

RESOURCES FOR NEW ARRIVALS IN ILLINOIS

All residents, regardless of immigration status, can use services to ensure that they know their rights and resources in the city of Chicago and the state of Illinois.

HEALTH AND SAFETY

Emergencies:

Call the police at 911. As a reminder, the police will NEVER ask about your immigration status.

Cook County Health:

For healthcare call 773-395-9050 (assistance is available in Spanish).

Department of Children and Family Services:

- For help with guardianship, call 312-814-8600 (assistance is available in Spanish).
- To report child abuse or neglect, call 800-25-ABUSE (800-252-2873), dial 2 for assistance in Spanish.

Pregnant Women, Infants, and Children (WIC):

For additional food for pregnant women and small children, call 217-782-2166 (assistance is available in Spanish).

Victims of Trafficking Torture or other Serious Crimes (VTTC) Benefit:

A public benefit that includes the medical card (health insurance) and a food/cash assistance card. Contact an Illinois Welcoming Center for more information.

Rape Crisis Hotline:

Call or text for free at 888-293-2080 | Operating 24 hours a day, 7 days a week

- Chat in English | Monday-Friday, 3:00 pm – 11:00 pm CST: <https://bit.ly/RCHChatEng>
- Chat en español | Lunes a Viernes, 3:00 pm – 11:00 pm (CST): <https://bit.ly/RCHChatSpn>

Hotline for domestic violence support:

877-863-6338 (assistance is available in Spanish)

Hotline for mental health support is 988:

- For children and adolescents:
 - Call the Forensic Assessment for Immigration Relief (FAIR) Clinic at 1-800-543-7362 (dial 1 for assistance in Spanish) or visit <https://bit.ly/3NbPNyU>.
 - If you are experiencing a mental health crisis, call the CARES line at 1-800-345-9049, dial 2 for assistance in Spanish.
- For adults: Call the Chicago Department of Public Health Mental Health Centers at 312-747-1020 (assistance is available in Spanish) or visit <https://bit.ly/41ckYjf>.

EMPLOYMENT AND ID CARDS

Department of Employment Security:

To find a job, hiring events, and workshops, visit <https://bit.ly/483MtxN> and www.IllinoisJobLink.com.

Temporary Visitor's Driver's License (TVDL):

In Illinois, individuals without social security numbers can obtain a TVDL to drive with authorization. For more information visit <https://bit.ly/3TfbIZQ>. Also, visit the Secretary of State's website to find the nearest DMV near you at ilsos.gov or call 800-252-8980 (dial 1 for assistance in Spanish).

CityKey identification card (ID):

Serves as an ID within the City limits, a library card, and a public transportation card (funds need to be loaded on the card). For more information visit chicityclerk.com.

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FAMILY AND INDIVIDUAL SERVICES

Family Support Network Hotline:

1-855-HELP-MY-FAMILY (1-855-435-7693), dial 2 for assistance in Spanish.

Application for Benefits Eligibility (ABE):

Basic needs, such as food, cash, and medical assistance. Visit www.abe.illinois.gov or call 800-843-6154, dial 2 for assistance in Spanish.

To learn more about your eligibility for assistance, visit <https://bit.ly/abeassistance>.

Schools:

All children ages 7-17 must be in school. Call 773-553-2242 to register. To access Early Learning resources, call 312-229-1690 (dial 2 for assistance in Spanish).

Childcare:

Contact the Illinois Action for Children at 312-823-1100 and press option 3 (dial 2 for assistance in Spanish), or email referrals@actforchildren.org

Illinois Department on Aging:

To receive help for aging adults, visit <https://ilaging.illinois.gov/> and click "Contact Us."

Resource Navigators:

If you ever need support or services and are unsure of where to turn, please call 2-1-1 to reach a trained resource navigator (dial 2 for assistance in Spanish). Resource navigators are also available via chat at <https://211metrochicago.org/> and by texting 898-211.

LEGAL ASSISTANCE

Legal Services:

312-660-1328 for a possible consultation by immigration professionals (assistance is available in Spanish).

Know Your Rights:

The U.S. Constitution provides you with basic rights. The Illinois TRUST Act (5 ILCS 805) restricts local law enforcement from collaborating with federal immigration enforcement agents to detain anyone without a judicial warrant.

In an encounter with an immigration or law enforcement officer, inform them of your rights:

- To remain silent and not answer questions.
- To contact an attorney immediately, if you are detained.
- To refuse to sign anything without advice from an attorney.

For more information visit the Illinois Coalition for Immigrant and Refugee Rights at www.icirr.org or the National Immigrant Justice Center at www.immigrantjustice.org | 312-660-1370 (assistance is available in Spanish and French) | nijcild@heartlandalliance.org.