

# Dental CASA Program

Social service resources for our patients and families during COVID-19



From the Dental **CASA** program:

a pediatric service combining dentistry and social work, providing

Care coordination,

Advocacy,

Support and

Access

to our College of Dentistry patients and families:

We understand that many are feeling the effects of the recent measures to protect our population from the spread of COVID-19. These are very challenging times, yet we know our patients and families are very resilient and resourceful. It is in this spirit that we put together a resource for our families that might be helpful as you navigate this crisis.

## General Assistance

### [City of Chicago](#)

<https://www.chicago.gov/city/en.html>

Find general information from the City of Chicago

### [Chicago Department of Public Health COVID-19 Updates](#)

<https://www.chicago.gov/city/en/sites/covid-19/home.html>

Read City of Chicago COVID-19 updates

### [City of Chicago Resources in response to COVID-19](#)

<https://www.chicago.gov/city/en/sites/covid-19/home/resources.html>

Find resources for health, food, housing, schools and youth, resources for immigrant communities, and employment and financial support.

### [City of Chicago 311 Call Center](#)

<https://www.chicago.gov/city/en/depts/311/provdrs/callops.html>

311 is a great resource for your questions during this time

From outside the city 312-744-5000

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## **Cook County**

<https://www.cookcountyil.gov/service-categories/community-and-family-support>

Find community and family support services in Cook County

## **Lake County**

<https://www.lakecountyil.gov/>

Find general service available in Lake County

Lake County Townships:

<https://www.lakecountyil.gov/BusinessDirectoryII.aspx?lngBusinessCategoryID=33>

Find services within the townships of Lake County

## **Kane County**

<https://www.countyofkane.org/Pages/AZ-Services.aspx>

Call 211 or contact the 211 call center using the toll-free number: 888-865-9903

## **DuPage County**

<https://www.dupageco.org/servicesbyfunction.aspx?tid=552>

Find general services available in DuPage County

## **McHenry County**

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

Pioneer: a not for profit human services organization in McHenry County

DHS Family Community Resource Center in McHenry County

512 Clay St. Woodstock, IL 60098

Phone: (815) 338-0234

TTY: (866) 383-1869

Fax: (815) 338-0396

Hours: 8:30 a.m. - 5:00 p.m. Monday - Friday (except state holidays)

## **Illinois Department on Aging**

<https://www2.illinois.gov/aging/Pages/default.aspx>

Find information about different services for older adults

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## **Call4Calm – Mental Health and Support Hotline during COVID-19**

Helps Illinois residents connect with mental health counselors and other resources. Text “TALK” to 552020 or “HABLAR” for counseling in Spanish. Once the text is sent, a licensed counselor will call you within 24 hours. You can text “unemployment”, “food”, or “shelter” to the same number to receive information on these topics. Users are anonymous.

## Housing Resources

### **Streetlight Chicago**

<http://www.streetlightchicago.org>

StreetLight Chicago provides up-to-date information on shelters, health clinics, emergency beds, mental health services, and more. The website is geared for young adults in Chicago between the ages of 16 and 24 living with unstable housing. Download App for Android and IOS: Streetlight Chicago.

### **Chicago Coalition for the Homeless (CCH)**

<https://www.chicagohomeless.org/covid-19-resources-for-those-experiencing-or-at-risk-of-homelessness/>

The CCH provides information on legal assistance for housing, rental assistance, finding shelters, getting access to food, and educational assistance for children.

## Utilities

### **ComEd**

<https://www.comed.com/News/Pages/coronavirus.aspx>

ComEd will not cut off power to families who cannot meet their payments during this time. This is extended to May 1.

Customers who may be experiencing financial hardship should visit [ComEd.com/CARE](https://www.comed.com/CARE) or call 800-334-7661.

### **People’s Gas**

<https://www.wecenergygroup.com/home/safety-message.htm>

We will not disconnect service to any residential customers until further notice. If you are having difficulty paying your bills, contact us, and we will arrange a payment plan that works for you.

### **Comcast**

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<https://corporate.comcast.com/covid-19>

Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month.

## City of Chicago Emergency Rental assistance

### What Assistance is provided?

- Payment of rent arrears to prevent eviction
- Payment of rent

This program does NOT provide security deposits.

### Where can a person apply for the Rental Assistance Program?

Chicago residents can apply in person at one of the 6 Community Service Centers, please call for more information:

- Englewood Center, 1140 W. 79th Street, Chicago, IL 60620, 312-747-0200
- Garfield Center, 10 S. Kedzie Avenue, Chicago, IL 60612, 312-746-5400
- King Center, 4314 S. Cottage Grove Avenue, Chicago, IL 60653, 312-747-2300
- North Area, 845 W. Wilson Avenue, Chicago, IL 60640, 312- 744-2580
- South Chicago, 8650 S. Commercial Avenue, Chicago, IL 60617, 312-747-0500
- Trina Davila, 4312 W. North Avenue, Chicago, IL 60639, 312-744-2014

## Food Assistance

### Greater Chicago Food Depository

<https://www.chicagosfoodbank.org/coronavirus-updates/>

Food pantries are available: With some exceptions, our network of 700 partner agencies and programs remains open. We recommend calling before you go to confirm program hours and requirements.

### Food for kids who attend Chicago Public schools

All CPS families will be able to pick up meals outside of their nearest CPS school beginning March 17, between 9:00 a.m. and 1:00 p.m. Monday-Friday throughout the closure that will contain three days of breakfast and lunch for every student in the household. Food pick-up will be held outdoors, and Safe Passage workers will be on their normally assigned routes while families are getting meals. If you need assistance, please call the CPS Command Center at [773-553-KIDS \(5437\)](tel:773-553-KIDS) or email [familyservices@cps.edu](mailto:familyservices@cps.edu).

### CPS Children and Family Benefits Unit (CBFU)

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<https://cps.edu/OSHW/Pages/ChildrenFamilyBenefits.aspx>

CBFU connects CPS families to public benefits such as SNAP (food stamps) and free and low cost health insurance ([Medicaid](#)).

## Employment Needs

3/17/20 - Illinois Department of Employment Security

**IDES offices are closed to the public until further notice.**

You may **access IDES services** using the following methods:

To file an Unemployment Insurance claim, click [here](#).

If you have questions about Unemployment Insurance, please call our Customer Service Center at **800-244-5631** or 866-488-4016 TTY. Or visit [www2illinois.gov/ides](http://www2illinois.gov/ides)

To certify for Unemployment Insurance benefits, click [here](#) or call Tele-Serve at **312-338-4337** Monday - Friday 5:00 a.m. – 7:30 p.m. To post your resume, search job postings, or find a job, visit [here](#).

## Resources for Undocumented Families

### [Illinois Coalition for Immigrant and Refugee Rights \(ICIRR\)](#)

<https://www.icirr.org/community-resources>

Find useful resources and information for immigrant families.

### [National Resources Directory](#)

<https://docs.google.com/spreadsheets/u/1/d/18p9OSILpSYanIoUC-gEbhVbRMYVUfw4wyrixa9ekGdc/htmlview?usp=sharing>

This resource directory was created by undocumented immigrants for undocumented immigrants.

\*Also see "City of Chicago Resources in Response to Covid-19" in the General Assistance section\*