered spouse.

_____ Written verification from individual that he/she is fleeing a domestic violence situation.

_____ If individual unable to prepare a written statement, grantee may prepare statement and have individual sign and date.

Person was released from a hospital or other institution after being there for 30 consecutive days or less and being returned to one of the above sleeping/living conditions.

_____ Verification from institution that individual was residing in institution for less than 31 days. AND

_____ Information about previous living situation

Person is being/was discharged within 7 days from an institution in which they have been a resident for more than 30 consecutive days and no subsequent residences have been identified and they lack the resources and support networks needed to obtain housing.

_____ Evidence from institution's staff individual was being discharged within the week before receiving homeless assistance; AND

_____ Information about individual (income, other efforts to obtain housing, why person would be living on street/in emergency shelter without homeless assistance).

Identification Documents for Homeless Prevention Program Applications

For ESG & CSBG, All applicants must present:

- *Valid photo id for applicant*
- *Social Security Cards for each member of the household.*

When Social Security Cards are not available some grant funds (IDHS, FEMA) will accept the following documents as proof of identification. The documents presented should be originals; however, notarized or certified copies are also acceptable.

- *U.S. Military Identification Card **
- *U.S. Military Driver's License **
- *Military Service Record - DD214 **
- *Social Security Award Letter (Primary beneficiary only)**
- *IDPA print out showing: name, date of birth and social security number*
- *National identification card (must show photo, name, current address, date of birth, and expiration date)*
- *State issued Driver's license or Identification Card*
- *U.S. Passport*
- *Birth certificate*
- *Adoption Records – Legal guardianship court records*
- *U.S. Citizenship and Immigration Services (USCIS) photo identification*
 1. *I-551 (Alien Registration)*
 2. *I-688 A or B (Employment Authorization Card)*
 3. *I-766 (Employment Authorization Card)*
 4. *I-767 (Notice of Change Action Status)*
- *Medical records (dependents - under 14 years old - only)*
- *For Infants Only – Hospital Certificate of Birth*
- *School records (dependents and/or students - under 25 years old - only)*
- *Martricula Consular (issued by the Mexican Consulate to allow travel between the US and Mexico)*

**May also be valid proof of Social Security for grant purposes.*

Grants requiring proof of SS for all household members: CSBG, ESG

Grants which do not require SS cards for all household members: IDHS, FEMA, Krueger Funds

Verification of Ownership

Ownership must be verified under the following circumstances:

- Property is privately owned.
- Applicant is applying for mortgage assistance.
- Listed apartment complex/management company/manager is not recognized by staff as property management/landlord of the property in question. See below for a list of known apartment complexes/management companies.
- Property is under a trust, where additional bank information will be necessary.

To Verify Ownership

- Contact the local Township Assessor's office. If uncertain which township the property is under, you may search the online database under each township assessor's website.
- Or contact DuPage County Department of Revenue, or other related office
- Or request the owner to provide the property deed, property tax statement, closing documents, or bank documents verifying the stated party as the property owner/trustee.

Properties in Trust

If a property is recorded to be owned by a trust, then the check issued by DuPage County needs to be made directly to the trust. If the owner or beneficiary would like the check made payable to themselves they must provide documentation showing that they are connected to the trust, acceptable documentation:

- Deposit slip stating owners/beneficiaries name and trust number
- E-mail from the bank where the trust is held verifying ownership. (Please see examples of documents in rent training manual).

Land Trust Defined:

Land Trust: A landownership arrangement by which the trustee holds both the legal and equitable title to land while the beneficiary retains the power to direct the trustee, manage the property, manage the property, and draw income from the trust. (Blacks Law Dictionary)

Date: _____

Agency: IDES

Re:
Employee or SS#:

Attn: [NAME]

From:

Dear: [NAME]

One of your clients, _____, _____, has applied for assistance at our office.
In order to finish processing this application we need to verify the following information.
I have enclosed an authorization to release this information signed by our client.

- ☐ Start date of unemployment benefits
- ☐ Total UIB paid from _____ to _____
- ☐ Last date of employment
- ☐ Last date of UIB payment
- ☐ Other:
- ☐ Other:

If you have any questions regarding this request, I can be reached at _____

Thank you for your cooperation,

Case Manager

The following information was copied directly from <http://www.theworknumber.com/>

The Work Number is an income and employment verification service used by social service workers nationwide to determine eligibility for **TANF, food stamps, low-income housing, welfare-to-work programs, cash assistance, Medicaid** and other benefits. It's also used by Title IV-D directors to find child support evaders in cases where court orders have been established.

Eligibility & Getting Started

You must be approved for service and qualify as a public sector social services agency in order to use The Work Number's Social Services offerings. If you work for a state agency, your organization has probably already registered for at least one of our services described below. **To use our website, you need only to enter your organization's fax number in the login box above and to your right.** If your fax number is NOT recognized, you can [sign up](#) for one of our services

Verification Sample

Faxed to: "Caseworker's Name"

The following information is provided in response to your request on: **8/7/2007**

The employer provided this information to The Work Number to act as their official agent for employment and income verification. Any inconsistency between the most recent start date and the total time with the employer is due to prior work period. If you have any questions, please call our Client Service Center at 1-800-996-7566 (Voice) / 1-800-424-0253 (TTY/Deaf).

Information not provided by the employer is shown as "Data Not Provided." Employment and Income information current as of 12/16/1899
Reference Number for this verification: 10639911

EMPLOYER

Employer:	90001 - Enterprise Test Co.
Employer Headquarters Address:	2234 Main Street St. Louis, MO 63146
Federal Employer Identification Number (FEIN):	123456789

EMPLOYEE

Employee:	Randy W. Doe
Social Security Number:	111-00-3341
Address:	1545 Orangedale Lane St. Louis, MO 63122
Date of Birth:	12/03/62

EMPLOYMENT

Employment Status:	Active
Most Recent Start Date:	2/01/99
Original Hire Date:	2/1/99
Total Time with Employer:	3 years, 6 months
Job Title:	Clerk
Union Affiliation:	None
Work Location (Job Site):	1850 Borman Court St. Louis, MO 63146

*** MEDICAL INSURANCE**

Medical Insurance Available:	Yes
Employee Eligible:	Yes
Reason for Ineligibility:	None
Employee Enrolled:	Yes
Eligibility Date:	5/01/99
Coverage Start Date:	5/01/99
Coverage Termination Date:	Data Not Provided
Medical Carrier Name:	United Healthcare
Medical Carrier Address:	Data Not Provided
Medical Carrier Phone Number:	314-214-7000
Medical Insurance Policy Number:	111-00-3341-01
Medical Carrier Group Number:	GN-0098
Coverage Level:	Data Not Provided
Annual Cost for Medical Insurance:	Data Not Provided
Dependent Coverage Available:	Yes
Per Pay Period Cost to Add Dependent:	\$10
Number of Dependents Covered:	2
Dependents Covered:	2

Dependents	SSN	Birth Date
John R. Doe	111-00-3341	03/04/95
Suzie M. Doe	842-00-2237	11/27/98

Participating in Medical COBRA:	Data Not Provided
---------------------------------	-------------------

*** DENTAL INSURANCE**

Dental Insurance Available:	YES
Employee Eligible:	YES
Employee Enrolled:	YES
Dental Carrier Name:	Delta Dental
Dental Carrier Phone Number:	314-214-7000
Dental Insurance Policy Number:	1023345

*** VISION INSURANCE**

Vision Insurance Available:	YES
Employee Eligible:	YES
Employee Enrolled:	NO

Dental Carrier Name:	Data Not Provided
Dental Carrier Phone Number:	Data Not Provided
Dental Insurance Policy Number:	Data Not Provided

*** WORKERS' COMPENSATION**

Receiving Workers' Compensation:	Yes
Carrier:	GatesMcDonald
Date of Injury:	2/22/01
Date of Award:	6/05/01
Claim Number:	12345
Claim Pending:	No

INCOME AND DEDUCTIONS

Average Hours per Pay Period:	80		
Rate of Pay:	\$9.00 hourly		
	2002	2001	2000
Total Gross:	9,850.00	18,150.00	18,150.00
Payroll Deduction For All Insurance Coverage:			40.00

PAY PERIOD DETAIL 12/16/1899

Income		Withholding		
Total Gross Earnings	720.00	Federal Tax		108.90
Pension	0.00	State Tax		25.40
Other Income	0.00	Local Taxes		11.40
		State Tax		25.40
		Social Security		43.20
		Medicare		9.42
		Retirement / 401K		40.00
		Cafeteria Plan		10.50
		Garnishments		0.00
		Other Withholding		0.00
		Net		514.38
Pay Pd. Date	Pay Date	Hours Wkd.	Gross	Net
12/16/1899	12/20/1899	80.00	720.00	514.38
12/2/1899	12/5/1899	80.00	720.00	514.38
11/18/1899	11/21/1899	80.00	720.00	514.38
11/4/1899	11/7/1899	60.00	540.00	383.40
10/21/1899	10/24/1899	80.00	720.00	514.38
10/7/1899	10/10/1899	70.00	630.00	447.30

*** Please note that medical, dental, vision, and workers' compensation benefits are provided in some but not most verifications.**

HPP providers must complete a DHOC referral for default prevention counseling referral for each mortgage assistance application.

The free foreclosure prevention counseling program at the DuPage Home Ownership Center helps DuPage County homeowners in financial crisis develop realistic solutions to prevent foreclosure. While DHOC does not provide financial assistance, our counselors can help with the following:

- Assess your situation and provide realistic solutions and objective guidance.
- Intervene on your behalf with your mortgage lender to develop a workout plan, if appropriate.
- Help you access other community services that can save you money.
- Provide guidance in developing a realistic budget to move you and your family through the financial crisis.

All counseling is done by appointment only, and can be scheduled by calling 630/260-2500.

DHOC counselors are aware of the ability and basic guidelines of the Homeless Prevention Program and will refer clients when appropriate.

**Emergency Foreclosure Assistance for Homeowners
Referral Form**

FAX 260-2505

Date _____

Client Information

Name _____

Current Address _____

City, State, Zip _____

Telephone _____ Alt. Phone _____

Agency Information:

Referred by (name of agency) _____

Agency Representative _____

Telephone _____ Fax _____

Email _____

Should the client be referred back for potential emergency mortgage assistance? Explain. _____

Client Disclosure & Release

I hereby give permission to the above-named agency and the DuPage Homeownership Center to share information regarding my file as pertains to obtaining foreclosure prevention and emergency assistance services. I have received the default counseling packet and understand what I need to do to prepare for a counseling session with the DuPage Homeownership Center. I will be calling the DuPage Homeownership Center within the next 3 business days to schedule a default counseling appointment.

Signature of Client

Date

Rent/Mortgage Assistance fax & Phone Numbers

Fax Numbers:

Contact Person

Illinois Department of Employment Security (Unemployment office)	495-0617	Ewa
Social Security	375-1750	None
State Disbursement Unit (DuPage County)	784-3804	None
Illinois State Disbursement Unit	221-2312	None
Catholic Charities (Lombard)	495-9854	Annie Laven
Outreach Community Ministries	462-7076	Matthew McNiel
Wheaton Youth Outreach	682-0655	Maggie Swanson
Peoples Resource Center	682-2936	Tonya Latson
DuPage County Human Services	407-6501	Joan Rickard or Juli Grote

Assessor's office phone numbers:

Kane County	(630) 208-3813
Cook County	(312) 443-7550
Will County	(815) 740-4648
County Clerk (DuPage)	(630) 407-5540 Revenue Department
Aurora CTY	(630) 892-8811
Addison Township	(630) 530-8161
Downers Grove	(630) 968-2100
DuPage Township	(630) 759-1315
Lisle Township	(630) 968-2087 X 1
Milton Township	(630) 653-5220
Naperville Township	(630) 355-2444

OR

www.Naperville.Ill.US/ click on "your place"

Wayne Township	(630) 231-8900
Winfield Township	(630) 231-3573
York Township	(630) 627-3356

***Bloomingdale Township Assessors Office** will not take requests to verify ownership of property; please contact DuPage County Clerk's office*

HOUSING AUTHORITIES IN THE CHICAGO METROPOLITAN AREA
(Ask for Section 8 Portability Coordinator)

Aurora Housing Authority
1630 W. Plum
Aurora, IL 60506
630/859-7210
Contact: ~~Pat Deal~~ *portability*

Cicero Housing Authority
5933 W 35th St.
Cicero, IL 60804
708/652-0386
Contact: Marta Duron

Chicago Housing Authority (CHAC)
1000 S. Wabash, Second Floor
Chicago, IL 60602
312/986-9400
Contact: Ms. Padilla

Elgin Housing Authority
120 S. State
Elgin, IL 60123
847/742-2245
Contact: Zola Gilliam

Housing Authority of Cook County
310 S. Michigan Ave., - 15th Floor
Chicago, IL 60604 - 4204
312/663-5447
Contact: Portability Dept.

Joliet Housing Authority (Will County)
6 S. Broadway
Joliet, IL 60434
815/727-0610
Contact: Lynette Shea/Donna Cash

Kane County (See Aurora)

Lake County Housing Authority
33928 N. Highway 45
Grayslake, IL 60030
847/223-1170
Contact: Alice Fleming

Maywood Housing Authority
Intercontinental Center
1701 S. 1st Ave., Ste. 500
Maywood, IL 60153
708/345-7315
Contact: Brenda Samuel

Oak Park Housing Authority
21 South Boulevard
Oak Park, IL 60302
708/386-9322
Contact: Deidra Patterson

North Chicago Housing Authority
1440 Jackson
North Chicago, IL 60064
847/785-4300
Contact: Portability Dept.

Waukegan Housing Authority
200 S. Utica
Waukegan, IL 60085
847/244-8500
Contact: Francine Motley

Will County (See Joliet)

DuPage Housing Authority
128A S. County Farm Rd.
Wheaton, IL 60187
Contact: Josie Ewing
630/690-3555
630/690-0702 (FAX)

McHenry County Housing Authority
1108 N. Seminary - P.O. Box 1109
Woodstock, IL 60098
815/338-7752
Contact: Peggy Davis

DHA #IL101
FED.ID# 36-6108690

LOTTERY: April 6- May 15 (2000)
WAITING LIST: April 16-August 30
(2001)

Dupage Housing Authority
EXTENSION NUMBERS

200 - ANDREA THEIN/RECEPTIONIST
202 - MALINDA SMITH
203 - LORRAINE HOCKER
204 - KATIE ROGALA
205 - TONI ADAMATIS
206 -
207 - MARIO CARRASCO
208 - ROLAND MUNOZ
209 - KRISTIN SARTORE
210 - MARGIE CAMPOBASSO
211 - MARGARET WILLIAMS
212 - DENISE KUNZ
213 - GAIL WINFIELD
214 - JEAN SODARO
215 - MARILYN DEMAKES
216 - LUNCH ROOM

217 - JOE MAIELLO
218 - TERRENCE OLSEN
219 - JOHN DAY
220 - MOON KAHN
221 - JEAN PETRICK
222 - BOB HESS
224 - REFERRAL INQ
226 -
227 - JOHN HIDALGO
229 - DENISE MERGEN
230 - BOARD ROOM
231 - ELLEN GARBINCUS
232 - PAM WATTS
234 - CRISTINE ORTEGA
240 - DHA-MICHELLE LARAIA
242 - MAIL/COPY ROOM
243 - TEDD TERMUNDE
246 - MEGAN MURPHY

DUPAGE CNTY HEALTH DEPT.:682-7400

ALLISON - 237

SOCIAL SECURITY OFFICES IN THE DU PAGE AREA

PHONE NUMBER FOR ALL OFFICES 1-800-772-1213 HOURS 7AM - 7PM

Aurora Social Security Office
1660 N. Farnsworth Avenue
Aurora, Illinois 60505
630-375-0506

Bloomington S.S. Office
230 W. Lake Street
Bloomington, Illinois 60108
630-307-2360

Downers Grove S.S. Office
6330 Belmont Suite D
Downers Grove, Illinois 60515
630-852-2831

Elgin Social Security Office
1845 Grandstand Place Ste. 200
Elgin, Illinois 60123
847-742-5096

* There is no charge for filing a replacement or a new Social Security card.

ILLINOIS DRIVERS LICENSE BUREAUS LOCATED IN DU PAGE COUNTY

Lombard DMV
837 S. Westmore Ave.
Lombard, IL 60148
630-629-0380

Aurora DMV
339 E. Indian Trail
Aurora, IL 60505
630-896-1911

Naperville DMV
931 W. 75th Street
Naperville, IL 60540
630-369-9010

OFFICES ARE CLOSED ON MONDAY
OFFICE HOURS ARE TU 9AM - 7PM, W-F 8AM - 5:30PM & SAT 8AM - 12PM

WHEATON DMV
128 W. Liberty
Wheaton, Illinois 60187
630-653-8964

WHEATON OFFICE HOURS ARE M, W & F 9AM - 5:30PM



Part 3 – Reporting



Homeless Prevention Check List
Quarterly Report – Fiscal, Client Activity, Supportive Services

IDHS Homeless Prevention Program Documentation Checklist

Initial Client Assessment

The household must fall into one of the following categories in order to be eligible:

- ☐ imminent danger of eviction
- ☐ imminent danger of foreclosure
- ☐ imminent danger of homelessness
- ☐ currently homeless

The household must document a temporary economic crisis beyond its control, evidenced by at least one of the following conditions:

- ☐ loss of employment
 - ☐ medical disability or emergency
 - ☐ loss or delay of some form of public benefit
 - ☐ natural disaster
 - ☐ substantial change in household composition
 - ☐ victimization by criminal activity
 - ☐ illegal action by a landlord
 - ☐ displacement by a government or private action
 - ☐ some other condition which constitutes a hardship comparable to the ones listed above.
- Specify: _____

2-Year Eligibility Requirement

The household is eligible to access assistance once every two years. All exceptions must be submitted to and approved by IDHS Homeless Prevention Program staff. Does the household meet the 2-year eligibility requirement?

- ☐ yes
- ☐ no, but exception approved by IDHS program staff

Income Verification

The household must be able to demonstrate an ability to meet its future rental/utility obligations after assistance has been granted based on current or anticipated income:

- ☐ Employer Verification
- ☐ Copy of Pay Stubs
- ☐ SSI/Disability Verification
- ☐ Other: _____

Rental Assistance/Arrearage

- ☐ Landlord Agreement
- ☐ Eviction/Overdue Notice or Past Due Bills
- ☐ Record of Payment
- ☐ Copy of Check issued by Agency

Security Deposit Assistance

- ☐ Lease or Rental Agreement
- ☐ Receipt of Payment or Partial Payment toward Security Deposit
- ☐ Copy of Check issued by Agency

Utility Assistance/Arrearage

- ☐ Utility Statement Showing Arrearage
- ☐ Shut-Off Notice or Past Due Bills
- ☐ Copy of Check issued by Agency

Follow-Up Requirement

Six months after the end of the fiscal year, the household must be followed up with to determine their housing status. At the time of intake, did you:

- ☐ Thoroughly explain your follow-up process to the household
- ☐ Collect adequate contact information, including a secondary phone number, to ensure a successful follow-up attempt

Wrapping Up the Client File

- ☐ Am I collecting the necessary client data to ensure accurate reporting to the Department of Human Services? (i.e., household composition, gross monthly income, type of prevention assistance granted, food stamp status, LIHEAP status, supportive services)

Questions and concerns should be brought to the attention of Gerráh Caldwell,
Homeless Prevention Program Coordinator, at (217) 782-1317.

FY2008 HOMELESS PREVENTION PROGRAM QUARTERLY FISCAL REPORT

Agency Name: _____
Contact Person: _____
Phone Number: _____
Contract Number: _____

IMPORTANT: Indicate reporting period for the Fiscal and Client Activity Report

- ☐ 1st Quarter (July through September) due October 20, 2007
☐ 2nd Quarter (October through December) due January 20, 2008
☐ 3rd Quarter (January through March) due April 20, 2008
☐ 4th Quarter (April through June) due July 20, 2008

<u>Service Category</u>	<u>DHS Approved Budget</u>	<u>Actual Expenditures for the reporting period</u>
Rental Assistance/Arrearage	_____	_____
Security Deposit Assistance	_____	_____
Utility Assistance/Arrearage	_____	_____
Approved Supportive Services	_____	_____
Approved Case Mgmt. Services.	_____	_____
Total	_____	_____

Fax or E-mail Your Fiscal & Client Activity Reporting Forms to:

Gerrah L. Caldwell, Coordinator
IDHS Homeless Prevention Program
Homeless Services & Supportive Housing
400 West Lawrence, 2nd Floor
Springfield, IL 62762
FAX: (217) 557-9673
E-MAIL: gerrah.caldwell@illinois.gov

**FY2008 HOMELESS PREVENTION PROGRAM
CLIENT ACTIVITY REPORT
DUE QUARTERLY WITH THE FISCAL REPORT**

Agency Name: _____

Contact Person & Phone Number: _____

- 1. Household Type. Report an UNDUPLICATED count of households, by type, entering the program.**
[Your total here must equal the total number of households you served during the quarterly reporting period]

Single Male _____ Single Female _____ Couple No Child _____ Couple W/Child _____ Male W/Child _____ Female W/Child _____
Total 0

- 2. Food Stamp Service Coordination. Report an UNDUPLICATED count of households. [Your total here must equal your total from Section #1]**

REASON/SERVICE	#Households
Number of households currently receiving food stamp assistance	
Number of households not currently receiving food stamps who were assisted with a food stamp application	
Number of households not eligible to receive food stamp assistance	

TRUE

- 3. Utility Assistance Service Coordination. Report an UNDUPLICATED count of households. [Your total here must equal your total from Section #1]**

REASON/SERVICE	#Households
Number of households currently receiving LIHEAP	
Number of households not currently receiving LIHEAP who were referred to the LIHEAP Program	
Number of households not eligible for LIHEAP	

TRUE

- 4. Household Income. Report an UNDUPLICATED count of households at each monthly income level. [Your total here must equal your total from Section #1]**

Gross Monthly Income	#Households	Gross Monthly Income	#Households
No Income		\$1001 to \$1500	
\$1 to \$250		\$1501 to \$2000	
\$251 to \$500		\$2000+	
\$501 to \$1000		TOTAL	0

TRUE

- 5. Prevention Services. Report a DUPLICATED count of households that received preventive services. It is possible that a household received more than one service. [Your total here must be equal to or more than your total from Section #1]**

REASON/SERVICE	Rental Assistance	Utility Assistance	Security Deposit
Maintain Current Residence			
Move From Residence to Other Permanent Housing			
Move from Shelter to Permanent Housing			

TRUE

6. **Supportive Services.** If supportive services are given in conjunction with homeless prevention funding, report a **DUPLICATED** count of households receiving services.

Supportive Service	Single Male	Single Female	Couple No Child	Couple W/Child	Male W/Child	Female W/Child
Outreach						
Advocacy						
Case Management*						
Counseling - Family						
Counseling - Financial*						
Counseling - Life Skills						
Counseling - Psychological						
Counseling - Domestic Violence						
Mental Health Services						
Alcohol Abuse Services						
Health/Dental Services						
Adult Basic Education						
English as a Second Language						
GED						
Job Preparation						
Vocational Training						
Education (Specify Below)						
Educ-						
Educ-						
Transportation						
Employment Services						
Job Placement						
Child Care						
Children's Services						
Housing Location/Inspection						
Follow-up Services*						
Legal						
Food Stamp Screening*						
LIHEAP Screening*						
Other-						
TOTAL	0	0	0	0	0	0

* Five mandatory reporting categories: Please count each household served during the reporting period for each of these five categories.

Quarterly Progress Report



ESG QUARTERLY PROGRESS REPORT

Due July 10th, October 10th, January 10th, April 10th

CDC Project Number: _____ Quarter: _____
Project Name: _____
Project Contact: _____ Phone: _____
Agency: _____

1. Shelter Type (number of persons housed)

Barracks	_____	Single Room Occupancy	_____
Group/Large House	_____	Mobile Home/Trailer	_____
Scattered Site Apartment	_____	Hotel/Motel	_____
Single Family Detached House	_____	Other: _____	_____

2. Number of Homeless Beneficiaries

Battered Spouse	_____	Drug Dependent Individuals	_____
Runaway/Throwaway Youth	_____	Elderly	_____
Chronically Mentally Ill	_____	Veterans	_____
Developmentally Disabled	_____	Physically Disabled	_____
HIV/AIDS	_____	Other: _____	_____
Alcohol Dependent Individuals	_____	Other: _____	_____

3. Number of Individuals

Unaccompanied 18 and under	Male: _____
	Female: _____
Unaccompanied 18 and over	Male: _____
	Female: _____

4. Number of Families

With children headed by:	
Single 18 and over	Male: _____
	Female: _____
Youth under 18:	_____
Two parents 18 and over:	_____
Two parents under 18:	_____
Families with no children:	_____

5. Number of Individuals Served Quarterly

Children under 18	_____
Adults 18 and over	_____

6. Complete the chart below for NEW clients served. DO NOT DUPLICATE clients served in previous months. Continue to report the data from previous quarters.

Mono-racial Persons Served					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total to Date
Race: White					
Hispanic / Latino					
Not Hispanic / Latino					
Race: Black / African American					
Hispanic / Latino					
Not Hispanic / Latino					
Race: Asian					
Hispanic / Latino					
Not Hispanic / Latino					
Race: American Indian / Alaskan Native					
Hispanic / Latino					
Not Hispanic / Latino					
Race: Native Hawaiian / Other Pacific Islander					
Hispanic / Latino					
Not Hispanic / Latino					

Bi-racial & Multi-racial Persons Served					
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total to Date
Race: Asian and White					
Hispanic / Latino					
Not Hispanic / Latino					
Race: Black / African American and White					
Hispanic / Latino					
Not Hispanic / Latino					
Race: American Indian/ Alaska native and Black / African American					
Hispanic / Latino					
Not Hispanic / Latino					
Race: Other Multi-racial					
Hispanic / Latino					
Not Hispanic / Latino					

7. List any additional data relevant to the outcome measures listed on the application for this project.

Non-Duplication List

Non-Duplication List

To prevent duplication of assistance, the HPP network shares the names of households assisted each month. This list contains the names of all households assisted in the last 12 months. Households which were assisted with IDHS funds are remain on the list for 24 months. For this process to work, it is essential that each agency in the HPP report each month on households served with government funds. It is also essential that case managers refer to this list before approving assistance.

Agency	Client name	Client ID	Date Assisted	Type	Amount	Fund	City

Client Name = Last name, First Name & other adults over age of 18

Client ID = Social Security Number, Date of Birth or CMIS ID

Type = Security, Security & First Month, Rent, Mortgage

Fund = FEMA/ESFP, IDHS, CSBG, ESG, Krueger

Town = Town of residence where assisted

Report all households assisted before the fifth of the following month to Joan.rickard@dupageco.org

If you have experienced a household who has attempted to gain assistance through fraudulent means, you may alert other HPP Providers by completing the form in the following manner:

Agency	Client name	Client ID	Date Assisted	Type	Amount	Fund	Town	Case managers name
Agency	Last, Name First Name	ID	date denied	0	0	Denied	Town	

If this household presents at another agency, the case manager who denied the file may be contacted for information. Households which have been denied, will remain on the list 12 months from the denial date.

A photograph of a woman with dark hair, wearing a red shirt and a dark vest, standing in front of a large wooden structure that resembles a ship's hull. An American flag is flying on a pole to the left. The woman has her hand over her heart and appears to be speaking or singing. The background is a brick wall and some greenery.

Part 4 - Resources

Acronym List - for acronyms appearing commonly in this manual

Acronym List

CC – Catholic Charities

CMIS – Client Management Information System. Also known as HMIS – Homeless Management Information System. In 2001, Congress established a national goal that every homeless Continuum collect unduplicated client level data by 2004. Beginning with the 2003 competition, all awarded projects must agree to participate in the local homeless client information management system. The DuPage Continuum client management information system (CMIS) went "live" in December 2002 using ServicePoint by Bowman. The DuPage CMIS system has three major modules: Resource Point, Client Point, and Shelter Point. Resource Point is the database for referrals, Client Point is the database for demographic and case management information, and Shelter Point is the database for agencies providing shelter. The DuPage C.R.I.S. (Community Resources Information System) has been downloaded into Resource Point.

CRIS –Community Resource Information System

CSBG – Community Service Block Grant

DHA – DuPage Housing Authority

DHOC – DuPage Home Ownership Center

DHS – DuPage County Human Services – also DuPage County Community Services

EFSP - Emergency Food and Shelter Program

ESG – Emergency Shelter Grant

FEMA – See EFSP

FMLA – Family Medical Leave Act

GA – General Assistance – administered through the townships

HCS – Hinsdale Community Services

HPP – Homeless Prevention Provider or Homeless Prevention Program

HUD - United States Department of Housing and Urban Development

IDHS – Illinois Department of Human Services

LIHEAP – Low Income Energy Assistance Program

OCC /OCM – Outreach Community Center/Outreach Community Ministries

PRC – People's Resource Center

ROI – Release of Information

UIB – Unemployment Insurance Benefits

SSI/SSDI/SS – Respectively Supplemental Security Income. Social Security Disability Income and Social Security.

TANF – Temporary Assistance for Low Income Families

VAC – Veteran's Assistance Commission

The Helper

*ARE YOU WONDERING...
WHO CAN HELP?
THE **H.E.L.P.E.R.** CAN!*

*LOOK INSIDE
FOR DU PAGE COUNTY'S
**HANDY EFFICIENT LIST OF
PROVIDERS OF EVERYDAY
RESOURCES***

THE DU PAGE COUNTY HELPER



**DUPAGE COUNTY HUMAN SERVICES
421 N. COUNTY FARM ROAD
WHEATON, IL 60187
630.407.6500
OR
1.800.942.9412**

2007 EDITION

**WE ENCOURAGE YOU TO DUPLICATE AND DISTRIBUTE THIS LISTING
LOOK FOR IT ONLINE AT:
www.dupagehomeless.org**

THE DU PAGE COUNTY HELPER

DUPAGE COUNTY HUMAN SERVICES

THIS LISTING WAS ORIGINALLY DEVELOPED AND DESIGNED BY THE DUPAGE COALITION FOR CULTURAL DIVERSITY AND WAS CONTINUED BY DUPAGE PREVENTION PARTNERSHIP AND DUPAGE COUNTY COMMUNITY SERVICES.

THIS RESOURCE LISTING WAS CREATED WITH THE INTENT OF INCREASING AWARENESS AND INFORMATION ON SERVICES AVAILABLE.

THIS IS NOT INTENDED TO BE A COMPLETE LISTING OF AVAILABLE SERVICES. ALL AGENCIES HAVE UNIQUE CRITERIA FOR SERVICES. AGENCIES MAY HAVE GEOGRAPHIC BOUNDARIES, INCOME GUIDELINES OR OTHER ELIGIBILITY CRITERIA

FOR ASSISTANCE IN LOCATING A SERVICE, CONTACT:

DUPAGE COUNTY HUMAN SERVICES AT

1-800-942-9412

OR VISIT WWW.DUPAGECRIS.ORG

2007 EDITION

ADOPTION/ FOSTER CARE

Adoption Information Center of IL.....	800-572-2390
Catholic Charities, Diocese of Joliet.....	495-9850
ChildSERV	810-1129
Evangelical Child & Family Agency	653-6400
Foster Another Child This Season (FACTS)	941-7793
Foster Care Hotline	800-624-5437
Hamdard Center for Health and Human Services.....	860-9122
Heartland Alliance for Human Needs & Human Rights	312-629-4500
Hope Worldwide.....	773-995-6758
IL Dept Child & Family Services Regional Office	790-6800
Child Abuse Hotline.....	800-25A-BUSE
Lifeline/Bensenville Home Society	766-5800
Lutheran Child & Family Services of IL	628-6448
Seguin Services, Inc.....	708-863-3803
Sunny Ridge Family Center	668-5117

ADVOCACY & OUTREACH

Division of Rehabilitation Services (DRS) Client Assistance Program.....	800-641-3929
DuPage Federation on Human Services.....	782-4782
Health and Disability Advocates	312-223-9518
Hope Fair Housing	690-6500
Illinois Center for Violence Prevention	312-986-9200
Illinois Hunger Coalition Hotline	1-800-359-2163
Illinois Guardianship & Advocacy Commission	866-274-8023
Just of DuPage	407-2201
Mental Health Association in Illinois	312-368-9070
NAMI/DuPage County	752-0066
National Depressive and Manic-Depressive Association	312-642-0049

AGED, SERVICES FOR – See Senior Services

BLIND, SERVICES FOR

Chicago Lighthouse for People Who Are Blind	312-666-1331
College of DuPage-Health & Special Services	942-2154
Center for Independent Living	469-2300
Deicke Center for Visual Rehabilitation	690-7115
Division of Rehabilitation Services (DRS)	495-0500
.....	TTY 495-2294
Donka, Inc.....	665-8169
.....	TTY 665-6400
IL Society for the Prevention of Blindness.....	312-922-8710

BLIND, SERVICES FOR (continued)

Illinois Advocates for the Deaf-Blind (IADB) ..	1-800-771-1158
Naperville Studio Recording for the Blind/Dyslexic.....	420-0722
Philip J. Rock Center and School	790-2474
Western DuPage Special Recreation Association	681-0962
.....	TTY 681-0962

BASIC NEEDS

(See also, FINANCIAL, PUBLIC ASSISTANCE & TOWNSHIPS)

Addison Township Pantry	530-8161
American Red Cross.....	312-729-6100
Apna Ghar (Our Home) Inc., 24hr Hotline	
(For Women and Children)	773-334-0173
Calvary Church Food Pantry	851-7000
Catholic Charities, Diocese of Joliet	495-8008
Christian Church of Villa Park (food)	833-7262
Community Crisis Center Inc. (Elgin).....	847-697-2380
DuPage County Human Services I&R.....	407-6500
.....	Toll Free 1-800-942-9412
.....	TDD/TTY 407-6502
DuPage Youth Services Coalition	653-6837
Family Shelter Services (for Women & Children)	469-5650
.....	TDD 221-8058
Hands and Feet Outreach.....	832-5580
Hinsdale Community Service	323-2500
Humanitarian Service Project (Seniors)	221-8340
IL Hunger Coalition Hotline	1-800-359-2163
IL Dept of Human Services (formerly Public Aid).....	800-843-6154
.....	TTY 800-447-6404
.....	Local office – Villa Park – 530-1120
Interfaith Food Pantry.....	665-6426
LIHEAP.....	See DuPage County Human Services
Loaves & Fishes Community Pantry	355-3663
Lombard, Villa Park Food Pantry.....	627-2508
Meadows Community Services	847-590-5984
Naperville, (City of) Social Services	305-5330
Naperville CARES	369-0200
Northern Illinois Food Bank.....	443-6910
Outreach Community Center	260-7600
P.A.D.S. of DuPage.....	682-3846
People's Resource Center (PRC)	682-5402
Poised for Success (assists w/interviewing & apparel)	691-1455
Salvation Army, The	629-4948
Sharing Connections.....	971-0565

For assistance in locating a service, please call DuPage County Human Services, Information & Referral 630-407-6500
All area codes are 630, unless noted. Please free to duplicate. Last revised 07/07

THE DU PAGE COUNTY HELPER

BASIC NEEDS (continued)

St. Vincent DePaul, Aurora (clothing, food)	897-3317
Wheaton Youth Outreach	682-1910
Walk-in Ministries	
Walk-in Ministry of Hope.....	322-9803
Elmhurst.....	782-6006
Glen Ellyn	469-3510
Itasca Walk-in Ministry	467-0133
Lombard/Villa Park	693-0185
Lutheran Church of the Master	665-5188
Resurrection Catholic Community	289-2510
Northwest DuPage Walk-in Ministry	293-4958
WIC (Women, Infant, Children).....	682-7979 Ext 7559

CAREER COUNSELING/JOB TRAINING

College of DuPage	942-2800
Community Career Center	961-5665
Division of Rehabilitation Services (DRS)	495-0500
.....	TTY 495-2294
Donka, Inc.....	665-8169
.....	TTY 665-6400
IL Dept of Human Services (formerly Public Aid)	800-843-6154
.....	TTY 800-447-6404
Local office – Villa Park	530-1120
IL Employment and Training Center (IETC).....	495-4345
.....	TDD/TTY 407-6502
IL Migrant Council (IMC).....	312-663-1522
Jewish Vocational Services (JVS)	312-673-3400
Lisle Township Job Club	968-1880 ext. 13
LDS Employment Resource Service.....	369-0785
Operation Able Job Hot Line	312-782-7700
Parents Alliance Employment Project	495-4345
Safer Foundation	312-922-2200
Spectrum Vocational Services	852-7520
State of IL Employment Service	595-8866
Technology Center of DuPage	620-8770
Women's Business Development Center.....	312-853-3477
Working Wardrobe (assists w/interviewing & apparel).....	691-1455
WorkNet, DuPage	955-2030

CHILD ABUSE

Apna Ghar, Inc.....	773-334-0173
Child Abuse Hotline.....	800-25A-BUSE
Child Help U.S.A. Hotline.....	800-422-4453
DuPage County Children's Center.....	681-2426
Evangelical Child and Family Agency	653-6400
Family Shelter Service	469-5650
.....	TTY 221-8058
Hamdard Center for Health and Human Services.....	860-9122
IL Dept of Children & Family Services (DCFS)	790-6800
Parents Care & Share Info Line	800-443-4376

CHILD CARE

Apna Ghar (Our Home) Inc., 24hr Hotline (For Women and Children)	773-334-0173
DuPage Easter Seals/Rosalie Dold Center	620-4433
Head Start Program	521-8094
IL Dept of Human Services (formerly Public Aid).....	
.....	800-843-6154
.....	TTY 800-447-6404
.....	Local office – Villa Park – 530-1120
Outreach Community Center	260-7600
YWCA Child Care Resource & Referral	
Administrators and Providers	790-6600
Parents Referral	790-8137
Childcare Payment Assistance	790-8009

COLLEGES & UNIVERSITIES

Aurora University	800-742-5281
Benedictine University	829-6000
College of DuPage Community College	942-2800
DePaul University Suburban Campus	548-9378
DeVry Institute	953-1300
Elgin Community College	847-697-1000
Elmhurst College	617-3500
Illinois Institute of Technology (Rice Campus)	682-6000
MacCormac College	312-922-1884
Midwestern University	969-4400
National Louis University	1-800-443-5522
National University of Health Sciences.....	1-800-826-6285
North Central College.....	1-800-411-1861
Northern Illinois University DuPage	577-9101
Robert Morris College – DuPage Campus	800-762-5960
University of Illinois Extension- DuPage.....	653-4114
Waubensee Community College (Aurora Campus)	801-7900
Westwood College – DuPage Campus	434-8244
Wheaton College	752-5000

CREDIT/FINANCIAL/BUDGET COUNSELING SERVICES

Family Counseling Services of Aurora	844-2662
Love Christian Clearinghouse	512-8665
Metropolitan Family Services.....	784-4800
Springboard	888-669-2227

DEAF, SERVICES FOR

American Speech /Language/Hearing Assoc.	800-638-8255
Center on Deafness.....	847-559-0110
.....	TDD: 847-559-9493
Chicago Hearing Society	773-248-9121
College of DuPage, Health & Special Services.....	942-2154
Dial-A-Hearing Screening Test Hotline	1-800-222-3277
Division of Rehabilitation Services (DRS).....	495-0500
.....	TTY 495-2294
DuPage Easter Seals/Rosalie Dold Center	620-4433
.....	TDD 620-4436
Elmhurst College Speech/Language/Hearing Clinic	617-3555

For assistance in locating a service, please call DuPage County Community Services, Information & Referral 630-407-6500
All area codes are 630, unless noted. Please feel free to duplicate. Last revised 07/07

THE DU PAGE COUNTY HELPER

DEAF, SERVICES FOR (continued)

Hearing Aid Helpline From the International Hearing Society 1-800-521-5247 ext 3
 Illinois Advocates for the Deaf- Blind (IADB) 1-800-771-1158
 Illinois Relay Center 800-526-0857
 Illinois Services Resource Center (ISRC)..... 847-559-0110
 Jewish Family & Community Services 312-673-3400
 Lions of Illinois Foundation..... 800-955-5466
 Sertoma Speech and Hearing Center 708-599-9500
 Western DuPage Special Recreation Association..... 681-0962
 TTY 681-0962

DENTIST

Chicago Dental Society..... 312-836-7300
 College of DuPage Dental Hygiene Program 942-3250
 Dentistry for the Homebound 312-440-8976
 DuPage Community Clinic Dental Clinic 690-7450
 DuPage County Health Department..... 682-7979
 TDD: 932-1447
 Dental Care Referral 682-7400 ext. 7776
 Dentist Referral (no public aid) 800-DENTIST
 Doral Dental Referrals (public aid)..... 888-286-2447
 Fantus Dental Clinic 312-633-6610
 Hinsdale Community Service 323-2500
 Illinois Foundation of Dentistry for the Handicapped –
 Donated Dental Services 1-800-893-1685
 University of Illinois at Chicago College of Dentistry
 312-996-7558
 William Rainey Harper College Dental Hygiene Clinic.....
 847-925-6534

DISABILITIES

(See also, *SOCIAL SECURITY*)

Access Living 312-253-7000
 TTY 312-253-7002
 Alden Village Health Facility 529-3350
 Alexian Brothers 847-437-5500
 Association for Retarded Citizens of the U.S. 800-433-5255
 Autism Society of Illinois 691-1270
 Brain Injury Association 800-699-6443
 Child & Family Connections of DuPage 493-0400
 College of DuPage-Health & Special Services 942-2154
Division of Rehabilitation Services (DRS) 495-0500
 **TTY 495-2294**
 Donka, Inc..... 665-8169 TTY 665-6400
DuPage Center for Independent Living..... 469-2300
 DuPage Easter Seal/Rosalie Dold Center 620-4433
 Division of Specialized Care for Children (DSCC)
 DuPage Regional Office 800-455-2639
 Chicago 312-996-6380
 Easter Seals 620-4433
 Family Resource Center on Disabilities..... 312-939-3513

DISABILITIES (continued)

IL Dept of Human Services (formerly Public Aid)

..... **800-843-6154**
 **TTY 800-447-6404**
 **Local office – Villa Park – 530-1120**
 Jewish Vocational Services 312-673-3400
 Learning Disability Association 708-430-7532
 Little Friends, Inc. 355-6533
 Marianjoy Rehabilitation Hospital 462-4000
 Marklund Children's Home 529-2871
 Marklund Deicke Home 653-8090
 National Stuttering Association..... 847-895-2990
 NICHCY 800-695-0285
 Northeast DuPage Special Recreation Association 620-4500
 Pacer Center..... 888-248-0822
 Pact, Inc. 960-9700
 Parents Alliance Employment Project..... 495-4345
 Ray Graham Assoc. for People with Disabilities 620-2222
 Seguin Services 708-863-3803
 South East Assoc. for Special Parks & Recreation..... 960-7600
 Spectrum Vocational Services..... 852-7520
 United Cerebral Palsy of Greater Chicago 312-368-0380
 Western DuPage Special Recreation Association 681-0962
 TTY 681-0962

EARLY EDUCATION & K-12

DuPage Regional Office of Education (ROE) 407-5800
 Child & Family Connections 493-0400
 Educational Rights for Homeless Children 407-5800
 G.E.D Preparation, College of DuPage 942-3697
 Immunizations (see Health Resources)
 Lifelink Headstart..... 521-8094
 Parents as Teachers, DuPage ROE 407-5786
 Partners for Success..... 543-4222
 WAYS (Wayne/Winfield Area Youth & Family Svcs) 231-7166
 Spanish 231-5763

EMERGENCY SERVICES

Ambulance..... 911
 Fire Department..... 911
 American Red Cross..... 312-729-6100
 Missing Children 800-843-5763
 Poison Control
 IL Poison Center..... 800-222-1222

FAMILY COUNSELING/ SERVICES

Apna Ghar (Our Home) Inc., 24hr Hotline
 (For Women and Children) 773-334-0173
 Between Friends 800-603-HELP
 TTY 773-274-6508
 Breaking Free 355-2585
 Catholic Charities Counseling Services..... 800-240-7011
 Challenge IDS 325-8252
 Community Crisis Center Inc. (Elgin)..... 847-697-2380

For assistance in locating a service, please call DuPage County Community Services, Information & Referral 630-407-6500
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FAMILY COUNSELING/ SERVICES

(continued)

Community House	323-7500
DuPage County Family Center	407-2450
DuPage County Health Department	682-7979
.....	TDD: 932-1447
Evangelical Child & Family Agency	653-6400
Family Counseling Services of Aurora	844-2662
Glen Ellyn Youth & Family Counseling	469-3040
Hamdard Center for Health and Human Services	860-9122
Community House	323-7500
Lutheran Child & Family Services of IL	800-563-5237
Lutheran Social Services Behavioral Health	993-0100
Metropolitan Family Services	784-4800
NCO Youth & Family Service	961-2992
Outreach Community Center	260-7600
Stepfamily Association of Illinois	708-848-0909
Village of Downers Grove Department of Social & Health Services	434-5595
Warrenville Youth & Family Services	393-7057
WAYS (Wayne/Winfield Area Youth & Family Svcs)	231-7166
Spanish	231-5763
Wellness House	323-5150
Wheaton Youth Outreach	682-1910

FINANCIAL & PUBLIC ASSISTANCE

(See also, BASIC NEEDS, TOWNSHIPS)

Ameritech Lifeline Phone Discount Program	888-256-5378
DuPage County Human Services I&R	407-6500
.....	Toll Free 1-800-942-9412
.....	TDD/TTY 407-6502
IL Dept of Human Services (formerly Public Aid)	
.....	800-843-6154
.....	TTY 800-447-6404
.....	Local office – Villa Park – 530-1120
LOVE Christian Clearinghouse	512-8665
Naperville CARES	369-0200
Salvation Army (Emergency Financial Assistance)	629-4948
Outreach Community Center	260-7600
US Social Security Administration	800-772-1213

(See also, TOWNSHIPS & BASIC NEEDS)

HEALTH RESOURCE INFO & REFERRAL

Bloomington Township Youth Service Bureau	893-6685
College of DuPage, Health & Spec Services	942-2154
Hinsdale Community House	323-7500
Catholic Charities Counseling Services	800-240-7011
Counseling Center (Lutheran General Hospital)	847-518-1800
Deicke Center for Visual Rehabilitation	690-7115
Depression & Bipolar Support Alliance	800-826-3632
Downers Grove Dept of Social & Health Services	434-5595
DuPage County Health Department	682-7979

HEALTH RESOURCE INFO & REFERRAL

(continued)

DuPage County Human Services Info & Referral ..	407-6500
.....	Toll Free 1-800-942-9412
.....	TDD/TTY 407-6502
Eating Disorders – Highland Park Hospital	847-480-2617
Edward Hospital Tattoo Removal Hotline (For Former Gang Members)	527-5098
Help Link	800-725-5314
Help Me Grow – Futures for Kids	800-323-4769
Hill Burton Free Hospital Care	800-638-0742
Hospice Link	800-331-1620
Illinois Cares Rx	800-624-2459
Illinois Psychiatric Society	312-263-7391
Illinois Psychological Association	312-372-7610
Illinois Rx	866-215-3463
Immunizations, DuPage County Health Department ..	682-7400
.....	TDD: 932-1447
East Public Health Center, Lombard	620-3350
North Public Health Center, Addison	620-3325
Southeast Public Health Center, Westmont	969-7030
West Public Health Center, Wheaton	682-7560
I-SaveRX	1-866-472-8333
Lifeline/Bensenville Home Society	766-5800
Lions of Illinois Foundation (vision & hearing) ..	1-800-955-5466
Medicare	1-800-633-4227
Medicaid	1-877-267-2323
Metro Chicago Youth for Christ (Gang Issues and Referral for Victims/Families)	588-0700
Nat'l Assoc. of Social Workers/Illinois Chapter ..	312-236-8308
National Eyecare Project Helpline (seniors only) ..	1-800-222-3937
National Runaway Switchboard	800-621-4000
Outreach Community Center	260-7600
Parent & Child Education Society (PACES)	916-3190
Suburban Asthma Consortium	260-9600
Village of Downers Grove Social & Health Svcs.	434-5595
Wellness House	323-5150
Wheaton Eye Clinic	668-8250

HOSPITALS/ MEDICAL CARE

(Veterans: See also: VETERAN SERVICES)

Access DuPage	510-8720
Alexian Brothers Medical Center	847-437-5500
CDH Community Health Clinic	893-5230
Central DuPage Hospital	933-1600
Children's Memorial Hospital, Chicago	800-543-7362
DuPage Community Clinic	682-0639
DuPage County Health Department	
Blood Pressure & Wellness Clinics	
East Public Health Center	620-3350
North Public Health Center	620-3325
Southwest Public Health Center	969-7030
West Public Health Center	682-7560

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HOSPITALS/ MEDICAL CARE (continued)

Breast & Cervical Cancer Screening and Education Services	682-7979 ext. 7094
HIV/AIDS Services	682-7979 ext. 7310
Prenatal/Family Case Management Services	682-7979
STD Services	682-7979 ext. 7575
Tuberculosis Clinic	682-7522
Division Specialized Care for Children (D.S.C.C.)	
Administrative	312-996-6380
Regional	312-996-7775
Edward Hines Jr. Veterans Affairs Medical Center	708-202-8387
Edward Hospital	527-3000
Elmhurst Memorial Hospital	833-1400
Glen Oaks Hospital	545-8000
Good Samaritan Hospital	275-5900
Healthy Families DuPage	628-7979 ext 7676
Healthy Start	800-545-2200
Highland Park (eating disorders)	847-480-2617
Hinsdale Hospital	856-9000
IL Dept of Human Services (formerly Public Aid)	
.....	800-843-6154
.....	TTY 800-447-6404
.....	Local office – Villa Park – 530-1120
ALL KIDS COVERED (IL insurance program) ..	866-255-5437
Linden Oaks Hospital	800-955-6257
Loyola University Medical Center/ Ronald McDonald Children's Hospital	708-216-9000
Marianjoy Rehabilitation Hospital & Clinic	462-4000
Northwest Community Hospital	847-618-1000
Pfeiffer Treatment Center	505-0300
Provina Mercy Center	859-2222
Provena St. Joseph's Hospital	847-695-3200
Russo Clinic	893-5230
Serenity House (HIV testing)	620-6616 ext.125
Shriner's Hospital	800-237-5055
VISTA Health	847-934-7969
West Chicago Access & Family Health Center	293-4124
Women, Infants Children (WIC)	682-7979 Ext 7559

24 HOUR HOTLINES

AA Hotline	833-7897
Alateen	800-352-9996
Alcohol Abuse & Crisis Intervention	800-234-0246
Alcohol Hotline Support & Information	800-331-2900
Apna Ghar, Inc.	773-334-0173
Association for Individual Development	859-1291
Between Friends – Domestic Violence Hotline ..	800-603-HELP
.....	TTY 773-274-6508
Boys Town National Hotline	800-448-3000
Cancer Information Service	800-422-6237
Catholic Charities (Homeless Hotline)	800-941-8681
Center for Substance Abuse Treatment	800-662-HELP
Child Abuse Hotline	800-25A-BUSE

24 HOUR HOTLINES (continued)

Child Help USA	800-4-A-Child
Connection Crisis Intervention Hotline	759-4555
Covenant House Hotline	800-999-9999
Crisis Line of the Fox Valley	966-9393
DuPage County Health Department Access & Crisis Line	
.....	627-1700
DuPage County Women Against Rape Crisis Hotline ..	971-3927
Elder Abuse Hotline	800-252-8966
Family Shelter Domestic Violence Hotline	469-5650
Focus Health Care Helpline	800-234-0420
Healing Hearts	990-0909
.....	24-Hour Hotline 888-217-8679
Hospice Hotline	800-331-1620
Missing Children	800-843-5763
National AIDS Hotline	800-342-2437
AIDS Hotline in Spanish	800-344-7432
AIDS Hotline for the Hearing Impaired .. (TDD)	800-243-7889
National Association of Anorexia Nervosa & Associated Disorders (ANAD)	847-831-3438
National Cocaine Hotline	800-262-2463
National Drug Information Treatment and Referral Hotline	800-662-4357
National Domestic Violence Hotline	800-799-7233
.....	TTY 800-787-3224
National Organization for Victim Assistance (NOVA)	800-TRY-NOVA
National Sexual Assault Hotline (RAINN)	800-656-HOPE
National Hopeline Network	800-SUICIDE
National Runaway Switchboard	800-621-4000
National Youth Crisis Hotline	800-331-2900
Poison Control Any Kind of Substance	800-662-9886
Voices In Action (Incest Hotline)	800-786-4238
Youth Crisis Hotline	800-448-4663

HOUSING RESOURCES/SHELTERS

Apna Ghar, Inc	773-334-0173
Bridge Communities Transitional Housing Program ..	545-0610
Canticle Place	588-9165
Catholic Charities	495-8008
Catholic Charities Daybreak Center	815-774-4663
Hope House Catholic Charities	800-941-8681
Community Crisis Center (Elgin)	847-697-2380
Community Housing Association of DuPage (CHAD)	993-9530
DuPage Housing Authority (DHA)	690-3555
DuPage Homeownership Center	260-2500
DuPage PADS	682-3846
Family Shelter Services	469-5650
Habitat for Humanity	510-3737
Hamdard Center for Health and Human Services	860-9122
Heartland Alliance for Human Needs & Human Rights	312-629-4500
Hesed House	897-2156
Hinsdale Community Services	323-2500
Hope Fair Housing	690-6500

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HOUSING RESOURCES/SHELTERS

(continued)

DuPage County Human Services I&R.....	407-6500
.....Toll Free 1-800-942-9412	
.....TDD/TTY 407-6502	
Habitat for Humanity	510-3737
Marian Park Assisted Homes.....	665-9100
Midwest Shelter for Homeless Veterans.....	630-871-VETS
Mutual Ground (DV Shelter).....	897-0080
Naperville CARES.....	369-0200
NCO Youth & Family Services	717-5229
People's Resource Center	682-5402
Seguin Services, Inc.....	708-863-3803
Single Family Rehabilitation Program	See Dupage County Human Services
Wheaton Youth Outreach (Choices/ Transitions).....	682-1910
World Relief	462-7566
Weatherization	See Dupage County Human Services

IMMIGRATION & NATURALIZATION SVCS

Apna Ghar, Inc.....	773-334-0173
DuPage Health Dept (TB testing).....	682-7400 or 682-7979
Heartland Alliance for Human Needs & Human Rights	312-629-4500
Immigration & Naturalization Service.....	800-375-5283
Midwest Immigrant & Human Rights Center.....	312-660-1370
World Relief Refugee Services, DuPage Office.....	462-7566

LEGAL

ACES (child support).....	800-537-7072
American Civil Liberties Union.....	800-572-1092
Apna Ghar, Inc.....	773-334-0173
Chicago Bar Assoc. Lawyer Referral	312-554-2001
DuPage County Clerk	407-5500
DuPage County Family Center	407-2450
DuPage County State's Attorney	407-8000
Dept. of Probation and Court Services	
Adult	407-8500
Juvenile	407-2500
DuPage Bar Association - Legal Aid	653-6212
Hope Fair Housing.....	690-6500
IL Dept of Human Rights	312-814-6200
Illinois Guardianship & Advocacy Commission ..	866-274-8023
IL N.O.W. (Nat'l Organization for Women) Legal & Education Fund.....	217-787-1268
Lawyer Referral Service of the DuPage County Bar Association.....	653-9109
Law Line	312-951-KNOW(5669)
Metropolitan Family Services.....	312-986-4000
Prairie State Legal Services	690-2130
.....TDD 690-2300	
Pro Bono Advocates, Legal Services.....	312-325-9155
Public Defender's Office	407-8300
Support Kids	800-795-5437
Victim Service Unit	407-8008

LEGAL (continued)

YWCA Legal Night.....	790-6600
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LIBRARIES, PUBLIC

Addison Public Library	543-3617
Bartlett Public Library District	837-2855
Bensenville Community Public Library District	766-4642
Bloomington Public Library	529-3120
Carol Stream Public Library	653-0755
Clarendon Hills Library.....	323-8188
Downers Grove Public Library	960-1200
DuPage Library System, Geneva.....	232-8457
Elmhurst Public Library	279-8696
Glen Ellyn Public Library.....	469-0879
Glenside Public Library District, Glendale Heights	260-1550
Helen M. Plum Memorial Library, Lombard	627-0316
Hinsdale Public Library.....	986-1976
Indian Prairie Public Library, Darien	887-8760
Itasca Community Library	773-1699
Lisle Library District	971-1675
Naperville Public Library	961-4100
Oak Brook Free Public Library	990-2222
Roselle Public Library District	529-1641
Suburban Library Systems, Burr Ridge.....	734-5000
Villa Park Public Library.....	834-1164
Warrenville Public Library District.....	393-1171
West Chicago Public Library District	231-1552
Westmont Public Library.....	969-5625
Wheaton Public Library	668-1374
Willowbrook Library	877-8760
Winfield Public Library.....	653-7599
Wood Dale Public Library District.....	766-6762
Woodridge Public Library	964-7899

LITERACY/ESL/GED

Chinese Mutual Aid Association	455-0064
College of DuPage ESL.....	942-3697
College of DuPage GED Testing.....	942-2851
Cross Cultural Interpreting Service	773-506-2876
Dominican Literacy Center	898-4636
Hamdard Center for Health and Human Services	860-9122
Illinois Migrant Council (IMC)	312-663-1522
Jewish Vocational Services	312-673-3400
Literacy in Action DuPage	833-2950
Literacy Volunteers of DuPage	416-6699
Meadows Community Services	847-590-5984
Sisters of St. Joseph, School on Wheels Literacy (Woodridge, Villa Park, Addison).....	708-354-9200
Wayne/Winfield Area Youth/Family Services	231-7166
World Relief (ESL, Immigration Services)	462-7566

MENTAL HEALTH SERVICES

Alexian Brothers Mental Health Center	800-432-5005
Behavioral Health Services of Central DuPage	653-4000
Bloomington Township Youth Service Bureau	893-6685

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THE DU PAGE COUNTY HELPER

MENTAL HEALTH SERVICES (continued)

Breaking Free.....	Naperville: 355-2585
.....	Aurora: 897-1003
Catholic Charities Counseling Services	800-240-7011
Depression & Bipolar Support Alliance	800-826-3632
DuPage County Health Department Access & Crisis Center	
.....	627-1700
DuPage County Health Department.....	682-7979
.....	TDD: 932-1447
Elmhurst Memorial Hospital Behavioral Health.....	941-4577
Evangelical Child and Family Agency	653-6400
.....	TDD: 800-526-0844
Glen Oaks Hospital Behavioral Health.....	545-6160
Good Samaritan Hospital Psychiatric	275-6000
Hamdard Center for Health and Human Services.....	835-1432
Hinsdale Hospital (Options)	856-9000
IL Dept of Human Services (formerly Public Aid)	
.....	800-843-6154
.....	TTY 800-447-6404
.....	Local office – Villa Park – 530-1120
Linden Oaks Hospital	305-5500
Lutheran Social Services Behavioral Health.....	993-0100
Mental Health Association in Illinois	312-368-9070
Metropolitan Family Services.....	784-4800
National Alliance for the Mentally Ill/NAMI	800-950-6264
NAMI of Greater Chicago	312-563-0445
NAMI of DuPage County	752-0066
National Depressive and Manic-Depressive Association	
.....	312-642-0049
NCO Youth and Family Services.....	961-2992
Outreach Community Counseling Center	871-2100
Streamwood Behavioral Health Center.....	837-9000
Village of Downers Grove Dept of Social & Health Svcs	434-5595

NEIGHBORHOOD & SCHOOL-BASED RESOURCE CENTERS (NRC'S & SBRC'S)

Addison: Michael Lane Resource Center	543-2317
Addison: Student Participation Center.....	458-2616
Carol Stream: Outreach Community Center	260-7600
Carol Stream: St. Andrews NRC	653-7362
Downers Grove: Autumn Grove Resource Center	964-2357
DuPage County Area Project: Teen Reach	671-8000
Glen Ellyn: Hadley Junior High School	790-6450
Lisle: J.H.A.S.A., St. Joan of Arc	969-1732
Lombard: Glenn Westlake Middle School.....	827-4500
Naperville: Naper Trails NRC	305-5530
Villa Park: Jackson Middle School.....	530-6240
Warrenville: Warrenville Youth & Family Services ..	393-7057
West Chicago: Main Park NRC	231-3304
West Chicago: Westwood Community Center	231-3184
Wheaton: Marian Park Resource Center.....	665-9100
Willowbrook: Willowbrook Corner NRC	325-1389
Woodridge: Woodridge Community Resource Center	910-7027

PARK DISTRICTS

Addison Park District	833-0100
Bensenville Park District.....	766-7015
Bloomington Park District	529-3650
Burr Ridge Park District.....	920-1969
Carol Stream Park District.....	876-1785
Clarendon Hills Park District	323-2626
Darien Park District.....	655-6400
Downers Grove Park District	963-1300
Elmhurst Park District	832-6413
Fox Valley Park District, Aurora.....	897-0516
Glen Ellyn Park District	858-2462
Glendale Heights Parks & Recreation Department	260-6060
Hanover Park, Park District.....	837-6300
Hinsdale Park & Recreation Department	789-7090
Itasca Park District	773-2257
Lisle Park District.....	964-3410
Lombard Park District	627-1281
Medinah Park District.....	893-2560
Naperville Park District.....	420-9741
Oak Brook Park District	990-4233
Oakbrook Terrace Park District.....	627-6100
Roselle Park District.....	894-4200
Villa Park, Parks and Recreation	834-8525
Warrenville Park District.....	393-7279
West Chicago Park District	231-9474
Westmont Park District	963-5252
Wheaton Park District	665-4710
Winfield Park District.....	653-3811
Wood Dale Park District	860-5088
Woodridge Park District.....	353-3300
York Center Park District.....	629-0886
B. R. Ryall YMCA	858-0100
Heritage YMCA Group.....	420-6275
YMCA Elmhurst	834-9200
YMCA Indian Boundary	968-8400

POLICE/FIRE DEPARTMENTS (NON- EMERGENCY)

Addison	
Police	543-3080
Fire.....	628-3100
Bartlett	
Police	837-0846
Fire.....	837-3701
Bensenville	
Police	350-3455
Fire.....	350-3441
Bloomington	
Police	529-9868
Fire.....	894-8488
Carol Stream	
Police	668-2167
Fire.....	668-4836
Clarendon Hills	

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POLICE/FIRE DEPARTMENTS **(NON- EMERGENCY) (continued)**

Police...	323-2153
Fire	654-1414
Darien-Woodridge	
Police	971-3999
Fire	910-2200
Downers Grove	
Police	434-5600
Fire	434-5980
Elmhurst	
Police	530-3050
Fire	530-3090
Glen Ellyn	
Police	469-1187
Fire	469-5265
Glendale Heights	
Police	260-6070
Fire	668-5323
Hinsdale	
Police	789-7070
Fire	789-7060
Itasca	
Police	773-1004
Fire	773-1223
Lisle	
Police	271-4200
Fire	964-2233
Lombard	
Police	620-5955
Fire	620-5738
Naperville	
Police	305-5205
Fire	420-6142
Oak Brook	
Police	834-1007
Fire	990-3040
Villa Park	
Police	834-7447
Fire (Oak Brook Terrace).....	834-1007
Warrenville	
Police	393-2131
Fire	393-1381
West Chicago	
Police	293-2222
Fire	231-2123
Westmont	
Police	968-2152
Fire	829-4480
Wheaton	
Police	260-2161
Fire	260-2175
Willowbrook	
Police	325-2808

POLICE/FIRE DEPARTMENTS **(NON- EMERGENCY) (continued)**

Burr Ridge Fire.....	323-6445
Winfield	
Police	933-7160
Fire.....	653-5050
Wood Dale	
Police	766-2060
Fire.....	766-2060
Woodridge-Lisle	
Police	719-4740
Fire.....	964-2233

REHABILITATION SERVICES

Deicke Center for Visual Rehabilitation.....	690-7115
Donka, Inc	665-8169
.....	TTY 665-6400
DuPage Easter Seals/Rosalie Dold Center	620-4433
IL Center for Rehabilitation & Education.	312-433-3100
IL Dept of Human Services (formerly Public Aid)	
.....	800-843-6154
.....	TTY 800-447-6404
Local office – Villa Park.....	530-1120
Department of Rehabilitation Services (DRS)	495-0500
.....	TTY 495-2294
Jewish Vocational Services	312-673-3400
Lifelink/Bensenville Home Society.....	766-5800
Marian Joy Rehabilitation Hospital & Clinics.....	462-4000
Schwab Rehab. Hospital & Care Network	773-522-2010
Seguin Services	708-863-3803
Spectrum Vocational Services.....	852-7520

SELF-HELP/ SUPPORT GROUPS

(See also MENTAL HEALTH, FAMILY COUNSELING SERVICES)

Adult Children of Alcoholics	627-4441
Al-Anon	312-409-7245
Alateen.....	312-409-7245
Alcoholic Anonymous.....	653-6556
ANAD (Natl. Assoc Anorexia Nervosa & Assoc Disorders).....	847-931-3438
Catholic Charities/Loss, Bereavement.....	800-240-7011
Compassionate Friends.....	990-0010/877-969-0010
Debtors Anonymous.. ..	847-882-1600
DuPage Intergenerational Village	717-8586
Families Anonymous.	773-777-4442
Mental Health Association in IL	312-368-9070
NAMI of DuPage County.....	752-0066
OCD Foundation	773-880-2035
Overeaters Anonymous	708-346-0000
Rainbows	800-266-3206
Teen Parent Connections (form MYM).....	790-8433
Truth Seekers in Adoption.....	434-8742

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SENIOR SERVICES

Bloomington Township Senior Center	529-7794
Catholic Charities.....	495-8008
DuPage County Health Department.....	682-7979
.....TDD: 932-1447	
DuPage County Human Services, Seniors	800-942-9412
.....	407-6500
.....	TDD/TTY 407-6502
DuPage Senior Citizens Council.....	620-0804
Hamdard Center for Health and Human Services.....	860-9122
Hinsdale Community Service	323-2500
Humanitarian Service Project	231-1542
Interfaith Adult Day Center	543-9653
Kenneth Young Centers.....	847-524-8800
Lifeline/Bensenville Home Society	766-5800
Metropolitan Family Services.....	784-4800
Northeastern IL Area Agency on Aging.....	800-528-2000
Outreach Community Center	260-7600
Prairie State Legal Services	690-2130
<i>(See also, TOWNSHIPS and PARK DISTRICTS)</i>	

SEXUALLY TRANSMITTED DISEASES

AIDS Hotline (Illinois).....	800-243-2437
Breaking Free	355-2585
DuPage County Health Department	682-7979
.....	TDD: 932-1447
.....	STD Clinic – 682-7979 ext. 7575
.....	HIV Testing – ext. 7310
CDC Information Center.....	800-344-7432

SOCIAL SECURITY

Social Security Administration	800-772-1213
SSA - Aurora Office	375-0506
SSA - Bloomington Office	307-2360
SSA - Elgin	847-742-5036
SSA - Woodridge	852-2831

SUBSTANCE ABUSE

Alexian Brothers Medical Center	800-432-5005
Breaking Free.....	355-2585
Central DuPage Hospital.....	653-4000
Cornell Company.....	312-421-0817
DuPage County Health Department Access & Crisis Line	627-1700
.....	TDD: 932-1447
DuPage County Psychological Services	407-6400
Edward Hines Jr. Veterans Affairs Medical Center.....	708-202-8387
.....	941-4577
Elmhurst Memorial Hospital.....	773-777-4442
Families Anonymous	800-333-2294
Focus on Recovery Helpline.....	275-6200
Good Samaritan	312-226-7984
Haymarket (Chicago)	800-257-7810
Hazelden	856-9000
Hinsdale Hospital.....	

SUBSTANCE ABUSE (continued)

IL Dept of Human Services (formerly Public Aid)	800-843-6154
.....	TTY 800-447-6404
.....	Local office – Villa Park – 530-1120
Interventions	312-421-0817
Lifeline/Bensenville Home Society	766-5800
Linden Oaks Hospital	305-5500
Lutheran Social Services	847-741-2600
Serenity House	620-6616
SHARE Program	847-882-4181
WAYS (Wayne/Winfield Area Youth & Family Svcs.).....	231-7166
Spanish	231-5763

TOWNSHIPS

Addison Township	530-8161
Bloomington Township	529-9993
Downers Grove Township.....	968-0451
Lisle Township	968-2087
Milton Township	668-1616
Naperville Township	355-2786
Wayne Township	231-7133
Winfield Township	231-3591
York Township.....	620-2400

TRANSPORTATION

Bensenville Dial-A-Bus.....	350-3425
Catholic Charities, Diocese of Joliet	495-8008
First Transit	877-725-0569
FISH - Downers Grove/Lisle/Westmont/Woodridge	964-7776
Illinois Secretary of State	800-252-8980
.....	TTY 888-261-5112
Aurora Facility	896-1911
Lombard Facility	629-0380
Naperville Facility	369-9010
Wheaton Express	653-8964
Pace Dial-A-Ride General Info	312-913-3122
Ride DuPage	407-6500
Township of Downers Grove (for Senior Citizens).....	968-6408
RTA Travel Information.....	836-7000

VETERAN SERVICES

Abraham Lincoln National Cemetery.....	815-423-9958
Department of Veterans Affairs	
Edward Hines Jr. VA Medical Center.....	708-202-8387
Jesse Brown VA Medical Center.....	312-569-6188
North Chicago VA Medical Center	847-688-1900
Aurora Clinic	630-859-2504
Elgin Clinic	847-742-5920
Oak Park Clinic	708-386-3008
Vets Center, Oak Park	708-338-3225
Disabled American Veterans	312-980-4242
DuPage County Veteran's Assistance Commission 407-5655	
Illinois Attorney General.....	312-382-3000
Illinois Department of Veteran Affairs.....	690-9449

For assistance in locating a service, please call DuPage County Community Services, Information & Referral 630-407-6500
All area codes are 630, unless noted. Please feel free to duplicate. Last revised 07/07

THE DU PAGE COUNTY HELPER

VETERAN SERVICES (continued)

Illinois Employment & Training Center 495-4345
 Midwest Shelter for Homeless Veterans 630-871-VETS
 Paralyzed Veterans of America 800-727-2234
 Vietnam Veterans of America 312-980-4268

WOMEN, SERVICES FOR

Apna Ghar (Our Home) Inc., 24 hr Hotline
 (For Women and Children) 800-717-0757/773-334-0173
 Between Friends 800-603-HELP
 TTY 773-874-6508
 Birthright of DuPage 355-9888
 CareNet Pregnancy Services 493-1340
 Catholic Charities Counseling Services 800-240-7011
 Chicago N.O.W. Education Fund 312-578-9351
 Community Crisis Center Inc. (Elgin) 847-697-2380
DuPage County Health Department 682-7979
 **TDD: 932-1447**
 Family Shelter Services 469-5650
 TDD 221-8058
 Hamdard Center for Health and Human Services 860-9122
 Healing Hearts 990-0909
 24 hour Hotline 888-217-8679
IL Dept of Human Services (formerly Public Aid)
 **800-843-6154**
 **TTY 800-447-6404**
 **Local office – Villa Park – 530-1120**
 Lutheran Social Services Behavioral Health 968-6282
 Meadows Community Services 847-590-5984
 Mutual Ground, Domestic Violence 897-0080
 Mutual Ground, Sexual Assault 897-8383
 Serenity House 620-6616 x102
 Teen Parent Connection (Formerly MYM) 790-8433
 Turning Point, Domestic Violence/Sexual Assault
 815-338-8081 or 1-800-892-8900
 W.I.C. (Women, Infant, & Children)
 682-7979 ext.7559
 Working Wardrobe (assists w/interviewing & apparel) 691-1455
 Y-ME (Breast Cancer) 24 hr Hotline 800-221-2141
 Teléfono Directo en Español 800-986-9505
 Y.W.C.A. DuPage 790-6600
 Sexual Assault Hotline 971-3927

YOUTH, SERVICES FOR

(See also *PARK DISTRICTS, NRC'S, & TOWNSHIPS*)

4-H Programs - U of I Extension 653-4114
 Bensenville Youth Services 350-3436
 Between Friends 800-603-HELP
 TTY 773-274-6508
 Big Brothers/Big Sisters 784-4800
 Bloomingdale Township Youth Service Bureau 893-6685
 Boy Scouts of America 708-354-1111
 Camp Fire USA 629-5160
 CareNet Pregnancy Services 493-1340
 Catholic Charities Counseling Services 800-240-7011

YOUTH, SERVICES FOR (continued)

Child Help U.S.A. Hotline 800-422-4453
 ChildSERV 810-1129
 DuPage Intergenerational Village 717-8586
 DuPage Questioning Youth Center 415-2053
 DuPage Youth Services Coalition, Inc 668-2655
 Explorers Boy Scouts of America 584-9250
 Girl Scouts of DuPage County Council 544-5900
 Hinsdale Youth Center 789-2429
 Humanitarian Service Project 231-1542
 Illinois Center for Violence Prevention 312-986-9200
 Information and Resources on Teen and Family Issues
 877-362-8727
 Jewish Vocational Services 312-673-3400
 Lutheran Social Services Behavioral Health 968-6282
 Metro Chicago Youth for Christ (Gang Issues and Referrals for
 Families/Victims) 588-0700
 NCO Youth and Family Services 961-2992
 Omni Youth Services 847-353-1650
 Open Door for Teens 665-7745
 Outreach Community Center 260-7600
 Rainbows 847-952-1770
 Runaway Switchboard 1-800-RUNAWAY; 800-786-2929
 Search Institute 800-888-7828
 Shelter, Inc. (National Resource for Parents and Professionals
 Dealing with Troubled Teens) 847-255-8060
 Teen Parent Connection (formerly MYM) 790-8433
 Township of Downers Grove 968-6408
 Warrenville Youth & Family Services
 Quest Program 393-7027 ext. 11
 WAYS (Wayne/Winfield Area Youth & Family Svcs) 231-7166
 Spanish 231-5763
 Wheaton Youth Outreach 682-1910
 Y.M.C.A. of USA 312-977-0031
 Youth For Christ 847-259-7880

INTERNET RESOURCES

Abuse/Domestic Violence/Elder Abuse

Child Abuse www.state.il.us/dcf
 Domestic Violence www.familyshelterservice.org
 Elder Abuse
 www.state.il.us/aging/labuselegal/abuselegal-main.htm

Advocacy Group & other Agencies

DuPage County Continuum Working to End Homelessness
 www.dupagehomeless.org
 DuPage Federation on Human Services Reform
 www.dupagefederation.org
 Scarce www.bookrescue.org
 Midwest Immigrant & Human Rights Center www.mihrc.org
 World Relief www.wr.org
 Center for Independent Living www.incil.org

Child Support

A.C.E.S. www.childsupport-aces.org

Credit/Credit Repair

Free Credit Report www.annualusacreditreport.com

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National Foundation for Credit Counseling.....www.nfcc.org

Education

College of DuPage www.cod.edu

Free Application for Federal Student Aid...www.FAFSA.ed.gov

Employment

America's Job Bank www.ajb.dni.us

Ex-offender Employment Assistance
..... www.ides.state.il.us/exoffenders

DisabilityInfo.Gov www.disabilityinfo.gov

Federal Employment..... www.usajobs.gov

Illinois Employment and Training Center
..... www.ides.state.il.us/ietc

Illinois Skills Match www.illinoisskillsmatch.com

Occupational Outlook Handbook www.bls.gov/oco

WorkNet DuPage Career Center..... www.worknetdupage.org

Food Stamps/Link

LINK www.idhslink.com

Governmental Agencies

Citizenship & Immigration Services www.uscis.gov

DuPage County www.dupageco.org

First GOV www.firstgov.gov

First GOV en Español
..... <http://www.firstgov.gov/Espanol/index.shtml>

Illinois Department of Human Services www.dhs.state.il.us

Illinois Secretary of State <http://www.sos.state.il.us/>

Social Security Administration www.ssa.gov

Housing/Shelter

Community Housing Association of DuPage
..... www.chadhousing.com

DuPage Housing Authority www.dupagehousing.org

DuPage PADS..... www.dupagepads.org

Fair Market Listing for Apts. In DuPage
.... www.dupageco.org/humanservices/generic.cfm?doc_id=478

Family Shelter Services www.familyshelterservice.org

Habitat for Humanity www.dupagehabitat.org/home.htm

HUD Low Income Housing Search www.hud.gov/apps/section8

Midwest Shelter for Homeless Veterans..... www.helpavet.org

Information & Referral

DuPage County Community Resource Information System
..... www.dupagecris.org

DuPage Veterans Memorial, Inc.....
..... www.dupageco-il-vetsmemorial.org

HelpLink www.communityresourcenetwork.org

Senior Resource Directory online.....
..... www.dupageco.org/seniorsvcs/generic.cfm?doc_id=1712

Legal

Illinois Legal Aid On line www.illinoislegalaid.org

Prairie State Legal Services www.pslegal.org

SIU School of Law – Self-Help legal www.law.siu.edu/selfhelp

Medical

All Kids Covered www.allkidscovered.com

Mental Health

DuPage County Health Department..... www.dupagehealth.org

DuPage RX www.dupageco.org/cobrd/generic.cfm?doc_id=2875

I-SaveRX www.I-saverx.net

Medicare www.medicare.gov

American Psychiatric Association www.healthyminds.org

American Psychological Foundation www.apa.org

Depression and Bipolar Support Alliance . www.dbsalliance.org

Metropolitan Family Services..... www.metrofamily.org

National Mental Health Association..... www.nmha.org

NAMI of DuPage County..... www.namidupage.org

Parenting/Child Care

Childcare Aware..... www.childcareaware.org

Product Recall www.recall.gov

..... www.kidsindanger.org
..... www.illinoisattorneygeneral.gov

Positive Parenting..... www.positiveparentingdupage.org

Teen Parent Connection (MYM) www.teenparentconnection.org

Transportation

PACE Bus Route Information.....
..... www.pacebus.com/sub/schedules/default.asp

This listing was developed with the intention of increasing awareness and information on services available. This is not intended to be a complete listing of available services. For assistance in locating a service, contact:

**DuPage County Human Services
1-800-942-9412**

To learn more about the services these resources provide visit DuPage County's Community Resource Information System at:

www.dupagecris.org
or
www.co.dupage.il.us

If you have **additions/corrections**, please contact:

DuPage County Human Services
Case Management Unit
421 N. County Farm Road
Wheaton, IL 60187

630-407-6500 or 407-6501 (fax)

We encourage you to **DUPLICATE AND
DISTRIBUTE** this listing.

P:\Human_SE\OK_FSS\Forms\2007 Resource Listing – Helper rev 7/07

For assistance in locating a service, please call DuPage County Community Services, Information & Referral 630-407-6500
All area codes are 630, unless noted. Please feel free to duplicate. Last revised 07/07

Tenant/Landlord Rights Information

Procedure to Evict

Fair Housing

Housing Rights for Victims of Domestic and Sexual Violence

A Tenant Guide Towards Successful Leasing – Brochure

Eviction Processes

Eviction is the way a landlord removes a tenant from the premises after the lease (oral or written) has been properly ended. The violation of any clause in a lease by a tenant may give a landlord a reason to evict a tenant. Examples are: if a tenant fails to pay rent within five days after it is due; if a tenant keeps a pet and there is a no-pet clause or agreement; if a tenant makes too much noise and there is a no-noise clause.

Notice and Proceedings

The following are the steps a landlord must take in order to legally evict you. **YOU CAN ONLY BE EVICTED BY LEGAL MEANS** as described directly below. If the landlord does not follow this procedure, the eviction is illegal. If you are the victim of an illegal eviction, call an attorney. If the immediate safety of yourself or your property is threatened, call the police.

1. Your landlord must serve you with a written notice stating that he or she wants you out. The notice must state a definite date that you have to leave. It must be dated and it must be signed by the landlord. The notice does not have to be notarized or delivered by a sheriff. However, someone must deliver it in person. Generally, posting the notice on the door or leaving it inside the premises is not proper. There are three different types of notices, depending on the reason for ending the lease:
 - a. For non-payment of rent — the landlord must give the tenant at least five days' notice. The notice cannot be served until the day after rent is due. The tenant must pay the rent due within five days after the day he or she receives the notice. If you do not pay within those five days, the lease is ended.
 - b. For any other breach of the lease, the landlord must give the tenant at least 10 days' notice, stating why he wants you out.
 - c. Oral lease only — no reason - if you have an oral lease, the landlord may end the lease for no reason with at least one rental period notice. The notice must be given to the tenant on the last day or the first day of the rental period. For example, if you pay your rent monthly and rent is due on the first, your landlord may end your lease at any time by serving you with one month's notice on the day before rent is due or the first of the month. If you pay rent by the week, the landlord need only give you one week's notice.
2. In the case of a five-day notice for non-payment of rent, if you pay all of the rent within the five days, your landlord can take no further action against you and you can stay. If you do not pay the rent within the five days, but offer it to your landlord after the five days, your landlord can take the money and evict you or refuse the money and evict you. If you are being evicted for some other breach of the lease, the landlord does not have to accept any promise or solution; he can evict you unless you have a good defense to the claim that you breached your lease. If you have not left the premises by the time stated in the notice, the landlord must then take you to court. **YOU DO NOT HAVE TO LEAVE THE PREMISES UNTIL YOU HAVE BEEN IN COURT AND A JUDGE TELLS YOU TO LEAVE.**

3. Your landlord now must file suit against you and you will be served with summons. The sheriff will give you a summons, which will state the time and date that you will have to go to court for a hearing. By all means go to court. Failure to appear in court will likely result in a default judgment, which means that you will be evicted and owe whatever money the landlord is claiming. If you have moved out by the time of the court hearing, you should go to make sure the amount of money the landlord tells the judge you owe is correct. If you are still in the unit, you can ask for more time to move out. The judge does not have to give you more time, but he or she may give you anywhere from a few days to a week or two to move out.
4. At the court hearing, you will have an opportunity to tell your story. You may show up with or without an attorney. The judge will then decide whether you must vacate the premises. If the judge decides in favor of the landlord, he or she can order you to be out that same day. This is rare, but legal. UNDER ILLINOIS LAW, IT DOES NOT MATTER IF YOU HAVE CHILDREN, IF YOU ARE PREGNANT, IF YOU ARE SICK, IF IT IS WINTER, OR IF YOU HAVE NO PLACE TO GO. (The judge can order you to move the same day you go to court, although this is rare.) If you fail to leave the premises, the sheriff can, and will, move you and your property out on the front lawn. It is also possible the judge will allow you to stay on the premises if you can convince him that you did not break the lease. Be prepared to have any receipts, documents or witnesses with you to help convince the judge. This will not help you if you have an oral lease and you received one rental period notice because the landlord can evict you for no reason at all.

Lock-outs and Changing Locks

Lock-outs, changing locks, utility shut-offs and using force to remove you from the premises are always illegal. Your landlord must give you notice and take you to court in order to evict you. If he or she attempts some type of force to get you to leave, call an attorney or the police.

Liability for Rent

Just because the landlord is trying to evict you does not mean you do not have to pay rent. You are liable for rent for every day you are in the premises. Even after you move out you may be liable for your rental period until a new tenant moves in.

Seizure of Property

In general, your landlord cannot take any of your personal belongings as a means to get you to move out of the premises. However, if you owe your landlord rent, he can seize your property provided that he or she immediately files suit against you, listing all the property he or she has taken. In most cases, the landlord who seizes a tenant's property fails to file suit against the tenant. In this case, the seizure is illegal and the landlord may be liable to the tenant for damages. If you experience this problem, contact an attorney.

FAIR HOUSING LAW

In the State of Illinois, all residents are protected by the Federal Fair Housing Act and the Illinois Human Rights Act. These laws together prohibit discrimination in the purchase or rental of housing based on ancestry, age, color, disability, familial status, marital status, military status, national origin, race, religion, sex, or sexual orientation.

Housing discrimination is seldom obvious and is often disguised with a smile or a handshake. If you suspect housing discrimination, be certain to maintain a detailed account of the incident including persons involved, date, location, and any documents related such as applications, receipts, or letters. Then contact HOPE Fair Housing at (630) 690-6500 for further assistance.

Tenant Landlord Rights ~ Useful Resources

General

Julie Tremberth – DuPage County Community Services Case Manager and Tenant/Landlord Specialist; (630) 407-6429. Provides education, advocacy, and referrals pertaining to Tenant/Landlord Rights and Fair Housing. **Clients must call (630) 407-6500 or (800) 942-9412 to complete an intake.*

Court

Circuit Court Clerk (Civil and Small Claims Division) 630-407-8700

Sheriff's Office

Service of Summons 630-407-2060
Evictions and Foreclosures 630-407-2054

Fair Housing/Discrimination Concerns

HOPE Fair Housing 630-690-6500

Local Codes and Ordinances

Dupage County – Health Department
Environmental Health Administration 630-682-7979 x7046
**Contact your City or Village Municipality to speak with
Code Enforcement

Legal Services

DuPage Bar Association – Legal Aid 630-653-6212
DuPage County Lawyer Referral Service 630-653-9109
Prairie State Legal Services 630-690-2130

Informational Websites

- www.pslegal.org - Self-help Tenant/Landlord legal information
- www.law.siu.edu/selfhelp/ - Self-help Tenant/Landlord legal information
- <http://www.sterlingcodifiers.com> - Look up local Building Codes for your Municipality
- www.ilga.gov - Illinois General Assembly; State statutes on Tenant/Landlord Rights
- <http://ag.state.il.us> - Consumer protection and complaints
- www.tenants-rights.org - Metropolitan Tenants Organization
- www.nationalfairhousing.org - National Fair Housing Alliance
- www.statewidehousing.org - Statewide Housing Action Coalition

- www.dcba.org - DuPage County Bar Association Lawyer Member Services
- www.hud.gov - Housing and Urban Development
- www.housingmatters.net - Sign up for local legislative alerts for housing matters that affect you.
- www.illinoislegalaid.org - Illinois legal aid online

**These are just a few helpful online resources. Please use them with discretion.

*****Each state, county, and city may have different laws and ordinances.**

Landlord's Five Days' Notice
(Illinois)NO. 32P
January, 2000GEORGE E. COLE
LEGAL FORMSCAUTION: Consult a lawyer before using or acting under this form. Neither the publisher nor the seller of this form
makes any warranty with respect thereto, including any warranty of merchantability or fitness for a particular purpose.

LANDLORD'S FIVE DAYS' NOTICE

To: [REDACTED]

You are hereby notified that there is now due the undersigned landlord the sum of \$1802.00

ONE THOUSAND EIGHT HUNDRED & 00/100 Dollars and [REDACTED] Cents,

being rent for the premises situated in the [REDACTED], County of [REDACTED]

and State of Illinois, described as follows, to wit: [REDACTED]

together with all buildings, sheds, closets, out-buildings, garages and barns used in connection with said premises.

And you are further notified that payment of said sum so due has been and is hereby demanded of you, and that unless payment thereof is made on or before the expiration of five days after service of this notice your lease of said premises will be terminated April 12, 2003

[REDACTED] is hereby authorized to receive said rent so due, for the undersigned.

Only FULL PAYMENT of the rent demanded in this notice will waive the landlord's right to terminate the lease under this notice, unless the landlord agrees in writing to continue the lease in exchange for receiving partial payment.

Dated this 7th day of April, 20 03

By [REDACTED]

Landlord

Agent or Attorney



STATE OF ILLINOIS)

COUNTY OF _____

AFFIDAVIT OF SERVICE. When served by a person not an officer.

being duly sworn, on oath deposes and says that on the 7th day of April 2003, he served the within notice on the tenant named therein, as follows: *

(X) by delivering a copy thereof to the within named tenant.

(2) by delivering a copy thereof to _____
a person above the age of thirteen years, residing on or in charge of the within described premises.

(3) by sending a copy thereof to said tenant by **

certified	{	registered	mail, with request for return of receipt from the addressee.

(4) by posting a copy thereof on the main door of the within described premises, ~~no one being in actual possession thereof.~~

Subscribed and sworn to before me this

7th day of April, 2002

Notary Public

*Strike out all paragraphs not applicable.
**Strike out word not applicable.

*Strike out word not applicable

Notary Public

No.

FIVE DAYS' NOTICE

5.

Served the within notice by delivering a copy thereof to the within named:

this 7th day of April A. D. 20 03

5
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1
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Fees

Mileage - - - - -

Service - - - \$

GEORGE E. COLES
LEGAL FORMS

VIOLENCE AGAINST WOMEN ACT (VAWA)

EXAMPLES OF:

Credible Imminent Threat

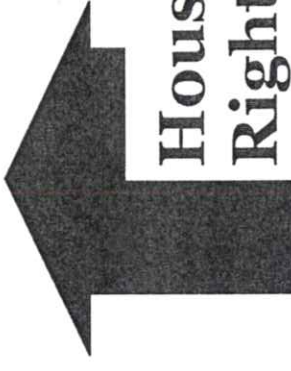
- The abuser comes to your or a household member's job and you fear he will come to your house next.
- A stalker stands across the street from your or a household member's apartment.
- You are sexually assaulted on the premises and the police have not caught the abuser.
- An abusive ex-boyfriend knows where you live.
- Your wallet and keys were stolen by the abuser and have not been found.

On the Premises

- Laundry room, back yard, parking lot, hallways, front and back entrances, inside the apartment unit, etc.

Written Notice

- "My ex-husband just got out of jail and found out where I live. He said he would kill me. I have to leave my apartment now" (to end the lease early).
- "My date sexually assaulted me in my apartment last night. I don't feel safe here anymore" (to end the lease early).
- "My ex-boyfriend made a copy of my house key without permission. I want to change the locks because I don't feel safe" (to get the locks changed).



Housing Rights For Victims of Domestic & Sexual Violence



SHRIVER
CENTER

Sargent Shriver National Center on Poverty Law

housingactionillinois

For more information, please contact:

Kate Walz, katewalz@povertylaw.org
312.263.3830, ext. 232,

Wendy Pollack, wendypollack@povertylaw.org
312.263.2830, ext. 238, or

Housing Action Illinois, 312.939.6074

THE SAFE HOMES ACT –

Effective Jan. 2007

ENDING YOUR LEASE EARLY

What is The Safe Homes Act?

It is a law that gives you or anyone in your household, including children, who are victims of domestic violence, dating violence, stalking, or sexual violence ("domestic or sexual violence") the right to:

- End your lease (written or oral) early and leave the home. Tenants who properly use the law will not be responsible for rent due after they leave the home.
- Change the locks to keep the abuser out of the home in an emergency. You can only do this if you have a written lease and the abuser is not on the lease.

Is my home covered by the Act?

You can protect yourself under the Act if you live in:

- Private rental housing, no matter the size.
- Subsidized housing, including housing choice "Section 8" vouchers.
- Public housing is NOT covered.

NEED HELP?

In Chicago—

Domestic Violence Help Line: 877-TO END DV

Rape Crisis Hotline: 888-293-2080

Legal Assistance Foundation: 312-341-1070

Outside Chicago—

Land of Lincoln Legal Help: 800-252-8629

Prairie State Legal Services: 800-531-7057

CHANGING YOUR LOCKS

You can ONLY change your locks if you have a written lease and the abuser is NOT on the lease. If you are covered, you have the right to ask your landlord for an emergency lock change.

You must give your landlord a written request from everyone who is on the lease. The request must be due to a credible imminent threat of domestic or sexual violence. The request must include at least ONE of the following:

- A statement from an employee of victim services, domestic violence, or rape crisis organization from which you or anyone in your household, including children, has sought services.
- Medical, court, or police evidence.

Your landlord must change the locks or give you permission to change the locks within 48 hours of the written request. If your landlord does not change the locks within 48 hours, you may change them on your own without the landlord's permission, or sue the landlord in court to have the locks changed. If you change the locks, you must give the landlord a new key within 48 hours.

Under The Safe Homes Act, you or a household member who is a victim of domestic violence or sexual violence, can end the lease early, even when the abuser is a member of the household, if:

- There is a credible imminent threat of harm on the premises.

- You give the landlord written notice of the credible imminent threat 3 days before or after you leave the home.

If you end your lease early, you must remove all your belongings and turn over your keys to your landlord or property manager. This shows that you have given up the apartment.

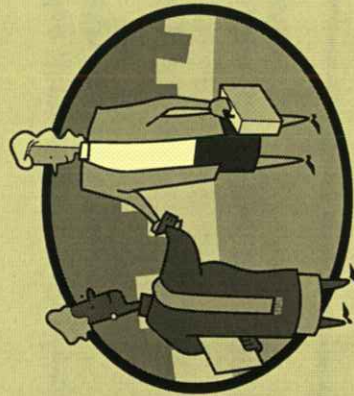
Extra Protections for Sexual Violence

You or anyone in your household, including children, may end the lease early **WITHOUT** showing a credible imminent threat, if an act of sexual violence took place on the premises. To end the lease you, or anyone in the home, must:

- Give the landlord written notice 3 days before or after you leave the unit and within 60 days of the event, or as soon as possible.
- Include evidence such as police reports, medical records, court records, or a statement from a victim services organization with the notice.

Fair Housing

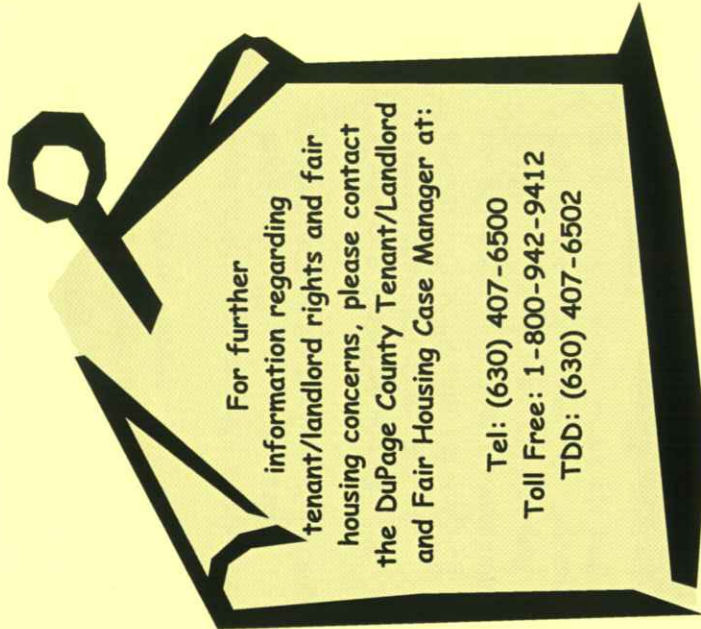
- ✓ In the State of Illinois, all residents are protected by federal housing law and by the Illinois Human Rights Act. These laws together prohibit discrimination in the purchase or rental of housing based on race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental handicap, or unfavorable discharge from the military service.
- ✓ It is also illegal for an owner or an agent in rental housing to discriminate against families with children under the age of eighteen.
- ✓ Your landlord has the right to deny you a rental agreement if you have poor credit, your income is not high enough, if you have a prior eviction, or if you have a poor rental history.



For further

information regarding
tenant/landlord rights and fair
housing concerns, please contact
the DuPage County Tenant/Landlord
and Fair Housing Case Manager at:

Tel: (630) 407-6500
Toll Free: 1-800-942-9412
TDD: (630) 407-6502



Rent Smart!



A Tenant Guide Towards Successful Leasing

DuPage County Human Services
421 North County Farm Road
Wheaton, IL 60187

Telephone: (630) 407-6500
Toll Free: 1-800-942-9412
TDD: (630) 407-6502

Rent Smart!



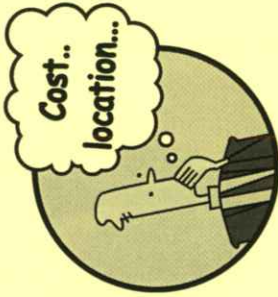
DuPage County Human Services
421 N. County Farm Road
Wheaton, IL 60187



Looking for a place to rent?

A few things to consider

- ✓ Create a budget comparing your monthly net income with your expected monthly household expenses.
- ✓ Any additional expenses, which would include the security deposit, credit check fees, utilities, phone, cable, water, additional fees for pets, furnishings, parking fees, etc.
- ✓ The level of safety and security for the complex. Check for working locks on doors and windows, for well-lit common areas and parking, policies for non-residents, and the accessibility of the building. You may contact the local police department for information on the rates of crime in that area.
- ✓ Check for any building code violations. You may contact your local municipality for more information on building codes and local ordinances.
- ✓ Talk with current residents, previous tenants, or neighbors to learn about their knowledge or experiences regarding the neighborhood, landlord, and maintenance.



Before signing the lease

- ✓ Read over all terms carefully before signing the agreement.
- ✓ Request to bring a copy of the unsigned lease home with you, and ask a third party to also review the lease if possible.
- ✓ If you are not in agreement with the terms in the lease, **do not** sign the contract. Once the contract is signed, you are obligated to those terms within the lease. Discuss your concerns with the landlord to see if any resolution can be made. Changes are best made early in the process, and do require both the landlord's and tenant's signatures.



- ✓ Do not be afraid to ask questions if you do not understand any of the terms.
- ✓ Do include all persons who will be residing in the unit on the lease. If there will be a roommate, you may want to consider creating a contract between you and your roommate to prevent any damages in the future.
- ✓ Be sure to maintain a copy of the signed lease in a safe place. You may need to refer to the contract at a later date.

Moving into your unit

- ✓ Once you have access to your unit, request a walk-through with the landlord if possible, otherwise perform one yourself. List any existing damages (including the date, description and location) and the overall condition of the unit. This may help you to avoid future charges. Be very specific and picky when creating such a list. You may want to consider taking pictures.
- ✓ Provide a signed copy of the walk-through to your landlord, also including their signature. Be certain to keep a copy for your records.



Always remember...

- ✓ Keep copies of all signed agreements, correspondences, maintenance requests, and receipts for your records.
- ✓ Follow all terms in the lease to avoid penalty or possibly eviction.
- ✓ Always pay your rent on time.
- ✓ Maintain open communication with your landlord.

Housing Resources

Also see housing resources in the HELPER

DuPage County Community Services assembles a housing resource packet. We are not including it in the manual because it is updated throughout the year. Please have your interested clients call 407-6500 for a housing packet containing information on the following:

- Fair Market Value Apartments in DuPage County

- Subsidized Housing Information

- Listing of Rooms Available in Motels, Hotels, Individual Homes and Apartment Complexes

- Information on housing resources such as CHAD, Shared Housing

IDHS – Homeless Prevention Program Directory

Shared Housing

CHAD – Community Housing Association of DuPage - Brochure

HOMELESS PREVENTION PROGRAM DIRECTORY

FISCAL YEAR 2008

(Updated 07/09/07)

CONTINUUM OF CARE & PROVIDERS	CONTACT PERSONS & E-MAIL ADDRESSES	CLIENT REFERRAL NUMBER & CONTACT PERSON	FAX NUMBER	FUNDING AMOUNT & SERVICE AREA	PREVENTION SERVICES OFFERED
<u>BOONE/WINNEBAGO</u>					
Rockford Human Services Dept. 612 N. Church Street Rockford, IL 61103	George Davis, Ex. Dir. (815) 987-5782 george.davis@ci.rockford.il.us Jennifer Jaeger, Prev. Contact (815) 987-5685 jennifer.jaeger@ci.rockford.il.us	(815) 987-5685 Heather Beaufils	(815) 987-5762	\$465,300 Boone, Winnebago	Rent Security Deposits Utilities
<u>CENTRAL ILLINOIS</u>					
Catholic Charities of Joliet 203 N. Ottawa Street, 3 rd Floor Joliet, IL 60432 (Administrative Offices) 270 N. Schuyler Drive Kankakee, IL 60901 (Client Services)	Kathleen McGowan, Ex. Dir. (815) 723-3405 kmcgowan@cc-doj.org Greg Harris, Prev. Contact (815) 933-7791 gharris@cc-doj.org	(815) 933-7791 Greg Harris	(815) 932-3030	\$63,800 Ford, Iroquois	Rent Security Deposits Utilities
Central IL Econ. Dev. Corp. 1800 Fifth Street Lincoln, IL 62656	Angela Stoltzenburg, Ex. Dir. (217) 732-2159 astoltzenburg@ciedc.org Kathy Inman, Prev. Contact (217) 732-2159 kinman@ciedc.org Vincent Clark, Ex. Dir. (815) 933-7883, Ext. 239 vclark@kccsi-cap.org Barb Groth, Prev. Contact (815) 933-7883, Ext. 214 bgroth@kccsi-cap.org	(217) 732-2159 Darla Buss	(217) 735-1753	\$159,500 Dewitt, Logan, Mason, Menard, Piatt	Rent Security Deposits Utilities
Kankakee Cty. Community Svcs. 657 East Court Street, Suite 207 Kankakee, IL 60901		(815) 933-7883 Barb Groth	(815) 933-0635	\$31,900 Kankakee	Rent Utilities

CONTINUUM OF CARE & PROVIDERS	CONTACT PERSONS & E-MAIL ADDRESSES	CLIENT REFERRAL NUMBER & CONTACT PERSON	FAX NUMBER	FUNDING AMOUNT & SERVICE AREA	PREVENTION SERVICES OFFERED
Kendall County Health Dept. 811 W. John Street Yorkville, IL 60560	Ceryl Johnson, Ex. Dir. (630) 553-9100, Ext. 8029 cjohnson@co.kendall.il.us Diane Alford, Prev. Contact (630) 553-9100, Ext. 8024 dalford@co.kendall.il.us	(630) 553-9100 Diane Alford	(630) 553-9506	\$31,900 Kendall	Rent Security Deposits Utilities
Mid Central IL Comm. Action 923 East Grove Street Bloomington, IL 61701	John Burrill, Ex. Dir. (309) 829-0691, Ext. 240 johnb@mccainc.org Laura Menard, Prev. Contact (309) 829-0691, Ext. 227 lauram@mccainc.org	(309) 829-0691 Laura Menard	(309) 828-8811	\$31,900 McLean	Rent Security Deposits
Salvation Army of Danville 855 East Fairchild Street Danville, IL 61832	Capt. Robert & Tammy Whitney, Ex. Dir. (217) 442-5911 robert_whitney@usc.salvationarmy.org Sharon Sawka, Prev. Contact (217) 442-5911 sharon_sawka@usc.salvationarmy.org	(217) 442-5911 Sharon Sawka	(217) 442-4260	\$31,900 Vermillion	Rent Security Deposits Utilities
Salvation Army of Pontiac P.O. Box 529 112 North Division Pontiac, IL 61764	Glenda Kilpatrick, Ex. Dir. & Contact (815) 844-5005 glenda_kilpatrick@usc.salvationarmy.org	(815) 844-5005 Glenda Kilpatrick	(815) 844-4615	\$31,900 Livingston	Rent Security Deposits
We Care of Grundy County 520 W. Illinois Avenue Morris, IL 60450	Denise Gaska, Administrator (815) 942-6389 wecare@uti.com	(815) 942-6389 Denise Gaska	(815) 942-4556	\$31,900 Grundy	Rent Security Deposits Utilities
CHAMPAIGN/URBANA					
Champaign Cty. Reg. Planning P.O. Box 17760 1776 E. Washington Street Urbana, IL 61803-7760	John Dimit, Ex. Dir. (217) 328-3313 jdimit@ccrpc.org Dawn Rear, Prev. Contact (217) 328-3313 drear@ccrpc.org	(217) 328-3313 Dawn Rear	(217) 328-2426	\$138,600 Champaign	Rent

CONTINUUM OF CARE & PROVIDERS	CONTACT PERSONS & E-MAIL ADDRESSES	CLIENT REFERRAL NUMBER & CONTACT PERSON	FAX NUMBER	FUNDING AMOUNT & SERVICE AREA	PREVENTION SERVICES OFFERED
<u>CITY OF CHICAGO</u>					
Emergency Fund 208 S. LaSalle, Suite 1356 Chicago, IL 60604-1000	Nonie Brennan, Ex. Dir. (312) 379-0301, Ext. 13 nbrennan@emergencyfund.org Kathy Molnar, Prev. Contact (312) 379-0301, Ext. 12 kmolnar@emergencyfund.org	311 Prevention Hotline	(312) 379-0304	\$3,298,900 City of Chicago, excluding Cook County and Evanston	Rent Security Deposits Utilities
<u>CITY OF DEKALB</u>					
DeKalb Cty. Community Svcs. 2550 N. Annie Glidden Road DeKalb, IL 60115	Mary Olson, Ex. Dir. (815) 748-2497 molson@dekalbcounty.org Jess Collins, Prev. Contact (815) 758-3910 jcollins@dekalbcounty.org	(815) 758-3910 Jess Collins	(815) 758-3407	\$53,900 DeKalb	Rent Security Deposits Utilities

<u>CITY OF EVANSTON</u>					
Connections for the Homeless 2010 Dewey Avenue Evanston, IL 60201	Mary Ruth Coffey, Ex. Dir. (847) 475-7070, Ext. 108 mrc@cfthinc.org Jill Longnecker, Prev. Contact (847) 475-7070, Ext. 142 jl@cfthinc.org	(847) 475-7070 Jill Longnecker	(847) 864-6558	\$347,600 City of Evanston	Rent Security Deposits Utilities
<u>COOK COUNTY</u>					
Catholic Char. of Chicago (NW) 721 N. LaSalle Street Chicago, IL 60610-3529	Rev. Michael Boland, Ex. Dir. (312) 655-7000 mboland@catholiccharities.net Millicent Ntiamoah, Prev. Contact (847) 376-2117 mntiamoa@catholiccharities.net	(847) 376-2117 Millicent Ntiamoah	(847) 390-8265	\$391,400 Northwest Cook (Barrington, Berwyn, Cicero, Elk Grove, Hanover, Leyden, Oak Park, Palatine, Proviso, River Forest, Riverside, Schaumburg, Wheeling)	Rent Security Deposits Utilities

Center of Concern 1580 N. Northwest Hwy., Suite 310 Park Ridge, IL 60068	Mary A. Schurder, Ex. Dir. (847) 823-0453 mschurder@centerofconcern.org Pam Reed, Prev. Contact (847) 823-0453, Ext. 122 preed@centerofconcern.org	(847) 823-0453 Pam Reed	(847) 824-8437	\$236,200 Northwest Cook (Barrington, Elk Grove, Hanover, Maine, New Trier, Niles, Northfield, Palatine, Schaumburg, Wheeling)	Rent Security Deposits Utilities
Connections for the Homeless 2010 Dewey Avenue Evanston, IL 60201	Mary Ruth Coffey, Ex. Dir. (847) 475-7070, Ext. 108 mrc@cftinc.org Jill Longnecker, Prev. Contact (847) 475-7070, Ext. 142 jl@cftinc.org	(847) 475-7070 Jill Longnecker	(847) 864-6558	\$236,200 Northern Cook (Niles Township, Northfield Township)	Rent Security Deposits Utilities
So. Sub. Council on Homelessness 16100 Seton Drive South Holland, IL 60473 (Council President's Address) 1005 West End Avenue Chicago Heights, IL 60411 (Prevention Contact's Address)	Fred Shannon, Council President (708) 333-8379 fishannon@catholiccharities.net Brian Dunlap, Prev. Contact (708) 755-8030 bdunlap@southstarservices.org	(708) 754-4357 Mike Wasserberg	(708) 333-9519 (708) 755-8047	\$485,900 South Suburban Cook (Bloom, Bremen, Cook County portion of Lemont, Orland, Palos, parts of Crete/Monee, Rich, Suburban Calumet, Thornton, Worth)	Rent Security Deposits Utilities
DECATUR/MACON COUNTY					
Salvation Army of Decatur 229 West Main Street Decatur, IL 62523	Major Bob Gauthier, Ex. Dir. (217) 428-4672 bob_gauthier@usc.salvationarmy.org Belinda Rose, Prev. Contact (217) 428-4672 belinda_rose@usc.salvationarmy.org	(217) 428-4672 Belinda Rose	(217) 428-4681	\$108,900 Macon	Rent Utilities
DUPAGE COUNTY					
Catholic Charities of Joliet 203 N. Ottawa Street, 3 rd Floor Joliet, IL 60432 (Administrative Offices) 26 W. St. Charles Road Lombard, IL 60148 (Client Services)	Kathleen McGowan, Ex. Dir. (815) 723-3405 kmcgowan@cc-doj.org Annie Laven, Prev. Contact (630) 495-8008, Ext. 11 alaven@cc-doj.org	(630) 495-8008 Annie Laven	(630) 495-9854	\$196,900 Addison, Bensenville, Bolingbrook (DuPage County portion), Burr Ridge, Clarendon Hills, Darien, Downers Grove, Elmhurst, Itaska, Lombard, Medinah, Oakbrook, Oak Brook Terrace, Villa Park, Wood Dale, Woodridge	Rent Utilities

DuPage Cty. Dept. Human Svcs. 421 N. County Farm Road Wheaton, IL 60187	Philip R. Smith, Ex. Dir. (630) 407-6500 phil.smith@dupageco.org Joan Rickard, Prev. Contact (630) 407-6426 joan.rickard@dupageco.org	(630) 407-6500 Joan Rickard	(630) 407-6501	\$200,000 Aurora (DuPage County portion), Bartlett, Bloomingdale, Carol Stream, Glen Ellyn, Glendale Heights, Hanover Park (DuPage County portion), Hinsdale, Keeneyville, Lemont (unincorporated), Lisle, Naperville, Ontarioville, Roselle, Warrenville, Wayne, West Chicago, Westmont, Wheaton, Willowbrook, Winfield	Rent Security Deposits Utilities
Outreach Community Ministries 122 West Liberty Drive Wheaton, IL 60187	Chris Ellerman, Ex. Dir. (630) 682-1910 cellerman@outreachcommmin.org Cate Croteau, Prev. Contact (630) 682-1910 ccroteau@outreachcommmin.org	(630) 682-1910 Cate Croteau	(630) 682-3094	\$82,700 Carol Stream, Glen Ellyn, Glendale Heights (Milton Township portion), Warrenville, Wheaton, Winfield	Rent Security Deposits Utilities
Peoples Resource Center 201 S. Naperville Road Wheaton, IL 60187	Mary Ellen Durbin, Ex. Dir. (630) 682-5402, Ext. 222 mdurbin@peoplesrc.org Bobbi Walsh, Prev. Contact (630) 682-5402, Ext. 239 bwalsh@peoplesrc.org	(630) 682-5402 Bobbi Walsh	(630) 682-5412	\$222,200 All of DuPage County	Rent

HEARTLAND	Penny Harris, Ex. Dir. (217) 523-2191 harrispenynyfsr@sbcglobal.net Denise Fisher, Prev. Contact (217) 523-2191 denise.fisher@sbcglobal.net	(217) 525-2196 Jennifer Pacha	(217) 523-2195	\$118,800 Sangamon	Rent Security Deposits Utilities
JOLIET/WILL	Kathleen McGowan, Ex. Dir. (815) 723-3405 kmcgowan@cc-doj.org Donna Reed, Prev. Contact (815) 774-4663 dnreed@cc-doj.org	(815) 774-4663 Kevin Bunker	(815) 726-1083	\$163,900 Will	Rent Security Deposits Utilities

Catholic Charities of Joliet 203 N. Ottawa Street, 3 rd Floor Joliet, IL 60432 (Administrative Offices) 611 E. Cass Street Joliet, IL 60432 (Client Services)					
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KANE COUNTY**Community Crisis Center**

P.O. Box 1390
37 South Geneva
Elgin, IL 60121

Gretchen Vapnar, Ex. Dir.
(847) 697-2380
gvapnar@crisiscenter.org

Judy Cornelius, Prev. Contact
(847) 697-2380
jcornelius@crisiscenter.org

(847) 697-2380
Judy Cornelius

(847) 742-4182

\$104,500

Burlington, Carpentersville,
East/West Dundee, Elgin/South
Elgin, Gilberts, Hampshire, Kane
County portions of Algonquin
and Huntley, Plato Center,
Sleepy Hollow, Udina, Valley
View

Rent
Utilities

Lazarus House

214 Walnut Street
St. Charles, IL 60174

Darlene Marcusson, Ex. Dir.
(630) 587-2144

darlenem@LazarusHouseOnline.com

(630) 587-2144
Heidi Hext

(630) 587-2540

\$73,700

Aurora, Batavia, Geneva, St.
Charles, Western Rural Kane
County

Rent

LAKE COUNTY**Cath. Char. of Chicago (Waukegan)**

671 South Lewis
Waukegan, IL 60085

Rev. Michael Boland, Ex. Dir.
(312) 655-7000

mboland@catholiccharities.net

(847) 782-4000
David Nicholson-
Klingerman

(847) 782-1030

\$455,400

All of Lake County

Rent
Security Deposits
Utilities

Prairie State Legal Services

975 N. Main Street
Rockford, IL 61103
(Administrative Offices)

325 W. Washington Street, Suite 100
Waukegan, IL 60085
(Client Services)

Michael O'Connor, Ex. Dir.
(815) 965-2134
moconnor@pslegal.org

Gail Walsh, Prev. Contact
(815) 965-2134
gwalsh@pslegal.org

(847) 662-6925
Linda Rothnagel

(815) 965-1081

\$86,900

All of Lake County

Legal Services

<u>MADISON COUNTY</u>									
Catholic Charities of Granite City 2105 State Street Granite City, IL 62040	Karen Costello, Prev. Contact (618) 877-1184, Ext. 12 costello_ccgranite@charterinternet.com	(618) 877-1184 Karen Costello	(618) 798-4287	\$156,000 Eagle Park, Granite, Madison, Mitchell, Newport, Pontoon Beach, Venice	Rent Security Deposits				
Glen-Ed Pantry P.O. Box 756 125 5 th Avenue Edwardsville, IL 62025	Judith Moody, Ex. Dir. & Contact (618) 656-7506 jemoody@ameritech.net	(618) 656-7506 Judith Moody	(618) 656-7506 (call first)	\$134,500 Alhambra, Carpenter, Collinsville, Edwardsville, Glen Carbon, Grant Fork, Hamel, Highland, Livingston, Marine, Maryville, New Douglas, Prairie Town, St. Jacob, Troy, Worden	Rent Security Deposits				
Madison County Urban League 210 William Street Alton, IL 62002	Brenda McCain, CEO (618) 463-1906 bkwm51@aol.com Carol Walker, Prev. Contact (618) 463-1906, Ext. 1 cawjan@aol.com	(618) 463-1906 Carol Walker	(618) 463-9021	\$247,400 Alton/East Alton, Bethalto, Cottage Hills, Godfrey, Roxana/ South Roxana, Woodriver	Rent Security Deposits				
<u>MCHENNY COUNTY</u>									
McHenry County Housing Authority P.O. Box 1109 1108 Seminary Avenue Woodstock, IL 60098	Julie Biel-Claussen, Ex. Dir. (815) 338-7752 mchenrycha@ameritech.net Sue Rose, Prev. Contact (815) 338-7752, Ext. 137 suerose@ameritech.net	(815) 338-7752 Sue Rose	(815) 338-1217	\$68,255 McHenry	Rent Security Deposits				
Prairie State Legal Services 975 N. Main Street Rockford, IL 61103 (Administrative Offices) 400 Russel Court, Suite 1 Woodstock, IL 60098 (Client Services)	Michael O'Connor, Ex. Dir. (815) 965-2134 mconnor@pslegal.org Gail Walsh, Prev. Contact (815) 965-2134 gwalsh@pslegal.org	(815) 206-5828 Jenny Gelman	(815) 965-1081	\$12,045 McHenry	Legal Services				

<u>NORTHWESTERN</u>						
Carver Community Action Agency P.O. Box 28 235 East Main Galesburg, IL 61401	Jeannie Shelton, CEO (309) 342-0158 ccaa.jeannie@galesburg.net Steve Day-Kaufman, Prev. Contact (309) 342-8178, Ext. 227 ccaa.steve@galesburg.net Marcia Derrer, Ex. Dir. (815) 232-3141, Ext. 123 nicaa3@nicaa.org Brenda Johnson, Prev. Contact (815) 232-3141 nicaa24@nicaa.org Michael O'Connor, Ex. Dir. (815) 965-2134 moconnor@pslegal.org Gretchen Farwell, Prev. Contact (309) 794-1328, Ext. 15 gfarwell@pslegal.org Maureen Hart, Ex. Dir. (309) 793-6391, Ext. 139 mhart@projectnow.org Diane Lopez, Prev. Contact (309) 793-6391, Ext. 120 dlopez@projectnow.org Virginia Helble, Ex. Dir. (563) 323-7732 seassistance@qwest.net Diane Lopez, Prev. Contact (309) 793-6391, Ext. 120 GOTOBUTTON BM__ dlopez@projectnow.org	(309) 342-8178 Steve Day-Kaufman	(309) 342-8179	\$63,800 Knox	Rent Security Deposits Utilities	
Northwestern IL Community Action 103-109 N. Chicago Avenue Freeport, IL 61032		(815) 232-3141 Brenda Johnson	(815) 232-3143	\$74,800 Jo Daviess, Stephenson	Rent Security Deposits	
Prairie State Legal Services 208 18 th Street, Suite 202 Rock Island, IL 61201		(309) 794-1328 Gretchen Farwell	(309) 794-0265	\$28,556 Henry, Mercer, Rock Island, Whiteside	Legal Services	
Project Now P.O. Box 3970 418 19 th Street Rock Island, IL 61204-3970		(309) 793-6391 Diane Lopez	(309) 793-6352	\$40,700 Henry, Mercer, Rock Island	Rent Security Deposits Utilities	
Supplemtl. Emer. Asst. Prog. (SEAP) 230 W. 35 th Street Davenport, IA 52806 (Administrative Offices) 418 19 th Street Rock Island, IL 61204-3970 (Client Services)		(309) 793-6391 Diane Lopez	(563) 323-7733	\$231,044 Rock Island	Rent Security Deposits Utilities	
Tri-County Opportunities Council P.O. Box 610 405 Emmons Avenue Rock Falls, IL 61071	Sandra Julifs, Ex. Dir. (815) 625-7830, Ext. 15 GOTOBUTTON BM__ sjulifs@wmccinc.com Corina Marquez-Staples, Prev. Contact (815) 625-7830, Ext. 19 cmarquezstaples@wmccinc.com	(815) 625-7830 Corina Marquez-Staples	(815) 625-1172 (815) 625-7302	\$138,600 Bureau, Carroll, LaSalle, Lee, Marshall, Ogle, Putnam, Stark, Whiteside	Rent Security Deposits Utilities	

<u>HEART OF IL (PEORIA AREA)</u>							
Center for Prevention of Abuse P.O. Box 3855 Peoria, IL 61612-3855 720 W. Joan Court Peoria, IL 61614	Martha Herm, Ex. Dir. (309) 691-0551 mherm@centerforpreventionofabuse.org Mary Beth Jackson, Fiscal/Operations Dir. (309) 691-0551 mjackson@centerforpreventionofabuse.org Melissa Slama, Prev. Contact (309) 691-0551 mslama@centerforpreventionofabuse.org	(309) 691-0551 Melissa Slama	(309) 272-2918	\$45,200 Peoria, Tazwell, Woodford	Rent Security Deposits Utilities		
	Friendship House of Christian Svc. 800 N.E. Madison Avenue Peoria, IL 61603 Human Service Center of Peoria P.O. Box 1346 600 Fayette Peoria, IL 61654-1346	Barbara Hartnett, Ex. Dir. & Contact (309) 671-5200 bhartnett@peoriafriendshiphouse.org Michael Boyle, Ex. Dir. (309) 671-8005 mboyle@fayettecompanies.org Jenny Wickert, Prev. Contact (309) 671-8005 jwickert@fayettecompanies.org Major Tom Eagle, Ex. Dir. (309) 346-0316 thomas_eagle@usc.salvationarmy.org Marlene Thomas, Prev. Contact (309) 346-3010 marlene_thomas@usc.salvationarmy.org	(309) 671-5200 Barbara Hartnett (309) 674-7140 Dorothy Buckner	(309) 671-5206 (309) 671-8021 (309) 671-8076	\$36,400 Peoria, Tazwell \$71,900 Fulton, Peoria, Tazwell, Woodford	Rent Security Deposits Utilities Rent Security Deposits Utilities	
	Salvation Army of Pekin 243 Derby Street Pekin, IL 61554 Salvation Army of Peoria 401 N.E. Adams Peoria, IL 61603	Major Merle Heatwole, Ex. Dir. (309) 655-7220, Ext. 150 merle_heatwole@usc.salvationarmy.org Lisa Bonds Alexander, Prev. Contact (309) 655-7272, Ext. 161 lisa_alexander@usc.salvationarmy.org Pam Schubach, Ex. Dir. (309) 685-7655 psbach@ywcapeoria.org Tania Causey, Prev. Contact (309) 672-1163, Ext. 15 pcc@mtco.com	(309) 655-7272 Lisa Bonds Alexander (309) 672-1163 Tania Causey	(309) 655-7271 (309) 497-3720 (309) 685-7657 (309) 672-1254	\$188,500 Fulton, Peoria, Tazwell, Woodford \$90,300 Fulton, Peoria, Tazwell, Woodford	Rent Rent Rent Security Deposits Utilities	

<u>SOUTH CENTRAL ILLINOIS</u>				
CEFS Econ. Opportunity Corp. P.O. Box 928 1805 S. Banker Street Effingham, IL 62401-0928	Paul D. White, Ex. Dir. (217) 342-2193, Ext. 121 pwhite@cefseoc.org	(217) 342-2193 Dena Weber	(217) 347-5730 (217) 342-4701	Rent Security Deposits
	Dena Weber, Prev. Contact (217) 342-2193, Ext. 126 dweber@cefseoc.org	(217) 923-3113 Susie Beaumont	(217) 923-5155	Rent Utilities
Embarras River Basin Agency P.O. Box 307 115 S. Kentucky Street Greenup, IL 62428	Marsha Roll, Ex. Dir. (217) 923-3113 marshar@erbainc.org	(217) 923-3113 Susie Beaumont	(217) 923-5155	Rent Utilities
	Susie Beaumont, Prev. Contact (217) 923-3113 susieb@erbainc.org	(217) 348-5931 James Walters	(217) 348-0722	Rent Security Deposits Utilities
HOPE of East Central IL P.O. Box 732 701 Sixth Street Charleston, IL 61920	James Walters, Ex. Dir./Contact (217) 348-5931 hope34@consolidated.net	(217) 839-4431 Joe Broers	(217) 839-3647	Rent Security Deposits
	Frank J. Schwab, Ex. Dir. (217) 839-4431 ivedc@frontiernet.net	(217) 839-4431 Joe Broers	(217) 839-3647	Rent Security Deposits
IL Valley Econ. Development Corp. P.O. Box 88 223 S. Macoupin Street Gillespie, IL 62033-0088	Joe Broers, Prev. Contact (217) 839-4431 ivedc@frontiernet.net	(217) 839-4431 Joe Broers	(217) 839-3647	Rent Security Deposits

<u>SOUTHERN ILLINOIS</u>				
BCMw, Inc. P.O. Box 729 909 E. Rexford Centralia, IL 62801	Keith O. Brown, Ex. Dir. (618) 532-7143, Ext. 12 keith.brown@bcmw-il.org	(618) 532-7388 Sue Castleman	(618) 532-0204	Rent
	Sue Castleman, Prev. Contact (618) 532-7388, Ext. 15 “ sue.castleman@bcmw-il.org	(618) 937-3581 Karen Fish	(618) 932-8069	Rent Utilities
Crosswalk Comm. Action Agency 410 West Main Street West Frankfort, IL 62896	Debbie Jackanicz, Ex. Dir. (618) 937-3581, Ext. 114 debra.jackanicz@crosswalkca.com	(618) 937-3581 Karen Fish	(618) 932-8069	Rent Utilities
	Karen Fish, Prev. Contact (618) 937-3581, Ext. 102 Karen.fish@crosswalkca.com			

Shawnee Area Development, Inc. P.O. Box 298 530 W. Washington Karnak, IL 62956	Cheryl Vanderford, Ex. Dir. (618) 634-2201, Ext. 222 sdcinc@starband.net	(618) 634-2201 Renee Kindle	(618) 634-9551	\$122,629 Alexander, Hardin, Johnson, Massac, Pope, Pulaski, Union	Rent Utilities
SWAN P.O. Box 176 1114 S. West Olney, IL 62450	Renee Kindle, Prev. Contact (618) 634-2201, Ext. 239 csbgscinc@starband.net Linda Bookwalter, Ex. Dir. (618) 392-3556 swanservices@otbnet.com Anne Zuber, Prev. Contact (618) 392-3556 swanservices@otbnet.com	(618) 392-3556 Anne Zuber	(618) 392-5514	\$35,038 Edwards, Lawrence, Richland, Wabash, Wayne	Rent Utilities
Wabash Area Development, Inc. P.O. Box 70 110 Lathan Street Enfield, IL 62835	Kenneth G. Pettijohn, Ex. Dir. (618) 963-2387, Ext. 224 kenpwadi@shawneelink.net Becky Young, Prev. Contact (618) 963-2387, Ext. 205 wadisn@yahoo.com	(618) 963-2387 Becky Young	(618) 963-2525	\$122,629 Edwards, Gallatin, Hamilton, Saline, Wabash, Wayne, White	Rent Utilities
Western Egyptian P.O. Box 7 #1 Industrial Park Steeleville, IL 62288-0007	Paulette M. Hamlin, Ex. Dir./Contact (618) 965-3458 execdir@weec.org	(618) 965-3458 Paulette Hamlin	(618) 965-9421	\$52,556 Monroe, Perry, Randolph	Rent Security Deposits
ST. CLAIR COUNTY					
Catholic Urban Programs 771 Vogel Place East St. Louis, IL 62205	Joseph Hubbard, Ex. Dir. (618) 398-5616 jhubbard@diobelle.org Gerry Hasenstab, Prev. Contact (618) 398-5616 ghasenstab@diobelle.org	(618) 398-5616 Gerry Hasenstab	(618) 274-4659	\$116,000 Allorton, Brooklyn, Centreville, East St. Louis, Fairmont City, Lovejoy, Washington Park	Rent Security Deposits
Land of Lincoln Legal Assistance Dorothy O. Cook Community Law Ctr. 8787 State Street, Suite 101 East St. Louis, IL 62203	Lois Wood, Ex. Dir. (618) 398-0574, Ext. 229 lwood@lollaf.org Kathy Fleshren, Prev. Contact (618) 398-0958, Ext. 226 kfleshren@lollaf.org	(618) 398-0958 Kathy Fleshren	(618) 398-4813 (618) 398-0681	\$74,800 All of St. Clair County	Legal Services
Min. United Against Human Suffrng. 240 N. Sixth Street East St. Louis, IL 62201	Rev. David Crockett, Ex. Dir. (618) 482-5662 pdwill1@earthlink.net Sharon Jackson, Prev. Contact (618) 482-5662 irvjack1@aol.com	(618) 482-5662 Sharon Jackson	(618) 874-0223	\$65,100 Allorton, Brooklyn, Centreville, East St. Louis, Fairmont City, Lovejoy, Washington Park	Utilities

St. Clair County Community Action #19 Public Square, Suite 200 Belleville, IL 62220-1695	Alice Jackson, Ex. Dir. (618) 277-6790, Ext. 3203 alice@igcd.org Althea Bush, Prev. Contact (618) 277-6790, Ext. 3303 althea@igcd.org	(618) 277-6790 Althea Bush	(618) 222-2581	\$116,000 All of St. Clair County, except Allerton, Brooklyn, Centreville, East St. Louis, Fairmont City, Lovejoy, Washington Park	Rent Security Deposits
Urban League of Metro St. Louis 3701 Grandel Square St. Louis, MO 63108 (Administrative Offices) 1401 East Broadway East St. Louis, IL 62201 (Client Services)	James H. Buford, President/CEO (314) 615-3663 abams@urbanleague-stl.org Linda Harris, Prev. Contact (618) 274-1150, Ext. 212 lharris@urbanleague-stl.org	(618) 274-1150 Linda Harris	(314) 531-4849 (618) 482-2581	\$100,000 Belleville, Cahokia, Caseyville, Dupo, Fairview Heights, Lebanon, Marissa, Mascoutah, Millstadt, O'Fallon, Shiloh, Smithton, Swansea	Utilities
WEST CENTRAL ILLINOIS					
MCS Community Services 345 West State Street Jacksonville, IL 62650	Danny Little, Ex. Dir. (217) 243-9404 dlittle@morgancounty-il.com Tammi Lonergan, Prev. Contact (217) 243-9404 tlonergan@morgancounty-il.com	(217) 243-9404 Tammi Lonergan	(217) 245-4159	\$56,265 Cass, Morgan, Scott	Rent Security Deposits Utilities
Two Rivers 1125 Hampshire, Suite 100 Quincy, IL 62301	Cheryl Esselman, Ex. Dir. (217) 224-8171, Ext. 311 c14.esselman@trrcopo.org Becky Pruden, Prev. Contact (217) 224-8171, Ext. 326 b14.pruden@trrcopo.org Suzan J. Nash, Ex. Dir. (309) 837-2997 «_suzan@wirpc.org Conny Calomiris, Prev. Contact (309) 837-2997 conny@wirpc.org	(217) 224-8171 Becky Pruden	(217) 224-9145	\$79,860 Adams, Brown, Pike, Schuyler	Rent Security Deposits
Western Illinois Regional Council 223 South Randolph Macomb, IL 61455		(309) 837-2997 Conny Calomiris	(309) 836-3640	\$45,375 Hancock, Henderson, McDonough, Warren	Rent Security Deposits Utilities



Your Gateway to an Affordable Housing Alternative

*The DuPage County Human Services
Shared Housing Program
has been successfully serving qualified
residents for over a decade*

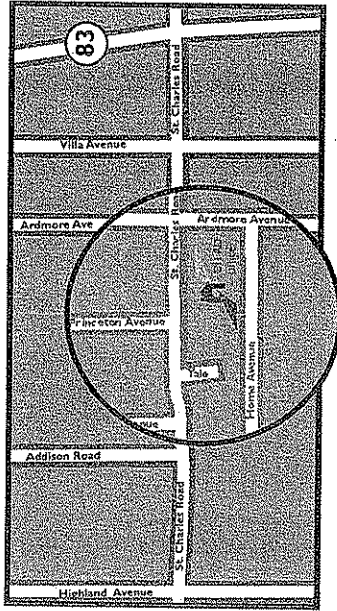
- ⇒ There is **NO FEE** for this service
- ⇒ Applicants are assessed for eligibility for all DuPage County Human Services programs and services
- ⇒ Each applicant is interviewed to determine their needs, personal likes/dislikes and expectations
- ⇒ Arrangements are made for compatible people to meet and explore the possibility of shared living

ARE YOU INTERESTED IN LEARNING MORE?
Call DuPage County Human Services
(630) 407-6500 or 1-800-942-9412

**We have a home
for you.**

Visit our office:

**35 W. St. Charles Road,
Villa Park, Illinois 60181**



Office hours

Monday - Thursday 8:30 AM to 5 PM

Friday 8 AM to 4:30 PM

(630) 993-9530

Se habla español

www.chadhousing.com

**Please send me information about
affordable rental properties.**

name: _____

address: _____

phone: _____

e-mail: _____

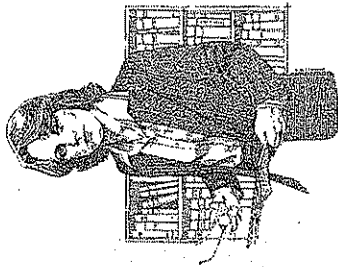
**We value your privacy and
will not share your information.**

**Please send to: CHAD
35 W. St. Charles Road,
Villa Park, Illinois 60181**

**Fill out the form
for more information,
call (630) 993-9530
or visit**

www.chadhousing.com

**to start your
housing search.**



Looking
*for a well-maintained
and affordable
apartment or house?*



Look no further.

CHAD has over 90 properties
in the following communities:

Addison: 1, 2, & 3 BRs

Aurora: 3 & 4 BRs

Bartlett: 3 BRs

Bensenville: 1, 2, & 3 BRs

Bloomingtondale: 3 BRs

Carol Stream: 3 & 4 BRs

Clarendon Hills: 2 & 4 BRs

Downers Grove: Studio, 1, 2, & 3 BRs

Elmhurst: 1, 2, 3, & 5 BRs

Glendale Heights: 1-7 BRs

Glen Ellyn: 1, 2, 3, & 4 BRs

Hanover Park: 3 BRs

Hinsdale: 3 BRs

Itasca: 1 & 2 BRs

Lisle: 3 BRs

Lombard: 2, 3, & 4 BRs

Naperville: 1, 2, & 3 BRs

Roselle: 3 BRs

Villa Park: Studio, 2, 3, & 4 BRs

Warrenville: 4 BRs

West Chicago: 1 & 4 BRs

Westmont: 1, 2, & 3 BRs

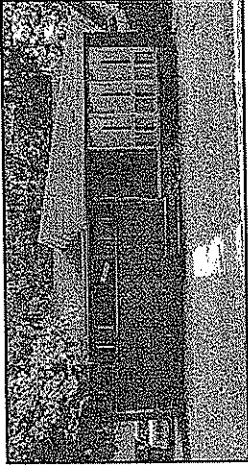
Wheaton: 1, 2, 3 & 4 BRs

Winfield: 1 & 2 BRs

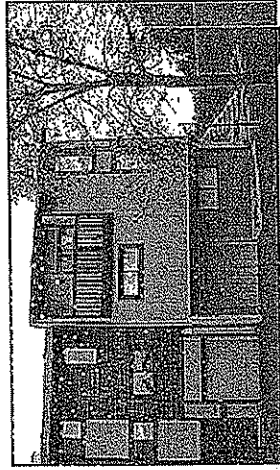
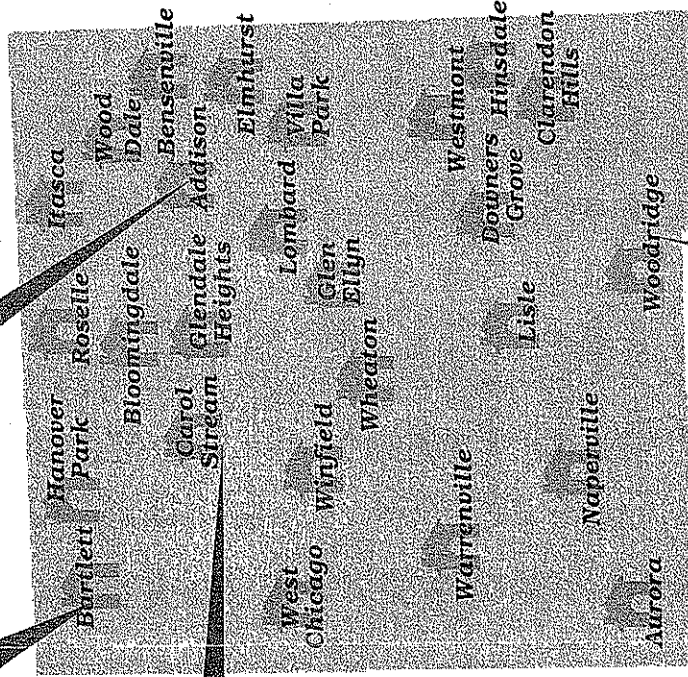
Wood Dale: 4 BRs

Woodridge: 1, 2, 3, & 4 BRs

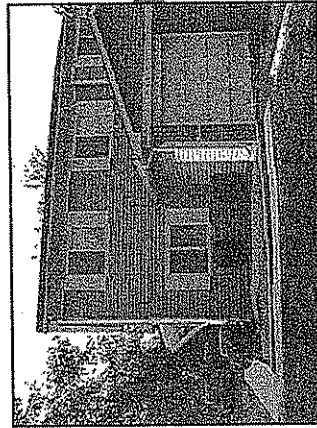
CHAD is a non-profit organization
dedicated to maintaining affordable
housing in DuPage County.



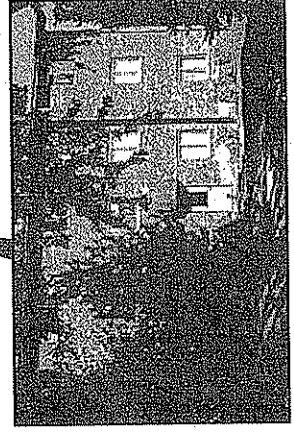
single-family ranch



4-bedroom townhouse



3-bedroom townhouse



2-bedroom apartment

CHAD owns over
300 units in
26 communities
in DuPage County,
including apartments,
condominiums,
duplexes, townhomes
and single-family homes.

CHAD also has
a few barrier-free
handicapped-accessible units.



Making the Connection:
Accessing Public Benefits for Low Income Persons
presented by **DuPage Federation on Human Services Reform**

REGISTRATION FORM

2007 - 2008 SCHEDULE			
LOCATION: NIU Naperville, 1120 E. Driehl Road, Naperville, Illinois (<i>*All locations in Naperville unless otherwise noted</i>)			
Making the Connection: Basic Training			
<input type="checkbox"/> Tuesday, September 18, 2007* 9:30 am - 4 pm *LOCATION: Lincoln Library 326 S. 7th Springfield, IL	<input type="checkbox"/> Wednesday, January 23rd, 2008 9:00 am - 4:00 pm Naperville, IL	<input type="checkbox"/> Tuesday, June 10th, 2008 9:00 am - 4:00 pm Naperville, IL	
Advanced Topic Trainings			
October, 2007		March, 2008	
11th	<input type="checkbox"/> Public Benefits and Single Adults 8:30 am - 12 pm <input type="checkbox"/> Public Benefits for Youths up to 21 1 pm - 4:30 pm	5th	<input type="checkbox"/> Public Benefits and Single Adults 8:30 am - 12 pm <input type="checkbox"/> Public Benefits for Youths up to 21 1 pm - 4:30 pm
12th	<input type="checkbox"/> Mental Health and Public Benefits 8:30 am - 12 pm <input type="checkbox"/> Understanding Spenddown 1 pm - 4:30 pm	6th	<input type="checkbox"/> Mental Health and Public Benefits 8:30 am - 12 pm <input type="checkbox"/> Understanding Spenddown 1 pm - 4:30 pm
24th	<input type="checkbox"/> Understanding Appeals 8:30 am - 12 pm <input type="checkbox"/> Domestic Violence and Public Benefits 1 pm - 4:30 pm	18th	<input type="checkbox"/> Understanding Appeals 8:30 am - 12 pm <input type="checkbox"/> Domestic Violence and Public Benefits 1 pm - 4:30 pm
25th	<input type="checkbox"/> Immigrants and Public Benefits 8:30 am - 12 pm <input type="checkbox"/> Putting the Pieces Together (Certificate Series Only) 1 pm - 4:30 pm	19th	<input type="checkbox"/> Immigrants and Public Benefits 8:30 am - 12 pm <input type="checkbox"/> Putting the Pieces Together (Certificate Series Only) 1 pm - 4:30 pm

FULL DAY: Making the Connection: Basic Trainings

\$80 per person for organizations in DuPage County

(Group rate of \$75 per person applies when more than 1 person from an organization attends the same session and registers at the same time.)

\$90 per person for organizations outside of DuPage County (Group rate of \$85 per person)

Program fees are inclusive of manual, CD, and morning & afternoon refreshments.

HALF DAY: Advanced Topic Trainings

\$50 per person for organizations in DuPage County (Group rate of \$45 per person)

\$60 per person for organizations outside of DuPage County (Group rate of \$55 per person)

Program fees are inclusive of program materials & refreshments.

CERTIFICATE SERIES: Public Benefits Specialist

\$400 per person

Sign up for the entire series including basic and all advanced trainings at the same time (\$80 cost savings) and receive a **Certified Public Benefits Specialist** certificate upon completion of the series and the successful passing of a test assessing knowledge and skill level.

Name: _____ Phone: _____

Organization: _____

Position: _____ Fax: _____

Address: _____

City / State / Zip: _____

E-Mail Address: _____

☐ Yes, I want to obtain CEUs.

REGISTER TOLL-FREE: 1-800-345-9472 ONLINE: www.dupagefederation.org

RETURN VIA FAX: (815) 753.6900 (credit card and direct bill only)

OR MAIL TO: Registration Services, NIU Outreach • DeKalb, IL 60115

Registration will close a week before the training date, please register before this time.

☐ Check enclosed with registration form.
Make checks payable to: NIU

☐ Charge my credit card (Check one)

___ Visa ___ MasterCard

___ Discover ___ American Express

Account Number: _____

Expiration Date: _____

Name of Cardholder: _____

Signature: _____

☐ Invoice my organization

Mailing Address: _____

Attention: _____

Federal Employer ID: _____

FULL DAY *Making the Connection: Basic Trainings*

The session contains practical information in an easy to understand format regarding many programs available to assist low income persons.

Including:

- Supplemental Security Income (SSI) & Social Security
- Temporary Assistance for Needy Families (TANF)
- Medicare, Medicaid, AllKids, & other health resources
- Food Stamps (FS), and more

Participants will be able to:

- Identify mainstream programs through which a customer may be eligible to receive benefits.
- Be able to make a connection between the program and the person.
- Know how to apply for the mainstream program and explain the process to customers.
- Know where the office for the program is located.
- Have a basic understanding of the application process.
- Know the basics of what the customer will be asked during the application interview.
- Know basic verifications needed.
- Know how long the application will take.
- Know approximately what benefits will be received, if eligible.

Each participant will receive a resource manual containing valuable reference material as well as a CD-ROM including client application forms for public benefits discussed in the session.

**Additional Making the Connection (MTC) Resource Manuals and CDs are available.*

COST:

MTC Resource Bundle (includes CD): \$70
MTC Resource Manual: \$50
MTC CD-ROM: \$30

HALF DAY *Advanced Topic Trainings**

Immigrants and Public Benefits Domestic Violence and Public Benefits

Public Benefits and Single Adults

Public Benefits for Youth up to 21

Mental Health and Public Benefits

Participants will be able to:

- Know types of public benefits & how population can qualify
- Help clients apply for appropriate public benefits
- Know what to expect from IDHS & effectively navigate the "system"
- Be able to "troubleshoot" problems
- Understand your client's rights

Understanding Spenddown

Participants will be able to:

- Effectively explain spenddown to clients
- Identify medical expenses that can "meet" spenddown
- Know what to expect from IDHS & effectively navigate the system
- Be able to troubleshoot problems
- Understand your client's rights

Understanding the Appeal Process

Participants will be able to:

- Effectively explain the appeal process to clients
- Know what to expect from IDHS & effectively navigate the system
- Be able to troubleshoot problems
- Understand your client's rights

**In advanced trainings participants are expected to have a basic knowledge regarding the material discussed in full day training session, Making the Connection: Accessing Public Benefits.*

What People are Saying After Attending Making the Connection

"Strengths of the session include the tips provided to better assist our clients and the resource book is excellent."

"Yes, I would recommend this course. Extremely in-depth information if not aware of these resources. Greatly researched!"

"I learned a lot of valuable resources that I did not know were available."

"The presenters are knowledgeable individuals who are not only well versed on complex, bureaucratic policies governing public benefits, but emphasize how to attain cohesion between the different services."

"I think anyone working with the public in any agency would benefit from this seminar."

"One of the best (trainings) I've attended in 25 years of social service experience."

Customized Training

The DuPage Federation is willing to conduct the Making the Connection training program as well as customized public benefit training programs for organizations. Fees for these programs are discussed at the time the program is scheduled or designed.

CEU's / Certification Credits

Continuing Education Units are available for attendance at this workshop upon request. The CEUs are issued & maintained by Northern Illinois University in accordance with criteria established by the IACET & are retained for seven years. If you need CEUs, indicate below.

Half day sessions receive .3 CEUs (3 contact hours)
Full day sessions receive .6 CEUs (6 contact hours)

Workshop Registration Fees

Participants can pay by check or credit card. Full payment is expected at time of registration. If other arrangements need to be made, please contact.

Attendee Cancellation Policy

- Cancellations at least 30 days prior to class start: Refund less \$10 processing fee;
- Cancellations made 1 - 29 days prior to class start: Refund of 50% of fees;
- Cancellations on day of class: No refunds

Non-Attendance Policy

We cannot give refunds for non-attendance. You are welcome to send someone in your place if you cannot attend or call in advance to reschedule attending at a later date. No refund is given if you are unable to attend a reschedule session.

Program Modification / Cancellation Policy

Occasionally, the DuPage Federation must modify fees, content and faculty without additional notice. If a program is cancelled, the Federation will attempt to notify registered participants 10 days prior to the scheduled date of the program. If the session fails to meet minimum number of participants needed one week before, the session will be cancelled.



Services Available at Addison Township

Passport Acceptance Agents
Passport Photos (fee charged)
Li-Heap Applications
Flu Clinic (if vaccine available)
AARP Income Tax Preparation

Prairie State Legal Services
Pilot II Taxi Program
Information & Referral

Notary Public

Monthly Activities for Seniors (55 & older)

Circuit Breaker Applications

55 ALIVE Driving Course

Senior Care

Secretary of State Mobil Unit (when available)

Vehicle Stickers (unincorporated)

Voter Registration

Absentee Voting (application & ballot)

Designated Early Voting Site (Township Gym)

Senior Health Insurance Program (SHIP)

RTA Reduced Fair Cards

Clothes Closet

Special Events for Senior Citizens

Limited Financial Assistance (must be income eligible)

ACCESS DuPage Applications

Food Pantry Hours:	
Thursday	From 9:00 A.M. to 11:00 A.M.
Clothes Closet Hours:	
Tuesday, Wednesday & Thursday	1:30 P.M. to 3:00 P.M.

For additional information on any of these services, please call the Township during business hours or check out our website for upcoming services or events at www.addisontownship.com, click on Supervisor, then click on Calendar.

HIGHWAY DEPARTMENT

411 W. Potter

Wood Dale, IL

(630) 766-2228

Sonja Peters, Highway Commissioner

The Highway Department maintains all roadways in the unincorporated areas within Addison Township. For further information regarding the dates for annual branch pick up service and guidelines for that service contact the Highway Department.

TRANSPORTATION

Transit Program (630) 350-8161

The Highway Department's Senior Citizen and ADA Transit Service provides affordable, courteous, clean and on-time curb-to-curb service throughout Addison Township and some outlying destinations. Our vans will pick you up and drop you off anywhere within Addison Township. Destinations outside Addison Township include Alexian Brothers Hospital and Clinic, Elmhurst Hospital and Clinic and Stratford Square Mall. The Transportation Department has two ADA compliant vans. The cost per one-way trip is \$3.00.

ASSESSOR'S OFFICE

401 N. Addison Rd.

Addison, IL 60101

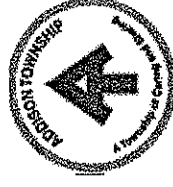
(630) 530-8161 FAX (630) 589-0103

Christopher Kain, Assessor

For any information or questions regarding your property value, property taxes or assessment stop by the Assessor's office and a staff person can review the information with you.

Senior citizens, who qualify, may want to obtain further information on the Senior Exemption, Senior Assessment Freeze Exemption and the Tax Deferral Program.

For additional information regarding your property or other properties in Addison Township, visit our website at www.addisontownship.com



ADDISON TOWNSHIP

401 N. ADDISON RD.

ADDISON, IL 60101

(630) 530-8161 FAX (630) 279-5258

Hours: Monday through Friday

8:00 A.M. to 4:30 P.M

KATHRYN CERMAK-DURANTE, SUPERVISOR

Town Clerk
Pamela Moretti

Assessor
Christopher Kain

Highway Commissioner
Sonja Peters

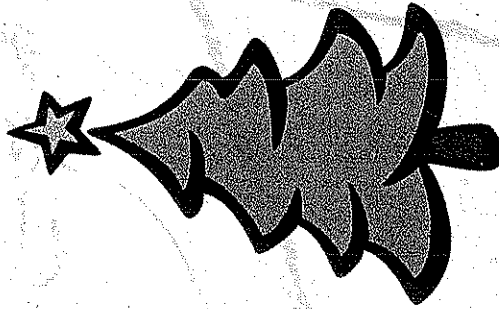
Board of Trustees

William Fairchild, Gus Leventis, Matthew Lozich,
Rick Veenstra

Addison Township serves all of Bensenville & Wood Dale, most of Addison & Itasca, parts of Elmhurst, Villa Park and Lombard. Our boundaries are north of North Avenue, south of Devon, east of Route 53 and west of County Line Road.

Would you like to be our mailing list for future calendar events? Give us a call & let us know.

The Sharing Tree provides Christmas gifts to needy children, and elderly nursing home residents.



General Assistance assists eligible recipients with a monthly grant. All able bodied recipients are required to do workfare for assistance granted.

We also offer emergency assistance for eligible clients. Income guidelines apply.

Referrals are made to several agencies, including I.D.H.S. offices, U.C. offices, Social Security, DuPage Housing Authority, Catholic Charities, Salvation Army, Family Shelter, WIC Program, Mental Health facilities and many more.

Revised 6/6/07

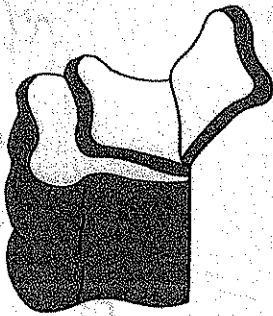
BLOOMINGDALE TOWNSHIP

GENERAL ASSISTANCE

Annex Building
123 North Rosedale
Bloomington, Illinois
60108-1094
630-529-9993
FAX 630-529-6873

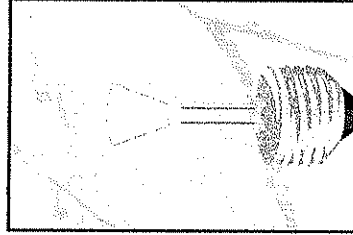
Edward N. Levato
Supervisor

Terri Bennett,
Manager



The Volunteer Council of Bloomingdale Township, which is comprised of local churches, schools, individuals, civic and community groups, keeps the pantry fully stocked and solicits donations for additional resources.

General Assistance negotiates with the major utility companies as well as the local villages regarding client's cut off notices and shut offs. It deals with landlords and the Sheriff's Office to prevent evictions and acts as a client advocate in many other ways, such as emergency food, shelter and other miscellaneous needs.



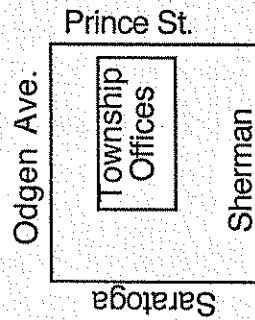
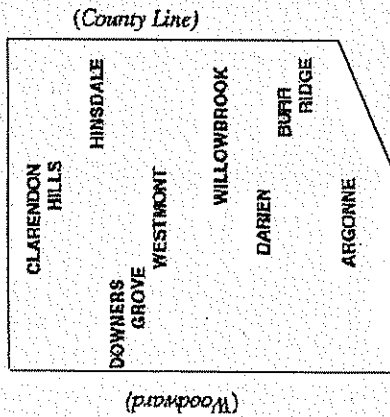
General Assistance processes applications for The Low Income Heating Energy Assistance Program (LIHEAP).



Holiday Assistance is coordinated by the Volunteer Council of Bloomingdale Township, in cooperation with the General Assistance Department, churches, civic organizations, schools, and individuals. Families are serviced for Thanksgiving and Christmas.

Downers Grove Township

(39th Street)



Downers Grove Township
4340 Prince Street
Downers Grove, IL 60515

Hours:

8:30 A.M. - 4:30 P.M.

Downers Grove Township Officials

Supervisor
Barbara J. Wheat

Assessor
Theresa A. Cockrell

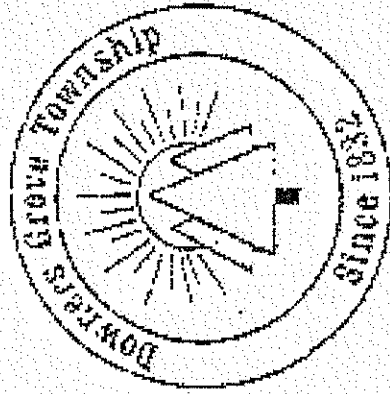
Town Clerk
Diane A. Konicek

Highway Commissioner
Edward P. Smith

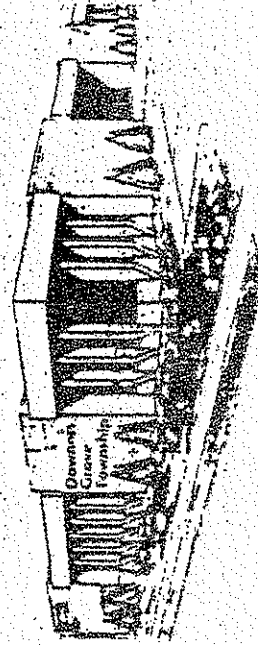
Trustees
Rita Carlson
William J. Swanson
Robert DelSarto
Frank Wurster

Phones: Area Code 630

Supervisor's Office	968-0451
Assessor's Office	968-2100
Highway Commissioner	968-5020
Human Services	968-6408
Fax	968-7302



Downers Grove Township Government



Downers Grove Township Facts

On February 28, 1839 DuPage County was detached from Cook County and established as a separate county, having an area of 332.1 square miles.

Originally divided into precincts, for voting purposes only, the county was organized into nine townships in 1850. The first settler in the township was Pierce Downer, in 1832, for whom the Township and the Village were named.

Downers Grove Township is the largest township in the county, containing 54 square miles. In comparison, the other townships in the county each contain 36 square miles.

Downers Grove Township has over 150,000 residents and includes all or most of the following incorporated municipalities: Burr Ridge, Clarendon Hills, Darien, Downers Grove, Hinsdale, Westmont, Willowbrook. There are also small portions of Lemont, Oak Brook, and Woodridge.

Township Government

Township government is the closest government to the people.

Township Supervisor's Office

The Supervisor is the treasurer of all town funds. The Supervisor works with villages, agencies and organizations in the Township to promote local services and appropriate funds for joint programs.

General Assistance

The Supervisor's office administers general assistance, which is financial relief for those without an income, until they receive state public aid, unemployment compensation, disability, or social security. We also offer LIHEAP and Access DuPage.

The Board of Trustees

The Board of Trustees consists of six members: the Supervisor, who acts as chairperson; the Town Clerk; and four Trustees. Each member has one vote, except the town clerk. Meetings are usually held twice a month, on the first and third Thursday, at 7:30 p.m. in the

Township Office.

The Trustees are elected for a term of four years. The town board establishes the budget, audits all expenditures, and sets the township levy.

The Town Clerk

The Town Clerk has custody of all township records, and keeps accurate minutes of all town board meetings and the annual town meeting.

The Clerk is in charge of voter registration in the office, and posts all legal publication and notices of meetings.

The Assessor's Office

The Assessor's duties include placing an assessed value on all parcels of real estate in the township. In Downers Grove Township there are over 57,450 parcels of real estate.

The office of Assessor also serves citizens of the area by helping them fill out homestead exemption applications and answering valuation inquiries.

The Township Assessor is the only governmental link providing direct assistance to the real estate taxpayer.

Highway Commissioner

The Highway Commissioner directs the construction, maintenance and repair of roads in the unincorporated areas.

In Downers Grove Township the highway commissioner maintains about 81 miles of township roads, & 6 bridges including snow and ice removal. He is also in charge of installation and maintenance of street lights and prime intersections. The Highway Commissioner also hires and supervises crews and purchases equipment.

The Annual Town Meeting

The annual town meeting is held on the second Tuesday of April in each year.

The town meeting is one of the few instances in which voters may make recommendations on matters of government.

Division of Human Services

The division provides many programs which promote the positive development of youth and families and combat problems like drug abuse. Life Skills educational classes at junior highs and middle schools address topics like decision-making and handling peer pressure, and support is provided for local peer leadership programs.

There also is a special court referral program for young first offenders. Systematic Training for Effective Parenting classes and a variety of other educational programs are provided for adults, including a Parent Line newsletter. The division is a focus for local human service information and networking.

Programs are provided for senior citizens to help them lead active and fulfilling lives and maintain their independence. An extensive Dial-A-Ride curb-to-curb transportation program is provided for Township residents who are 65 or older or qualified disabled persons of any age.

The Township office is also a public information and resource center regarding services for senior citizens, and newsletters are mailed three times per year to all senior citizens in the Township.

Mosquito Abatement

Downers Grove Township contracts for mosquito abatement in unincorporated areas and works with the other municipalities in the area as part of a cooperative program for mosquito control.

Cemeteries

In order to assure the perpetual care of two historic cemeteries (Oak Hill and Oak Crest) in the unincorporated areas, the Township assumed control in 1986 and handles all aspects of the cemeteries operation. For information about grave sites or cemetery care call the Township offices.

Passports applications are taken

Monday-Friday

8:30am to 4:pm

Also Available:

- Ride Dupage (Transportation program for Seniors and disabled)
- Adult Services (counseling)
- Youth and Family Services
- Job Club
- TRIAD (Link between Senior Citizens and the Community)
- Food Pantry

Office Hours:

Monday – Friday
8:30 a.m. – 4:00 p.m.

CLOSED

Saturdays, Sundays, and Holidays:

Please call to schedule an appointment:

(630) 968-2087

LISLE TOWNSHIP OFFICIALS

Supervisor
Charles B. Clarke

Town Clerk
Richard J. Tarulis

Trustees
Samuel A. Smith
Patricia Voras
Vito J. Modica
Robert Klaeren II

Assessor
John Trowbridge II

*Highway
Commissioner*
Michael J. Dow

THE TOWNSHIP THAT WORKS FOR
YOU!



VISIT OUR WEBSITE

www.lisle-township.com

Lisle Township

4711 Indiana Avenue
Lisle, IL 60532



GENERAL ASSISTANCE

Laura Pantaleo
Caseworker

Financial Assistance Programs

General Assistance

Financial aid to meet basic maintenance needs for health and well being.

Though this is a locally administered program, there are definite standards of eligibility and distribution.

Emergency Assistance

Financial assistance to alleviate a life threatening circumstance or meet an expense, which jeopardizes employment.

Salvation Army

Funds for the Lisle and Woodridge are issued through the Township.

These limited funds are used to meet a financial crisis such as utility disconnection, lack of medication or possible eviction.

Referrals for Furniture & Clothing

Sharing Connections

Provides Household Items at a minimum cost.

St. Vincent DePaul

No charges for basic need items.

LIHEAP Intake Site

The Low Income Home Energy Assistance Program.

Assist eligible low-income households to pay for winter energy services. Clients are able to apply once a year between the periods covering: September 1st through May 31st.

Circuit Breaker

Circuit Breaker is an Illinois Department of revenue program that provides for tax relief and pharmaceutical assistance to income eligible seniors and the disabled.

Access Dupage

We are an enrollment site for Access Dupage, which is a medical assistance program. This program is not an insurance program, nor is it a substitute for good health insurance, but can be used to receive primary care at a small cost.

For more information contact
(630) 968-2087, ext. 10

Passports

We are an acceptance agency for the U.S. Department of State. Applications for U.S. Passports are taken at Lisle Township Monday through Friday, between 8:30 a.m. and 4:00 p.m.

Holiday Program

A Holiday Program is coordinated for Thanksgiving and Christmas.

The Township serves as a clearinghouse to link families in need with organizations, individuals and businesses that would like to spread some holiday cheer.

For more information on the Holiday Program contact the Food Pantry Director (630) 968-2087, ext. 10

Food Pantry

A once a month emergency food distribution program, of non-perishable items. Also available Monday, Wednesday, and, Friday perishable distribution.

For more information contact the Food Pantry Director (630) 968-2087, ext. 10

**FOR ALL PROGRAMS LISTED
PLEASE CALL TO SCHEDULE AN
APPOINTMENT**

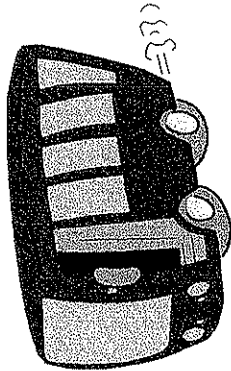
Caseworker: Laura Pantaleo
Contact Number:

(630) 968-2087 ext. 12

Fax: (630) 960-1857

Email: laura@lisle-township.com

Dial-A-Ride



FOR SENIORS & RESIDENTS WITH DISABILITIES!

If you are over 65 years of age or if you are disabled, the Milton Township Dial-A-Ride Program can help provide transportation for medical appointments, volunteer work or shopping for necessities.

Working in conjunction with PACE, the suburban bus division of the Regional Transportation Authority, Dial-A-Ride provides door-to-door transportation from 9:00am to 5:00pm, Monday through Friday (and limited hours on Saturdays) at a reduced fare.

To use this service you must give 24 hours notice and possess a PACE Travel Card. Applications for Travel Cards are available at the Town Hall.

MILTON TOWNSHIP OFFICIALS

O. Chris Heidorn

Township Supervisor

A. Arlene DeMotte

Township Clerk

Robert Earl

Township Assessor

Gary Muehlfelt

Highway Commissioner

Township Trustees

James Flickinger

Sal Falbo

Robert Larsen

Leonard Sanchez

Caseworkers

Jackie Jones

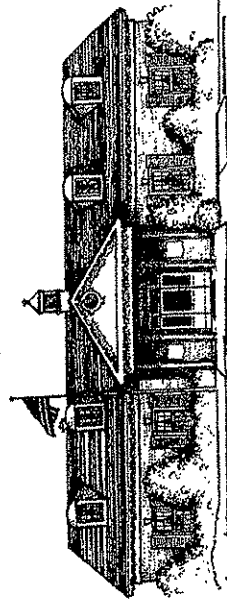
&

Patrick Ryan

Call (630) 668-1616

8:30am – 4:30pm

Monday – Friday



1492 N. Main Street
Wheaton, Illinois 60187



MILTON

TOWNSHIP

DU PAGE COUNTY, ILLINOIS

together with Catholic Charities and the other health and human services organizations that service DuPage County

**WELCOMES YOU TO THE
BACK TO SCHOOL**

FAIR

August 8, 2007

11:00am – 6:00pm

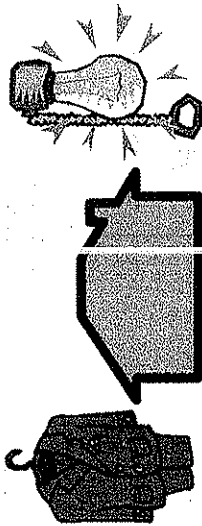
DuPage County Fairgrounds

2015 W. Manchester Road

Wheaton, Illinois

General Assistance

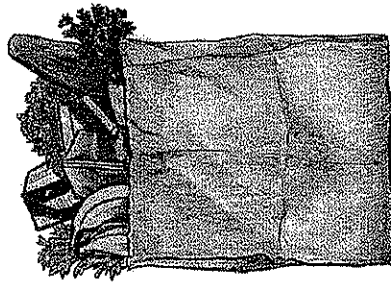
General Assistance is a locally administered State mandated program intended to meet the basic needs of individuals and/or families. The program provides monthly financial assistance to residents of Milton Township who qualify through the use of vouchers for goods and services such as food, shelter and clothing. In limited cases, certain medical care may also be provided.



Emergency Assistance is a companion program that seeks to address basic life threatening circumstances, forestall evictions, prevent the shut-off of utilities or to assist with an expense which threatens a person's continued employment.

The Township Supervisor is the Township Official responsible for administering these programs and relies on his caseworkers to handle the intake and screening procedures and to otherwise assist those who need help. The programs provided are only available to residents of Milton Township, but may be

available to you in the Township where you live. If our caseworkers cannot provide services to you because of residency, they will be happy to direct you to the appropriate office where you can receive assistance.



FOOD PANTRY

The Milton Township Food Pantry, Inc. is an IRC 501c(3) non-profit corporation, through the General Assistance Office, operates an on-site food pantry for resident individuals and families in need of sustenance. The pantry is supported entirely by donations from the community and no tax dollars are used to supply it. Low-income residents of Milton Township can obtain non-

perishable, refrigerated and frozen foodstuffs from the Township Caseworkers Monday through Friday during business hours. An appointment is not required but is helpful and may save you time.

The Caseworkers also operate a Christmas Sharing Basket program. Qualified families receive baskets filled with food, sundries, clothes and gifts for the children. Community organizations and caring residents generously provide these baskets, tailored to your family's needs. If you are a resident of Milton Township and wish to receive one of these baskets, contact our caseworkers for more information and an application.

L.I.H.E.A.P.

Our office also provides intake screening and takes applications for LIHEAP (Low Income Heat and Energy Assistance Program) as well as the Dupage County sponsored health care program for low income individuals called

Access DuPage.

VOTER REGISTRATION

You may register to vote during the normal business hours if you are a DuPage County resident and meet the following criteria:

- You must be a United States citizen
- At least 18 years old
- Reside in the voting precinct for at least 30 days prior to the next election
- Two forms of personal identification, one with full legal name and current address

Adult Day Care

The township helps fund the Ecumenical Adult Day Care Center, 305 W. Jackson Ave., Naperville (630-357-8166) which provides companionship during the day for seniors. All elderly township residents are eligible.

Naperville Township Officials

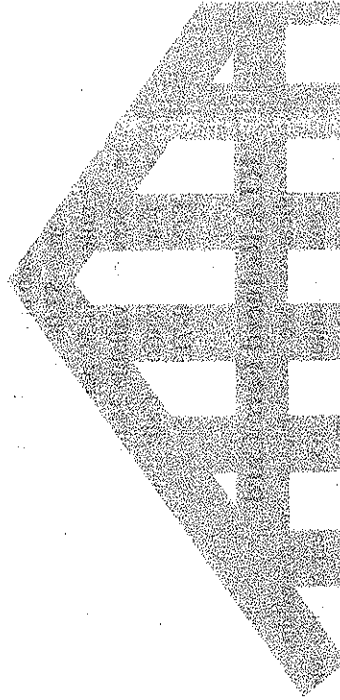
Supervisor
George D. Porter

Assessor
Warren Dixon, Jr.

Town Clerk
Carol L. Bertulis

Highway Commissioner
Stan Wojtasiak

Trustees
Esin G. Busche
Fred Spitzzeri
Gary Vician
May Yurgaitis



Revised
01/25/06

NAPERVILLE TOWNSHIP

139 WATER STREET
NAPERVILLE, IL 60540

SOCIAL SERVICES

PHONE
630-355-2786
Seniors 630-357-8058
Fax 630-637-8380

Naperville Township is 36 square miles and located wholly in DuPage County. The border to the south (north side of 87th Street), and west (Kautz Road) are the county lines. The border to the north (Townline Road) is just north of the I-88 tollway. The border to the east is Washington St. and Modaff Road in Naperville. The township includes areas of Naperville, Aurora, Eola and

General Assistance

General Assistance is administered to individuals or families in need who meet the financial and non-financial requirements and who have exhausted all other means of assistance.

Emergency Assistance

Financial Assistance is administered to persons once in a twelve month period. Their income must be within 150% of the standard of need, must have a disconnect notice for utilities and/or have a five-day notice on their rent.

LIHEAP

Applications are taken at the township beginning September 1 (for seniors and disabled individuals) and November 1 for all others to assist income-eligible people pay their heating utility bills.

Holiday Food Basket/Accept-a-Family Program

In October forms are sent to families in need, asking if they would like to participate. If they are interested, they are adopted by individuals or groups who provide Christmas gifts for their family. Food baskets are delivered by the Naperville Jaycees.

Salvation Army

Funds for City of Naperville residents are issued through the township. These limited funds are used to ease an applicant's financial crisis, which could result in utility disconnection, lack of medication or eviction.

Family Counseling

Naperville Township helps fund NCO Youth & Family Services, 1305 W. Oswego Rd., Naperville (630-961-2992) which offers family counseling service.

Access DuPage

This is not an insurance program. Enrollees receive laboratory and radiology services and prescription drugs. Enrollees pay a nominal co-payment for these services. Applications are taken at the township. There are eligibility requirements.

Handicapped Tags

For residents living in the unincorporated areas of Naperville Township, applications and tags are available in the township office for those with temporary disabilities. Applications are also available for the state issued permanent handicapped tags or licenses.

Passports

Naperville Township is a Passport Acceptance Facility. Applications are available at the township. To obtain a passport you will need:

- Evidence of citizenship
- Two 2x2-inch passport photos of yourself
- A valid photo ID
- A check or money order payable to U.S. Department of State must accompany each passport
- Fees are: Age 16 and over—\$67, Under Age 16—\$52, there is a \$30 execution fee for each passport—\$60 fee to expedite a passport

Passport applications are taken at the township office Monday-Friday from 9:00 am—3:00 pm by appointment. Please call Carol at 630-355-1558.

Ride DuPage

Naperville/Lisle Area Transportation Partners consists of: City of Naperville/Naperville Park District/Lisle Township/Naperville Township.

- Must be a resident of Naperville Township/City of Naperville/Naperville Park District or Lisle Township
- Seniors age 65 and over
- Persons with disabilities age 16 or older who are qualified for the RTA Reduced Fare Card
- All persons eligible under the above criteria must be registered with their Township of residence
- To register at Naperville Township call Angela Bentsen at 630-357-8058
- Fare: \$3.00 for the first 6 miles, + additional miles at \$1.50 per mile
- Service available 24 hours a day, 7 days a week
- For Reservations Call: 1-800-713-7445 TTY 1-800-713-7415

RTA Reduced Fare Card

Applications are available at the township. The card entitles seniors age 65 and over to ride Metra trains, PACE buses, CTA trains and buses, and Dial-A-Ride buses for half fare anywhere in the six-county RTA service area.

Circuit Breaker

Low income seniors and disabled individuals can receive some financial relief for real estate taxes, rent, cost of pharmaceuticals, nursing home charges and for individuals over 65, automobile license costs.

Loan Closet

Temporary use of medical equipment is possible. Wheelchairs, walkers, commodes, tub transfer benches, canes and crutches are available.



General Assistance

GENERAL ASSISTANCE is a state-mandated program which provides a minimum grant for those who do not fit into other categories of assistance, such as Public Aid, Social Security Disability, SSI or VAC.

GENERAL ASSISTANCE is a specialized program, targeting single adults who are able to work or are pending SSI or SSDI.

GENERAL ASSISTANCE is not available to those who are already determined disabled or to families with minor children.

There is a Work Component attached to this program. You may be pending Disability Benefits. A Recipient may be eligible for some Medical Assistance under this program.

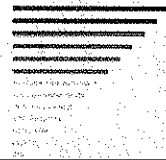
GENERAL ASSISTANCE eligibility is determined prior to Emergency Assistance consideration. You cannot be eligible for both programs at the same time. If you are eligible for General Assistance you may not opt for EA instead.

Winfield Township does not operate a food pantry; however, referrals are available to pantries in the area.

Winfield Township covers a 6 square mile area which includes portions of West Chicago, Winfield and Warrenville

All Services are provided by appointment
(630) 231-3591 (vm)
(630) 231-3697 (fax)

Monday—Friday
9 a.m.—3 p.m.



WINFIELD TOWNSHIP

Basic Needs Assistance



130 Arbor Avenue
West Chicago, IL 60185
(630) 231-3591
(630) 231-3697—Fax
www.winfieldtownship.com



Emergency Assistance

EMERGENCY ASSISTANCE

is designed to assist township residents in meeting basic living expenses and to provide emergency aid for those who are in need according to income standards adopted by Winfield Township. Township residents meeting certain requirements may be qualified for EA.

EMERGENCY ASSISTANCE

provides temporary assistance while a family is awaiting income from another source and may be approved once in a 12-month period. It must be used within 90 days of approval or be forfeited.

EMERGENCY ASSISTANCE

is provided in voucher form only for such basic needs as groceries, rent, utilities, household supplies, personal hygiene items, and other expenses deemed essential to the health and well-being of the recipients.

EMERGENCY ASSISTANCE

is an income-based program and documentation will be required.



Additional Services

Winfield Township operates as a Service Extension of The Salvation Army. \$100 per year is allotted for Basic Needs.

Each year an Adopt-a-Family program is offered to township clients during the Holiday Season. This program is by invitation and lists are shared between agencies to avoid duplication.

Additional assistance is offered through the Pastors' Fund, which is supported by several churches in the area. Participating churches refer to the Township for screening and administration of their funds. Generally, \$100 per year is available through this fund.

Winfield Township refers and accepts referrals from the West DuPage Walk-In Ministry located on Garden Street, West Chicago.

Referrals are also made to the St. Vincent DePaul Resale Shop for clothing at no charge.

Winfield Township works closely with the PADS program and Catholic Charities and the People's Resource Center.



Additional Services

LIHEAP

LIHEAP (heating assistance) applications are taken at the Township by appointment. The program runs from September through May.

ACCESSDUPAGE

The Township is an intake site for this program which helps eligible residents of DuPage County receive primary care medical services.

**All services are provided by appointment
Monday-Friday
9 a.m.—3 p.m.**

- Winfield Township has a Translator (Spanish) on staff. It is imperative that you inform the General Assistance Office of the need for a translator prior to your appointment.
- Winfield Township does not administer a Transient Program.

York Township Boundaries

North: North Avenue
South: 39th Street
West: Route 53
East: 294

York Township includes parts of
Elmhurst, Lombard, Oak Brook,
Oakbrook Terrace, Villa Park,
Downers Grove, Hinsdale,
Westmont and Glen Ellyn

Pantry Hours:

Monday, Tuesday & Thursday
9:00-11:00 am & 1:00-3:00 pm
Wednesday & Friday
9:00-11:00 only

Pantry is located at:

1502 S. Meyers Road
Lombard, IL 60148
Phone: 630-620-2400
Fax: 630-620-2422
www.yorktwp.org

York Township Officials

Supervisor

John W. Valle

Trustees

Barbara Finn

Anthony Cuzzone

Paul Hinds

Moon Khan

Clerk

Daniel J. Kordik

Assessor

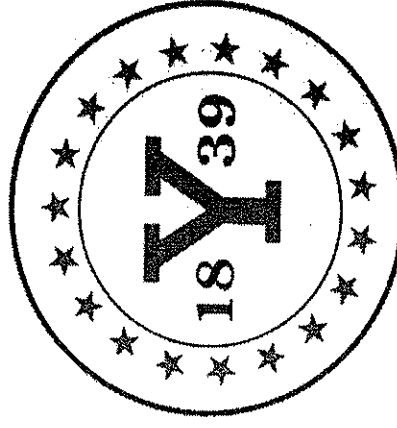
Deanna Wilkins

Highway Commissioner

Richard "Dick" Schroeder

YORK TOWNSHIP

General Assistance

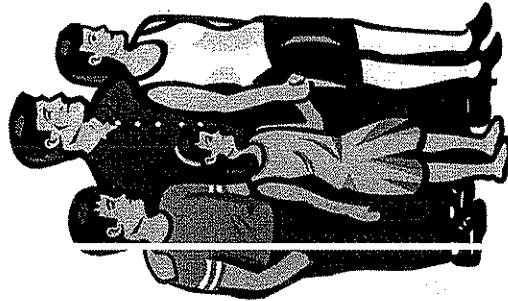


Tel: 630-620-2400

Office Hours:

*8:30 am - 4:30 pm
Monday - Friday*

General Assistance



The General Assistance Office assists individuals and families with food on an emergency and/or monthly basis.

Our on-site food pantry remains stocked through the generous donations of individuals and organizations in our Township. We also receive food

from Northern Illinois Food Bank, the Harvest Program and the Plant a Row Program.

The General Assistance Office helps qualified clients with rental assistance, utility shut-offs, and medications one time in a twenty four month period. For help with bills you MUST have an appointment with a caseworker.

For an appointment please call

Diane at 630-620-2400

Other Help Available

Our Holiday Adopt-A-Family Program links donors with low income families and seniors. Donors assist with meals and/or gifts at Christmas.

LIHEAP applications are taken by appointment only. LIHEAP runs from September 1st to May 31st for low income households to help with utility bills.

Access DuPage applications are taken by appointment only. Access DuPage is a program to help eligible persons receive primary care medical services

Salvation Army funds are available to Lombard residents on a yearly basis depending on specific need.

Several other agencies available for help are:

Catholic Charities

Love Christian, Inc.

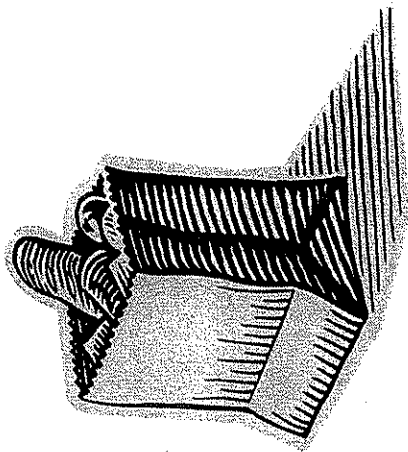
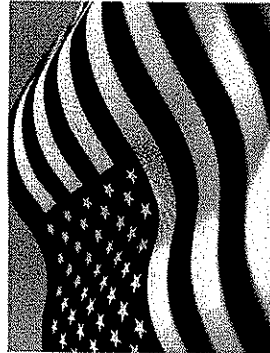
Lombard and Elmhurst Walk in Ministry

St. Vincent De Paul Society

Illinois Department of Human Services

Veterans Administration Offices

and the WIC program



Emergency Assistance

Qualifications

Identification - Driver's License/State I.D.

Current Rental Lease, Rent Receipts, or Mortgage Receipts with 5 Day Eviction Notice

Income Verification - All Household Members For the Past 30 Days

Social Security Cards or Birth Certificates of All Household Members

Utility Bills (electric, gas, water) Final Notice Prior To Disconnect

Caseworker: Diane Arturi

Contact Information:

Phone: (630) 620-2400

Fax: (630) 620-2422

Email: Diane@yorktwp.com

Part 5

DuPage Continuum of Care Application for PY 2008 IDHS Homeless Prevention Funds

Section I – Completed by the DuPage County Continuum of Care in application for IDHS Homeless Prevention Funds

Section II – To Be Completed by the Continuum of Care and Submitted with the Proposal by the Applicant

SECTION I
TO BE COMPLETED BY THE CONTINUUM OF CARE
AND SUBMITTED WITH THE PROPOSAL BY THE APPLICANT

Section I submission is for applicants involved in the same Continuum of Care. All homeless prevention strategies must be identical. Section I responses should be developed by the Continuum of Care in the area and submitted with the proposal by the applicant.

1. Describe existing prevention activities which are provided in your service area.

In DuPage County there are two types of homeless prevention activities. One is direct financial assistance and the other is support services designed to help persons access and maintain housing. 1) RENT/UTILITY/SECURITY DEPOSIT ASSISTANCE: There are 4 primary providers of these funds: The People's Resource Center, Catholic Charities, Outreach Community Ministries and DuPage County Human Services. Other providers are Hinsdale Community Services, and Naperville Cares. Funding is provided through the DuPage County Emergency Shelter Grant funds, FEMA/EFSP, Community Services Block Grant Funds (CSBG), and the IL Dept. of Commerce and Economic Opportunity (DCEO) ESGP funds. These funds provide one-time assistance for residents in danger of eviction or foreclosure and for homeless families who need to establish housing. Direct cash assistance is provided for: a) rent and utility arrearages to avoid eviction b) security deposits or first months rent to provide housing. To receive this assistance, the following conditions must be met: a) the assistance is necessary to avoid eviction or utility cutoff b) there must be evidence that the household will be able to resume payments c) the assistance does not supplant any existing homeless prevention funding. To maximize limited cash assistance, Catholic Charities and the People's Resource Center also provide access to food, clothing, transportation, etc. Local township offices also offer emergency rent assistance, food, prescriptions, etc. on a very limited basis.

2) SUPPORT SERVICES: The DuPage Continuum defines prevention support services as including legal services to avoid eviction, case management, budget counseling, employment training, and enrollment in mainstream benefit programs. Prairie State Legal Services provides court representation and legal advice to avoid eviction and obtain child support. Case management is provided on site by all homeless services providers including DuPage PADS, DuPage County Human Services, DuPage Emergency Shelter, Catholic Charities, Bridge Communities, Family Shelter, Outreach Community Ministries, Cornerstone Shelter, etc. Case management services assist program participants in gaining employment, improving education/job skills, learning budgeting skills, initiating savings plans, enrolling in mainstream programs, locating stable housing & accessing medical, dental, credit, and legal help. The county also offers Tenant Landlord Rights education and a shred housing program. Community partners in providing these support services include the IL Employment and Training Center, the IL Dept. of Human Services, the Veterans Administration, College of DuPage, the Social Security Administration, the Russo Health Center, and DuPage Community Clinic.

2. What coordination linkages exist in your service area which will minimize duplication of effort and maximize the effective distribution of homeless prevention funds?

The DuPage County Human Services Department has a toll free phone number that provides a centralized intake and referral for homeless and at-risk households within 24 hours of initial contact. It operates from 8:30 a.m. to 4:30 p.m. on weekdays. After 4:30 p.m., calls are taken by the DuPage Emergency Shelter toll free 24 hour crisis line. It links all callers with homeless prevention services, shelter and other appropriate services, including those of other agencies.

This centralized function provides needs assessment and linkage to support services. Geographic service areas have been devised to ensure non-duplication of cash assistance and other homeless prevention assistance by different agencies. DuPage County Human Services has designated towns in the western part of the county, Catholic Charities has designated towns in the eastern part of the county, and Hinsdale Community Services has designated towns in the southern part of the county. The People's Resource Center serves their food pantry and other program clients. Outreach Community Ministries serves the neighborhoods in Milton Township. Upon receiving the referral from the centralized intake, the agency determines if a household meets the eligibility requirements. When funds in one agency are depleted, the other agencies will take the referrals. Currently each agency faxes a list of all amounts and persons receiving cash assistance to the DuPage County centralized intake in order to avoid duplication. In the near future, all homeless prevention providers will use ServicePoint - the Continuum's computerized homeless management information system. ServicePoint will allow the case managers to view a person's service record to see the type of homeless prevention assistance and the date it was provided. This will ensure non-duplication at point in time.

3. Describe the existing prevention service gaps in your service area.

For direct cash assistance, the existing service gap is lack of enough funds to assist all eligible persons who apply. This is due to lack of adequate funds to address all the needs in DuPage County. Timing is one factor. FEMA funds are also only available from mid-March-September, which doesn't help people with emergencies in October-February. ESG Pool funds can sometimes fill-in the gaps but that often runs out with multiple agencies pulling from it.

Another gap is funding eligibility for certain populations, such as single people and couples without children. Some restrictive funding guidelines do not allow them to qualify even though that assistance could prevent more households from becoming homeless. The agencies have to use more of their voluntary funds to assist these groups and these funds are limited.

Another gap is the limited number of staff to process applications for assistance and the lack of funds to increase the staff needed to process applications. There is an extensive interview process with required documentation which requires staff time. There are only so many interviews that can be completed in a day.

In terms of support services, there is a lack of transportation within DuPage County, limited support services for homeless or at risk clients with mental disabilities, and lack of temporary resources for physically disabled clients not yet receiving SSI.

4. Describe the Continuum's outreach efforts to solicit Continuum membership and

possible applicants for administration of the Homeless Prevention Program. Examples of this outreach effort could include recruitment of tenants rights organizations, service providers, housing groups and/or legal assistance agencies.

The DuPage Homeless Continuum reaches out to a broad base of community residents and service providers. Its current membership includes over 40 social service organizations, including all the homeless service providers. Prairie State Legal Assistance is also an active member of the Continuum. Housing groups such as Community Housing Association of DuPage, the DuPage Homeownership Center, and the DuPage Housing Authority are active members. The League of Women Voters has a representative involved in advocacy efforts for housing rights. The DuPage Continuum also has representatives who participate in the DuPage Housing Action Coalition. The DuPage Housing Action Coalition (DHAC) is a network with broad-based grassroots participation that advocates for affordable and fair housing in DuPage County. There are over 40 members including homeless providers, banks, housing developers, faith based organizations, advocacy groups, and municipal and county representatives. It organizes housing advocacy and outreach efforts by:

- Identifying issues and needs
- Creating strategies for campaigns
- Raising public awareness on the issues
- Collaborating with regional, statewide, and national advocacy efforts

5. Describe any leveraging or use of other funds in the area in support of homeless prevention or any other resources designated toward homeless prevention.

The DuPage Continuum uses County ESG, FEMA (or EFSP as it is now called), IL DCEO ESGP, Community Services Block Grant funds and private funds to supplement the homeless prevention funds provided by IDHS and TANF. These are the other funds used to support Homeless Prevention.

AGENCY	FUNDING SOURCE	AMOUNT
The People's Resource Center	FEMA/EFSP	\$ 30,000
Catholic Charities, Diocese of Joliet	FEMA/EFSP	\$ 51,500
	IL DCEO	\$ 13,000
	DuPage ESG Pool	\$ 15,000
	Private contributions	\$ 48,515
DuPage County Human Services	CSBG	\$ 36,000
	DuPage ESG Pool	\$ 15,000
	FEMA/EFSP	\$ 43,302
Outreach Community Ministries	FEMA/ EFSP	\$ 24,000
	Private contributions	\$ 10,000
Hinsdale Community Services	FEMA / EFSP	\$ 30,000

6. Describe the process any agency may utilize to refer consumers to prevention

services. The description should include how those agencies who are not members of the Continuum may access prevention services for consumers.

Any person or agency in DuPage County can access homeless prevention services by calling the DuPage County Human Services centralized intake and referral. The referral information is available through the centralized intake and referral hotline which operates from 8:30 a.m. to 4:30 p.m. on weekdays. After hours and on weekends, homeless prevention services can be accessed by calling the DuPage Emergency Shelter hotline. The number is 800-941-8681 which is widely publicized throughout the county. It is in the telephone directory yellow pages, available through directory assistance, and distributed through other human services agencies. Information about Homeless prevention services is also located on the DuPage County "C.R.I.S.", Community Resource Information System. This is a fast and easy way to obtain basic information on over 1,400 social service agencies throughout DuPage County. It includes contact information (day and after hours), eligibility requirements, applicable fees, services offered and location maps. The information can be accessed in two ways: * Telephone – (630) 682-7000, 1-800-942-9412, TDD (630) 682-6926 or * Internet (www.dupagecris.org) On the internet site, consumers can search by subject, city, and language. They can also obtain information via email at dupagecris@dupageco.org. Persons are able to access the Website on computers available at the local public libraries at no charge. Telephone intakes provide an initial screening system for determining the needs and conditions of a household that is at risk of homelessness. Calls requiring immediate assistance are given priority and emergency housing is provided. They may also access prevention services by calling the homeless prevention providers directly. During assessments, the total needs of the household are addressed from the most restrictive rent/utility assistance funding to the least restrictive. The most restrictive funding is utilized first and other needs are funded as necessary from more flexible funding. A combination of funding is used to meet the needs which will prevent homelessness. Essential casemanagement services provided include assistance in obtaining permanent housing, employment counseling, obtaining food and clothing, medical and dental care, and assistance in obtaining entitlement benefits. This enables the agencies to prevent homelessness for those households who currently fall through the cracks of existing funding or need supplemental funding to meet their total needs.