

RESOURCE GUIDE

Resources to support youth
students experiencing unstable
housing situations



CDPH

Chicago Department
of Public Health



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Areas of Focus identify five main categories that support is often needed for students experiencing housing instability. These groupings assist in creating a comprehensive approach to assistance.

HOUSING & SHELTER

Emergency Shelters

Call 3-1-1 to request shelter placement and transportation will be arranged to EHARC for intake and/or to shelter location.

Go directly to the Salvation Army Shield of Hope Emergency Homeless Assessment and Response Center (EHARC) 924 N Christiana or call 3-1-1 from any hospital or police station.

- Families will be placed in a shelter with available space after an intake and screening process. Depending on availability some families may stay at 924 N Christiana for up to 14 days while awaiting placement into a shelter.
- Individuals and families will usually be able to stay in shelters for up to 270 days; however, the length of stay can vary depending on shelter policy.
- The shelter system can ONLY be accessed through 311 or 924 N Christiana- *there is no direct referral or intake at individual programs.*
- There are often times during the year when family shelters are at capacity. When this happens, families will be placed at emergency overflow sites until shelter beds become available.

Permanent or Long-term Housing

Families who are staying in a shelter, are unsheltered, or are fleeing domestic violence (but not those who are doubled up) can apply for permanent supportive housing, transitional housing or rapid rehousing through the Chicago Coordinated Entry System (CES). Families accessing this system need to be assessed by a trained assessor at a community Access Point to determine their needs. Access Points are available throughout the city. Contact a nearby Access Point directly to set up an assessment appointment. More information on Access Points and the CES process can be found at <http://www.csh.org/chicagoces>.

Youth (ages 18-24, including parenting youth in this age range) are also eligible for housing through the CES process if they are staying in a shelter, are unsheltered, at imminent risk of homelessness (i.e. have 14 days or less to leave their current, safe environment, are fleeing domestic violence, or are unstably housed (including youth who are doubled up).

Following the assessment, the youth or family will be matched with the housing program that best suits their needs and will be provided with support through the housing process. Matches will be made based on the family or youth's vulnerability (determined through the standardized assessment) and the availability of suitable housing programs and the period of time from when a family is assessed to when they are matched with a housing program varies.

Public Housing or Housing voucher

Chicago Housing Authority (CHA) public housing vacancies are leased to randomly selected applicants from CHA's waitlist. The CHA waitlist for project-based family units is open. The waitlist for housing choice vouchers (Section 8) is currently closed. Visit <https://www.thecha.org/> to learn about applications for the project-based unit waitlist and more information.

Rental Assistance

Apply for the DFSS [Rental Assistance Program](#) at one of the 6 DFSS Community Service Centers (see link for locations and contact information) or online (during periods the online application is open). The Rental Assistance Program (RAP) provides funding to Chicagoans who are at risk of becoming homeless. RAP helps Chicagoans who have housing right now, but who may become homeless soon because they lost income or had another eligible emergency which prevents them from paying rent.

Affordable Rental Housing Options

You can search the City of Chicago's list of affordable rental housing developments at www.cityofchicago.org/city/en/depts/dcd/supp_info/affordable_rentalhousingresourcelist.html. You can also go to www.ilhousingsearch.org to search for affordable housing.

Streetlight Chicago

Provides up-to-date information on shelters, health clinics, emergency beds, mental health services, and more. To learn more visit: <https://www.streetlightchicago.org/>

Chicago Coordinated Entry System

If you are homeless or living in a shelter, you can be assessed for housing through the city's Coordinated Entry System (CES). The housing available through CES includes permanent supportive housing and permanent housing with short-term supports. To learn more: <https://www.csh.org/chicagoces/>

FOOD RESOURCES

Secure Emergency Food

To find soup kitchens or food pantries, go to www.chicagosfoodbank.org and use the “Find Food” tool to search by Zip Code. You can also call the Greater Chicago Food Depository at 773-247-FOOD.

Greater Chicago Food Depository

To learn more visit: <https://www.chicagosfoodbank.org/>

SNAP (food stamps) benefits

You may apply for SNAP benefits (formerly food stamps) by phone 1-800-843-6154, online at <https://abe.illinois.gov>, or in person at your local DHS office (<http://www.dhs.state.il.us/page.aspx?module=12>). *Phone applications are the most convenient because you will be approved the same day and not be required to go to a follow-up appointment at your DHS office.*

HEALTH & MEDICAL

Apply for medical card

Apply online at <https://abe.illinois.gov> or call 1-800-843-6154 to apply by phone. You can also apply at your local DHS Family Community Resource Center. Find an office by going to <http://www.dhs.state.il.us/page.aspx?module=12>. *Applying by phone is the quickest and easiest way to apply, especially if you do not have a stable mailing address.*

Finding a provider

Most people who are eligible for Medicaid must choose a Managed Care Plan (MCO) and a Primary Care Provider (Medical Home). The Illinois Client Enrollment Broker can help individuals understand their healthcare choices. More information can be found at <http://illinoisceb.com> or call 1-877-912-8880.

Federally Qualified Health Centers provide medical care even if the patient has no health insurance or is not a US Citizen. Undocumented immigrants are eligible to receive services at these centers. They have sliding fee discount programs. Find a center by going to <http://findahealthcenter.hrsa.gov/>.

If you are undocumented, you can receive some public benefits such as medical coverage under the All-Kids Program.

If you have a medical card, call the Member Services number on your Managed Care Plan card. Your plan's Member Services department will assist you find appropriate providers to meet your needs. They will also be able to assist you with free transportation to/from medical appointments or other free services that you may be eligible for.

If you are seeking a healthcare provider, you may call 311 or go to: http://findahealthcenter.hrsa.gov/Search_HCC.aspx to find a clinic near you. Call the clinic first to make sure they are accepting new patients.

Immunizations

The Chicago Department of Public Health Fast Track Clinics provide immunizations at no charge for children 0-18 years of age. More info, including locations and hours of operation can be found at https://www.chicago.gov/city/en/depts/cdph/supp_info/health-services/immunizations_walk-inclinics.html

Roseland WIC	11255 S. Michigan	773.785.1173
Uptown Health Center	845 W. Wilson	312.742.3227
Lower West WIC	1643 W. Cermak	312.747.1650
Englewood Health Center	641 W. 63 rd St.	312.745.1000
Greater Lawn WIC	4150 W. 55 th St.	312.747.5416

Oral and Eye Care Assistance

To locate information on free and low cost dental resources and clinics visit <https://www.cds.org/smile/low-cost-free-services>. The Illinois Eye Institute at Princeton Elementary (5125 S Princeton Ave) provides vision services; call 312-949-7990 or visit <https://www.illinoiseyeinstitute.org/iei-at-princeton>.

Mental Health Assistance

If it's an emergency in which you or someone you know is suicidal, you should immediately call the National Suicide Prevention Lifeline at 1-800-273-8255, call 911, or go to a hospital emergency room. Search for Behavioral Health Treatment services including substance abuse/addiction and/or mental health at <https://findtreatment.samhsa.gov> or by calling 1-800-662-HELP (4357).

If you or someone you know is suffering with suicidal thoughts, contact the national suicide prevention lifeline. The National Suicide Prevention Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States. Starting July 16, 2022, you can dial "988". That 3-digit number will route callers to the National Suicide Prevention Lifeline. They can also be reached at 1- 800-273-8255.

Illinois Warm Line - 1-866-359-7953

[CDPH Mental Health Services](#): We provide direct services from five clinic locations across Chicago on a sliding fee scale. To learn more visit:

https://www.chicago.gov/city/en/depts/cdph/provdrs/healthy_living/svcs/2012_mental_healthservices.html

To help meet the mental health needs of our insured city residents, CDPH partners with community mental health providers and makes direct investments in community partners who provide mental health services to city residents. For those with insurance, the benefits of accessing mental health services through these community mental health partners may include integrated mental health and medical treatment; expanded service options, including additional service locations and hours; improved prescription drug coverage; and reduced expense related to co-pays.

For those city residents without insurance, the Department provides clinical mental health services in 5 CDPH-operated clinics throughout the City of Chicago. A variety of services are available at CDPH mental health clinics, including:

- Comprehensive mental health assessments
- Individualized treatment planning
- Crisis intervention
- Individual counseling
- Group therapy
- Medication monitoring
- Case Management
- Psychosocial rehabilitation
- Anger Management

Mental Health Counseling/Therapy

Care that can provide supports for emotional, traumatic, or behavioral difficulties. Based on the needs identified by the consumer which include goals, objectives and specific mental health services. To learn more visit: https://www.chicago.gov/city/en/depts/cdph/supp_info/behavioral-health/mental_health_centers.html

Service is available at six CDPH Mental Health Clinic Locations:

Englewood MHC 641 W. 63rd Street Phone: 312.747.7496	Greater Grand/MID-South MHC 4314 S Cottage Grove Phone: 312.747.0036
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Hours of Operation: Mon - Fri: 8:30 am – 4:30 pm	Hours of Operation: Mon - Fri: 8:30 am – 4:30 pm
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Greater Lawn MHC 4150 West 55 th Street Phone: 312.747.1020	Lawndale MHC 1201 S Campbell Street Phone: 312.746.5905
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Hours of Operation: Mon - Fri: 8:30 am – 4:30 pm	Hours of Operation: Mon - Fri: 8:30 am – 4:30 pm
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North River MHC 5801 North Pulaski Road Phone: 312.744.1906	Roseland MHC 200 East 115 th Street Phone: 312.747.7320
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Hours of Operation: Mon - Fri: 8:30 am – 4:30 pm	Hours of Operation: Mon - Fri: 8:30 am – 4:30 pm
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Healthy Living

CDPH is committed to helping every resident receive the care they deserve. We work with community partners to grow and strengthen behavioral health resources across Chicago. To learn more visit: https://www.chicago.gov/city/en/depts/cdph/provdrs/healthy_living.html

Free Condoms & STI Specialty Clinics

The CDPH provides testing and treatment for sexually transmitted infections (STIs) at our Specialty Clinics. To learn more visit:

https://www.chicago.gov/city/en/depts/cdph/provdrs/health_services/svcs/get_yourself_evaluatedforstihivaid.html

Clinic hours and locations:

Lakeview STI Specialty Clinic	Austin STI Specialty Clinic	Roseland STI Specialty Clinic
2849 N. Clark St., 1st Fl.	4909 W. Division St., Suite 411	200 E. 115th St. 1.5 floor
Phone: 312.744.5507	Phone: 312.746.4871	Phone: 312.747.2831
Mon., Wed., Fri.: 8am - 4pm	Mon., Wed., Fri: 8 am - 4 pm	Mon.: 8 am - 4 pm
Tues., Thurs.: 9am - 5pm	pm	Thurs: 9 am - 5 pm
FAX: 312.744.5555 (STI/HIV Results only)	Tues., Thurs.: 9am - 5pm	FAX: 312-747-4915 (STI Results Only)
	FAX: 312.746.4637 (STI/HIV Results Only)	

HIV/AIDS Primary Care Clinics

CDPH's HIV Early Intervention Services Program provides care for persons living with HIV. These programs provide integrated, life-sustaining services that include primary medical care, mental health assistance and comprehensive support to promote healthy living for our clients. To learn more visit:

https://www.chicago.gov/city/en/depts/cdph/provdrs/healthy_living/svcs/hiv_aids_early_interventionservices.html

HIV Primary Care Clinic hours and locations:

Englewood Primary Care Clinic
 641 W. 63rd St.
 Phone: 312.745.0667
 Fax: 312.747.0292
 Mon., Wed., Fri.: 8 am – 4 pm
 Tue., Thu.: 10 am – 6 pm

Uptown Primary Care Clinic
 845 W. Wilson
 Phone: 312.744.1935
 Fax: 312.744.1308
 Mon., Wed., Fri.: 8 am.– 4 pm
 Tue., Thu.: 10 am.– 6 pm

HIV/STI Prevention & Partner Services

In addition to helping you notify your partners, our Partner Services professionals will connect your partners with immediate testing, counseling, treatment, and referrals for other services. Partner Services staff can also link HIV-positive clients to care and treatment, risk-reduction counseling, and information about other available assistance. To learn more visit:

https://www.chicago.gov/city/en/depts/cdph/provdrs/healthy_living/svcs/partner-services.html

HIV/STI Prevention Program works with Chicago’s community planning group, CAHISC, to assess needs and identify priorities in order to best address the epidemic and prevent HIV disease in the city of Chicago. To learn more visit: https://www.chicago.gov/city/en/depts/cdph/provdrs/healthy_living/svcs/hiv-sti-prevention.html

Healthcare Access Programs

Healthcare Access is a component of the CDPH HIV/STI Bureau's Community Health Services Division, a collection of services that work together to reduce HIV infections and increase quality of life for those living with and vulnerable to HIV in the Chicago Eligible Metropolitan Area (EMA). To learn more visit:

https://www.chicago.gov/city/en/depts/cdph/provdrs/healthy_living/svcs/get_healthcareaccess_ryanwhite.html

Housing Opportunities for persons with AIDS

The Chicago Department of Public Health, Division of STI/HIV/AIDS has served as the U. S. Department of Housing and Urban Development (HUD)-Housing Opportunities for Persons with AIDS (HOPWA) Formula grantee for the Chicago Eligible Metropolitan Statistical Area (EMSA) since 1992.

The HOPWA program addresses the specific housing needs of People Living with HIV/AIDS (PLWHA). Under the HOPWA program, housing services needed by PLWHA are supported through the provision of funds to agencies that provide effective strategies to prevent homelessness and facilitate access to a range of needed treatment and supportive services. To learn more visit:

https://www.chicago.gov/city/en/depts/cdph/provdrs/healthy_living/svcs/housing-opportunities-for-persons-with-aids.html

Violence Prevention

The Office of Violence Prevention and Behavioral Health (OVPBH) works to reduce the likelihood of violence related injury and death and support trauma recover and healing across Chicago communities.

- Caring for Children in Dangerous Times
- Child Abuse and Neglect
- Information for Young Adults
- Powerful Ways to Prevent Bullying
- Resources for Professionals

Illinois Attorney General's Office Crime Victims Compensation, contact 1.800.228.3368, by email at crimevictimsservices@atg.state.il.us or visit website at www.illnoisattorneygeneral.gov.

To learn more visit: https://www.chicago.gov/city/en/depts/cdph/provdrs/healthy_living/svcs/violence-prevention.html

Substance Use

[Substance Use Disorder](#): We work to educate residents and generate awareness on prevention and treatment for substance use.

Substance use disorder (SUD), which can include addiction, is a medical diagnosis that describes the mental, behavioral, and physical symptoms caused by the use of alcohol, tobacco, and/or other drugs. These symptoms can include tolerance to increased amounts of drug use, withdrawal symptoms from suddenly stopping use, inability to control or cut down use, and neglecting important work or refusing to participate in social activities in order to take drugs.

[National Alliance for Mental Illness-Chicago \(NAMI Chicago\) Helpline](#) 312-563-0445 (trained counselors available M-F, 9am – 5 pm)

[City of Chicago's Substance Use Prevention Program for Deaf and Hard of Hearing](#) offers programming to address specific needs of youth and adults who are Deaf and Hard of Hearing. Contact the Mayor's Office for People with Disabilities at 312.957.4861 (VP and Voice User), 312.744.4780 (TTY) or email MOPDSAPPD@cityofchicago.org

Call the Illinois Opioid Helpline at: 1-833-2-FINDHELP

PUBLIC BENEFITS

General

Homelessness should never be a barrier for obtaining public benefits. Find info about various public benefits at <https://www.illinoislegalaid.org/legal-information/health-benefits>, including Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Social Security Benefits, Medicaid, and Women, Infants, and Children (WIC).

You may also apply for SNAP, a medical card, TANF and other benefits directly by phone at 1-800-843-6154, online at <https://abe.illinois.gov>, or in person at your local DHS office <http://www.dhs.state.il.us/page.aspx?module=12>.

The Law Project of the Chicago Coalition can assist homeless families in accessing public benefits. For assistance, contact 1-800-940-1119 and ask for Law Project staff.

Health Services offered by CDPH

CDPH offers preventive clinical services, disease testing and treatment at no cost. We also partner with several community-based health centers to provide services for primary care, children, women and family planning.

- [HIV Primary Care](#) – Our partners, Howard Brown Health Center and UIC provide quality HIV primary care services to people living with HIV in Englewood and Uptown, respectively.
- [Immunization Clinics](#) - Walk-In immunization clinics provide vaccinations for children 0 through 18 years of age at no out-of-pocket cost.
- [Mental Health Clinics](#) - We partner with community mental health providers and invest in local agencies to ensure all residents have access to mental health services.
- [Primary Care](#) – We partner with several different community based health clinics to provide high quality primary care services, children, women, family planning and pregnant woman.
- [STI Specialty Clinics](#) – We operate five STI specialty clinics to diagnose and treat common sexually-transmitted infections and provide partner services. Residents can also pick up free condoms and learn more about other HIV prevention methods like PrEP (Pre-Exposure Prophylaxis).
- [WIC](#) – Our Supplemental Nutrition Program for Women, Infant and Children (WIC) provides supplemental foods, health care referrals and nutrition education for many pregnant, breastfeeding and non-breastfeeding postpartum women, and to qualifying infants and children under age of five.
- [Office of Compliance](#) - Instructions on how to obtain a copy of your medical records.

To learn more visit: https://www.chicago.gov/city/en/depts/cdph/provdrs/health_services.html

For unaccompanied youth

Unaccompanied minors are entitled to the same benefits that they would receive if their family were intact. There is no requirement of obtaining consent from their parent or guardian to receive Medicaid, SNAP, TANF, or WIC. However, they will need to provide proof that they are not living with their parent or guardian,

such as letter from a clerk, counselor, or homeless liaison. General information is available at <https://www.homelessyouth.org/us/illinois/public-benefits>. It is a good idea to refer minors in this situation to legal services if they are having difficulty obtaining benefits from their local DHS office. The Law Project of the Chicago Coalition can assist homeless youth in accessing public benefits. For assistance, contact 1-800-940-1119 and ask for Law Project staff.

Childcare

DHS' Child Care Assistance Program provides low-income, working families with access to quality, affordable childcare that allows them to continue working and contributes to the healthy, emotional and social development of the child. Families are required to cost-share on a sliding scale based on family size, income and number of children in care. Contact [Illinois Action for Children](#) at (312) 823-1100 for more information or to schedule an appointment.

The Child Find Screening Program provides free developmental screenings for children birth to 5 years old for children who do not attend a Chicago Public School. Screenings include hearing/vision, speech/language, problem solving, social skills, fine/gross motor, and listening/attending. Screenings are held regularly at libraries. Call 773-553-1800 for locations and times.

Community Service Center Locations

Community Service Centers help individuals and families in need access a wide range of resources from shelter, food and clothing to domestic violence assistance, job training/placement and services for the formerly incarcerated. Clients can also get information about rental, utility, and other financial assistance programs. The centers also serve as warming and cooling centers during periods of extreme weather. Centers hours are 9 a.m. to 5 p.m., Monday through Friday. To learn more, visit:

https://www.chicago.gov/city/en/depts/fss/provdrs/serv/svcs/community_servicecenterlocations.html

National Runaway Safe line

Hotline provides resources and information for students who are thinking about or have run away from home. By calling 1-800-RUNAWAY (1-800-786-2929), you can connect with a trusted, compassionate person who will listen and help you create a plan to address your concerns. To learn more visit:

<https://www.1800runaway.org/>

LEGAL ASSISTANCE

Legal Assistance

CARPLS can provide free legal assistance and referrals throughout Chicago. The free hotline is (312) 738-9200. The Law Project of the Chicago Coalition for the Homeless provides legal advice and assistance to homeless youth and families. For assistance, contact 1-800-940-1119 and ask for Law Project staff.

Domestic Violence Assistance

Call the State of Illinois' Domestic Violence Helpline at 1-877-863-6338. The Helpline is a 24-hour, toll-free confidential number. Victims receive immediate information about their options, safety planning, and referrals to community-based providers including shelters, counseling, legal advocacy, and more.

MISCELLANEOUS

National Center for Homeless Education

A list of downloadable and printable products and publications. For assistance with an issue related to the education of a child or youth experiencing homelessness, contact the NCHE homeless education helpline toll-free at (800) 308-2145 or homeless@serve.org. To learn more: <https://nche.ed.gov/downloads/>

NCHE's Homeless Liaison Toolkit is a comprehensive resource that will assist both new and veteran local liaisons in carrying out their responsibilities. To learn more: <https://nche.ed.gov/homeless-liaison-toolkit/>

The Homeless Liaison Toolkit: <https://nche.ed.gov/wp-content/uploads/2020/09/Local-Liaison-Toolkit-2020.pdf>

National Association for the Education of Homeless Children

The National Association for the Education of Homeless Children and Youth (NAEHCY) is a national membership association dedicated to ensuring educational equity and excellence for children and youth experiencing homelessness. NAEHCY strives to provide timely, concise resources to our membership, as well as families currently experiencing homelessness. We partner with many organizations to provide a stream of relevant content to our membership. To learn more visit: <https://naehcy.org/>

Catholic Charities

To learn more visit: <https://www.catholiccharities.net/GetHelp/OurServices/Homelessness.aspx>

Illinois State Board of Education

To learn more: <https://www.isbe.net/Pages/Homeless.aspx>

ISBE Supporting Homeless Students Guidance: <https://www.isbe.net/Documents/Homeless-Guidance.pdf>

Schoolhouse Connection

SchoolHouse Connection is a national non-profit organization working to overcome homelessness through education. We provide strategic advocacy and practical assistance in partnership with early childhood programs, schools, institutions of higher education, service providers, families, and youth. To learn more: <https://schoolhouseconnection.org/>