DUPAGECOUNTY

SENIOR SERVICES

2015

Age Well DuPage™

15th Edition

RESOURCES FOR THOSE AGES 60 AND OVER

www.agewelldupage.org

Case Coordination Units

Case Coordination Units (CCUs) are part of a federally defined network, funded under Title III of the Older American's Act. CCUs provide case management services to the 60 and over population and employ case managers who are knowledgeable about programs and services to assist seniors. DuPage County Senior Services is the CCU designated to serve the older adult population residing in DuPage County, **(630) 407-6500**. Other CCUs serving surrounding areas are:

The Catholic Charities of the Archdiocese of Chicago
Northwest Senior Services
1801 W. Central Road
Arlington Heights, IL 60005-2410
(847) 253-5500
Serves Northwestern Cook County Suburbs

Senior Services Center of Will County, Inc.
251 N. Center Street
Joliet, Illinois 60435
(815) 723-9713 or 1-800-892-1412
Serves Will County

The Kenneth Young Centers
1001 Rohlwing Road
Elk Grove Village, IL 60007-3217
(847) 524-8800
Serves Elk Grove and Schaumburg Townships

Aging Care Connections
111 W. Harris Avenue
LaGrange, IL 60525-2386
(708) 354-1323
Serves Lyons, Riverside, South Proviso Townships, which includes parts of Brookfield, and LaGrange Park

Senior Services Associates, Inc.
101 S. Grove Avenue
Elgin, IL 60120
(847) 741-0404
Serves Northern Kane County

(630) 897-4035
Serves Southern Kane County

(630) 553-5777
Serves Kendall County

(815) 344-3555 & (815) 356-7457
Serves McHenry County

West Suburban Senior Services
439 Bohland Avenue
Bellwood, IL 60104-1833
(708) 547-5600
Serves Leyden, North Proviso (Less Brookfield and LaGrange Park), and Norwood Townships

Several offices serve the City of Chicago. For specific locations, contact the **City of Chicago Department of Senior Services** at **(312) 744-4016, (312) 744-6777 (TDD).** For other locations throughout the state, contact the **Illinois Department on Aging** at **1-800-252-8966.**

Age Well DuPage

15th Edition
2015

DuPage County Senior Services
421 N. County Farm Road
Wheaton, Illinois 60187

(630) 407-6500
1-800-942-9412 (Toll-Free)

(630) 407-6502 (TDD)
Telephone Device for the Deaf

(630) 407-6501 (Fax)

http://www.dupageco.org/seniorsvcs
e-mail: seniorsvcs@dupageco.org

Like **Age Well DuPage™**

The Age Well DuPage™ name identifies information and services provided by DuPage County Senior Services that promotes healthy aging.

DuPage County Community Services
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Discrimination Policy

DuPage County Community Services 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. If you feel you have been discriminated against, you have a right to file a complaint. For information, contact the Director of the Department of Community Services, 421 N. County Farm Road, Wheaton, Illinois 60187.

DuPage County
DANIEL J. CRONIN
COUNTY BOARD CHAIRMAN

DEPARTMENT OF COMMUNITY SERVICES

CLIENT SERVICES	COMMUNITY DEVELOPMENT	FAMILY CENTER	PSYCHOLOGICAL SERVICES	SENIOR SERVICES
(630) 407-6500	(630) 407-6600	(630) 407-2450	(630) 407-6400	(630) 407-6500

April, 2015

The 15th edition of **Age Well DuPage** has been published as a service to DuPage County residents, their families, social services agencies and concerned citizens to provide an easy reference to services and benefits available for older adults. We hope that you will find this directory informative and useful.

We would like to express our appreciation to the agencies that responded to our request for updated information and to the staff from Senior Services and Community Development, whose hard work and expertise are evident throughout this directory. Please inform our office if you are aware of any changes or updates that may be beneficial.

Inclusion in Age Well DuPage does not imply endorsement by DuPage County Community Services. Due to space limitations and policy considerations, the **Directory** does not include all agencies and/or services. **Senior Services** maintains an extensive information system of additional resources and encourages inquiries.

It is the sincere desire of **DuPage County Community Services** that this directory will meet an important need in the community, providing resources that will enable individuals to make informed choices related to the issues of aging.

Very truly yours,

Mary A. Keating
Director
DuPage County Community Services

Mary Lee Tomsa
Administrator
Senior Services

Directories can be picked up free of charge by seniors and their caregivers Monday through Friday between 8:00 A.M. – 4:30 P.M. at the address listed below, or it can be viewed on the Internet at **www.dupageco.org/seniorsvcs**. Due to rising mailing costs, a $5.30 postage is requested prior to the directory's mailing. Donations to support the printing of the directory are also welcome. Mail your check made payable to "DuPage County Community Services", along with your request to:

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

e-mail: seniorsvcs@dupageco.org

JACK T. KNUEPFER CENTER • 421 N. COUNTY FARM ROAD • WHEATON, IL 60187

APPLYING FOR SERVICES

This directory contains the names, addresses, websites, and telephone numbers (Toll-Free whenever possible) of organizations that offer assistance to older adults and their families. A brief description of each organization outlines the services they provide. If you are not sure who to contact for specific information or a particular service, please call **DuPage County Senior Services, (630) 407-6500,** or **toll-free** at **1-800-942-9412.** They will help identify your need, arrange services if possible, or refer you to an agency that can provide the appropriate assistance. The following questions may help us determine the services available, explain eligibility guidelines and discuss costs involved, if any.

1. What services or resources are needed?
2. What are the eligibility requirements for these programs?
3. Are there any fees?
4. How to apply, by phone, mail, e-mail, or in person?
5. If homebound, can someone make a home visit to explain services or assist with the application process?
6. What documents are needed to apply for the service(s)?
7. What is the process and when will I be notified of my eligibility?
8. When will service(s) begin?

If you have an application that's difficult to complete, call the provider agency. If they are unable to provide the help you need, **DuPage County Senior Services** will help guide you through the application process.

Some applicants may be denied service due to program guidelines. An inquiry to the agency denying the service may provide an explanation of your ineligibility, explain appeal procedures, offer guidance on future eligibility or refer you to other helpful services. If you feel you have been wrongly denied for a government service or benefit, please call **DuPage County Senior Services** to explore your recourse.

NEED ASSISTANCE?
Call Senior Services
(630) 407-6500
1-800-942-9412

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General Web Sites of Interest

AARP Webplace
A broad source of information, resources, and message-board discussions for the mature adult.
www.aarp.org
www.aarpmagazine.org

Administration on Aging
Wide variety of information pertinent to older adults and caregivers. Available in multiple languages.
www.aoa.gov

Agency on Aging Northeastern Illinois
Offers information on aging resources and services for the older adult and caregiver.
www.ageguide.org

DuPage County "C.R.I.S."
Single authoritative source of social service information in DuPage County.
www.dupagecris.org

DuPage County Senior Services
Assists DuPage County residents, aged 60 and older, to locate services and resources.
www.dupageco.org/seniorsvcs

Eldercare Locator
Nationwide service identifying local agencies that provide services to older adults.
www.eldercare.gov

Eldercare Web
Resources for those caring for older adults.
www.elderweb.com

First Gov
Official web site of the United States Government. Has linkage to many helpful senior resources.
www.usa.gov/topics/seniors

Illinois Department on Aging

Serving and advocating for the older adults in Illinois.
www.state.il.us/aging

Medicaid/Illinois Department of Human Services

Providing health care coverage for adults and children who qualify for Medicaid.
www2.illinois.gov/hfs

Medicare

The official U.S. government site for people with Medicare. Find a doctor, compare hospitals, nursing homes, or home health agencies.
www.medicare.gov

My Medicare

Online services for accessing personalized information regarding your Medicare benefits and services.
www.mymedicare.gov

Senior Health Insurance Program (SHIP)

Statewide health insurance counseling service for Medicare beneficiaries.
www.state.il.us/aging/SHIP

Social Security

The official website of the U.S. Social Security Administration.
www.socialsecurity.gov

HOTLINES & HELPLINES

Adult Protective Services Hotline
1-866-800-1409
1-888-206-1327 (TTY)

Alzheimer's Association
1-800-272-3900

American Cancer Society
1-800-227-2345

American Council of the Blind
1-800-424-8666

American Diabetes Association
1-800-342-2383

Arthritis Foundation
1-800-735-0096

Benefit Access Program
1-800-252-8966

Consumer Protection Hotline
IL Attorney General
1-800-243-5377

Eldercare Locator Nationwide
1-800-677-1116

HIV, AIDS, STD Hotline
1-800-243-2437

IL Department on Aging
Senior Helpline
1-800-252-8966 (Voice & TDD)

IL Department of Human Services
1-800-843-6154 (Helpline)
1-800-252-8903 (Helpline)
1-800-447-6404 (TTY)

IL Dept. of Rehab Services
Client Assistance Program
1-800-641-3929

IL Department of Veterans' Affairs
1-800-437-9824

IL Relay Service/Hearing Impaired
1-800-526-0844 (TDD)
1-800-526-0857 (Voice)

IL Secretary of State
Public Information Line
1-800-252-8980

Medicare Automated HelpLine
1-800-633-4227

Medicare Fraud and Abuse Hotline
1-800-447-8477 (1-800-HHS-TIPS)

Nursing Home Hotline
IL Department of Public Health
1-800-252-4343

Parkinson's Disease Association
1-800-223-2732

Senior Health Ins. Program (SHIP)
IL Department of Insurance
1-800-548-9034

Social Security Administration
1-800-772-1213

Taxpayer Assistance
1-800-829-1040 (Internal Revenue Service)
1-800-732-8866 (State)

DU PAGE COUNTY COMMUNITY SERVICES

421 N. County Farm Road, Wheaton, IL 60187
(630) 407-6500
(630) 407-6502 (TDD)
1-800-942-9412
e-mail: csprograms@dupageco.org
www.dupageco.org

Director: ***Mary A. Keating***
Hours: **8:00 A.M. - 4:30 P.M.**
Monday - Friday
Fees: **None**

DuPage County Community Services provides multiple social services for the older adults, persons with disabilities, individuals who are economically disadvantaged and other persons or families in DuPage County in need of assistance. Our staff is dedicated to serving residents with a holistic approach to permanency and stability. Community Services includes:

- **Senior Services**
  Serving persons age 60 and older
- **Client Services**
  Serving persons under the age of 60
- **Community Development**
  Researching and implementing new programs and supporting the efforts of existing programs

See below for details of programs and resources provided by these units.

SENIOR SERVICES
(630) 407-6500
(630) 407-6502 (TDD)
1-800-942-9412
e-mail: seniorsvcs@dupageco.org
Age Well DuPage "Like" us on Facebook

Senior Services assists DuPage County residents, aged 60 and older, to maintain their independence. The Illinois Department on Aging and Northeastern Illinois Agency on Aging have selected **Senior Services** as the Case Coordination Unit (CCU) for DuPage County. This Unit publishes this directory, a **Long Term Care Facilities** booklet, and a **Senior Housing Directory**. All can be viewed online at **www.dupageco.org/seniorsvcs.** Services are provided through the following programs:

- **Information and Assistance:** Provides information to seniors, their families and other community agencies on how to access programs, services and benefits that are available to older individuals.

- **Comprehensive Care Coordination:** Offers a thorough in-home assessment to identify risks to a senior's independence and provides care planning to help reduce any unmet needs.

- **Community Care Program (CCP):** Provides homemaker, adult day services and Emergency Home Response Systems to Illinois residents who are at least 60 years of age and who meet eligibility guidelines. Services include help with basic household tasks and personal care, as well as on-going case management. The purpose of this state sponsored program is to help seniors maintain the maximum possible level of independence, and to prevent unnecessary nursing facility placement. The **Community Aging Referral Program (CARP)** allows individuals with higher assets to purchase these same services with a referral from Senior Services.

- **Case Management:** Provides follow-up, monitoring and advocacy to ensure implemented plans of care continue to meet the needs and wishes of the older adult.

- **Home Delivered Meals:** Arranges home delivered meals for homebound seniors who are unable to shop, prepare meals, or attend a Community Dining Center. A care coordinator from Senior Services will complete a comprehensive assessment to determine eligibility and review other services or resources available.

- **Adult Protective Services:** Responds to all reported cases of abuse, neglect and financial exploitation for individuals with disabilities age 18-59 or adults age 60 and over. A trained caseworker investigates each report and works with individuals to resolve the abusive situation. People who report suspected cases of elder abuse are assured of confidentiality.

- **Flexible Community Services:** This grant provides limited emergency funding to meet needs for products or services for which there is no alternative funding. By definition it targets our most elderly, frail and at risk seniors with unmet needs for medical care and supplies, household support, access or transportation and home modification.

- **Residential Repair and Renovation:** Provides limited funding for minor home modifications to frail older adults, which will enhance their ability to function independently.

- **Money Management:** A volunteer based program that assists seniors who may be having difficulty paying bills, balancing their checkbooks, negotiating with creditors, or making a budget. Community Care Program clients and vulnerable adults age 18 and over who are victims of exploitation can receive free assistance from an insured volunteer. Income and asset guidelines may apply.

- **Choices for Care:** Provides a consultation to all nursing facility applicants to explore options for long term care which may include home and community-based services or other long term care solutions. A comprehensive assessment helps identify needs; reviews service options and cost, and assists in developing a plan of care. A prospective nursing facility applicant can then choose services that are appropriate and affordable.

- **Long Term Care Ombudsman Program:** Ombudsmen have a twofold mission. An Ombudsman represents and advocates for residents in long term care facilities, licensed assisted living and supportive living facilities. They receive, investigate and attempt to resolve concerns and complaints regarding the care of residents as well as providing a regular presence in the licensed facilities.

  Ombudsman are also charged with advocating and investigating service complaints for adults age 60 and over and disabled adults age 19-59 who receive community services through one of the Illinois Medicaid Waiver programs or who are Medicaid and Medicare beneficiaries and receive managed care services.

- **Pathways to Community Living:** A resident of long term care, having recovered and become stable, may decide to return to the community. A transition coordinator will meet with them, determine if this is a safe and appropriate plan and assist the individual in locating housing and securing other necessary items. Eligibility criteria must be met.

- **Outreach:** Community visits to locate seniors who may be isolated due to transportation, housing, or language barriers. Efforts are made to educate and engage these individuals and their caregivers about resources and services they may need.

- **Family Caregiver Support Program:** A federally funded program that provides information and assistance, respite services, emergency support, and legal assistance to caregivers of older persons and grandparents raising grandchildren. Services may include respite in the form of home health care, adult day services, or nursing home placement on a short-term basis. Emergency gap-filling services are also available in the form of respite care, home modification, transportation, assistive devices, and financial assistance.

- **Senior Transportation:** Provides limited funding for transportation to low income DuPage County seniors who are not eligible for other available transportation services. Priority is given for travel to medical appointments, nutrition sites, grocery shopping, and banking.

CLIENT SERVICES

(630) 407-6500
(630) 407-6502 (TDD)
1-800-942-9412

Client Services provides social service assistance to DuPage County residents aged 59 and under. A Customer Service Assistant, who is trained to answer general questions regarding services, provides the first level of service. At the next level, Information and Referral Specialists offer clients a comprehensive assessment of their needs and determine their eligibility for a wide variety of services. Finally, clients with multiple or more complex needs are referred to a Client Services' Case Manager for further assistance.

- **Information & Referral (I&R):** DuPage County's central clearinghouse for social service information, providing individuals and agencies with resources available to persons aged 59 and under. Professionally trained staff helps to identify a client's need through a comprehensive assessment, and links them to the appropriate services. I&R Specialists access and utilize a vast information system, which includes data on over 1,400 social service agencies, churches, government bodies, civic groups, legal and medical organizations. There are no eligibility requirements. This program serves anyone who calls and requests information.

- **Medical Assistance Program:** Provides limited financial assistance for medical fees, prescriptions, and supplies. Services include assistance with prescriptions; medical fees such as x-rays; lab work; doctor visits; dental work; medical supplies such as glucometers, walkers, crutches, eyeglasses, and syringes. Clients eligible for Medicare that purchase a supplemental policy are not eligible. Clients age 59 and under may also apply for Access DuPage, and Family Care/All Kids.

- **Case Management:** Based upon a comprehensive assessment of the client's needs, short-term case management may be provided for up to six months. The Case Manager assists the client in the process of accessing services and programs to meet their needs. Further case management activities may include, but are not limited to, goal setting and the development of an action plan, follow-up, monitoring, and evaluation. Head of household must be 59 years of age or younger. Client signs an agreement to participate and work toward goals.

- **Homelessness Prevention:** Short-term assistance may be available to eligible households experiencing an economic crisis to avoid eviction and those who are currently homeless to become stably housed. Depending on available funding, services offered include rent, mortgage, or security deposit assistance coupled with supportive services to help maintain housing. Eligibility criteria vary by funding source. Applicants are required to document: current or intended residence within DuPage County; danger of eviction or current homelessness; ability to pay future rent and expenses through current income of development of a personal recovery plan. Additional eligibility criteria may apply. Homeless assistance from any provider may make a household ineligible for further assistance.

- **Case Management:** Short-term case management is available to assist DuPage County residents in need access basic needs and gain stability. Upon completion of a comprehensive assessment of strengths and needs, a case manager will assist the client to develop an individualized service plan to set goals and secure services necessary to meet basic needs. Case managers and clients meet on a planned basis to monitor progress toward goals and link with needed services. The client must be younger than age 60 and must sign an agreement to participate and work toward goals.

- **Family Self-Sufficiency (FSS):** This program helps families to develop career plans, reach family goals, and obtain services with the goal of achieving economic self-sufficiency. Services include comprehensive case management and supportive services for up to five years. Eligible households will be low-income DuPage County households with children. DuPage residents who are leased up with a Section 8 Housing Choice Voucher may also apply. FSS applicants must complete a structured application process and sign an agreement to work toward goals.

- **Shared Housing Program:** Matches individuals who are seeking an affordable housing alternative, with residents who wish to share their home at a reasonable cost. The goal of the program is to link participants, 18 years and older, in housing that is safe, mutually supportive and sustainable. The program provides supportive, short-term case management to both parties before, during and after a match is made. Each applicant completes a comprehensive assessment to determine compatibility in a shared living situation. Screening criteria include positive references, results of a background check, and completion of a home inspection.

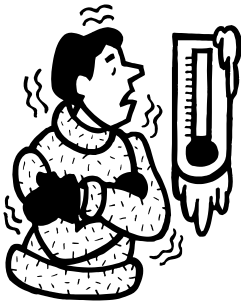
- In-kind Goods Program/Basic Needs: Income eligible households may receive vouchers for clothing and/or household items from Repeat Boutique and St. Vincent DePaul Society; and be screened for several area food pantries for referrals, and vouchers for eyeglasses.

COMMUNITY DEVELOPMENT
(630) 407-6500
(630) 407-6502 (TDD)
1-800-942-9412

- **dupagecris.org:** An online Human Services Resource database that provides program information for those residing in DuPage County. Resources included address the following types of assistance: food, healthcare, housing, material goods, transportation, utilities, job training and placement, public assistance, and temporary financial assistance.

- **Home Support Programs**

Low Income Home Energy Assistance Program (LIHEAP): Assists low income households by offsetting the rising cost of home energy through direct financial assistance, energy counseling, outreach, and education. An overdue bill or disconnect notice is not required to receive LIHEAP assistance once per year. Emergency assistance is available to eligible households who have received a disconnect notice and for homeowners whose furnace is non-operational or determined unsafe to operate.



Illinois Home Weatherization Assistance Program (IHWAP): Provides energy conservation measures to income eligible households to aid in lowering the cost of heating and cooling. Energy saving measures may include sealing cracks, insulating walls and attics, and repairing or replacing windows and doors. Each furnace is checked for safety, and when needed, repaired, updated, cleaned and tuned to provide optimum efficiency. The furnace may be replaced if found to be unsafe or non-repairable. Smoke detectors, carbon monoxide detectors, and fire extinguishers may be installed. Households that qualify for LIHEAP meet the income requirements for Weatherization.

Single Family Home Rehabilitation: Assists low and moderate income homeowners to address health and safety issues, or maintain the value of their homes. See page 63 for details of these programs.

- **Transportation Programs:** DuPage County is a Ride DuPage sponsor. See the Transportation section for more detailed information.

- **Giving DuPage/Volunteer Center:** This program encourages giving and volunteering in DuPage County. It assists individuals seeking volunteer opportunities by providing referrals to local agencies who can utilize their talents and skills. Giving DuPage also publishes an Annual Giving Guide. For more information, go to **www.givingdupage.org**.

ADULT DAY SERVICES

Adult day service provides a protective and stimulating environment for older adults who are in need of daytime supervision. Attendees profit from the array of services offered, while their caregivers receive respite from the pressures and demands of caring for an elderly relative or friend. Benefits include a structured environment, companionship, nutritious meals and a variety of activities under the supervision of professional staff. Personal care, physical and occupational therapy and health monitoring are available at some locations (referred to as medical models).

Adult day service is a cost-effective alternative to in-home services or nursing facility placement. Participation is a welcome change of pace for individuals who are moderately handicapped, physically frail, mildly confused or socially isolated. Daily schedules, fees and services vary. Financial assistance may be available through the Illinois Department on Aging's **Community Care Program**, or the Veterans' Administration.

Adult Christian Care
Epiphany Lutheran Church
314 W. Vallette Street
Elmhurst, IL 60126
(630) 832-1788
M-F, 8:00 A.M. - 5:00 P.M.

★ **Autumn Country Club, Inc.**
Adult Day Care Services
107 N. Reed Street
Joliet, IL 60435
(815) 730-0060
M-F, 6:00 A.M. – 6:00 P.M.

★ **Cherished Place**
Adult Day Services
417 W. Main Street
West Dundee, IL 60118
(847) 586-5770
M-F, 7:00 A.M. – 6:00 P.M.

★ **Cherished Place**
Adult Day Services
800 W. Oakton Street
Arlington Heights, IL 60004
(847) 368-7397
M-F, 7:00 A.M. – 6:00 P.M.

★ **Community Adult Day Care**
Gloria Dei Lutheran Church
4501 Main Street
Downers Grove, IL 60515
(630) 968-1060
M-F, 7:30 A.M. - 5:45 P.M.

★ **Ecumenical Adult Care**
Riverwalk Community Center
305 W. Jackson Avenue
Naperville, IL 60540-5204
(630) 357-8166
M-F, 7:45 A.M. – 5:00 P.M.

★ **ESSE – Glen Ellyn**
Ecumenical Support Services for the Elderly
Faith Lutheran Church
41 N. Park Boulevard
Glen Ellyn, IL 60137
(630) 858-1005
M-F, 7:00 A.M. – 5:00 P.M.

★ **ESSE – Wheaton**
Ecumenical Support Services for the Elderly
St. Paul Lutheran Church
515 S. Wheaton Avenue
Wheaton, IL 60187
(630) 260-3773
M-F, 7:00 A.M. – 5:00 P.M.

★ **ESSE – Warrenville**
Ecumenical Support Services for the Elderly
Community Baptist Church
28W444 Main Street
Warrenville, IL 60555
(630) 791-9319
M-F, 7:00 A.M. – 5:00 P.M.

★ **Elder Day Center, Inc.**
328 W. Wilson Street
Batavia, IL 60510
(630) 761-9750
M-F, 7:30 A.M. – 5:30 P.M.

Golden Elders Inc.
Senior Day Care
1617 Swallow Street
Naperville, IL 60565
(630) 983-6860
M-F, 9:00 A.M. – 4:00 P.M.

★ **Gottlieb Adult Day Center**
701 W. North Avenue
Melrose Park, IL 60160
(708) 538-5700
M-F, 8:00 A.M. – 4:00 P.M.

★ **Rachel's Place**
Adult Day Care
309 W. Park Avenue
Aurora, IL 60506
(630) 896-9022
M-F, 8:00 A.M. - 4:00 P.M.

Trinity Adult Day Services
Trinity Community Center
233 E. Maple Avenue
Roselle, IL 60172
(630) 894-3810
M-F, 7:00 A.M. - 5:30 P.M.

★ **Universal Industries**
954 W. Army Trail Road
Carol Stream, IL 60188
(224) 208-1130
M-F, 8:30 A.M. – 4:30 P.M.

★ **Universal Industries**
1032 E. Ogden Avenue
Naperville, IL 60563
(630) 705-1208
M-F, 8:30 A.M. – 4:30 P.M.

★ **West Suburban Senior Services**
439 Bohland, #2
Bellwood, IL 60104
(708) 547-5600
M-F, 7:00 A.M. – 4:30 P.M.

★ **West Suburban Senior Services**
712 E. Elm Street
LaGrange, IL 60525
(708) 547-5600
M-F, 7:00 A.M. – 4:30 P.M.

★ **Xilin Senior Center**
145 E. Algonquin Road
Arlington Heights, IL 60005
(847) 607-6555
M-F, 8:00 A.M. – 3:00 P.M.

★ **Xilin Asian Community Center**
1163 E. Ogden Avenue, Ste. 301
Naperville, IL 60563
(630) 355-4322
M-F, 8:00 A.M. – 3:00 P.M.

★**Contracted with the Illinois Department on Aging Community Care Program**
"...helping older people live independently" (**See page 55)**

Illinois Adult Day Services Association
www.iadsa.com

Provides opportunities for communication, cooperation, advocacy and coordination among providers of Adult Day Services in Illinois.

COUNSELING AND MENTAL HEALTH

Good mental health is important in maintaining a high quality, independent lifestyle. At times, however, the stresses of physical and emotional changes, illness, providing care or suffering loss can bring about feelings of anxiety, grief and depression. These feelings can have a negative impact upon one's sense of well-being. Services that can assist older adults and their families in coping with the changes that often accompany the aging process may be obtained through psychiatrists, psychotherapists and other mental health professionals.

Support groups educate and inform, as well as provide an opportunity to share common experience and emotional support with others who face similar issues. These groups frequently focus on special needs, including Alzheimer's disease, arthritis, cancer, caregiving, depression and grief. Generally, area hospitals, nursing facilities, agencies that provide counseling, and health related organizations can direct you to a support group that will meet your needs. If you have any questions, or need additional information, call **DuPage County Senior Services, (630) 407-6500** or **1-800-942-9412.**

Alexian Brothers Behavioral Health Hospital
1650 Moon Lake Boulevard, Hoffman Estates, IL 60169
1-800-432-5005
www.alexianbrothershealth.org (Behavioral Health Tab)

Programs offered include Older Adult Partial Hospitalization, individual and group therapies for mood disorders including grief and loss issues, anxiety, substance abuse and more.

Associates in Family Care
Aurora, IL 60506, 888 S. Edgelawn Drive, Suite 1751
Downers Grove, IL 60515, 842 Curtiss Street
Naperville, IL 60563, 650 E. Diehl Road
(630) 983-0600
www.AFCtherapist.com

Offers solution based counseling for individuals, couples, and families, facing difficulties with decisions, personal feelings, or relationships. Accepts Medicare, and most insurance.

DuPage Community Clinic
511 Thornhill Drive, Carol Stream, IL 60188
(630) 682-0639
www.dupagecommunityclinic.org

Offers free mental health services to low income uninsured individuals. Services are provided by professionals volunteering their services.

DuPage County Health Department
Access and Crisis Center
440 S. Finley Road, Lombard, IL 60148
(630) 627-1700 (Emergency Crisis Line)
(630) 221-7980 (Non-emergency for intake and referral)

Receives all emergency and non-emergency calls for mental health services. Provides information on options available from the Health Department and other mental health groups. The **Crisis Intervention Unit** offers professional counseling services, 24 hours daily, for emergencies. Accepts Medicaid/Medicare and some private insurance.

Elmhurst Memorial Healthcare: Behavioral Health Services
1200 S. York Road, Elmhurst, IL 60126
(331) 221-4400
www.emh.org

Offers partial hospital program, Intensive Outpatient Treatment Program for adults who need psychiatric and/or chemical dependency treatment. Also provides, physiatrist, medication management, group level treatment and inpatient and outpatient counseling.

Family Shelter Service
605 E. Roosevelt Road, Wheaton, IL 60187
(630) 221-8290 (24-hour Hotline)

Provides a variety of services to victims of domestic violence. Programs include emergency shelter, individual and group counseling, services for children and teens, court and victim advocacy. All services are free of charge, offered in English and in Spanish and available to individuals regardless of their immigration status.

Gottlieb Geriatric Behavioral Health Unit
701 W. North Avenue, Melrose Park, IL 60160
(708) 538-4248
www.gottliebhospital.org

Short term in-patient treatment for those age 65 and older with mental health needs. Features comprehensive evaluation, treatment plan, therapies, medication management and encourages family participation.

Hamdard Center
228 E. Lake Street, Addison, IL 60191
(630) 860-9122 (24-hour Hotline)
(630) 835-1430

A multi-cultural agency focused on serving the Middle Eastern & South Asian communities as well as other vulnerable DuPage County residents. Services include counseling, Domestic Violence Emergency Shelter and transitional housing for victims of abuse, partner abuse intervention program, primary care services and case management, domestic violence support groups, translation and interpretation services, legal and immigration advocacy.

Lutheran Social Services
Behavioral Health Services
544 S. Cornell Avenue, Villa Park, IL 60181
(630) 993-0100 (accessible after hours)

Lutheran Social Service
for changing lives

Providing individual, family and group counseling, educational services, consultation with professionals and organizations and referral to specialized services. Sites in DuPage County include Villa Park, Downers Grove, Elmhurst, and Wheaton. Payment methods include private insurance, Medicare, and sliding scale fees.

Mental Health America of Illinois
70 E. Lake Street, Suite 900, Chicago, IL 60601
(312) 368-9070
www.mhai.org

Help is available...

Promotes the awareness and development of self-help and mutual aid groups through education, dissemination of information, and training and consultation.

Metropolitan Family Services DuPage
Senior Services Locations:
For all locations phone (630) 784-4800

- 222 E. Willow Avenue, Wheaton, IL 60187
- 209 N. York Road, Elmhurst, IL 60126
- 1999 W. 75th Street, Woodridge, IL 60517
- Americenter of Naperville, 27475 Ferry Road, Warrenville, IL 60555

Specialized consultation and counseling for older adults (age 60 and over) and for families who provide care for an older family member. Services are offered in the client's home or at any of the above locations. Issues commonly addressed are depression, anxiety, coping with changes, loss and grief, isolation, and challenges associated with giving care and support to an older parent or spouse. Psychiatric consultations and medication management are available when needed. Programs for grandparents raising grandchildren, including support groups are also available. Also offered are support groups and educational programs for caregivers. Medicare can be billed for some services. Contributions are welcomed and encouraged. No one is denied service for inability to pay. Call for an appointment.

National Alliance on Mental Illness - DuPage County (NAMI)
2100 Manchester Road, Building B, Suite 925, Wheaton, IL 60187
(630) 752-0066
www.namidupage.org

A non-profit organization dedicated to providing support, advocacy and education to improve the lives of individuals with a mental illness and their families.

Outreach Community Center
345 S. President Street, Carol Stream, IL 60188
(630) 260-7600
www.outreachcommunityministries.org

Engages older adults in activities to reduce isolation. Friendly Visiting Program matches older adults with a volunteer visitor one-on-one.

Outreach Community Counseling Center
336 E. Gundersen, Suite B, Carol Stream, IL 60188
(630) 871-2100

Counseling center provides family, individual and couple counseling. Needs addressed include anxiety, depression, anger, grief and loss, trauma and family conflict.

PACT, Inc.
750 Warrenville Road, Suite 300, Lisle, IL 60532
(630) 960-9700
(630) 960-9849 TDD
email: pact@pactinc.net
www.pactinc.net

Provides case management to include needs identification, individual service planning, service linkage and advocacy, for any individual who has a developmental disability residing in DuPage County regardless of age.

Samaritan Interfaith Counseling Center
1819 Bay Scott Circle, Suite 109, Naperville, IL 60540
(630) 357-2456
www.samaritancenter.org

Individual, marital, family and group therapy. Adult education classes. Fee subsidies available. Accepts Medicare and some insurance.

VNA HealthCare
400 N. Highland Avenue, Aurora, IL 60506
(630) 892-4355
www.vnahealth.com

Addresses the complex needs of home health care patients by linking mental and behavioral care with medical health services. Will complete both physical and mental status assessment. Can provide psychotherapy, cognitive therapy, stress management, addictions education, grief resolution and more.

YWCA Patterson & McDaniel Family Center
West Suburban Rape Crisis Hotline
55 East North Avenue, Glendale Heights, IL 60139
(630) 790-6600
(630) 971-3927 (24-hour rape hotline)

Provides assistance to victims of sexual assault. Educates about the effects of violence in our community and promotes general health and wellness through support services.

ADULT PROTECTIVE SERVICES

Many older adults and individuals with disabilities age 18-59 are at risk of abuse, neglect and financial exploitation. More than half of the abusers are their primary caregivers. The most common forms of abuse are Emotional (verbal assaults, threats, harassment or intimidation), Financial Exploitation, Neglect (a caregiver's failure to provide life's basis necessities) and Physical Abuse (infliction of physical pain or injury). DuPage County is designated by the Illinois Department on Aging to respond to all reports of suspected abuse for these populations. Adult Protective Service Workers advocate for victims and initiate agreed upon interventions to resolve the abusive situation. Interventions may include home health care, nutrition services, financial or legal assistance, court advocacy, Adult Day Services, housing assistance, respite for the caregiver, counseling for the victim and/or abuser, emergency assistance, or when needed, guardianship proceedings and/or nursing facility placement. Competent adults have the right to refuse assistance and victims sometimes thwart attempts to resolve a bad situation.

Some professionals are mandated reporters, as identified by the Adult Protective Services Act. These professionals are required to report the abuse or neglect of any older adult or adult with disabilities who are unable to report for themselves due to any type of dysfunction. For more information on the Adult Protective Services Act, go to **www.state.il.us/aging** and select Adult Protective Services.

Report abuse, neglect & exploitation of those 18 years to 59 with a disability or any person aged 60 and older.

All calls are confidential

(630) 407-6500 (8:00 a.m. – 4:30 p.m. M-F)
1-866-800-1409 (After Hours Hotline)

SUPPORT GROUPS FOR GRIEF AND BEREAVEMENT

No one is fully prepared for the loss of a loved one through separation, divorce or death. Each of us responds differently and heals in our own time. Relationships change, routines vary and the unexpected or unknown can leave us feeling helpless or fearful. The support groups listed below may help you find comfort and strength as your life moves forward. Call for more information on particular groups.

Cadence Health
Central DuPage Hospital
Life After Loss
25 N. Winfield Road, Winfield, IL 60190
(630) 933-4234
www.cadencehealth.org

Coping with Grief
Adventist St. Thomas Hospice
8230 S. Madison, Burr Ridge, IL 60521
(630) 856-6993

Fox Valley Volunteer Hospice
200 Whitfield Drive, Geneva, IL 60134
(630) 232-2233
www.fvvh.org
Grief Support Group of Vitas Hospice
(630) 268-6234
www.vitas.com/Illinois

Journey to Wholeness
Grief Support Group
Edward Hospital
Naperville Campus
(630) 527-5056 (Recording)

Life After Loss
Meadows of Glen Ellyn
60 N. Nicoll Avenue, Glen Ellyn, IL 60137
(630) 446-1527

Pathway to Wholeness Adult Grief Support
Family Centered Hospice
2171 Executive Drive, Suite 450, Addison, IL 60101
(630) 317-3300
1-888-320-3300 (toll-free)
www.familyhhs.com

HALFWAY HOUSES & SUBSTANCE ABUSE FACILITIES

Cornell Intervention
2221 64th Street, Woodridge, IL 60517
(630) 968-6477

Provides specialized substance abuse treatment services for adolescent and adult males in need of variable length of stay in-patient or out-patient care. The Twelve Step recovery program, a strong aftercare plan and a healthy environment allow clients to learn and practice sober living skills while examining their initial issues. Also has out-patient program for women.

Haymarket Center
932 W. Washington Boulevard, Chicago, IL 60607
(312) 226-7984
www.hcenter.org

Serves chemically dependent men and women and their families, including homeless and certain court-mandated offenders, through detox, (residential or out-patient) and other services. Fees are on a sliding scale. Medicaid, third-party reimbursement and private payment are accepted.

Linden Oaks Hospital
852 S. West Street, Naperville, IL 60540
(630) 305-5500
www.lindenoaks.org

Accepts both men and women. Clients must go through intake. Accepts private insurance, Medicare, and self-pay only. Length of stay varies. Performs detox and treats dual diagnosis.

Serenity House Counseling Services, Inc.
891 S. Rohlwing Road
Addison, IL 60101
(630) 620-6616
www.serenityhouse.com

Accepts both men and women. Clients referred by Share, Wayback, hospitals, Elgin Mental Health Center, etc. Sliding scale, length of stay is 3 months to one year. Clients must be clean and sober for two weeks, heroin free for 30 days. Programs include recovery homes, HIV program, out-patient counseling and classes for levels of DUI.

Wayside Cross Ministries
215 E. New York Street
Aurora, IL 60505
(630) 892-4239
www.waysidecross.org

Christian based residential treatment center. Accepts men only. Clients are referred by churches, word of mouth, and walk-ins. Need to work on premises. Six month program.

MORE HELP ON THE WEB

MentalHealth
Get the latest information on mental health problems and learn where to seek help.
www.mentalhealth.gov

Griefnet
Resources related to death, dying, bereavement, and major losses.
www.griefnet.org

CRISIS AND EMERGENCY

Crises and emergencies can occur when we least expect them. It is important to know where to go for assistance. The following agencies help identify and meet the varying needs for food, shelter, medical necessities and more. In the event of an emergency **www.protectdupage.org** will contain emergency public information. You can also tune into the College of DuPage radio station, **WDCB 90.9 FM**. It will remain on the air and provide public emergency information.

EMERGENCY PREPAREDNESS

DuPage County Office of Homeland Security and Emergency Management
418 N. County Farm Road, Wheaton, IL 60187
(630) 682-7925
www.protectdupage.org
www.facebook.com/protectdupage
www.twitter.com/protectdupage

The DuPage County Office of Homeland Security and Emergency Management (OHSEM) seeks to promote a safer, less vulnerable and more disaster-resilient county in which people can live, work and raise their families. This is accomplished by helping communities within DuPage County build their capacity to cope with natural and human-caused hazards and disasters. OHSEM helps to protect communities and citizens within DuPage County by coordinating and integrating all activities necessary to build, sustain and improve the capability to mitigate against, prepare for, respond to and recover from threatened or actual natural disasters, acts of terrorism, or other human-caused disasters.

The OHSEM External Affairs Unit is available to conduct emergency preparedness presentations to senior citizen groups, as well as any other organization interested in learning about how to prepare themselves for emergencies. To request a speaker, visit **www.protectdupage.org** and complete the Speaker Request Form.

Operation Helping Hand-Special Needs Registration
Offered by the Office of Homeland Security and Emergency Management, this program is designed to increase the safety of those residents of DuPage County who are most vulnerable to emergencies and disasters, including senior citizens, as well as residents who have disabilities or other access and functional needs. Residents or their caregivers can visit **www.protectdupage.org** and click the "Special Needs Registration" link to sign up for this free service. During large-scale emergencies, information in this database may be made available to first responder agencies.

DuPage County Health Department
111 N. County Farm Road, Wheaton, IL 60187
(630) 682-7400
www.dupagehealth.org

Offers a wide range of health services at locations throughout DuPage County. Information on health services in emergencies will be available at **www.protectdupage.org**, or by listening to **WDCB** radio at **90.9 FM**.

DISASTER AND EMERGENCY RELIEF AGENCIES

American Red Cross of Greater Chicago
2200 W. Harrison Street, Chicago, IL 60612
(312) 729-6100
www.redcross.org or **www.chicagoredcross.org**

Led by volunteers, this humanitarian organization provides relief to victims of disasters and helps individuals prevent, prepare for, and respond to emergencies. Assistance may include vouchers to purchase essentials (food, clothing, medicine, eyeglasses and home furnishings), and financial assistance for rent, medical bills, and utility deposits. Additionally, mental health workers are available to help individuals cope with the emotional aftermath of disasters.

Federal Emergency Management Agency (FEMA)
www.fema.gov

FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror. Visit **www.ready.gov** to learn how you can prepare for an emergency or disaster.

MENTAL HEALTH EMERGENCY

DuPage County Health Department
Crisis Intervention Unit
440 S. Finley Road, Lombard, IL 60148
(630) 627-1700 (24 hours daily)
(630) 221-7980 (non-emergency intake line)

Receives all emergency and non-emergency calls for mental health services. Provides information on options available from the Health Department and other mental health groups. The **Crisis Intervention Unit** offers professional counseling services, 24 hours daily, during emotional emergencies.

GENERAL ASSISTANCE

MOST TOWNSHIPS provide emergency financial assistance when available under the General Assistance Program to eligible residents for help with food, rent, utilities and medical needs. For a listing of the nine townships comprising DuPage County, See inside back cover.

FOOD PANTRIES are located at most townships, several churches, and other non-profit agencies throughout DuPage County and maintain a supply of food for individuals in need. When government commodities are available they are distributed through local food pantries to eligible residents. For locations, call **DuPage County Senior Services, (630) 407-6500.**

Addison Community Switchboard
193 W. Michael Lane, Addison, IL 60101
(630) 628-2698 – (630) 628-2699

Offers general emergency assistance to Addison families in need of food, clothing, medical, dental, housing and transportation services, as well as providing referral services for long-term assistance.

Catholic Charities
26 W. St. Charles Road, Lombard, IL 60148
1-800-941-8681 – 24 hrs for at risk or homeless clients
(630) 495-8008 (accessible after hours)
www.cc-doj.org

Emergency assistance and homeless prevention services are provided to individuals and families in crisis through information and referral, social services, advocacy, case management, and limited financial assistance. Also provides shelter, transitional housing, personal supportive housing, counseling, and adult day care.

catholic charities
Diocese of Joliet

Downers Grove FISH
(630) 964-7776

FISH is a volunteer network that provides a helping hand in emergency situations. Volunteers assist with local transportation through volunteer drivers, companionship and other helpful services. Serves residents of Darien, Downers Grove, Lisle, Westmont and Woodridge.

DuPage County Senior Services
(630) 407-6500

Financial assistance and case management services to assist seniors facing hardships. Emergency grants may be available to assist with prescriptions, utility payments, food, housing and other unmet needs.

HCS Family Services
Memorial Building
19 E. Chicago Avenue, Hinsdale, IL 60521
(630) 323-2500

Supportive services are provided to seniors in Burr Ridge, Clarendon Hills, Darien, Hinsdale, Oak Brook, Westmont and Willowbrook. Office is open from 8:00 A.M. to 4:30 P.M. weekdays and food pantry is open on Monday and Wednesday from 8:00 A.M. to 10:30 A.M. and Friday afternoon from 3:00 P.M. to 6:00 P.M. HCS is considered an outreach center for the Salvation Army Emergency Assistance community program. Also provides referrals to assist seniors applying for Medicaid, the Affordable Care Act (Obamacare), and SNAP (food stamps) benefits.

Love Christian Clearinghouse
P.O. Box 50, Clarendon Hills, IL 60514
(630) 512-8665
(630) 512-8675 (Fax)

Love INC
Love In the Name of Christ

Provides referrals to agencies and church volunteers to meet legitimate needs for food, clothing, shelter, furniture, friendship, budgeting, parenting, prayer, and unusual requests. Serves residents of Downers Grove Township, York and Addison Townships as well as the villages of Glen Ellyn, Lisle, and Woodridge.

Naperville Cares
618 W. 5th Avenue, Suite B, Naperville, IL 60563
(630) 369-0200
www.napervillecares.org
e-mail: volunteer@napervillecares.org

Provides financial assistance and resources to residents of Naperville. Commonly assists with rent and utilities, and connects people to resources and services that are available within the community.

Outreach Community Center
345 S. President Street, Carol Stream, IL 60188
(630) 260-7600
www.outreachcommunityministries.org

Offers counseling services and some financial assistance to individuals and families from Carol Stream. Fees are based on a sliding scale.

People's Resource Center
201 S. Naperville Road, Wheaton, IL 60187
(630) 682-5402

Serves DuPage County residents in need. Eligibility requires proof of address (current utility bill, lease, Medicaid document). A driver's license is NOT acceptable. Services include a food pantry and clothes closet, Homeless Prevention Program, emergency rent assistance for qualified residents, literacy program, job assistance, computer access and training, and art programs.

St. Vincent de Paul Thrift Stores

90 W. Lake Street	1014 N. Farnsworth Avenue	213 Main Street
Addison, IL 60101	Aurora, IL 60505	West Chicago, IL 60195
(630) 628-9008	**(630) 820-5370**	**(630) 562-4801**

Gently used clothing, furniture and other household items available at low cost. The very needy may receive vouchers for free items from DuPage County Community Services as well as from some other social services agencies and churches.

The Salvation Army
Divisional Headquarters, 5040 N. Pulaski Road, Chicago, IL 60630
(773) 725-1100

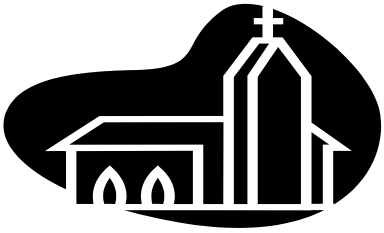
Provides emergency, short-term financial assistance to individuals and families. Contact divisional headquarters or **DuPage County Senior Services, (630) 407-6500** or **1-800-942-9412** for your local representative.

Sharing Connections Furniture Bank
5111 Chase Avenue, Downers Grove, IL 60515
(630) 971-0565
www.sharingconnections.org

Provides furniture, household items, appliances, beds, linens and electronics to individuals and families in need. Social service agency referral needed.

WALK-IN MINISTRIES may provide emergency assistance for gasoline, food, transportation, utilities, rent, car repairs, and prescriptions.

Elmhurst Walk-in Ministry
St. Peter's United Church of Christ
125 W. Church Street, Elmhurst, IL 60126
(630) 782-6006



Glen Ellyn Walk-in Ministry
First United Methodist Church
424 Forest Avenue, Glen Ellyn, IL 60137
(630) 469-2862

Hope's Front Door
1047 Curtiss Street, Room 610, Downers Grove, IL 60515
(630) 322-9803

Itasca Walk-in Ministry
336 W. Center Street, Itasca, IL 60143
(630) 467-0133

Lombard and Villa Park Walk-in Ministry
Outreach House - 1st Church of Lombard
220 S. Main Street, Lombard, IL 60148
(630) 693-0187

Serves the Lombard and Villa Park communities.

Feeding Northwest DuPage: Food Pantry & Emergency Assistance – Provides basic foods and emergency monetary assistance for housing utilities, medical care/prescriptions for those in need. Visit **www.feedingnwdupage.org** for more details.

Family in Faith Christian Church Mobile Market
1480 Bloomingdale Road, Glendale Heights, IL 60139
(630) 653-5030

Mobile food pantry from the Northern Illinois Food Bank is hosted here. Call for schedule.

Immanuel Presbyterian Church
29W260 Batavia Road, Warrenville, IL 60555
(630) 929-3923

Serves Winfield Township

Lutheran Church of the Master
580 Kuhn Road, Carol Stream, IL 60188
(630) 665-5188
(630) 375-7185 (voice mail)

Serves Carol Stream, Bloomingdale, Glendale Heights, Roselle and parts of Addison and Itasca (west of Route 53).

Resurrection Catholic Church
30W350 Army Trail Road, Wayne, IL 60184
(630) 289-2510 (during open hours)
(630) 375-7185 (voice mail)

Serves Bartlett, Hanover Park, Wayne and West Chicago (north of North Avenue).

St. Andrew United Methodist
250 North Gary Avenue, Carol Stream, IL 60188
(630) 653-7116

Serves Bloomingdale Township

St. Joan of Arc Catholic Church Walk-In Ministry
820 Division Street, Lisle, IL 60532
(630) 353-4522 (Telephone messages are picked up 7 days a week)

Serves parishioners of St. Joan of Arc, or residents within parish boundaries, or those that are homeless.

St. Mary's Catholic Church
163 Garden Street, West Chicago, IL 60185
(630) 293-4958 (during open hours)
(630) 375-7185 (voice mail)

Serves only West Chicago (south of North Avenue), Winfield and Warrenville.

SHELTERS

Catholic Charities/Hope House
26 W. St. Charles Road, Lombard, IL 60148
1-800-941-8681 (Crisis hotline)
Homelessness Prevention Program
(630) 495-8008
www.cc-doj.org

Shelter is provided for individuals and families who are homeless due to a crisis situation, such as job loss or divorce. Offers prevention counseling to help people avoid becoming homeless. Call for a phone intake.

DuPage P.A.D.S. (Public Action to Deliver Shelter)
705 W. Liberty Drive, Wheaton, IL 60187
(630) 682-3846 (Offices)
Client Service Center
703 W. Liberty Drive, Wheaton, IL 60187
(630) 682-8567 - 1-877-682-8567
www.dupagepads.org

Provides emergency shelter (including meals), support services and advocacy for people who are homeless. These programs are made possible through the support of individuals, groups, volunteers, and others. The overnight shelter is held in congregations throughout the county (sites change nightly) from 7:00 P.M. to 7:00 A.M. Client Services Center provides a hot lunch, job search assistance, medical and dental assistance, legal aid, and other helpful services.

Family Shelter Service
605 E. Roosevelt Road, Wheaton, IL 60187
(630) 469-5650 (24-hour crisis hotline)
(630) 221-8058 (TDD)

Emergency Shelter and 24 Hour hotline for victims of domestic abuse in DuPage. Offers counseling, support groups, and court advocacy. All services are free, confidential and offered to individuals in English and Spanish regardless of their immigration status.

Hamdard Center
228 E. Lake Street, Addison, IL 60191
(630) 835-1430
1-866-305-3933 (24-hour hotline)

Hamdard Center is a multi-cultural agency focused on serving the Middle Eastern and South Asian communities as well as other vulnerable DuPage County residents. Services include counseling, Domestic Violence Emergency Shelter and transitional housing for victims of abuse, partner abuse intervention program, parenting skills training, support groups, outreach to homebound residents, translation and interpretation services, legal and immigration advocacy.

Lake County Haven
P.O. Box 127, Libertyville, IL 60048
(847) 680-5408 (Client Services)
www.lakecountyhaven.org

A therapeutic home-like facility for homeless women age 18 and over, with or without children. Provides long term shelter, transitional housing and comprehensive case management for qualified clients.

Lifespring Ministry
517 College Avenue, Aurora, IL 60505
(630) 952-1104
www.waysidecross.org

Long term, transitional living program for homeless women and women with children who have lost their housing due to addiction, abuse or financial reasons.

EDUCATION

Adult education in colleges and universities offers innovative programming for the adult learner. Returning to an academic setting can be a rewarding experience. You may want to explore new career opportunities, earn a degree, stimulate and challenge your mind, meet interesting people, or just take a course for pleasure. Additionally, you can take advantage of the diverse athletic, cultural and social events that are scheduled throughout the year. These events and courses (also available through some high school districts) may be offered to older adults at no cost or reduced fees.

Libraries are also a source of educational and recreational opportunities for older adults. A listing of DuPage County libraries begins on the following page.

Please contact these resources directly if you have any questions, or need additional information.

COLLEGES

Benedictine University
Center for Lifelong Learning
5700 College Road
Lisle, IL 60532-0900
(630) 829-6000
www.ben.edu

College of DuPage
Continuing Education/Lifelong Learning
425 Fawell Boulevard
Building K, Room 165
Glen Ellyn, IL 60137-6599
(630) 942-2208
www.cod.edu

DePaul University
150 W. Warrenville Road
Naperville, IL 60563
(630) 548-9378
www.depaul.edu

Elmhurst College
Sixty Plus Program
190 Prospect Avenue
Elmhurst, IL 60126
(630) 617-3500
www.public.elmhurst.edu

Midwestern University
555 31st Street
Downers Grove, IL 60515
(630) 969-4400
www.midwestern.edu

National-Louis University
850 Warrenville Road
Lisle, IL 60532
(855) 658-4636
1-888-658-8632
www.nl.edu

North Central College
30 N. Brainard Street
Naperville, IL 60540
(630) 637-5100
www.northcentralcollege.edu

Wheaton College
501 E. College Avenue
Wheaton, IL 60187
(630) 752-5000
www.wheaton.edu

ELDERHOSTEL/ROAD SCHOLAR

Road Scholar is the name for the educational programs developed and offered by Elderhostel. A nonprofit organization, Road Scholar offers an expansive range of topics, formats and locations, across the U.S., in 150 countries and on ships and sailing vessels on waterways throughout the world. Individuals 55 years of age and older, their spouse of any age, or companions who are at least 50 are welcome to participate. A limited number of scholarships are available for programs within the United States. Catalogs can be mailed by request and are available in every public library in the United States.

Illinois Elderhostel
11 Avenue de Lafayette
Boston, MA 02111
1-800-454-5768
www.roadscholar.org

LIBRARIES

In addition to their general services, libraries offer special interest programming for all age groups. Senior citizens may have the opportunity to participate in book discussion groups and/or informational seminars on gardening, healthcare, financial planning, retirement and travel. Special services include access to books and other materials in recorded form or in Braille for the blind and physically handicapped, as well as outreach programs for the benefit of homebound patrons.

♥ **Caregiver Affiliate Resource Library:** Maintains a selection of books, videos, etc. targeting caregivers and provides meeting space for trainings and support groups.

ADDISON

Addison Public Library
4 Friendship Plaza
Addison, IL 60101-2499
(630) 543-3617
www.addisonlibrary.org

AURORA

Eola Road Branch Library
555 S. Eola Road
Aurora, IL 60504
(630) 264-3400
www.aurorapubliclibrary.org

BARTLETT

Bartlett Public Library
800 S. Bartlett Road
Bartlett, IL 60103
(630) 837-2855
www.bartlett.lib.il.us

BENSENVILLE

Bensenville Community Public Library
200 S. Church Road
Bensenville, IL 60106
(630) 766-4642
www.bensenville.lib.il.us

BLOOMINGDALE

Bloomingdale Public Library
101 Fairfield Way
Bloomingdale, IL 60108
(630) 529-3120
www.mybpl.org

CAROL STREAM

Carol Stream Public Library
616 Hiawatha Drive
Carol Stream, IL 60188
(630) 653-0755
www.cslibrary.org

CLARENDON HILLS

Clarendon Hills Public Library
7 N. Prospect Avenue
Clarendon Hills, IL 60514
(630) 323-8188
www.clarendonhillslibrary.org

DARIEN

♥Indian Prairie Public Library
401 Plainfield Road
Darien, IL 60561
(630) 887-8760
www.ippl.info

DOWNERS GROVE

Downers Grove Public Library
1050 Curtiss Street
Downers Grove, IL 60515
(630) 960-1200
www.downersgrovelibrary.org

ELMHURST

Elmhurst Public Library
125 S. Prospect Avenue
Elmhurst, IL 60126
(630) 279-8696
www.elmhurstpubliclibrary.org

GLENDALE HEIGHTS

Glenside Public Library
25 E. Fullerton Avenue
Glendale Heights, IL 60139
(630) 260-1550
www.glensidepld.org

GLEN ELLYN

♥Glen Ellyn Public Library
400 Duane Street
Glen Ellyn, IL 60137
(630) 469-0879
www.gepl.org

HANOVER PARK

Hanover Park Branch Library
1266 Irving Park Road
Hanover Park, IL 60133
(630) 372-7800
www.schaumburglibrary.org

Sonya Crawshaw Branch Public Library
4300 Audrey Lane
Hanover Park, IL 60133
(630) 372-0052
www.poplarcreek.lib.il.us

HINSDALE

Hinsdale Public Library
20 E. Maple Street
Hinsdale, IL 60521
(630) 986-1976
www.hinsdalelibrary.info

ITASCA

Itasca Community Library
500 W. Irving Park Road
Itasca, IL 60143
(630) 773-1699
www.itascalibrary.org

LISLE

Lisle Library District
777 Front Street
Lisle, IL 60532
(630) 971-1675
www.lislelibrary.org

LOMBARD

Helen M. Plum Memorial Library
110 W. Maple Street
Lombard, IL 60148
(630) 627-0316
www.helenplum.org

NAPERVILLE

Naper Boulevard Library
2035 S. Naper Boulevard
Naperville, IL 60565
(630) 961-4100
www.naperville-lib.org

♥Nichols Library
200 W. Jefferson Avenue
Naperville, IL 60540
(630) 961-4100
www.naperville-lib.org

95th Street Library
3015 Cedar Glade Drive
Naperville, IL 60564
(630) 961-4100
www.naperville-lib.org

OAK BROOK

Oak Brook Public Library
600 Oak Brook Road
Oak Brook, IL 60523
(630) 368-7700
www.oak-brook.org/library

ROSELLE

♥Roselle Public Library
40 S. Park Street
Roselle, IL 60172
(630) 529-1641
www.roselle.lib.il.us

VILLA PARK

Villa Park Public Library
305 S. Ardmore Avenue
Villa Park, IL 60181
(630) 834-1164
www.villapark.lib.il.us

WARRENVILLE

Warrenville Public Library
28W751 Stafford Place
Warrenville, IL 60555
(630) 393-1171
www.warrenville.com

WEST CHICAGO

♥West Chicago Public Library
118 W. Washington Street
West Chicago, IL 60185
(630) 231-1552
www.westchicago.lib.il.us

WESTMONT

Westmont Public Library
428 N. Cass Avenue
Westmont, IL 60559
(630) 969-5625
www.westmontlibrary.org

WHEATON

Wheaton Public Library
225 N. Cross Street
Wheaton, IL 60187
(630) 668-1374
www.wheatonlibrary.org

WINFIELD

♥Winfield Public Library
0S291 Winfield Road
Winfield, IL 60190
(630) 653-7599
www.winfield.lib.il.us

WOOD DALE

Wood Dale Public Library
520 N. Wood Dale Road
Wood Dale, IL 60191
(630) 766-6762
www.wooddalelibrary.org

WOODRIDGE

Woodridge Public Library
3 Plaza Drive
Woodridge, IL 60517
(630) 964-7899
www.woodridgelibrary.org

Illinois Talking Book Outreach Center
C/O DuPage Library System
125 Tower Drive
Burr Ridge, IL 60507
1-800-426-0709

Free library service for anyone unable to comfortably read standard print due to a visual or physical impairment. Materials are delivered to eligible readers by mail (postage free). Audio machines are available also as well as access to downloadable books and magazines 24/7. Applications are accepted at Talking Book Centers, Illinois public libraries, or online at **www.ilbph.org**.

ADDITIONAL OPPORTUNITIES

Retro-Tech Inc. 625 W. Main Street Peoria, IL 61606 **(309) 682-0675** **www.retro-tech.org**	Provide recycled and repaired computers to low income physically, challenged, seniors and students in need. Applications available online. Must be able to pick up or pay for home delivery. Also maintains an outlet store for the general public to purchase refurbished electronics.

EMPLOYMENT AND VOLUNTEER

Many older adults continue to work past retirement. Currently, the average life expectancy for those who reach age 65 in the United States is 84. If you consider taking early retirement as allowed by Social Security at age 62, will you have the financial resources to support yourself for 20 or more years?

Why keep working?

- Almost half of homeowners over age 62 have a mortgage
- Many have not successfully saved enough to maintain the same lifestyle
- Waiting to take Social Security until age 70 can boost those earnings significantly
- Some retirees suffer depression as a result of the lack of routine and purpose once they stop working
- Work prevents isolation and can provide socialization and mental stimulation
- Working can keep you mentally and physically healthy
- Once a person begins collecting Social Security and other retirement income, they may have the option to begin a new career based on interest rather than income

Volunteering can also offer the opportunity to remain active and engaged, and allows retirees to utilize and contribute the skills they have gained over a lifetime. Churches, schools, hospitals, nursing facilities and other service agencies often rely on volunteers who are willing to give their time and share their expertise.

The following resources assist older adults who wish to obtain meaningful employment, make a career change or find an enriching volunteer opportunity.

EMPLOYMENT OPPORTUNITIES

Illinois Department of Employment Security (IDES)
Has a three-fold mission:

- Provide employment services to all Illinoisans utilizing technology and coordinated efforts within a statewide network of employment centers. Performs outreach efforts to link employers with job seekers. Special services are geared to address the needs of older workers and veterans.
- Collects and analyzes employment and unemployment data, occupational and wage statistics to assist in development of public policy
- Efficiently administers and monitors Unemployment Insurance benefits.

Not all services are available at the local offices listed below. For further assistance, visit **www.ides.illinois.gov** or call **1-800-244-5631**, **1-866-322-8357 (TTY)**

North Aurora – 2 Smoke Tree Plaza
Elgin – 30 DuPage Court
Lisle - 2525 Cabot Drive
Maywood – 1701 S. 1st Avenue, Suite 10

workNet **DuPage Career Center**
2525 Cabot Drive, Suite 302
Lisle, IL 60532
(630) 955-2030
(630) 955-2098 (TDD)
www.worknetdupage.org

A partnership of DuPage County Workforce Development Division, College of DuPage, Illinois Dept. of Employment Security, Parents Alliance Employment Project, National Able Network and the Illinois Dept. of Human Services(DHS) and Division of Rehab Services(DRS) striving to help people get back to work. Services include:

- Job Search Resource Room with internet access, fax and job search resources
- Workshops such as Job Search Boot Camp, Job Search Strategies, etc.
- Job Club
- Career Assessment
- Occupational Training Grants
- Youth Services including paid internships and training scholarships

Senior Community Service Employment Program

The Senior Community Service Employment Program is a federally funded employment program designed to assist the mature worker (age 55+) in re-entering the job market. It operates under a grant from the U.S. Department of Labor. Participants build skills and self-confidence working part-time for community service organizations. Apply through one of these offices:

Northeastern Illinois Area Agency on Aging
245 W. Roosevelt Road, Bldg. 6
West Chicago, IL 60185
(815) 939-0727, or **1-800-528-2000**
www.ageguide.org

Jewish Vocational Services
10 E. 22nd Street
Lombard, IL 60148
(630) 261-9324

VOLUNTEER OPPORTUNITIES

DuPage County Long Term Care Ombudsman Program
421 N. County Farm Road, Wheaton, IL 60187
(630) 407-6500

This program provides advocacy for residents of long term care facilities. Volunteers visit local nursing homes to provide socialization for residents, as well as advocate for their rights. Volunteers may be friendly visitors as well as assist with complaint investigations. For more information, contact **DuPage County Senior Services** at the number above.

DuPage County Money Management Program
421 N. County Farm Road, Wheaton, IL 60187
(630) 407-6500

Volunteers are trained and supervised to assist seniors having difficulty managing their money. A component of the Community Care Program, these services are also available to victims of abuse. Volunteers will help organize papers, establish a budget, pay bills and balance a checkbook. For more information, see page CS-3 or call **DuPage County Senior Services** at the number listed.

DuPage Senior Citizens Council (DSCC)
1990 Springer Drive, Lombard, IL 60148
(630) 620-0804
www.dupageseniorcouncil.org

Volunteer opportunities are available to deliver meals to the homebound elderly, assist at Senior Dining Centers, help in spring and fall with Chore Days, or other activities that benefit older adults. Volunteers ensure that DSCC programs are available to all DuPage County seniors in need. See **NUTRITION** page 103.

Giving DuPage
421 N. County Farm Road, Wheaton, IL 60187
(630) 407-6500
1-800-942-9412
(630) 407-6502 (TDD)
www.givingdupage.org

This program encourages giving and volunteering in DuPage County. It assists individuals seeking volunteer opportunities by providing referrals to local agencies who can utilize their talents and skills. Giving DuPage also publishes an Annual Giving Guide. For more information, go to **www.givingdupage.org**.

In-Home Senior Respite Program
Metropolitan Family Service DuPage County
222 E. Willow Avenue, Wheaton, IL 60187
(630) 784-4875
www.metrofamily.org

Volunteers are recruited, trained and supervised to offer respite to family caregivers and companionship for the care recipient. Volunteers typically provide three hours of respite, and do not perform any medical or professional services. See page 58 for more details.

Hospice volunteers provide valuable services to persons and families dealing with the end-of-life process. Responsibilities can include: listening as a patient shares memories, feelings, fears, filling in to give a family caregiver short, needed respite, offering families reassurance and comfort, providing administrative support in the offices, running errands, performing light housekeeping chores, visiting patients in nursing homes or taking a patient on an outing. For a list of hospice providers in the area, see page 62.

Hands On Suburban Chicago (HOSC)
Retired and Senior Volunteer Program (RSVP)
2121 S. Goebbert Road, Arlington Heights, IL 60005
(847) 228-1320
www.volunteerinfo.net

HOSC inspires, equips and mobilizes people to volunteer and take action to support their communities. HOSC recruits and places volunteers with non-profits in need of help and trains non-profit staff in volunteer and non-profit management. Serves 45 towns and villages in North and Northwest suburbs of Chicago.

Service Corps of Retired Executives (SCORE)
1444 N. Farnsworth, Room 504, Aurora, IL 60505
(630) 375-6026
www.scorefoxvalley.org

Volunteer organization of successful business people who provide free assistance to small businesses and to those considering starting a business. SCORE counseling sites in DuPage County include Aurora, Bloomingdale, Elmhurst, Lisle, Naperville and Wheaton, and can be accessed through local Chamber of Commerce offices.

Senior Health Insurance Program (SHIP)
Illinois Department on Aging
One Natural Resources Way, Suite 100
Springfield, IL 62702-1271
(800) 252-8966
www.illinois.gov/aging/ship

Staff and volunteer counselors are trained to educate consumers about Medicare, Medicare supplements, Part D plans, Medicare HMOs, long term care insurance, Medicaid and other senior health insurance options. They can also assist in filing Medicare claims and help investigate disputes. Counselors must be affiliated with a sponsoring organization. These sponsors provide office space and support services. SHIP counselors do NOT sell or solicit any type of insurance. For more information, and local sites, call **DuPage County Senior Services** at **(630) 407-6500.**

FEDERAL, STATE and LOCAL BENEFITS

Federal, state and local governments provide a variety of benefits for residents. These benefits can include income, insurance, nutrition assistance, utility assistance, etc. Eligibility standards vary by program. Listed below are some of the major benefits available. For additional resources for financial assistance, please refer to the following sections: **VETERANS' BENEFITS, TAX RELIEF AND SERVICES, and PRESCRIPTION DISCOUNTS.**

FEDERAL BENEFITS

Social Security is the largest financial assistance program serving those who are retired, disabled or surviving spouses and children. This program benefits almost every American family through the following plans:

- **Retirement Benefits –** Most individuals who work pay taxes to fund Social Security benefits. At Full Retirement Age (FRA) Social Security pays, on average, about 40% of the earner's wage. In 2003 the age at which an individual could receive full benefits changed. For example, those born before 1938 can collect at age 65. Those born later are on a graduated scale. People born in 1960 or later will not reach FRA until age 67. A reduced benefit can be available at age 62. To maximize benefits, waiting until age 70 will increase the benefit by 7% for each year beyond FRA. Social Security was not intended to be the sole source of income for retirees so it is important to prepare for retirement with other pensions, savings and investments. For detailed information or to view your own benefit information long onto **www.ssa.gov**.

- **Disability Benefits (SSDI)** – Those who cannot work due to a physical or mental condition that is expected to last at least one year or result in death, before age 65, may be eligible to receive Social Security Disability Income (SSDI). Social Security eligibility guidelines differ from other agencies or private plans and the application process can be lengthy. It is important to apply as soon as possible at **www.ssa.gov/applyfordisability**.

- **Survivors Insurance** – Upon the death of a spouse or parent, an individual may be eligible to collect Social Security income based on the work record of the deceased. Spouses who can be considered are a widow or widower age 60 or older or 50 and older with a disability, or caring for a child who is under age 16 or disabled. To receive their own benefits, eligible children include those under age 18 or between 18 and 19 but in elementary or

secondary school full time or those who are severely disabled, age 18 or older and the disability began before age 22.

- **Supplemental Security Income (SSI)** - Provides a minimum monthly income for those who are aged, blind or disabled who may not qualify for regular Social Security income. An individual who has never worked may be eligible to collect these benefits if they have very limited income and assets.

Social Security provides a very helpful website, **www.ssa.gov**. Here you can log on and create your own account and browse your projected earnings or file applications for benefits.

Medicare, and other benefits of the **Affordable Care Act (ACA),** provide federal insurance coverage or subsidies for individuals of all ages depending on eligibility. See the section titled **INSURANCE** for further details of these programs.

SOCIAL SECURITY LOCAL OFFICES

Hours: Mon, Tues, Thurs, Fri, 9:00 a.m. – 3:00 p.m. Wed, 9:00 – 12:00 noon

1325 N. Lake Street Aurora, IL 60506 **1-877-274-5412**	Services residents of: Aurora, Carol Stream, Eola, Fox Valley, Naperville Warrenville, West Chicago, Wheaton and Winfield.
230 W. Lake Street Bloomingdale, IL 60108 **1-877-845-1577**	Services residents of: Addison, Bensenville, Bloomingdale, Elmhurst Itasca, Lombard, Medinah, Oakbrook Terrace, Roselle, Villa Park, Wayne and Wood Dale.
7440 Providence Drive Woodridge, IL 60517 **1-866-303-2724**	Services residents of: Burr Ridge, Clarendon Hills, Darien, Downers Grove Glen Ellyn, Glendale Heights, Hinsdale, Lisle, Oak Brook, Westmont, Wilowbrook, and Woodridge.
790 Fletcher Drive Elgin, IL 60123 **1-877-405-0435**	Services residents of: Bartlett, Hanover Park, Ontarioville and Streamwood.

SOCIAL SECURITY ADMINISTRATION
1-800-772-1213 (Toll-Free), 1-800-325-0778 (TTY)

Automated information is available 24 hours a day. To speak to a service representative, call between the hours of 7:00 a.m. – 7:00 p.m., Monday through Friday, or visit the official web site at **www.ssa.gov**.

STATE BENEFITS

Listed below you will find programs offered by the State of Illinois along with some federal programs administered by the state. **Medicaid**, both state and federally funded, is discussed in the **INSURANCE** section of this directory.

Illinois Department on Aging
One Natural Resources Way, Suite 100, Springfield, IL 62702-1271
1-800-252-8966
www.state.il.us/aging

The **Benefit Access Program** provides the Seniors Free Transit Ride, The Persons with Disabilities Free Transit Ride, and the Secretary of State License Plate Discount. See page 125 in the **Transportation** section for eligibility and additional information.

Illinois Department of Human Services – Family Community Resource Center
146 W. Roosevelt Road, Suite 2, Villa Park, IL 60181
(630) 530-1120
(630) 530-1135 (TDD)
Change Report Line: 1-800-720-4166 (Bureau of Customer Support)
www.dhs.state.il.us

The State of Illinois provides the following assistance programs (state and federally funded), administered by the **Illinois Department of Human Services – Family Community Resource Center. IDHS** determines initial and on-going eligibility for the following types of assistance:

- **SNAP – Supplemental Nutrition Assistance Program – "Food Stamps"** Administers this nutrition program for the U.S. Department of Agriculture. Benefits are provided through the Illinois Link Card, accepted at most grocery stores, used instead of cash to purchase certain food items. The Link Card can also be used to pay for Home Delivered Meals.

- **State Supplemental Payments (SSP) / AABD** - Provides cash assistance that supplements SSI (page 33) to the aged, blind or disabled who have incomes that are insufficient to meet basic needs based on state established standards. Eligibility is based on income, assets and need.

- **TANF (Temporary Assistance to Needy Families)** - Provides temporary monthly income to women who are pregnant or families with children under age 19 who have insufficient income to meet their basic needs based on state established standards. Eligibility is based on income, assets, and agreement

to participate in work/training efforts, if appropriate. Grandparents raising grandchildren may be eligible for this benefit.

"Quick Answer System" is an automated help line provided by IHDS to its clients and providers. Public assistance clients call **1-800-843-6154**, or **1-800-447-6404 TTY** to check case status, availability of grants, food stamps, etc.

ENERGY AND WEATHERIZATION ASSISTANCE

DuPage County Community Services
421 N. County Farm Road, Wheaton, IL 60187
(630) 407-6500
1-800-942-9412

Low Income Home Energy Assistance Program (LIHEAP) – A federal program administered by local agencies. It provides a one-time yearly benefit to low-income households for gas and or electric bills. An overdue bill or disconnect notice is not required. Emergency assistance may be available if your household has a disconnect notice from your gas or electric supplier, a fuel supplier has refused to deliver; and for homeowners whose furnace is non-operational or unsafe to operate.

Illinois Home Weatherization Assistance Program (IHWAP) - Provides a diagnostic test to income eligible households to aid in lowering the cost of utilities. Energy saving measures provided may include sealing cracks, insulating walls and attics, as well as weather stripping, caulking and repairing windows and doors. IHWAP checks each furnace for safety and efficiency. Smoke detectors and carbon monoxide detectors are installed in homes without them. Households who qualify for LIHEAP are automatically eligible for Weatherization. Accommodations are available to assist the homebound apply.

ComEd CARE (Customers' Affordable, Reliable Energy) – Offers a variety of programs subject to available funding.

- **Residential Hardship** may be available to customers suffering an identifiable hardship due to job loss, illness, disability or as an older adult. Eligibility guidelines apply up to $2,431 for a single person in 2014-2015. The program is subject to change or cancellation. For current details and availability, call **DuPage County Energy Assistance** at **(630) 407-6500,** or toll free at **1-800-942-9412.**
- **CHAMP (ComEd Helps Activated Military Personnel)** Deployed members of the U.S. Armed Forces, National Guard or Reserves and honorably discharged personnel may apply for this program. Benefits can include bill payment, deferred billing arrangements, extended due date, cancellation of late charges, deposit reduction or budget payment plan options. To apply for **CHAMP**, please contact **ComEd** at **1-888-806-2273**.

Nicor Gas Sharing Program
1S415 Summit
Villa Park, IL 60181
(630) 629-3044

Administered by the Salvation Army, the Nicor Gas Sharing Program provides one-time annual grants to residential customers who are income eligible. Applicants must be ineligible for LIHEAP.

LOCAL BENEFITS

Townships - DuPage County townships provide various forms of assistance to residents, including the administration of the General Assistance Fund, Emergency Assistance (not mandatory) and special services and programs for older adults. These may include, but are not limited to, information and referral, health screenings, an on-site food pantry, a Senior Dining Center, 55 Alive/Mature Driving, transportation, and more. Township staff and/or volunteers assist in the preparation of income tax forms and complete applications for residents applying for federal, state and/or local benefits. Senior Centers (page 113), offering residents' social and recreational opportunities, are available through most townships. See inside back cover for township locations and contact information.

MORE HELP ON THE WEB

Benefits Check Up

Identifies public benefits to help with everyday expenses, such as food, utilities and medical care.
www.benefitscheckup.org

BenefitsLink

Resources on pensions, health insurance, and taxation of benefits.
www.benefitslink.com

Catholic Charities

Provides multiple social services programs including counseling, financial assistance, transitional housing, etc.
www.cc-doj.org

HEALTH, MEDICAL, AND DENTAL

Healthcare needs, including dental, differ greatly from person to person. Services and resources to meet those needs are vast. This section highlights many of the more predominant resources and provides a wealth of websites from which more information can be gathered.

HOSPITALS

Hospitals offer comprehensive health care services that may include general and acute medical/surgical services, geriatric assessments, diagnostics, outpatient treatment, behavioral health care and rehabilitative services. Additional services include, but are not limited to, physician referral, support services for families as well as patients and wellness programs.

Adventist Bolingbrook Hospital
500 Remington Road
Bolingbrook, Il 60441
(630) 312-5000

Adventist GlenOaks Hospital
701 Winthrop Avenue
Glendale Heights, IL 60139
(630) 545-8000
(630) 856-7500 (Physician Referral)

Adventist Hinsdale Hospital
120 N. Oak Street
Hinsdale, IL 60521
(630) 856-9000
(630) 856-7500 (Physician Referral)

Advocate Good Samaritan Hospital
3815 Highland Avenue
Downers Grove, IL 60515
(630) 275-5900
1-800-323-8622 (Physician Referral)

Alexian Brothers Medical Center
800 Biesterfield Road
Elk Grove Village, IL 60007
(847) 437-5500
1-866-253-9426 (Physician Referral)

Cadence Health
Central DuPage Hospital
25 N. Winfield Road
Winfield, IL 60190
(630) 933-1600
(630) 933-4234 (Physician Referral)

Delnor Hospital
300 Randall Road
Geneva, IL 60134
(630) 208-3000
(630) 208-3993 (Physician Referral)
(630) 933-4234

Edward Hospital
801 S. Washington Street
Naperville, IL 60540
(630) 527-3000
(630) 527-3641 (Physician Referral)

Elmhurst Memorial Hospital
155 E. Brush Hill Road
Elmhurst, IL 60126
(331) 221-1000
(331) 221-2273 (Physician Referral)

Hines, Edward Jr. VA Hospital
5000 S. 5th Avenue or,
5th Avenue and Roosevelt Road
Hines, IL 60141-5000
(708) 202-8387

Johnson R. Bowman Health Center for the Elderly
710 S. Paulina Street
Chicago, IL 60612
(312) 942-7000
Specializes in geriatric health care and rehabilitation.

Linden Oaks Hospital at Edward
852 S. West Street
Naperville, IL 60540
(630) 305-5500
Full service psychiatric facility.

Loyola University Medical Center
2160 S. First Avenue
Maywood, IL 60153
(708) 216-9000
(708) 327-3627 (Physician Referral)
(708) 216-4030 (TDD)

Marianjoy Rehabilitation Hospital
26W171 Roosevelt Road
Wheaton, IL 60187
(630) 909-8000
(630) 909-8015 (TDD)

Provena Mercy Medical Center
1325 N. Highland Avenue
Aurora, IL 60506
(630) 859-2222
1-877-737-4636 (Physician Referral)

Rush-Copley Medical Center
2000 Ogden Avenue
Aurora, IL 60504
(630) 978-6200
(630) 978-6700 (Physician Referral)

St. Alexius Medical Center
1555 Barrington Road
Hoffman Estates, IL 60169
(847) 843-2000
1-866-253-9426 (Physician Referral)

Medicare patients can compare hospitals and view important data about the safety of care at www.healthcare.gov/compare.

Do you have a complaint about care in a hospital?

The Joint Commission

An independent, not-for-profit organization, The Joint Commission accredits and certifies more than 20,500 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. The Joint Commission may help address complaints about health care organizations. To file a complaint, email: **complaint@jointcommission.org**, fax to **(630) 792-5636**, or mail to:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

MEDICAL RESOURCES

Access DuPage
511 Thornhill Drive, Suite E
Carol Stream, IL 60188
(630) 510-8720

Assists eligible people without health insurance find a "medical home" from which to receive primary care medical services. Access DuPage links applicants with primary care physicians, the DuPage Community Clinic, and a prescription benefit. Applicants must be residents of DuPage County for at least 60 days; be between the ages of 19 and 64; have a household income at or below 200 percent of Federal Poverty Level and be ineligible for other health insurance programs (Medicaid, Medicare, or ACA Marketplace insurance plans.)

DuPage Community Clinic

1506 E. Roosevelt Road
Wheaton, IL 60187
(630) 682-0639

422 N. Cass Avenue
Westmont, IL 60559
(630) 963-4101

Primary medical care for residents of DuPage County who have low incomes and no medical insurance, including Medicaid and Medicare. Donation requested. Medical Clinic patients must first apply to **Access DuPage** by calling **(630) 510-8720**.

Public Health Centers

www.dupagehealth.org

Central Public Health Center
111 N. County Farm Road
Wheaton, IL 60187
(630) 682-7400

East Public Health Center
1111 E. Jackson Street
Lombard, IL 60148
(630) 682-7400

North Public Health Center
1111 W. Lake Street
Addison, IL 60101
(630) 682-7400

Southeast Public Health Center
422 N. Cass Avenue
Westmont, IL 60559
(630) 682-7400

West Chicago Office
245 W. Roosevelt Road
Community Health Services
Building 14, Suite 148
(630) 682-7400

Mental Health Services
Building 15, Suites 101 & 107
West Chicago, IL 60185
(630) 682-7400

DuPage County Health Department (DCHD)
111 N. County Farm Road
Wheaton, IL 60187
(630) 682-7400
www.dupagehealth.org

Offers individuals, families and community groups, services that focus on preventing illness, protecting and promoting health. The staff, consisting of public health nurses, dental hygienists, nutritionists, and health educators, provides individual consultation, screening, clinic services and educational programs to county residents. Services include: Behavioral Health, Dental Services, Immunizations, Family Health, Disease Control, Prevention Efforts and more.

DuPage County Community Services
Medical Assistance Program
421 N. County Farm Road
Wheaton, IL 60187
(630) 407-6500 or 1-800-942-9412
(630) 682-6502 (TDD)

Provides limited financial assistance for medical fees, prescriptions and supplies. Client's income cannot exceed 125% of poverty to receive funds. Client cannot have private or work related health insurance, Medicare Supplemental Insurance, or Medicaid. Exceptions may apply for services or prescriptions that are expressly prohibited from insurance coverage. Must show proof of 90-day income, and be a DuPage County resident.

Hamdard Center Medical Clinic
228 E. Lake Street, Addison, IL 60101
630-835-1430

Offers medical services including general primary care, screenings, family planning, immunizations, behavioral health and treatment, cardiology, endocrinology and other specialties. Accepts Medicare, Medicaid and private insurance.

VNA Health Care
Aurora, 400 N. Highland Avenue
(630) 892-4355

Bensenville, 28 N. York Road
630-892-4355

Bolingbrook, 396 Remington Blvd., Suite 230
(630) 892-4355

Carol Stream, 350 S. Schmale Road, Suite 150
(630) 892-4355

Health Center services at four community health center locations. Wellness and annual preventive services for adults, care for chronic diseases such as diabetes and high blood pressure, complete gynecological care, well child visits, school physicals and immunizations, and sick care treatment for children and adults.

FAMILY HEALTH CENTERS

Access Addison Family Health Center
1111 W. Lake Street
Addison, IL 60101
(630) 628-1811

Access West Chicago
Family Health Center
245 W. Roosevelt Road
Building 14, Suite 150
West Chicago, IL 60185
(630) 293-4124

Access Martin T. Russo
Family Health Center
245 S. Gary Avenue, Lower Level
Bloomingdale, IL 60108
(630) 893-5230

Provide primary care, not urgent care, to everyone regardless of ability to pay, immigration status, age, etc. Referrals are made to specialists. The clinic accepts Medicare, All Kids, Family Care, and Access DuPage. Uninsured patients will have a sliding fee cost per visit. Fees are requested at time of visit, but will be billed if patient is not able to pay. Appointments are required along with proof of address, income, and picture identification.

HOUSE CALLS

Alegis Care
1340 S. Damen, Suite 400
Chicago, IL 60608
1-877-663-1333 - DuPage
www.alegiscare.com

Serves east DuPage County. Specializes in providing comprehensive medical care in the convenience of your home. Is equipped with the latest technology to provide a full range of diagnostic services and treatments including traditional primary care, wound management and surgical debridement, podiatry, x-ray, EKG ultrasound, lab work, and pulse oximetry. Visits are covered by Medicare and most private insurance.

Doctor at Home
803 E. Higgins Road, Suite, 113A
Schaumburg, IL 60173
(224) 653-9000 – 24/7 Answering Service
www.drathome.com

Board certified physicians and medical assistants coming right to your home to make you well and keep you healthy. We use the latest medical and diagnostic technology combined with listening, caring and hands on comfort.

HomeCare Physicians
1800 N. Main Street, Second Floor
Wheaton, IL 60187
(630) 614-4960
www.cadencephysiciangroup.com

Offers medical services for the homebound patient and works with patients and caregivers to optimize their quality of life. This care has been shown to prevent unnecessary and costly ambulance trips, emergency department visits, hospitalizations and premature nursing home placement. Services provided are: physician home visits; decubitus ulcer care/debridement; tracheotomy tube changes, gastrostomy tube changes; electrocardiograms, pulmonary function testing, pulse oximetry, and lab services. Medicare and Medicaid accepted. Services are provided to homebound patients that live in the Central DuPage Hospital community. To view the area they serve, go to their website, or call the phone number listed above.

MD at Home
1100 W. Cermak Road, Suite C-500
Chicago, IL 60608
(312) 243-2223
www.866mdathome.com

Provides in-home medical care (non-life-threatening) for homebound and elderly patients in ten counties including DuPage. Acts as a stopgap for patients who, for a variety of reasons, cannot be transported to a physician's office or an urgent care center. Services include x-rays, blood work, EKG's, medicine and other supplies. Private insurance, and Medicare are accepted.

PARISH NURSE PROGRAM

CNS Home Health and Hospice
690 E. North Avenue
Carol Stream, IL 60188
(630) 665-7000

Parish nurses are registered nurses that assess the emotional, physical and spiritual needs of church members. They offer educational programs that promote health and wellness, arrange for medical equipment in the home, discuss personal health concerns and make hospital and home visits. Parish nurses do not provide "hands on" care. Parish nursing helps bridge the gap between faith community members and medical providers. Call for information on how to locate or start a Parish Nurse Program in your church.

For a comprehensive list of home health agencies in DuPage County, call Senior Services at **(630) 407-6500** or visit our website at **www.dupageco.org/seniorsvcs.** To review a comparison of Medicare certified home health agencies, visit **www.medicare.gov/quality-case-finder.**

HEALTH ORGANIZATIONS

Through a variety of programs, these agencies may provide treatment, current information and local referrals for the following diseases and/or physical impairments. They are dedicated to increasing public awareness; providing support and assistance for patients and their families; and supporting research for the cause, treatment, and cure of these medical problems.

ALCOHOLISM

Alcoholics Anonymous (AA)
180 N. Wabash Avenue, Suite 305
Chicago, IL 60601
(312) 346-1475

Self-help groups using the 12-step program to achieve and maintain sobriety.

Downers Grove/Westmont/Oak Brook
(630) 887-8671
Elmhurst/Villa Park/Lombard
(630) 833-7897
Glen Ellyn/Wheaton/Northwest DPC
(630) 653-6556
www.aa-nia-dist40.org
Lisle/Naperville/Woodridge
(630) 355-2622
www.district43aa-nia.org
En Espanol
(630) 776-3887
Al-Anon
(630) 627-4441
www.niafg.org

SHARE Drug and Alcohol Treatment Program
1776 Moonlake Boulevard
Hoffman Estates, IL 60169
(847) 882-4181

Residential detox and rehabilitation facility for adults suffering from alcohol and drug dependence.

ALZHEIMER'S DISEASE

Alzheimer's Association
225 N. Michigan Avenue, Suite 1700
Chicago, IL 60601-7633
(312) 335-8700

Alzheimer's Association
Greater Illinois Chapter
8430 W. Bryn Mawr, Suite 800
Chicago, IL 60631
(847) 933-2413
1-800-272-3900 (Helpline)

Information and support for persons affected by Alzheimer's.

Rush Memory Clinic
Rush Alzheimer's Disease Center
600 S. Paulina Street, Suite 130
Chicago, IL 60612
(312) 947-7232

Comprehensive geriatric assessments and family consultation.

ARTHRITIS

Arthritis Foundation,
Greater Chicago Chapter
35 E. Wacker Drive, Suite 2260
Chicago, IL 60601
(312) 372-2080
1-800-735-0096

Programs include aquatics, education and physician referral, and funding research.

ARTHRITIS CONT.

Marianjoy Rehabilitation Hospital
26W171 Roosevelt Road
Wheaton, IL 60187
(630) 909-8000
(630) 909-8015 (TDD)

Marianjoy Oak Brook Terrace Location
17W682 Butterfield Road
Oakbrook Terrace, IL 60181
(630) 909-6500

Educational peer support group for chronic pain.

BLIND/VISUALLY IMPAIRED

AIM-CIL
Achieving Independence Mobility
Center for Independent Living
3130 Finley Road, Suite 500
Downers Grove, IL 60515
(630) 469-2300 VTTY
www.dupagecil.org

Empowers persons with disabilities, living in the community, to effectively control and direct their own lives.

Chicago Lighthouse for People
Who are Blind or Visually Impaired
1850 W. Roosevelt Road
Chicago, IL 60608
(312) 666-1331
(312) 666-8874 (TTY)

Services include information and referral, low vision examinations and care, and mobility training. Medicare and sliding scale fees.

For information regarding free Braille telephones, see ITAC on page 49.

EyeCare America
Seniors EyeCare Program
P.O. Box 429098
San Francisco, CA 94142-9098
1-800-222-3937 (Senior Line)
www.eyecareamerica.org

Ensures older adult access to medical eye care and promotes annual dilated eye exams. Sponsor Seniors EyeCare Program, Diabetes EyeCare Program and Glaucoma EyeCare Program. Eligibility guidelines apply. Call for details or more information.

Guild for the Blind
65 E. Wacker Place, Suite 1010
Chicago, IL 60601
(312) 236-8569
www.guildfortheblind.org

Provides adaptive technology training, career counseling, skills building, public awareness and more.

Illinois Department of Human Services
Division of Rehabilitation Services (DRS)
Bureau of Blind Services
2901 Finley Road, Suite 109
Downers Grove, IL 60515
(630) 495-0500
1-888-261-8512 (TDD)

Rehabilitative and vocational counseling, job placement, resource referrals and more.

Spectrios Institute for Low Vision at Deicke House
219 E. Cole Avenue
Wheaton, IL 60187
(630) 690-7115
(630) 690-2509 (TDD)

Provides persons whose vision cannot be improved with ordinary glasses, with an eye evaluation, and training necessary to function independently.

Lions of Illinois Foundation
2814 DeKalb Avenue
Sycamore, IL 60178
www.lionsclubs.org
(Please use website first)
(815) 756-5633
1-800-955-5466

Assists low income visually impaired persons. Primary assistance offered for eye exams/evaluations and eyeglasses. Offers a referral program for special needs.

Vision USA
243 North Lindbergh Blvd.
St. Louis, MO 63141
1-800-365-2219
www.aoa.org

A program developed to provide low income working Americans free eye exams. Eligibility includes: having a job or live in a household where there is one working member; having no vision insurance; having income below an established level; and not having had an eye exam within 2 years.

CANCER

American Cancer Society
DuPage Area Office
1801 Meyers Road, Suite 100
Oakbrook Terrace, IL 60181
(630) 932-1141
1-800-227-2345 – National Office
www.cancer.org

Services include information and referral, transportation, support groups and more. Dedicated to preventing cancer and reducing its effects.

Cancer Information Service
National Cancer Institute
1-800-4-CANCER (226237)
www.cancer.gov

Illinois Department of Public Health
Women's Health Line
1-888-522-1282 (toll-free)
1-800-547-0466 (TTY)

Illinois Breast and Cervical Cancer Program - Offers free mammograms, breast exams, pelvic exams and Pap test. Uninsured women over the age of 35 can receive free cervical cancer screenings, and women over the age of 40 can receive free mammograms and breast exams.

Wellness House
131 N. County Line Road
Hinsdale, IL 60521
(630) 323-5150

Provides emotional support, encouragement and education to persons with cancer and their families.

CARDIAC DISORDERS

American Heart Association
Midwest Affiliate
208 S. LaSalle Street, Suite 1500
Chicago, IL 60604
(312) 346-4675

Services include information on heart and stroke conditions, health education, and more.

DEAF/HARD OF HEARING

Center on Deafness
3444 Dundee Road
Northbrook, IL 60062-2201
(847) 559-0110
(847) 559-9493 (TTY)
www.centerondeafness.org

Residential and vocational programs for individuals who are deaf, hard of hearing, and have behavioral disorders.

Chicago Hearing Society
2001 N. Clybourn Avenue, 2nd Floor
Chicago, IL 60614
(773) 248-9121
(773) 248-9174 (TTY)
www.chicagohearingsociety.org

Offer a wide array of programs and services to empower the deaf and hard of hearing and hearing people to communicate with each other and lessen their isolation.

Dial-A-Hearing Screening Test Hotline
1-800-222-3277

Will conduct a phone hearing test Monday through Friday between 9 a.m. and 4 p.m. Eastern Time.

Easter Seal DuPage
830 S. Addison Avenue
Villa Park, IL 60181
(630) 620-4433
1323 Bond Street
Naperville, IL 60563
(630) 357-9699
www.easterseals.com

Provides hearing evaluations, and hearing aid aid dispensing and repair.

Elmhurst College
Speech, Language and Hearing Clinic
190 Prospect Avenue
Elmhurst, IL 60126
(630) 617-3555

Special clinic tests adults and children with hearing and speech problems. Services are performed by supervised clinical students. Call for fee information.

HEAR NOW
Starkey Hearing Foundation
6700 Washington Avenue South
Eden Prairie, MN 55344
1-800-328-8602
www.starkeyhearingfoundation.org

Mission is to provide hearing aids to permanent US residents who meet the eligibility criteria and have no other resources. Assistance comes through manufacturer gifts, hearing health care providers in your area and donors across the US. A non-refundable processing fee with the application is required (currently $125 per device requested). For more information, or to check eligibility, visit the website or call.

The Hearing Loss Association of America
7910 Woodmont Avenue, Suite 1200
Bethesda, MD 20814
(301) 657-2248

Services include education about hearing loss for hard of hearing people and others, advocacy, self-help and more.

Illinois Relay Service
1-800-526-0857 (Voice)
1-800-526-0844 (TTY)

Operators relay phone conversations between standard voice-telephone users and text-telephone users. The operators read words to a hearing person that are typed and transmitted electronically by a deaf person and transcribe the hearing person's response, which appears on the text screen of the hearing-impaired caller. Available 24 hours a day, 7 days a week.

Illinois Telecommunications Access Corp. (ITAC)
3001 Montvale Drive, Suite D
Springfield, IL 62704
1-800-841-6167 Voice/TTY
www.itactty.org

ITAC provides telecommunication access, Illinois relay service, and free equipment programs for people who are deaf, hard of hearing, late deafened, speech-disabled and deaf-blind. ITAC programs are funded by a charge collected on all local phone lines in Illinois. ITAC programs are required and governed by Illinois law.

International Hearing Society
Hearing Aid Helpline
1-800-521-5247

Free consumer information on hearing loss and hearing aids. Makes referrals to qualified hearing specialists.

Lions of Illinois Foundation
2814 DeKalb Avenue
Sycamore, IL 60178
(815) 756-5633
1-800-955-5466
www.lionsofillinoisfoundation.org

Assists low income hearing-impaired persons. Primary assistance offered for hearing tests and reconditioned hearing aids. Also offers a referral program for special needs. Please check website for local contact information.

Sertoma Speech and Hearing Center
10409 S. Roberts Road
Palos Hills, IL 60465
(708) 599-9500
www.sertomacenter.org

Free hearing screening for anyone age 21 and older. Other special services available.

DENTAL

See page 52

DIABETES

American Diabetes Association
Northern Illinois/Northern Indiana Area
55 E. Monroe Street, Suite 3420
Chicago, IL 60603
(312) 346-1805
1-800-240-5266

Information and referral, educational programs, literature, and Speakers' Bureau.

EPILEPSY

Epilepsy Foundation of Greater Chicago
17 N. State Street, Suite 650
Chicago, IL 60602
(312) 939-8622
(312) 628-4770 (TDD)
www.epilespsychicago.org

Advocacy, counseling, helpline, parent and public education support groups and more.

FALL PREVENTION CLINICS OF AMERICA

Hobson Medical Campus
1220 Hobson Road, Suite 1132
Naperville, IL 60540
(630) 305-0403
1-866-305-0403
www.fallpreventionclinics.com

Evaluate patients for balance disorders and fall risk factors. Perform tests of sensory, vestibular, musculoskeletal and central nervous system functions, and develop a care plan for treatment and rehabilitation to prevent future falls.

GASTRO-INTESTINAL DISORDERS

Crohn's & Colitis Foundation of America, Inc.
2200 E. Devon Avenue, Suite 392
Des Plaines, IL 60018
(847) 827-0404
1-800-886-6664
www.ccfa.org/chapters/illinois

Assists individuals and their families cope with chronic illness, provides community education, and raises money for research.

KIDNEY DISORDERS

American Kidney Fund
National Office
11921 Rockville Pike
Suite 300
Rockville, MD 20852
(301) 881-3052
1-800-638-8299
1-866-300-2900 (Helpline in English and Spanish)
www.kidneyfund.org

Direct financial aid to needy dialysis patients, transplant recipients and donors, to help cover the cost of treatment-specific expenses.

National Kidney Foundation of Illinois
215 W. Illinois, Suite 1C
Chicago, IL 60610
(312) 321-1500, 1-800-954-3639
www.nkif.org

Educational information and referral only.

MULTIPLE SCLEROSIS

National Multiple Sclerosis Society
Greater Illinois Chapter
525 W. Monroe, Suite 900
Chicago, IL 60661
(312) 421-4500
1-800-344-4867
www.nationalmssociety.org

Supports MS patients through information and referral, counseling, education, therapeutic recreation, support groups and more.

PARKINSON'S DISEASE

American Parkinson Disease Association – Midwest Chapter
1800 N. Main Street, Suite 215
Wheaton, IL 60187
(630) 933-4392
www.apdamidwest.org

Provides advocacy, education and fundraising to promote public awareness and to support research. Also offers respite for caregivers. Call for information on local support groups.

Parkinson's Disease Foundation
1359 Broadway, Suite 1509
New York, NY 10018
1-800-457-6676
www.pdf.org

Provides funding for research, and Support and education for patients and/or caregivers.

RESPIRATORY DISORDERS

American Lung Association of Illinois-Greater Chicago
55 W. Wacker Drive, Suite 800
Chicago, IL 60601
(312) 781-1100

Services include support for medical research, information and referral for patients with lung disease, educational programs, smoking cessation sessions, and more.

SPEECH AND LANGUAGE

Elmhurst College Speech-Language-Hearing Clinic
190 Prospect Avenue
Elmhurst, IL 60126
(630) 617-3555

Clinic evaluates and treats adults and children with a variety of speech and language problems. Services are performed by supervised clinical students.

Chicago Dental Society
Foundation Clinic
416 E. Roosevelt Rd.
Wheaton, IL 60187
(630) 260-8530

Provides free basic dental care to patients with income below 200% of poverty ($1.961.67 for a single individual in 2015) and residency in Cook, Lake or DuPage counties. Based on household income. Services include initial cleaning and x-rays, fillings and extractions. Does not provide emergency care. Call for more information or to request an application.

College of DuPage
Dental Hygiene Program
425 Fawell Blvd.
Glen Ellyn, IL 60137
(630) 942-3250
www.cod.edu

Students of the Dental Hygiene Program provide preventative oral health services including examinations, x-rays, cleaning, sealants, fluoride treatment and whitening. Senior citizens, 65 or older, receive a 15% discount on cleaning only. Health insurance and third party reimbursements are not accepted.

Denta Quest
1-888-875-7482
www.dentaquestgov.com

Provides the name of a dentist who will provide dental care to Public Aid recipients. Advises and executes all dental benefits except eligibility determination.

Dental LifeLine Network
P.O. Box 211
Northbrook, IL 60065
1-800-893-1685

Will match clients with a dentist in their community who can provide dental treatment. Applicants must have a severe and permanent disability, chronic illness or is age 65 or older, and must be unable to pay. Clients must also show that there is no other means of obtaining needed dental care. Routine cleaning is not done.

Donated Dental
Dental Lifeline Network
(847) 498-0385
www.nfdh.org

Volunteer dental professionals provide comprehensive treatment for eligible patients including dentures, partials, crowns, fillings and root canals. No emergency services provided. Eligibility guidelines apply. Call for application information.

DuPage County Health Department
Dental Health Services Unit
111 N. County Farm Road
Wheaton, IL 60187
(630) 682-7400, ext. 7776

Services income-eligible clients with urgent oral problems such as tooth pain, bleeding, infection, and/or swelling.

Midwestern University
Dental Institute
3450 Lacey Road
Downers Grove, IL 60515
(630) 743-4500
www.mwuclinics.com

Dental services are provided by student dentists in their 3rd or 4th year of dental education under the supervision of licensed faculty. Provides a wide range of services including dentures, extractions, implants, oral surgery and more at about half the normal cost. Accepts some insurance.

My County Cares Dental
1-877-354-6226
www.mycountycares.com

Discount plan for uninsured or under insured DuPage County residents in partnership with Careington International Corp.

One Day Dentures
1201 W. Walnut
Jacksonville, IL 62650
(217) 479-8444

Economical dental services for extractions, dentures and partials. By appointment.

William Rainey Harper College
Dental Hygiene Clinic
1200 W. Algonquin Road
Palatine, IL 60067
(847) 925-6534

Provides cleanings, x-rays, sealants and treatment of gum disease at reduced fees. No age or income requirements. Special senior rates for those 60 and older.

MORE HELP ON THE WEB

Alzheimer's Association
www.alz.org

American Physical Therapy Association
Provides "best practice" for physical therapy for the aging.
www.geriatricspt.org

Arthritis Foundation
www.arthritis.org

Better Hearing Institute
Educational website for hearing loss issues, technology updates and links to the latest consumer information.
www.betterhearing.org

Diabetes, Digestive and Kidney Diseases
www.niddk.nih.gov

Diabetes Home Page
www.cdc.gov/diabetes

Disability-Related Web Sites
www.icdi.wvu.edu

National Institute of Health
National leading medical research and education agency.
www.nih.gov

OncoLink
Cancer information for patients and caregivers.
www.oncolink.upenn.edu

Rheumatology Resources on the Internet
www.rheumatology.org

HOME SUPPORT SERVICES

Support services enable older adults to maintain their independence and prevent unnecessary long-term care facility placement. These services assist with activities of daily living and health care, provide a sense of security and promote independence. They can be arranged on a full or part-time basis. Options included in this section are homemaker services, home health care, case management, caregiver support services, emergency response systems, telephone reassurance programs, hospice, home repair and renovation, and moving/reorganizing resources.

HOME HEALTH CARE AGENCIES

Home health care may be a cost-effective alternative to nursing facility placement. These services can include homemaker and/or companion services, nursing care, speech, physical and occupational therapy and medical social services. These services are sometimes covered by Medicare, Medicaid, private health, or long-term care insurance. Always check with your insurance carrier for coverage benefits. See page 43 for physician services at home. A list of licensed Home Health Care Agencies can be requested from **DuPage County Senior Services** at **(630) 407-6500 or 1-800-942-9412,** or viewed on w**ww.dupageco.org/seniorsvcs.**

COMMUNITY CARE PROGRAM

DuPage County administers the **Community Care Program**, a subsidized program that offers adult day care (page 1), emergency home response systems (page 59), homemaker services and money management for frail adults who are at least 60 years of age and who meet eligibility guidelines (based on need and financial resources). Homemakers assist clients with light housekeeping, laundry, personal care, meal preparation, shopping, errands and transportation. These services are free to those who qualify. The **Community Aging Referral Program (CARP)** allows individuals with higher assets to purchase these same services with a referral from Senior Services. For additional information, or to apply, please contact:

DuPage County Senior Services
421 N. County Farm Road
Wheaton, IL 60187
(630) 407-6500, 1-800-942-9412,
(630) 407-6502 (TDD)

CAREGIVER SUPPORT SERVICES/RESPITE

Keeping a parent or spouse at home is a goal for many people. Respite services provide temporary care for the elderly to relieve caregivers of the stress of their time consuming responsibilities. Respite may be arranged in a client's home or a "home away from home", an adult day center, or in a nursing facility. In addition to the resources listed below, many home health care agencies provide this service. Adult Day Centers provide daytime supervision and activities for older adults on a part-time or full-time basis. Many nursing facilities offer short-term respite when community services are not an option. For additional information and locations see Adult Day Services (page 1). If you have any questions, please contact **DuPage County Senior Services** at **(630) 407-6500 or 1-800-942-9412.**

Family Caregiver Resource Center

DuPage County Senior Services
421 N. County Farm Road
Wheaton, IL 60187
(630) 407-6500
1-800-942-9412
www.dupageco.org/seniorsvcs

DuPage County Senior Services is designated by the Northeastern Illinois Agency on Aging to be the Family Caregiver Resource Center for DuPage County. This federally funded program provides information and assistance, respite services, and support to caregivers of older persons and grandparents of any age raising grandchildren. Services can also be provided to caregivers of an individual with Alzheimer's disease or related disorders regardless of age. Funding for the following services is allocated annually and may not always be available.

Respite Services - May include substitute supports or short-term living arrangements in the form of homemaker services, adult day services or short-term nursing home placement. Childcare, camp, and other services can be provided for grandparents raising grandchildren.

Emergency Gap-Filling Assistance is available to assist with unexpected or unforeseen circumstances or occurrences and provides emergency support in the form of respite care, home modifications, transportation, assistive devices and financial assistance. Legal services are another component of gap filling. Caregiver's can access these funds in some cases to protect their legal rights, secure advice, and pursue guardianship and other such activities.

Caregiver Information and Assistance is available over the phone or in person to assist caregivers by providing information on opportunities and services and by linking the caregiver to those services.

In-Home Senior Respite Program

Metropolitan Family Service DuPage
222 E. Willow Avenue, Wheaton, IL 60187
(630) 784-4875

In-Home Senior Respite provides screened and trained volunteers recruited from faith organizations and the general community. These volunteers are matched with a family giving care to an older relative to provide respite for the caregiver and concurrent companionship for the older adult. Volunteers may provide either weekly or intermittent respite visits to a particular family, and may volunteer as an individual or as a family team, intergenerational team, friend team, co-worker team, etc. Volunteers do not perform any medical or professional services while in the home, but visit, play cards, share hobbies or simply converse with an older person while the family caregiver takes a break. Family contributions to help support and expand the program are welcome.

Caring for an Adult Disabled Child

Ray Graham Association
Corporate Location
901 Warrenville Road, Suite 500, Lisle, IL 60532
(630) 620-2222
www.raygraham.org

Ray Graham Association supports more than 2,000 DuPage County residents and their families to live in and contribute to their community. Through a variety of innovative programs provided by Ray Graham Association, children and adults with disabilities are becoming vibrant and active members of their communities in which they live. Services include: Residential, Community Learning Centers, Employment

Services, Respite, Service Facilitation, Recreation, and several customized services for adults of all ages. Ray Graham Association also provides specialized residential services for adults with developmental disabilities experiencing dementia and Alzheimer's.

Services For Family Caregivers

Metropolitan Family Service DuPage
222 E. Willow Avenue, Wheaton, IL 60187
209 N. York Road, Elmhurst, IL 60126
1999 W. 75th Street, Woodridge, IL 60517
27475 Ferry Road, Warrenville, IL 60555
(630) 784-4800 (For all locations)
www.metrofamily.org

- Family Caregiver Consultation and Counseling - Licensed counselors offer information or counseling around issues common in caring for an older relative. These include coping with difficult emotions, managing stress, communication, setting limits, asking for help and locating resources. Appointment required.
- Support for Grandparents Raising Grandchildren - A regular support group and individual consultation is offered to assist grandparents who have the primary responsibility for raising one or more grandchildren.
- Caregiver Support Group – A regular drop-in support group for adult children, spouses and other family caregivers, where peers share their caregiving experiences, share solutions, learn about resources, and experience the acceptance and understanding of other family caregivers. Facilitated by a social worker.

American Parkinson Disease Association Midwest Chapter
CDH Care Center
1800 N. Main Street, Suite 215
Wheaton, IL 60187
(630) 933-4392
www.apdamidwest.org

Via their **"Time Out"** Program, will pay up to $500 per person per year for a substitute caregiver to provide respite for the family caregiver. Call for information on eligibility and an application.

EMERGENCY RESPONSE SYSTEMS AND OTHER TECHNOLOGY

A 24-hour emergency communication link to assistance outside the home. This service is provided by a two-way voice communication system. An individual wears a small wireless transmitter that communicates with their phone. If the transmitter is activated attempts are made to contact the person, caregivers or emergency personnel. Additional services are available through some companies that include medication reminders and dispensers, home temperature alerts, and other options that can provide peace of mind for individuals and their caregivers. Not all companies offer the same products and services and costs vary. The Community Care Program (page 55) can pay for this basic service for those who are eligible.

Advanced Security Technologies (AST)
(847) 540-9166
www.advancedsecuritytechnologies.com

★ **American Medical Alert Company/TunStall**
1-800-770-5355
www.amac.com

Companion Services from ADT
Home Health Security System
(877) 474-9434
www.adt.com

★ **Critical Signal Technologies**
1-888-557-4462
www.criticalsignaltechnologies.com

★ **Guardian Medical Monitoring**
1-888-349-2400
www.stayout.com

★ **HealthCom**
1-800-525-6237
www.mycarelink.com

★ **Lifeline**
1-800-368-2925
www.lifelinesystem.com

Link to Life
(855) 742-5585
www.link-to-life.com

Med Home Alert
1-866-277-3395
www.medhomealert.com

★ **Valued Relationships Inc. (VRI)**
1-800-860-4230
www.monitoringcare.com

★Contracted with the Illinois Department on Aging
Community Care Program (page 55)

CapTel (Captioned Telephone)
Customer Service
450 Science Drive, Madison, WI 53711
1-888-269-7477
To order: 1-800-233-9130

For people with some degree of hearing loss the captioned telephone works like any other phone but it also displays every word the caller says throughout the conversation. Phone users can listen to the caller and read the captions in the phone's display at the same time. See the **ITAC** information on page 49 for information about how to get this service for free.

SafeLink Wireless
1-800-378-1684
www.safelinkwireless.com

SafeLink Wireless service is a program for income eligible households provided by TracFone Wireless, Inc. to provide cell phone service to those who can't otherwise afford it. In order to participate in the SafeLink Wireless service, persons must meet certain eligibility requirements set by each State where the service is to be provided. Service is limited to <u>one</u> person per household.

DuPage County Sheriff's Office
Cell Link Cell Phone Donation Program to Benefit Seniors
501 N. County Farm Road, Wheaton, IL 60187
(630) 407-2317 (Non-emergency)

The Cell Link program provides donated cell phones to senior citizens who may otherwise not have funds to purchase one. The cell phones are programmed to dial 911, but cannot make or receive any other outside calls. All cellular 911 calls made within DuPage County are received at the DuPage County Sheriff's Office. Applicants must be age 62 or older, or younger than 62 with physical or mental disabilities and not own a cellular phone.

TELEPHONE REASSURANCE PROGRAMS

Telephone reassurance programs, usually provided by volunteers, offer periodic well being calls to residents who are homebound or who live alone. If a problem arises, the caller can notify either emergency contacts or "911" for immediate assistance. Although most programs are free, eligibility requirements and services vary. For additional information, contact the programs listed below.

In these two communities, seniors may register with the police department. The senior must check in by phone before a designated time each day. If they fail to check in, the police will call them and dispatch an officer to the house if no response. Police maintain a key to the home.

Clarendon Hills
Police Department
(630) 323-2153

Hinsdale Police Department
(630) 789-7070

The programs listed in these columns are each sponsored by different organizations and operate in different ways. Call for specific instructions.

The Guardian Program
DuPage County Sheriff's Department
(630) 407-2400

The Sunshine Program
Tri-Town YMCA
(630) 629-9622

Elmhurst S.A.L.T.
(Seniors and Law Enforcement Together)
(630) 530-3050

DuPage County Sheriff's Lock Box Program

This program provides Law Enforcement a way to gain entry into the home of a participant during a life threatening emergency. A key for the home is stored in a locked box outside the home. County residents who are elderly, disabled or who have medical or special needs are eligible. Fee of $30 for the lockbox may be charged. For more information or to register, call the DuPage County Sheriff's Office at **(630) 407-2400.**

HOSPICE

Hospice provides a range of services that combine medical and personal care to help individuals who are terminally ill and their families live as comfortably as possible. The emphasis of this program is to ease pain and offer dignified choices in the last stages of life.

Adventist St. Thomas Hospice
119 E. Ogden, Suite 111
Hinsdale, IL 60521
(630) 856-6990
www.keepingyouwell.com

Advocate Hospice
1441 Branding Avenue, Suite 200
Downers Grove, IL 60515
(630) 963-6800
1-800-564-2025
www.advocatehealth.com

Angels Grace Hospice
440 Quadrangle Drive, Suite G
Bolingbrook, IL 60440
(888) 444-8341
www.angelsgracehospice.com

CNS Home Health and Hospice
690 E. North Avenue, Suite 100
Carol Stream, IL 60188
(630) 665-7005 Referral
(630) 665-7000 Main

Family Centered Hospice
2171 Executive Drive, Suite 450
Addison, IL 60101
(866) 320-3300
www.familyhhs.com

Fox Valley Volunteer Hospice
200 Whitfield Drive
Geneva, IL 60134-0707
(630) 232-2233
www.fvvh.org

Harbor Light Hospice
800 Roosevelt Road
Building C, Suite 206
Glen Ellyn, IL 60137
(630) 942-0100
1-800-419-0542
www.harborlighthospice.com

Journeycare
405 Lake Zurich Road
Barrington, IL 60010
(224) 770-2489 - Referral
www.journeycare.org

Residential Hospice IL LLC
1431 Opus Place, Suite 310
Downers Grove, IL 60515
(866) 902-4000
www.residentialhomehealth.com

Sanctuary Hospice
440 Quadrangle Drive, Suite K
Bolingbrook, IL 60440
(630) 226-1306
www.sanctuaryhospiceil.com

The Hospice Home (16 bed facility)
Joliet Area Community Hospice
250 Water Stone Circle
Joliet, IL 60431
(815) 740-4104
1-800-360-1817
www.joliethospice.org

HOME REPAIR AND RENOVATION

A growing concern for many senior citizens who own their own homes is how to maintain their independence and adapt to limitations they have experienced. The following programs offer assistance to seniors with the goal of helping them remain in the home environment as long and as safely as possible. Some offer financial assistance.

DuPage County Community Services
421 N. County Farm Road, Wheaton, IL 60187
(630) 407-6500
1-800-942-9412

- **Illinois Home Weatherization Assistance Program**
  Provides a diagnostic test to income eligible households to aid in lowering the cost of utilities. Energy saving measures provided may include sealing cracks, insulating walls and attics, as well as weather stripping, caulking and repairing windows and doors. IHWAP checks each furnace for safety and efficiency. Smoke detectors and carbon monoxide detectors are installed in homes without them. Households who qualify for LIHEAP are automatically eligible for Weatherization. Accommodations are available to assist the homebound apply.

- **Senior Services Grant Programs**
  Provides limited funding for minor home modifications to frail older adults, which will enhance their ability to function independently. Grants are limited and eligibility requirements may apply.

- **Single Family Rehab Program**
  DuPage County offers a grant of up to $15,000 so that homeowners can address accessibility issues, code violations, and/or health and safety issues. Household must be below 80% median family income and the after rehab value of the housing unit cannot exceed $214,000.

DuPage Senior Citizens Council (DSCC)
Home Maintenance Program
1919 S. Highland, Bldg. A, Suite 210, Lombard, IL 60148
(630) 620-0804
www.dupageseniorcouncil.org

Provides minor home repairs to seniors age 60 and older in DuPage County at a reduced rate. This program supplies competent service people to handle small repairs at an affordable cost. Repairs include minor plumbing repairs, such as repairing or replacing faucets or toilets, changing cartridges in faucets, or replacing toilet wax rings; minor electrical repairs, such as replacing existing outlets and light switches, repairing or replacing fluorescent fixtures, installing carbon monoxide and smoke detectors, or installing light fixtures and ceiling fans; minor carpentry and general maintenance, such as installing shelves, repairing or replacing weather stripping, minor painting, replacing door knobs, caulking windows, replacing filters on heating systems, cleaning gutters, hanging pictures or draperies, installing locks, deadbolts, peepholes, and window locks; and safety installations, including repairing stairs, installing hand railings, and installing grab-bars, bath benches, transfer benches, hand-held showers, raised toilet seats, and other safety equipment. For larger repairs, a Contractor Referral Program provides seniors with contact information for contractors who can handle their repairs at a fair price.

In addition, fall and spring Chore Days, sponsored by the DSCC, are held in DuPage County. Groups of volunteers of all ages help with various outside chores, such as raking leaves, trimming shrubs, and other yard tasks.

Illinois Assistive Technology
1 West Old State Capitol Plaza, Suite 100, Springfield, IL 62701
(217) 522-7985
1-800-852-5110 (TTY/Illinois only)
www.iltech.org

A not-for-profit agency that promotes the availability of assistive technology (AT) services and programs for people with disabilities. Programs include a device loan program, low interest rate cash loans for assistive technology and home-based employment, a demonstration center, workshops, and much more. IATP serves all people with disabilities regardless of age or income. Call for more information.

CAPS Certified Aging Place Specialist
National Association of Home Builders (NAHB)
1201 15th Street NW, Washington DC 20005
1-800-368-5242
www.nahb.org

The Remodelors Council of the National Association of Home Builders (NAHB) in collaboration with the NAHB Research Center, NAHB Seniors Housing Council, and AARP developed the Certified Aging-In-Place Specialist (CAPS) program. CAP Specialists are trained to design and build home modifications that eliminate common barriers for seniors who want to remain at home.

Opportunity Illinois: Disaster Recovery Loan Program
(312) 814-1244
www.treasurer.il.gov/programs/community-invest

Low interest loan program provided by some local financial institutions with support from the state treasurer's office to help residents and businesses recover from weather related damage. The area where the property is located must be formally designated as a natural disaster area. Funds are typically used as short term bridge loans while insurance settlements are pending.

TechConnect
1W Old State Capitol Plaza, Suite 100, Springfield, IL 62701
1-800-852-5110
(217) 522-9966 (TTY)
www.iltech.org

A program of the Illinois Assistive Technology Project, that helps people with disabilities find and use technology. Promotes living, working and playing independently through information, advocacy and workshops.

CASE MANAGEMENT/ELDER CARE CONSULTANTS

Finding your way through the array of services available for older persons can often be confusing and overwhelming. Case managers assist individuals and their caregivers locate the most appropriate and cost effective resources and offer follow-up and monitoring.

The State of Illinois offers comprehensive in-home assessments and some case management services for older persons at no cost through DuPage County Senior Services. To determine eligibility for these services, call **(630) 407-6500** or **1-800-942-9412.**

Private case management agencies charge from $30.00 to $160.00 per hour. Some agencies may offer a sliding scale fee under certain circumstances.

Brightstar of Naperville
1809 N. Mill Street, Suite F
Naperville, IL 60563
(630) 778-2005
www.brightstarcare.com

Charism Elder Care Services
1320 Cass Lane West, No. 202
Westmont, IL 60559
(630) 515-9223
charism@charism.net
www.charism.net

ElderCare Solutions, Inc.
15 S. Wright Street
Naperville, IL 60540
(630) 416-2140
www.eldercaresolutions.com

Lifecare Innovations, Inc.
8330 S. Madison, Suite 90
Burr Ridge, IL 60527
(630) 953-2154
www.caring.com

Sanders and Warren
Geriatric Care Management
799 Roosevelt Road, Bldg. 6, Suite 111B
Glen Ellyn, IL 60137
(630) 858-6466
www.sandersandwarren.com

Wisdom Eldercare, Inc.
323 N. York Street
Elmhurst, IL 60126
(630) 530-2868
1-800-562-5555
www.wisdomeldercare.com

National Association of Professional Geriatric Care Managers
(520) 881-8008
www.caremanager.org

National network of professional Geriatric Care (GCM) providing varied services to seniors and their families. For a local listing of GCM serving your area, visit their website.

MOVING, CLEANING OUT AND REORGANIZING

Whether you decide it's time to move or you want to remain at home, you may need assistance either way. The following businesses provide a multitude of services customized to your situation. These services may include estate sales, packing, helping decide what stays or what goes, supervising the move and coordinating your resettlement, or possibly organizing, repairing, rearranging or redecorating your current home to make it safer and more accessible.

★ **All Clear Company, Inc.**
(630) 398-7153
www.allclearco.org

★ **Clearing Chaos**
(847) 942-3996
www.clearingchaos.com

★ **De-Clutter Box**
(630) 968-7557
www.de-clutterbox.com

Get-it-Done Gurus
(630) 545-1955
www.getitdonegurus.com

Lifecare Home Solutions
(630) 932-4032
www.lcius.com

★ **Paxem, Inc.**
(847) 269-6272
www.paxem.com

Piles To Smiles
(630) 724-1111
www.pilestosmiles.com

★ **Stuffbusters**
(708) 828-6652
www.stuffbusters.com

The Clutter Coach
(630) 221-8900
www.theclutterccoach.com

★ Also specializes in hoarding remediation

ADDITIONAL RESOURCES

AIM-CIL
Achieving Independence Mobility
Center for Independent Living
3130 Finley Road, Suite 500, Downers Grove, IL 60515
(630) 469-2300 VTTY
www.dupagecil.org

Empowers persons with disabilities, living in the community, to effectively control and direct their own lives. Non-profit, consumer controlled and consumer driven

organization that provides access through four core independent living programs and services in the areas of:

- Advocacy
- Independent Living Skills Training
- Information and Referral
- Peer Mentoring and Counseling

HCS Family Services
Memorial Building
19 E. Chicago Avenue, Hinsdale, IL 60521
(630) 323-2500
www.hcsfamilyservices.org

Supportive services, via home and/or office visits, are provided to seniors in Burr Ridge, Clarendon Hills, Darien, Hinsdale, Oak Brook, Westmont and Willowbrook. Social workers assess the needs of those who qualify for other services. Provides information and counseling, and works with existing support systems to enable seniors to continue to live in their own homes. Assistance is available to help seniors apply for benefits, complete Medicare forms, etc. Seniors in financial need can access the food pantry, used clothing service, government food commodities (when available) and emergency financial assistance.

LONG TERM CARE OMBUDSMAN PROGRAM
HOME AND COMMUNITY OMBUDSMAN SERVICES: (HCO)

Overview: Home and Community Ombudsman (HCO) were created to protect, defend, and advocate for individuals who are residing in the community, and who are also receiving managed care services to help them stay in their homes. This program is designed to serve older adults as well as younger adults who are disabled who are living in the community.

Target Population: Adults age 60 and above or disabled adults 18-59, and who receive services through one of the Illinois Medicaid Waiver programs, or who are Medicaid and Medicare beneficiaries and receive managed care services:

Medicaid Waiver Services:

- Illinois Department on Aging
  - Community Care Program

- Illinois Department of Human Services
  - Home Services Program
  - Brain Injury Program
  - HIV/AIDS Program

- Illinois Department of Healthcare and Family Services
  - Supportive Living Program

Managed Care Agencies:

- Aetna Better Health
- Healthcare Service Company (Blue Cross Blue Shield)
- Healthspring of Illinois
- Health Alliance
- Humana Health Plan
- IlliniCare Health Plan
- Meridian Health Plan
- Molina Healthcare of Illinois

For additional information, call Senior Helpline
Mon.-Fri. 8:30 a.m. – 5:00 p.m. CST
Toll-Free within Illinois: 1-800-252-8966, 1-888-206-1327 (TTY)
Outside Illinois: (217) 524-6911
Fax: (217) 524-6968
email: aging.il.senior@illinois.gov

MORE HELP ON THE WEB

Department of Rehabilitative Services
Provides services to disabled individuals under age 60.
www.dhs.state.il.us

Family Caregiver Alliance
Information, education, services, research and advocacy for family caregivers.
www.caregiver.org

Leeza's Care Connection
A source of information, service and support for those with memory disorders and their caregivers.
www.leezascareconnection.org

National Alliance for Caregiving (NAC)
Created to support family caregivers of the elderly and the professionals who serve them.
www.caregiving.org

This Caring Home
Helpful website provides tips and tools to enhance home safety for persons with Alzheimer's and other dementias.
www.thiscaringhome.org

ILLINOIS DEPARTMENT ON AGING

Senior Helpline
1-800-252-8966

For information and assistance regarding senior services offered in other areas of the state, call the Illinois Department on Aging.

Eldercare Locator

1-800-677-1116
www.eldercare.gov

The Eldercare Locator gives you nationwide access to a network of organizations serving older individuals at the state and local level. They will provide you with the telephone numbers(s) of the appropriate state or local agency for a variety of services including adult day care, Adult Protective Services, home delivered meals, homemaker services, transportation and more.

HOUSING

The desire to remain in familiar surroundings may increase with age. However, for some needs change that require adaptation. Some older adults will make accommodations at home, others might choose to move in with relatives or move to an apartment or condominium that does not require the maintenance or financial burden of home ownership. Still others will choose housing specifically designed for older adults. Options for those who choose to move are diverse and plentiful.

RESIDENTIAL OPTIONS

Below are brief descriptions of a variety of housing alternatives. Compare each option, taking into consideration your financial situation, location (family, friends, and familiar surroundings are important), your health (and that of your spouse) and your long-term needs. Plan ahead! For a listing of the various housing options, contact **DuPage County Senior Services** at **(630) 407-6500** or **1-800-942-9412,** or view them online at **www.dupageco.org/seniorsvcs.**

Independent Living Communities - Individual apartments or condominiums designed especially for older adults who are able to care for themselves. Some supportive services may be available including meals, housekeeping, laundry, personal care, transportation and recreational activities.

Federally Subsidized Housing - Also considered an independent living community, but subsidized by the government. Eligible residents pay approximately 30% of their income for rent. Supportive services may be available at some locations. See page 73 for more specific details.

Assisted Living Facilities - Individuals who need assistance with activities of daily living may select this option. These facilities are based on a social model where individuals do not require on-going skilled nursing care. The Illinois Department of Public Health is the licensing and monitoring agency for Assisted Living Facilities.

Continuing Care Retirement Communities (CCRC) - Provide a continuum of care for older adults including independent living, supportive services and nursing care, if that help becomes necessary. A “life care community” usually requires a substantial entrance fee, which may or may not be partially or fully refundable, and monthly maintenance fees. CCRC’S guarantee that you will have a home and the care you need for as long as you live.

Supportive Living Facilities - These affordable assisted living models are administered by the Illinois Department of Human Services. They offer housing with services to qualified persons. The program provides apartment style living with personal care provided by professional licensed staff. Pre-admission screening is required. A care plan is developed that can include the following:

- personal care
- laundry
- housekeeping
- maintenance
- meals
- temporary nursing care
- social/recreational programming
- health promotion and exercise programs
- medication oversight
- 24-hour response/security

For more information, visit **www.slfillinois.com** or, call **DuPage County Senior Services, (630) 407-6500** or **1-800-942-9412.**

Shared Housing - There are two shared housing programs serving DuPage County:

Shared Housing Program
DuPage County Community Services
421 N. County Farm Road, Wheaton, IL 60187
(630) 407-6500
1-800-942-9412

Matches DuPage County home providers with individuals who are seeking an affordable housing arrangement. The program coordinator interviews all applicants (including the home provider) and attempts to match persons who have similar needs, interests, lifestyles and values. Counseling and guidance to both parties is provided before, during and after a match is made. There is no age limit.

Senior Home Sharing, Inc.
711 E. Roosevelt Road, Wheaton, IL 60187
(630) 407-0440
www.seniorhomesharing.org

Provides affordable shared group housing and support services for seniors 62 and older that desire independence. This home setting provides private bedrooms, three meals, light housekeeping, laundry of linens and companionship. Residents must be capable of self-care and are responsible for their own personal needs. Nursing care is not provided. The month-to-month rental fee varies according to room size and location. The Housing Choice Voucher (HCV) (formerly called Section 8) is accepted. These homes are located in Downers Grove, Lombard and Naperville.

Long Term Care Facilities - Nursing facilities, provide sheltered, intermediate or skilled medical care for those needing prolonged care. While Medicare will pay for a short-term stay for rehabilitation, it does not cover long term care.

DuPage County Community Services publishes multiple lists that contain information on Supportive Living Facilities, subsidized apartments, retirement housing, assisted living facilities and long term care facilities. To receive a copy of any of these, please call **DuPage County Senior Services, 630) 407-6500** or **1-800-942-9412.** They are also available online at **www.dupageco.org/seniorsvcs.**

SUBSIDIZED HOUSING

Subsidized housing is provided in two ways, through a project-based subsidy or through a voucher program. These are both federally funded programs that assist low income people afford decent rental housing. The amount you will pay for rent in both cases is calculated at approximately 30% of your gross income with some consideration for medical expenses as well.

The Housing Choice Voucher (HCV) program (formerly called Section 8) is offered to individuals through the DuPage Housing Authority. The application and enrollment procedures are lengthy. Once a voucher is obtained, however, it is transferable from one approved location to another and is renewable annually. Most times the waiting list for these vouchers is so long that the list is temporarily closed. For more information, please call the **DuPage Housing Authority** at **(630) 690-3555.**

Project Based Voucher (PBV) subsidy program units and the Rental Housing Support Program (RHSP) formally called (Section 236) are available through the management offices of specific complexes. You must apply directly to the apartment building that you are interested in. The waiting list for these can be lengthy as well but we encourage you to apply even if you don't think you can wait that long. The subsidy remains with the building and cannot be transferred. For a list of subsidized apartment complexes, call **DuPage County Senior Services** at **(630) 407-6500** or visit **www.dupageco.org/seniorsvcs.**

LONG TERM CARE

Placement in a Long Term Care Facility may be the only option available when the needs of an older adult can no longer be met by family, friends or community services. Decisions regarding placement should be made with care to ensure the best interests of the prospective resident.

Selecting an appropriate facility requires thorough research. Whenever possible, the prospective resident should be involved in the decision making process. Visit several facilities informally to identify those that have characteristics you consider important. Annual surveys of individual facilities can be viewed on the Illinois Department of Public Health Website at **www.idph.state.il.us**. For detailed information about the performance of every Medicare and Medicaid certified long term care facility, go to **www.medicare.gov/NHCompare**. Then schedule an appointment with the administrator or the director of admissions at the facilities being considered.

Following placement, family and friends should visit frequently and remain involved in the resident's care. If concerns and/or complaints arise, a referral can be made to the Illinois Department of Public Health (see page 75) and/or the Long Term Care Ombudsman Program (page 75). For additional information, or assistance, call **DuPage County Senior Services, (630) 407-6500** or **1-800-942-9412.**

Choices for Care - All long term care facility applicants, regardless of payment method, must have a pre-admission screening completed before they can be admitted. (Public Act 89-0021). This is a comprehensive assessment by a professional case manager to determine the appropriateness of placement, discuss eligibility for Medicaid and provide information on alternative home and community-based services. The assessment measures a person's functional ability, as well as current support from family, friends and other sources. Screenings are completed in the hospital prior to discharge or in the home of a prospective client. **All long-term care facility applicants retain the right to choose long term care facility admission even if it is not recommended.** To schedule a screening, call **DuPage County Senior Services, (630) 407-6500** or **1-800-942-9412.**

Long Term Care Facility Residents Have A Right:

- For safety and good care.
- To participate in care plan development.
- For privacy, respect and dignity.
- To make financial decisions.
- To be free from restraint and abuse.
- To vote and for freedom of speech.
- To receive Medicare and Medicaid benefits.

LONG TERM CARE ADVOCATES

Long Term Care Ombudsman Program
DuPage County Senior Services
421 N. County Farm Road, Wheaton, IL 60187
(630) 407-6500

The role of the ombudsman is to respond to questions, concerns and complaints that involve people age 60 and over who live in long term care facilities, and to advocate on their behalf. Information is also provided to residents and their family members on resident rights, nursing facility care, admissions contracts, Medicare and Medicaid. If you or someone you know needs the assistance of an ombudsman, or you need additional information on this program, please call **DuPage County Senior Services, (630) 407-6500** or **1-800-942-9412.**

Illinois Department of Public Health (IDPH)
245 W. Roosevelt Road, Building #5, West Chicago, IL 60185-4803
(630) 293-6800
1-800-547-0466 (TDD)

Assures that long term care facilities meet the licensing requirements of the state and that they comply with federal and state rules and regulations. Facilities must pass an annual certification survey. Annual surveys can be viewed at **www.idph.state.il.us**.

IDPH is required to investigate all complaints they receive against long term care facilities. Complaints may be filed in writing, by email at **dph.ccr@illinois.gov**, in person, or by calling the toll-free **Nursing Home Hotline** at **1-800-252-4343.**

Equip for Equality
Northeastern Region
(312) 341-0022
1-800-537-2632
1-800-610-2779 TTY
www.equipforequality.org

This organization is a private not-for-profit legal advocacy organization. It is designated by the Governor to operate the federally mandated Protection and Advocacy System (P&A) to safeguard the rights of people with all disabilities regardless of age. Provides self-advocacy assistance, legal services, disability rights education, public policy advocacy and conducts abuse investigations and oversight activities.

Pathways to Community Living, Returning to Community Housing - There are times when an individual remains in a long term care facility for several months or longer, until they are well enough to return to community living. During that stay, housing may have been lost as well as all the necessary items required for caring for oneself at home. Pathways to Community Living is available to help these individuals successfully re-enter the community. A transition coordinator will meet with the individual, determine if this is a safe and appropriate plan and assist the individual in locating housing and securing furniture and other necessary items. To be eligible for this program the individual must have been in the facility for at least 90 days (excluding Medicare paid days), on Medicaid for at least one day and be age 60 or older. A referral for this program can be made by calling **DuPage County Senior Services (630) 407-6500** or online at **www.mfp.illinois.gov**.

DECIDING WHAT FITS

When circumstances demand change, the decision of 'what to do' is a difficult one. Identifying appropriate options may require the assistance of a professional. Care Coordinators from DuPage County Senior Services can provide a "Choices for Care Screening" to help identify housing and care options. A full assessment is free of charge and can help seniors and their caregivers make informed decisions. These assessments can be completed at home or in a nursing home or hospital. **Call DuPage County Senior Services** to request this **Choices for Care Screening** at **(630) 407-6500**.

The following private companies also offer transition assistance. They will assess your needs considering the appropriate level of care desired, geographical preference and budget. They will identify specific supports or housing options tailored specifically to you, provide information and referrals, and some will help facilitate those services or your move.

Andrea Donovan/Senior Living Advisors
(708) 442-7174
www.chicagoseniorlivingadvisors.com

A Place for Mom
(630) 632-9022
www.aplaceformom.com

Assisted Living Locators
(331) 208-5041
www.150.assistedlivinglocators.com

Senior Solutions
(630) 246-2579
www.seniorsolutions3.com

Assisted Living Referrals
(630) 882-0084
www.assistedlivingreferrals.com

Elderwerks
1-847-462-0885
www.elderwerks.com

Senior Living Experts
1-877-687-0450 (Toll-Free)
www.seniorlivingexperts.com

Silver Connections
1-866-421-8266 (Toll-Free)
www.asilverconnection.com

MORTGAGE ASSISTANCE

Illinois Foreclosure Prevention Network
1-855-533-7411
www.keepyourhomeillinois.org

A service to Illinois residents combining the resources of various state agencies and qualified participating non-profit agencies to guide you through your options for keeping your home. These services are free.

REVERSE MORTGAGE

Reverse Mortgage is a type of Home Equity Conversion Mortgage that allows a homeowner to withdraw some of the equity in their home. This special type of loan guarantees older homeowners monthly cash advances or occasional lump sums that do not require repayment until the homeowner sells the home, moves away or dies. Applicants must be 62 years of age or over and occupy the home as their principal residence. Debt owed on the property must be less than the amount of the loan. Steep fees may apply. The homeowner is strongly encouraged to meet with an independent counseling service that provides answers and advice to individuals interested in reverse mortgages. For more information, visit **www.hud.gov** or call the DuPage Homeownership Center (Page 78).

ADDITIONAL RESOURCES

Community Housing Advocacy and Development (CHAD)
531 E. Roosevelt Road, Suite 200, Wheaton, IL 60187
(630) 456-4452
www.chadhousing.org

CHAD is a non-profit corporation that is committed to delivering quality, affordable housing where individuals and families can live, work and thrive. CHAD's residents include those who have their own income source as well as those with agency and housing authority support. Rents are lowed to give residents additional funds for other necessities such as food and utilities.

DuPage Homeownership Center (DHOC)
1600 E. Roosevelt Road, Wheaton, IL 60187
(630) 260-2500
www.dhoc.org

A non-profit organization providing a full range of services and free seminars promoting responsible sustainable homeownership to first time homebuyers, low and moderate households and homeowners in crisis. DHOC also provides credit and financial capability counseling. DHOC is certified by the U.S. Department of Housing and Urban Development to provide counseling on Reverse Mortgages as members of the HUD-HECM National Counseling Network.

Other services include information and counseling for seniors on tax relief options and low cost home repair programs. DHOC does not provide cash assistance. Counseling by appointment only in English and Spanish at no charge.

DuPage Housing Authority
711 E. Roosevelt Road, Wheaton, IL 60187
(630) 690-3555
www.dupagehousing.org

Administers the Housing Choice Voucher (HCV) program (formerly called Section 8), a limited number of Project Based Voucher (PBV) program units and the Rental Housing Support Program (RHSP). All provide subsidized rental assistance to households with low and moderate incomes, people with disabilities, or the elderly, who meet maximum income guidelines. Eligible families or individuals pay between 30% and 40% of their adjusted monthly income for rent. A limited amount of funding is available and there are lengthy waiting lists when they are opened for new applications, and whose openings are widely advertised in DuPage County and also on the agency website. Those who are on a wait list can check their status by logging on to the ***Tenant Information Portal*** reached from the agency website.

Hope Fair Housing Center
245 W. Roosevelt Road, Bldg. 15, Suites 105-107, West Chicago, IL 60185
(630) 690-6500
(630) 690-6553 (TDD)
www.hopefair.org
email: hopefair@aol.com

Dedicated to promoting equal housing, lending and insurance opportunities for people of all economic levels. HOPE seeks to ensure that all people may freely choose a place to live without regard to race, color, religion, sex, age, national origin, sexual

orientation, or because they are disabled or have children in their family. Offers investigative services and legal referrals. No fees.

Illinois Housing Search
1-877-428-8844
www.ilhousingsearch.org/index

Offers free listing services for landlords and apartment seekers. Housing search site developed by the Illinois Housing Development Authority in partnership with the Department of Human Services, the Department on Aging, and the Department of Healthcare and Family Services.

Provides detailed information about rental properties and helps people find available housing to best fit their needs. The service can be accessed at no cost online 24 hours a day or through a toll-free, bilingual call center at **1-877-428-8844**.

Leading Age Illinois
1001 Warrenville Road, Suite 150, Lisle, IL 60532
(630) 325-6170
www.leadingageil.org
Email: info@leadingageil.org

Statewide, non-profit trade organization representing faith-based providers offering the complete continuum of housing options including nursing homes, assisted living communities and continuing care retirement communities.

MORE HELP ON THE WEB

Assisted Living
Helps identify and locate the most appropriate assisted living option.
www.assistedliving.com

Housing and Urban Development
Various information regarding housing; contains a section specific to seniors with information regarding rental assistance, home repair, etc. Reverse Mortgage information is also given including a list of HUD approved counseling agencies.
www.hud.gov

SeniorAdvisor
SeniorAdvisor.com offers helpful tools and quick access to reviews and ratings for senior living communities nationwide.
www.senioradvisor.com

IMMIGRATION RESOURCES

Immigrants residing in DuPage County have access to a number of organizations and services committed to assisting them in transitioning to life in the United States. The resources listed in this section can serve as a guide for obtaining assistance with immigration and citizenship services, public benefits, translation services, employment services, advocacy, social activities, and community referral services.

If you have any questions or need additional information, please contact **DuPage County Senior Services** at **(630) 407-6500**.

COMMUNITY RESOURCES

The majority of community services and programs are available to Illinois residents regardless of immigration status. The following are community organizations and agencies that focus specifically on serving immigrants and advocating for immigrant rights.

Catholic Charities of Chicago-Immigration and Naturalization Services

1115 W. 23rd Avenue, Melrose Park, IL 60160, **(312) 427-7078**
1170 N. River Road, Rectory, Des Plaines, IL 60016, **(312) 427-7078**
1400 S. Austin Street, Cicero, IL 60804, **(708) 329-4031**

A non-profit organization that provides direct assistance with filing immigration applications; Adjustment of Status, Consular Processing, Deferred Action for Childhood Arrivals (DACA), Deferred Action for Parental Accountability (DAPA), employment authorization, family-based petitions, Naturalization/Citizenship, Temporary Protected Status (TPS), U visas, Violence Against Women Act (VAWA) petitions.

Centro de Información y Progreso
2380 Glendale Terrace #8, Hanover Park, IL 60133
(630) 550-5131
www.centrodeinformacion.org

A non-profit service organization committed to providing support and assistance to Spanish speaking families and individuals. Services provided include crisis

intervention, health clinics, translation, ESL (English as a Second Language) classes, advocacy, employment services, and linkage to community services and public benefits.

Coalition of Limited English Speaking Elderly, Inc. (CLESE)
53 West Jackson Blvd., Suite 1340, Chicago, IL 60604
(312) 461-0812
www.clese.org

A non-profit partnership of 54 community based ethnic organizations, representing more than 70 different language and cultural groups. CLESE does not provide direct services to individuals, but does offer technical assistance and support to agencies serving older adults who are not fluent in English. Programs include Bright Ideas ESL for elders, English literacy instruction for low-literate elders.

College of DuPage
Adult Education
425 Fawell Blvd., Glen Ellyn, IL 60137
(630) 942-2800
www.cod.edu

Provides classes for GED in English and Spanish, ESL classes and citizenship preparation.

Community High School District 94 (West Chicago)
Adult Education
326 Joliet Street, West Chicago, IL 60185
(630) 876-6580
www.d94.org

Provides citizenship preparation, GED in English & Spanish access to computer and ESL classes.

Exodus World Service
109 Fairfield Way, #101, Bloomingdale, IL 60108
(630) 307-1400
www.e-w-s.org

Educates local churches about refugee ministry, connects volunteers with refugee families through practical service projects, and equips leaders to advocate on behalf of refugees.

Hamdard Center
228 E. Lake Street, Suite 302, Addison, IL 60101
(630) 835-1430

1542 W. Devon Avenue, Chicago, IL 60660
(773) 465-4600
www.hamdardcenter.org

A multicultural, multilingual health and human service agency dedicated to serving the Indian, Pakistani, Afghani, Arab, Bosnian, as well as mainstream communities in Illinois. The Center provides mental health, domestic violence, primary healthcare, children's programs, adult day services for seniors, ***toll-free 24-hour crisis line (1-866-305-3933)***, ESL classes, community outreach, training and education, and referral and linkage to healthcare and other community services and public benefits. All programs are licensed and/or protocol compliant.

Illinois Coalition for Immigrant and Refugee Rights
55 E. Jackson Blvd., Chicago, IL 60604
(312) 332-7360
www.icirr.org

Provides resources and referrals; educates and organizes immigrant and refugee communities to assert their rights; promotes citizenship and civic participation; monitors, analyzes, and advocates on immigrant-related issues; and informs the general public about the contributions of immigrants and refugees. Also publishes an extensive listing of immigration and citizenship service providers including information on the specific services offered and the languages spoken.

Indo-American Center
6328 N. California Avenue, Chicago, IL 60659
(773) 973-4444
www.indoamerican.org

Provides support and assistance to residents of Illinois with priority given to South Asian population. Services provided include immigration services, assistance applying for public benefits, social activities for senior citizens, ESL classes, U.S. Civics classes, after school youth program, translation services, and housing and community referrals.

Islamic Center of Naperville
450 Olesen Drive, Naperville, IL 60540
(**630) 426-3335**
2844 W. Ogden Avenue, Naperville, IL 60540
(630) 426-3335
www.islamiccenterofnaperville.org

Serves the religious and cultural needs of Muslims living and/or working in Naperville and surrounding communities.

Metropolitan Asian Family Services
954 W. Army Trail Road, Carol Stream, IL 60188
(224) 208-1130

1032 E. Ogden Avenue, Naperville, IL 60563
(630) 705-1208

127 Main Street, Roselle, IL 60172
(630) 307-6277

A multicultural organization providing services to individuals and families in need from India, Pakistan, Bangladesh, the Middle East, and European countries.
The programs available to seniors include a hot meal program, outreach programs, health education and screenings, social activities, ESL classes, computer training, and immigration assistance. For more details visit **www.mafsinc.com**.

National Immigrant Justice Center (NIJC)
208 S. LaSalle Street, Suite 1300, Chicago, IL 60604
(312) 660-1370
www.immigrantjustice.org

Provides direct legal services and advocates for low-income and impoverished immigrants, refugees and asylum seekers. Provides comprehensive immigration assistance and an open intake and telephone inquiry service. Staff and volunteers speak dozens of languages and dialects and can provide services to immigrants from Africa, Asia, the Middle East, Mexico, Latin America and Europe. Legal consultations by appointment only.

People's Resource Center (PRC)
Wheaton: 201 S. Naperville Road, 60187
Westmont: 649 Blackhawk, 60559
(630) 682-5402
www.peoplesrc.org

Provides adult ESL classes, citizenship and GED preparation through classes and tutorials.

World Relief DuPage Office
1825 College Avenue, Suite 230, Wheaton, IL 60187
(630) 462-7566
73 S. LaSalle Street, Aurora, IL 60505
(630) 906-9546
www.wr.org

A non-profit organization that helps victims of war, terror, and persecution build new lives. The staff and volunteers provide assistance with housing, food, clothing, household items, translation, ESL classes, and assistance finding employment. Citizenship application services and classes are provided at the World Relief Office. Also provides senior services and mental health services for refugees only, who were abused in their homeland.

Xilin Asian Community Center
1163 E. Ogden Avenue, Suite 301, Naperville, IL 60563
(630) 355-4322
www.xilin.org

Serves the needs of the Asian population in the greater Chicago area. Services include advocacy, Adult Day Services, ESL classes, citizenship classes, social activities, hotline information services, community health workshops and fairs, and linkage to community services and public benefits. Also offers after school and weekend activities for children.

APPLYING FOR US CITIZENSHIP

Lawful Permanent residents over the age of 18, with a valid green card for a period of the past 5 years, who meet the eligibility requirements, can file for US citizenship. If married to US citizen you may apply for US citizenship after 3 years with a valid green card. If an applicant has served in the United States armed forces during war, that individual may obtain citizenship without first becoming a permanent resident if they were in the United States upon enlistment into the U.S. military. To become a

naturalized U.S. citizen, you must pass the naturalization test. At your naturalization interview, you will be required to answer questions about your application and background. You will also take an English and Civics test unless you qualify for an exemption or waiver.

There are exceptions and modification to the naturalization requirements that are available to those who qualify such as the **English Language Exemption, Medical Disability Exemption and Fee Waiver**. U.S. Citizenship and Immigration Services (USCIS) also provide accommodations for individuals with disabilities.

- **ENGLISH LANGUAGE EXEMPTION**: Client is exempt from taking the Civics Test in English and permitted to take the test in their native language. The requirements are the following:
  -Age 50 or older at the time of filing for naturalization and have lived as a permanent resident (green hard holder) in the US for 20 years; client is still required to take Civics Test.
  - Age 55 or older at the time of filing for naturalization and have lived as a permanent resident (green hard holder) in the US for 15 years; client is still required to take Civics Test.
  -Age 65 or older at the time of filing for naturalization and have lived as a permanent resident (green hard holder) in the US for 20 years, client is given special consideration and given a short version of Civics Test.
- **MEDICAL DISABILITY EXEMPTION:** Client may be eligible for an exception to the English Civics test if unable to comply with Citizenship requirements because of a physical, development or a mental impairment.
- **FEE WAVIER:** USCIS established a fee waiver for clients that can demonstrate inability to pay the fee. Client must meet one of the following requirements: Client is only receiving a means-tested-benefit such as SNAP, SSI, SSD, Social Security Benefits; Household income is at or below 150% poverty level at the time of filing; or experiencing a financial hardship that prevents client from paying the filing fee, such as unexpected medical bills or emergency.

FEDERAL AND STATE RESOURCES

U.S. Citizenship and Immigration Services (USCIS)
National Customer Service Center
101 West Congress Parkway, Chicago, IL 60605 (by appointment only)
1-800-375-5283
1-800-767-1833 (TDD)
www.uscis.gov

Processes all immigrant and non-immigrant benefits provided to visitors of the United States including, family-based petitions, employment-based petitions, asylum

and refugee processing, naturalization, special status programs, and document issuance and renewal. Immigration process and immigrant status information can be obtained via the website or by calling the National Customer Service Center. Any forms can be obtained through the website and or by calling the forms request line **(1-800-870-3676)**. There is no fee for forms.

Social Security Administration
1-800-772-1213 (National Office)
www.ssa.gov

Lawfully admitted non-citizens can access benefits and services without having a Social Security number. You do not need a number to purchase savings bonds, conduct business with a bank, register for school or apply for educational tests, obtain private health insurance, apply for school lunch programs or apply for subsidized housing. When a Social Security number is required for federal, state, local benefits, or for employment, a card can be obtained by contacting the Social Security Administration. There is no charge to obtain a social security number. Please refer to the **Federal, State and Local Benefits** section of this directory for local office information.

Illinois Department of Human Services (DHS)
146 W. Roosevelt Road, Suite 2, Villa Park, IL 60181
(630) 530-1120
www.dhs.state.il.us

Determines initial and on-going eligibility for state and federally funded public assistance programs including food stamps, Medicaid, Cash Assistance, and TANF. Most immigrants entering the United States after 8/22/96 are unable to receive certain types of public assistance for their first five years in the U.S. There are exemptions to these restrictions for certain categories of immigrants including asylees, refugees, victims of trafficking, and immigrant victims of domestic violence. Immigrants who are not eligible for other public assistance (ineligible non-citizens) may still qualify for emergency medical coverage, pregnancy related medical coverage and medical coverage for children under the age 19, regardless of how long they have lived in the U.S. To apply for public assistance or to obtain further information regarding eligibility, please contact the Illinois Department of Human Services directly.

INSURANCE (MEDICAL)

Health insurance, especially Medicare with all its "Parts", can often be difficult to understand. The enactment of the Affordable Care Act adds more complexity. This section provides only a brief overview of Medicare, Medicaid, the Marketplace and other insurance that can be purchased for health and long term care needs.

MEDICARE

Medicare is a federal health insurance program that pays many hospital, medical and pharmaceutical expenses for people who are 65 and older, people with kidney failure and some people with disabilities under age 65.

- **Part A** helps pay for care in a hospital, a skilled nursing facility, and for home health and hospice care. Part A costs nothing for most Medicare participants.
- **Part B** helps pay doctor bills, outpatient hospital care, mechanical equipment and supplies and various other medical services. Everyone must pay a monthly premium to receive Part B. Some individuals are enrolled automatically when they reach age 65. Other individuals should contact the Social Security Administration about enrollment periods. Delaying your enrollment may cause a delay in Part B Coverage and higher future premiums. (See "Medicare with Medicaid" for assistance with premium and co-pays page 88).
- **Part C** (Medicare Advantage) provides several alternatives to traditional fee-for-service care. These include Managed Care plans (HMO), Private Fee-For-Service plans (PFFS), Preferred Provider Organizations (PPO), Medicare Savings Accounts (MSA) and Special Needs Plans (SNP). Costs for care can vary widely and choice of physicians and hospitals may be limited.
- **Part D** provides assistance with prescription drug costs. To get Medicare prescription drug coverage you must choose and join a Medicare drug plan. (See page 108) Delaying your enrollment may cause higher future premiums.

If you have any questions about your eligibility or the information above, or to apply for Medicare, visit your local **Social Security Administration** office, (page 33), call the toll-free number: **1-800-772-1213**, or go online to **www.medicare.gov.**

SHIP, the Senior Health Insurance Program trains volunteers who provide education, and counsel individuals with Medicare and other health insurance questions. See page 90 for more information.

Medicare Supplemental Policies, or **"Medigap"**, is private health insurance designed to fill the gaps that Original Medicare does not cover. Medigap policies help pay co-payments, co-insurance fees and deductibles. There are 10 basic policies that are standardized by Medicare, but additional benefits may be included for a higher premium. These policies are only available with the Original Medicare plan. **Never buy more than one policy**. It is against the law for an insurance agent to sell you a second Medicare Supplemental Policy if they know you already have one.

MEDICAID

Illinois Department of Human Services – Family Community Resource Center
146 W. Roosevelt Road, Suite 2, Villa Park, IL 60181
(630) 530-1120
(630) 530-1135 (TDD)

Medicaid, the nation's health care program for the low-income of all ages, is administered by state governments and partially funded by the federal government under the Social Security Act. Medicaid covers physician services, prescriptions and hospital costs for the Indigent. Under the benefits provided by the Affordable Care Act eligibility in Illinois has been expanded.

Medicaid for Long Term Care may also pay for care in a nursing home. Individuals must meet financial eligibility requirements as well as demonstrate impairment in performing activities of daily living (for details see Choices for Care page 74).

When one spouse needs nursing home care or in-home services and the other spouse does not, the **Prevention of Spousal Impoverishment** may apply. This benefit allows specified assets and income to be transferred to the "community spouse" while Medicaid pays for care of the spouse receiving help. To explore eligibility and benefits or submit an online application, visit abe.illinois.gov, or call the **Illinois Department of Human Services at (630) 530-1120.**

MEDICARE WITH MEDICAID

Medicaid offers three, Medicare Savings Programs (MSP), designed to help Medicare beneficiaries who have very low income and few assets

- **Qualified Medicare Beneficiary (QMB)** pays Medicare premiums, deductibles and co-insurance.
- **Specified Low-Income Medicare Beneficiary (SLMB)** and **Qualifying Individuals (QI)** pay only your Medicare Part B premium. The monthly income limits are slightly higher for **SLMB** and **QI** than for **QMB**. Individuals who are determined eligible for any of these programs will also qualify for Extra Help with Medicare Part D prescription drug coverage. See page 108 for more information about Extra Help.

MMAI – Medicare-Medicaid Alignment Initiative

This demonstration project and joint effort between Illinois and the federal Centers for Medicare and Medicaid (CMS) was implemented in suburban Cook County and five collar counties in May, 2011. The goal of this alignment is to provide a medical home for patients who have both Medicare and Medicaid (referred to as "dual eligible"), prevent duplication of services, provide better coordination and subsequently reduce medical costs for the state. Patients can choose between multiple managed care organizations that will provide integrated care that is patient centered, focuses on improved health outcomes via evidence based treatments and enhances patient access and safety. Dual eligible patients have the option to remain with regular Medicare and Medicaid if they so choose. For questions, visit **www.enrollhfs.illinois.gov,** or call the enrollment specialists at **1-877-912-8880**, **TTY 1-866-565-8576**.

Senior Medicare Patrol is a federal and state partnership effort to educate the public and reduce **Medicare** and **Medicaid** fraud and abuse. Public participation is crucial in uncovering fraud. Trained volunteers give presentations to Medicare and Medicaid recipients on how to protect against, detect and report fraud. The U.S. Department of Health and Human Services has established a confidential tip line, **1-800-HHS-TIPS (1-800-447-8477)**, to call if you believe healthcare fraud has been committed. The number can be reached Monday through Friday 7:00 A.M. to 4:30 P.M. (Central time). Speakers are available to talk with groups and organizations. For further information and assistance, please call **Age Options**, at **1-800-699-9043.**

AFFORDABLE CARE ACT (ACA)

Commonly referred to as "Obamacare", this legislation seeks to ensure access to health insurance for all citizens and legal residents. A "Health Insurance Marketplace" opened in October 2013 to provide coverage beginning in January 2014. This law requires most individuals to maintain health coverage through an employer or from an insurance company through the Marketplace. For those with very limited income, the law expanded Medicaid eligibility in Illinois. Individuals with low income can purchase private insurance and be eligible for a subsidy to help pay the premiums and copays. Also, the law requires certain employers to provide a minimum level of coverage for their employees. For a comprehensive look at what is available to you or to locate a professional who can help you with this search, visit **www.getcoveredillinois.gov**.

ADDITIONAL INSURANCE RESOURCES

Illinois Comprehensive Health Insurance Plan (CHIP)
320 W. Washington Street, Suite 700, Springfield, IL 62701-1150
1-800-367-6410
1-800-545-2455 (TTY)
www.chip.state.il.us

The Illinois General Assembly created the Comprehensive Health Insurance Plan (CHIP) to provide health insurance coverage for eligible Illinois residents who have been denied individual major medical coverage because of their health condition and to serve as an acceptable alternative mechanism for complying with the individual portability requirements of the federal Health Insurance Portability and Accountability Act (HIPAA). Premiums, which are costly, are established by law. This coverage does not constitute minimal essential coverage under the Affordable Care Act.

Senior Health Insurance Program (SHIP)
Illinois Department on Aging
One Natural Resources Way, Suite 100, Springfield, IL 62702-1271
1-800-252-8966
www.illinois.gov/aging

Trained staff and volunteers offer personal counseling about Medicare, Medicaid, private supplemental insurance (Medigap) and long-term care insurance. Services include, helping select a Medigap policy or Part D pharmaceutical plan, filing claims, and helping with Medicare appeals. For a referral to a volunteer near you, call **DuPage County Senior Services, (630) 407-6500** or **1-800-942-9412.**

The Senior Health Insurance Program (SHIP) recommends that you shop around, evaluate carefully local library how to check the ratings of the insurance company you are considering. It is also advisable to call the **State of Illinois Department of Insurance** at **(877) 527-9431 toll-free** to verify that the company you are considering is permitted to do business in Illinois and to determine if there have been an extraordinary number of consumer complaints against the company.

Veterans Care is comprehensive and affordable health care coverage for income eligible Illinois veterans under 65 years of age who have been uninsured for 6 months and who do not qualify for health care through the U.S. Department of Veterans Affairs. For more information check out their website at **www.illinoisveteranscare.com,** or call **1-877-483-8779, 1-877-204-1012 (TTY).**

Long Term Care Insurance (LTC) may cover care in a nursing facility, as well as care in the community. Contrary to what many individuals think, Medicare will only pay limited benefits for a skilled nursing facility and in-home care. The cost of nursing facilities varies widely throughout the state. In DuPage County, a 12-month stay may cost more than $70,000. If you have limited assets and are likely to become eligible for Medicaid after a short nursing facility stay, you probably don't need long-term care insurance. If your assets are considerable, in addition to your home, you may want to consider this coverage to secure these assets and to protect your retirement income. Make sure that coverage is not duplicated by Medicare, Medigap or any type of insurance you already have.

When seeking long term care insurance, SHIP advises that you not submit to a high pressure sales agent. Information must be provided in writing and you should read it all, including the fine print. Check and compare several insurance companies and policies.

LEGAL SERVICES AND ADVOCACY

A number of organizations and agencies have programs that assist with legal questions pertaining to wills and estate matters, advance directives, Public Aid eligibility, Social Security benefits, guardianship and advocacy, human rights and consumer protection. The information on the following pages is a guide to some of those resources and organizations.

DuPage County Senior Services cannot give legal advice, but is able to direct seniors to helpful resources.

MAKING YOUR WISHES KNOWN: AN EXPLANATION OF TERMS

Wills: Allow an individual to direct the dispersal of his or her estate upon death. If you do not have a will, the government follows legal statute as to how to distribute the estate.

Living Trusts: A form of estate planning that allows individuals control of their assets during their lifetime and directs what happens to their assets after their death. The document is created and operated by an individual during his or her lifetime. This individual can choose to be the initial trustee and remain in control as long as he or she wishes - or until death, when the person named as successor trustee takes over. The living trust is often used to avoid probate, save on estate and inheritance taxes, provide for property management in the event of disability, and keep estate information private. A living trust can be revocable (amended or canceled) or irrevocable (cannot be amended or canceled). Fees for preparing living trusts are usually considerably more than the cost of a will. Consult an attorney well trained in estate planning to help determine the legal documents that will best suit your needs.

Wills and trusts should be reviewed periodically to reflect changes, i.e., divorce, marriage, increase or decrease in assets, or change of beneficiaries.

Durable Power of Attorney for Property: A written document that allows an individual to designate another person to manage finances and/or property. For example, authorize real estate and stock transactions; handle banking, tax or other types of business matters; represent in court; or address other types of legal claims.

An attorney should be consulted to prepare a Power of Attorney for Property. The Power of Attorney's authority does not supercede or diminish the individuals' authority.

Advance Directives: Allow an individual to decide what type of medical care and procedures are acceptable if he/she becomes incapacitated. Legal tools used for this purpose are a Durable Power of Attorney for Health Care, and a Living Will. In the absence of advance directives, someone else will be appointed to make health care decisions on your behalf, generally the closest family relative.

- **Durable Power of Attorney for Health Care:** Designates another person to make health care decisions on your behalf in the event of a physical or mental disability. May be used instead of, or together with, a Living Will.

- **Living Will:** This form expresses an individual's wishes about having death-delaying procedures withheld or withdrawn due to a terminal illness or an incurable disease or injury. The person appointed should be someone who fully understands your intent and will diligently follow your directives.

The law does not require the use of an attorney to draft these documents. However, for proper guidance and to protect your own interests, consultation with an attorney is recommended.

GUARDIANSHIP

Adult guardianship is a judicial process whereby a court determines that an individual lacks the capacity to make or communicate decisions and gives that authority to another individual or agency. A petition is filed with the court, generally by an attorney, along with a physician report stating the reasons why guardianship is needed. The court appoints a Guardian ad Litem who visits the alleged disabled person, explains their rights to them and reports to the court whether guardianship is recommended. There are three types of guardianship. Guardian of the person makes decisions of a personal nature, i.e.: housing, medical treatment, etc. A guardian of the estate will make financial decisions. Guardianship for both person and estate is the third option. All guardianships are further defined as either plenary, meaning able to make any decision or limited, being restricted to a certain type of activity or decision.

Any adult age 18 or older that is of sound mind, has not been convicted of a serious crime and proves to be acceptable to the court can serve as guardian. An agency or institution not providing residential care to the individual or having any other vested interest could also serve as guardian. Where no appropriate guardian, personally

known to the individual, can be identified, the Office of State Guardian or the Office of Public Guardian may be appointed.

Illinois Guardianship and Advocacy Commission Regional Office
(Services DuPage County)
9511 Harrison Street, Room W-300, Des Plaines, IL 60016
(847) 294-4264
(847) 294-4264 (Regional Office)
1-866-274-8023 (Statewide Central Intake)
www.gac.state.il.us

Protects and enforces the rights of aged, disabled, and mentally ill persons through:

- **Office of State Guardian** - appointed as the "guardian of last resort" for persons with disabilities, this office represents those individuals who have less than $25,000 in assets. They must be contacted prior to petitioning the court to make sure they will be guardian for the individual. Office of State Guardian does not petition but may provide guidance and assistance to those persons petitioning for guardianship without legal representation.
- **Human Rights Authority** - investigates complaints of alleged violations of rights of persons with disabilities by service providers;
- **Legal Advocacy Service** – Attorney's provide needed assistance to persons with disabilities in a variety of settings including long term care. Issues addressed include, but are not limited to, admission and discharge from a hospital, adequate treatment, refusal of unwanted services, and confidentiality of mental health records.

Office of the Public Guardian
Donald E. Puchalski
Jennifer B. Martyn
311 S. County Farm Road, Suite C, Wheaton, Illinois 60187
(630) 933-9350
PublicGuardian@pkmlaw.net

Serves as guardian for individuals with an estate of $25,000, or more. They are paid from the estate of the person for whom they are guardian as directed by the court. Statute defines the responsibilities of this office and includes preparing inventories of property, monthly contact, receiving periodic reports from caregivers, etc.

LEGAL SERVICES

Administer Justice
Located at: Wheaton Bible Church
27W500 North Avenue, West Chicago, IL 60195
1-877-778-6006 (toll-free)
www.administerjustice.org

Administer Justice is a Free Law Clinic that offers low income residents legal assistance, financial counseling, educational outreach, and conflict resolution services provided by volunteer attorneys and other professionals. Some services require a small fee. Call for an appointment.

DuPage Bar Legal Aid Service
126 S. County Farm Road, Wheaton, IL 60187
(630) 653-6212
www.dcba.org

Provides free legal assistance for qualified persons to help in the areas of family law, domestic violence, bankruptcy, adoption, guardianship, tort and collection defense, and other areas. Those who qualify must have a case in or be a resident of DuPage County and be financially qualified as an indigent person. Applicants are screened from 9:00 A.M. - 2:00 P.M., Monday through Friday, by telephone only.

DuPage County Bar Association
Lawyer Referral Service
126 S. County Farm Road, Wheaton, IL 60187
(630) 653-9109
www.dcba.org (under "find a lawyer")

Offers assistance to individuals in locating an attorney in their community. The attorneys participating in this service provide a free consultation for up to 30 minutes. For additional services, the fee will be negotiated between the client and the attorney. Referrals to Elder Law Attorneys are available through this service.

DuPage County Community Services
Senior Services
421 N. County Farm Road, Wheaton, IL 60187
(630) 407-6500
1-800-942-9412
www.dupageco.org/seniorsvcs

Financial assistance is available on a limited basis for caregivers and grandparents raising grandchildren who are dealing with legal issues associated with their caregiving roles. The funding is provided through the Older American's Act, Caregiver Assistance

Program. It is designed to help caregivers with legal issues including assisting in resolving civil legal matters, protecting a caregiver's legal rights and/or the rights of a relative raising a child, or providing legal advice or education to caregivers.

DuPage County State's Attorney
503 N. County Farm Road, Wheaton Illinois 60187
(630) 407-8000
(630) 407-8003 (TDD)

DuPage County State's Attorney prosecutes crimes committed in DuPage County. The Senior Division of DuPage County Community Services, the Township Supervisors, Mayors and Managers are united in their efforts to work with State's Attorney's Office on behalf of seniors and persons with disabilities.

The Investigator and Assistant State's Attorney assigned to these cases have received special training in the laws which protect seniors and persons with disabilities. They work in tandem with the County Senior Services representatives and members of partner agencies who are prepared to address special needs throughout the legal process.

Prairie State Legal Services, Inc.
400 W. Roosevelt Road, Wheaton, IL 60187
1-888-965-7757 Monday – Thursday 9:00 a.m. – 2:00 p.m.
(630) 690-2130 (TDD)
www.pslegal.org

Free civil legal services for low-income persons (follows federal poverty level guidelines) and senior citizens, age 60 and older, regardless of income. Specialty areas include government benefits (including Medicare and Medicaid), landlord tenant disputes, homeless issues, consumer issues, advance directives, and nursing facility law. Staff attorneys do not handle criminal or fee producing cases.

PRAIRIE STATE LEGAL SERVICES
Equal Access to Justice

HUMAN RIGHTS

AIM Center for Independent Living
3130 Finley Road, Suite 500, Downers Grove, IL 60515
(630) 469-2300 (Voice/TTY)
www.aim-cil.org

Provides advocacy and services to persons with disabilities in DuPage County. Services include information and referral, peer counseling, independent life skills, training and advocacy. There is no fee for services.

Equal Employment Opportunity Commission (EEOC)
500 W. Madison Street, Suite 2000, Chicago, IL 60661
(312) 869-8001 (TTY)
1-800-669-4000
www.eeoc.gov

Responsible for receiving charges of all forms of discrimination, including age. The older worker who has been discriminated against should file a charge with the EEOC for two reasons: (1) it makes the EEOC aware of possible discriminatory practices and allows them to investigate and attempt to informally resolve the charge; and (2) it preserves your right to file a lawsuit.

Equip for Equality
20 N. Michigan Avenue, Suite 300, Chicago, IL 60602
(312) 341-0022

Dedicated to advancing the rights of all children and adults with mental and physical disabilities. Provide self-advocacy assistance, legal services, public policy oversight and training.

Hope Fair Housing Center
245 W. Roosevelt Road, #15-107, West Chicago, IL 60185
(630) 690-6500
(630) 690-6553 (TTY)
www.hopefair.org

Dedicated to promoting equal housing, lending and insurance opportunities for people of all economic levels. HOPE seeks to ensure that all people may freely choose a place to live without regard to race, color, religion, sex, age, national origin, sexual orientation, or because they are disabled or have children in their family. Offers investigative services and legal referrals. No fees.

Illinois Department of Human Rights
100 W. Randolph Street, Suite 10-100, Chicago, IL 60601
(312) 814-6200
1-866-740-3953 (TDD)
1-800-662-3942
www.state.il.us/dhr

Investigates charges of unlawful discrimination in employment, real estate transactions, financial credit and public accommodations (including housing) on the basis of age (40 and over), ancestry, arrest record (in employment), citizen status, color, marital status, national origin, physical or mental handicap, race, religion, military status or unfavorable military discharge. Charges must be filed within 180 days of the date you believe the discrimination took place.

CREDIT COUNSELING

National Foundation for Credit Counseling (NFCC)
2000 M Street, NW Suite 505, Washington, DC 20036
(202) 677-4300
1-800-388-2227
www.nfcc.org

Provides referrals to local area NFCC member agencies for comprehensive money management services including budget counseling and education, debt management plans, financial literacy courses, counseling referrals and housing counseling. Services are provided in-person or by phone.

CONSUMER PROTECTION

Better Business Bureau of Chicago and Northern Illinois, Inc.

State Office
330 N. Wabash Avenue, Suite 2006
Chicago, IL 60611
(312) 832-0500
www.chicago.bbb.org

Regional Office
401 W. State Street, Suite 500
Rockford, IL 61101
(815) 963-2222

This non-profit organization promotes an ethical marketplace by helping to resolve buyer/seller complaints by means of conciliation, mediation and arbitration. Also reviews advertising claims, online business practices and charitable organizations. There are no fees.

Citizens Utility Board (CUB)
309 W. Washington, Suite 800, Chicago, IL 60606
1-800-669-5556
www.citizensutilityboard.org/savingmoney

A non-profit Illinois consumer group created by the Illinois General Assembly, focused on cutting utility bills. Provides tips on how to cut phone and electric/gas bills. Learn your choices for natural gas and electric companies. See discounts, rebates, and tax credits available to make your home more energy efficient. Will answer questions about your utility bills.

Illinois Office of the Attorney General

Chicago Office

100 W. Randolph Street
Chicago, IL 60601
1-800-243-5377 (Senior Hotline)
1-800-964-3013 (TTY)
1-800-228-3368 (Victim Assist)

Springfield Office

500 S. Second Street
Springfield, IL 62706
1-800-243-0618
1-877-844-5461 (TTY)
1-866-999-5630 (Identity Theft Hotline)
1-877-305-5145 (Health Care Bureau for complaints regarding health insurance, or healthcare providers)
www.illinoisattorneygeneral.gov

Protects Illinois seniors victimized by fraud or deception through its consumer fraud bureau; provides advocacy, information and referral through its senior hotline; offers crime prevention initiatives and provides assistance to crime victims; funds training and education programs through community-based organizations. Crime Victim Services are available to assist crime victims and witnesses and may offer financial assistance for expenses related to the crime.

Illinois Commerce Commission
Consumer Services Division
527 E. Capitol Avenue, Springfield, IL 62701
(217) 782-2024
1-800-524-0795 – Hotline to file complaint
1-800-858-9277 (TDD)

Serves Illinois citizens by assisting consumers in resolving complaints and answering consumer questions about regulated utilities.

Illinois Department of Financial & Professional Regulation (DPR)

100 W. Randolph
Chicago, IL 60601
(312) 814-4500
1-888-473-4858 (toll-free)

320 W. Washington
Springfield, IL 62786
(217) 785-0820
www.idfpr.com

Protects Illinois residents in their dealings with the industries and professionals that it regulates and licenses; banking, financial institutions, insurance and professionals such as physicians, dentists, nurses, realtors, pharmacists etc. Complaints against an individual or entity regulated by DPR can be filed by contacting the Complaint Intake Unit or online through their web site.

National Do Not Call Registry
1-888-382-1222
www.donotcall.gov

Allows you to block telemarketing calls. Most telemarketers should not call your home once it has been on the registry for 31 days. Register home or mobile phone for free. The Registry is managed by the Federal Trade Commission (FTC), the nation's consumer protection agency and is enforced by the FTC, the Federal Communications Commission (FCC), and state law enforcement officials. Call or log on to the information provided above.

TRIAD / S.A.L.T.

TRIADS are a coordination of police, and older adults working together to reduce criminal victimization and enhance law enforcement services to older persons. Some of TRIAD's goals are to develop and implement effective crime prevention programs; expand awareness of resources; present educational seminars and implement means of making the community a safer place for senior citizens. A key element in the success of TRIADS is the advisory council, S.A.L.T. (Seniors and Lawmen Together), which is comprised of older members of the community, representatives from agencies who work with the elderly and law enforcement personnel.

Addison S.A.L.T.
Addison Police Department
(630) 543-3080

S.A.L.T. TRIAD of Darien
1710 Plainfield Road
(630) 971-3999

Downers Grove Township
S.A.L.T. Council
(630) 719-6682

Elmhurst S.A.L.T.
City of Elmhurst Police Department
(630) 530-3050

The TRIAD of Naperville and Lisle Townships (serving Aurora, Lisle, Naperville, Warrenville and Woodridge)
(630) 968-2087 – Lisle
(630) 355-2786 – Naperville

Milton Township S.A.L.T. Council
(630) 668-1616

Wood Dale S.A.L.T.
Wood Dale Police Department
(630) 766-2060

Anonymous **C**rime **T**ips (**ACT)**

Citizens of DuPage County have the ability to report criminal behavior or tips anonymously via text or email. Text the word "SHERIFF" plus your message to CRIMES (274637). From a computer, email **www.dupagesheriff.org**. Click on the link for ACT. A form will pop up to contain your report. Press send. The message in either text or email is then encrypted to hide the identity of the sender and forwarded to the Sheriff's Office. The identity of the sender will never be known. THIS IS NOT A SUBSTITUTE FOR DIALING 911 IN AN EMERGENCY!

ADDITIONAL RESOURCES

American Association of Retired Persons (AARP)
222 N. LaSalle, Suite 710, Chicago, Illinois 60601
1-866-448-3613 (Chicago Office)
www.aarp.org

AARP is a non-profit membership organization for persons age 50 and older. Call the above number for local chapter information. Enrollment in AARP does involve a small membership fee. Benefits include:

- Representation in Washington. AARP is your advocate for fairness in employment and retirement benefits.
- Award winning publications. You'll get AARP magazine, plus timely AARP bulletins.
- Savings on prescriptions with the pharmacy service.
- Opportunities for quality health, home and auto insurance.
- Investment program offering no-load funds designed for your needs.
- Stimulating volunteer opportunities.
- A low-fee, low interest Visa card. All AARP members are eligible to apply.
- Protection on the road. Low-cost motoring plan with emergency road service and personalized trip routing.
- Special discounts on hotels, motels and car rentals nationwide.

OLDER WOMEN'S LEAGUE (OWL) Illinois
1627 Eye Street NW, Suite 600, Washington DC 20006
(202) 450-8986
www.owl-national.org

The Older Women's League works on a national, state and local level to effect change, to improve the status and quality of life for mid-life and older women. As an advocacy organization seeking social change, OWL's current agenda includes:

1. Health issues
2. Economic security
3. Full access to appropriate housing and housing alternatives
4. Ending violence against women and the elderly
5. Staying in control throughout life
6. Combating discrimination in the workplace

OWL accomplishes its mission through research, education and advocacy. Call for the chapter nearest you.

MORE HELP ON THE WEB

Illinois Attorney General
Information regarding consumer protection; includes a section specific to seniors and various scams targeted toward them.
www.ag.state.il.us

National Association of Elder Law Attorneys
Provides referrals to attorneys specializing in Elder and Special Needs Law.
www.naela.org

NUTRITION

Nutrition plays a major role in the prevention, treatment and recovery from illness and disease. Many seniors may not receive adequate nutrition due to rising food costs, health problems, or the inability to shop and/or prepare meals. Listed below are a variety of resources meant to address these obstacles.

DU PAGE SENIOR CITIZENS COUNCIL'S (DSCC) SENIOR NUTRITION PROGRAM

DuPage Senior Citizens Council
Senior Nutrition Program
1990 Springer Drive
Lombard, IL 60148
(630) 620-0804
www.dupageseniorcouncil.org

The DuPage Senior Citizens Council's (DSCC) Senior Nutrition Program helps seniors remain healthy and independent. This program has two components: Home Delivered Meals and Community Dining. The Senior Nutrition Program is available to all seniors age 60 and older. The program is donation based, and no senior is denied service because of his or her inability or unwillingness to pay. The total cost of a meal is approximately $7.00 – any donation amount is appreciated and helps keep the program available for all eligible DuPage seniors.

Home Delivered Meals

Help seniors remain healthy and independent by providing them with regular well being checks and nutritious meals delivered to their homes. Meals are packed and delivered each weekday to homebound seniors by volunteers who have been trained in food safety. All meals are well-balanced, nutritious, low sodium, and meet many special dietary needs, such as, vegetarian, puréed, and/or diabetic. Meals are delivered Monday through Friday between 10:30 a.m. and 1:30 p.m., 52 weeks per year. Frozen meals are provided for weekends and holidays.

To request Home Delivered Meals, please contact **DuPage County Senior Services** at **(630) 407-6500**, or **1-800-942-9412**. Intake staff will conduct a phone screening to determine preliminary eligibility. A case manager will conduct an

in-home assessment to confirm eligibility, discuss other resources, and provide case management services as needed.

Community Dining

Volunteers serve meals at Nutrition Sites throughout DuPage County. Seniors receive a balanced and nutritious meal and the opportunity to socialize with other seniors. Menu items can be viewed on the website. Meals are available midday Monday through Friday at most sites. Any senior age 60 or older is invited. Bring a friend or a grandchild and enjoy a fun dining experience with us! Activities are available at most sites, such as holiday and seasonal celebrations, educational seminars, bingo games, card games, music performances, movie screenings, or short exercise programs. **Reservations must be made a day in advance by calling the DuPage Senior Citizens Council at (630) 620-0804**. Visit **www.dupageseniorcouncil.org** for days of service.

Consecra – Castle Towers – (Classic American Cuisine and Deli Sandwiches)
325 S. York Road, Bensenville, IL 60106
(630) 620-0804, ext. 310

Consecra - Peace Memorial Senior Residence – (Classic American Cuisine and Deli Sandwiches)
3737 Highland Avenue, Downers Grove, IL 60515
(630) 620-0804, ext. 304

Glendale Heights Center for Senior Citizens (Classic American Cuisine and Deli Sandwiches)
260 Civic Center Plaza, Glendale Heights, IL 60139
(630) 620-0804, ext. 320

Marian Park Senior Residence – (Classic American Cuisine)
2126 W. Roosevelt Road, Wheaton, IL 60187
(630) 620-0804, ext. 308

Metropolitan Asian Family Services - (Indian/Vegetarian Cuisine)
Wednesday and Friday only. Lunch served 12:00 p.m. – 2:30 p.m.
127 E. Main Street, Roselle, IL 60148
(630) 620-0804, ext. 317

Shahi Nihari – (Authentic Pakistani-Indian Cuisine)
530 E. North Avenue, Lombard, IL 60148
Thursday only, 12:00 p.m. – 3:00 p.m., minimal donation $3.00 required
Reservations required: Call **(630) 776-7456,** or **(630) 803-8130**

Westmont Park District Senior Center – (Classic American Cuisine)
55 E. Richmond Drive, Westmont, IL 60559
(630) 620-0804, ext. 318

York Township Senior Center – (Classic American Cuisine and Deli Sandwiches)
1502 S. Meyers Road, Lombard, IL 60148
(630) 620-2421

FOOD RESOURCES

Food pantries, located at some township offices (listed on inside back cover); churches and other non-profit agencies throughout DuPage County, maintain a supply of food for individuals in need. When government commodities are available, they are also distributed through local food pantries. Eligibility requirements vary. Call **DuPage County Senior Services** at **(630) 407-6500** or **1-800-942-9412**, for the sites nearest you or visit **www.communityhungernetwork.org** to locate the food pantries that serve your area.

Supplemental Nutrition Assistance Program (SNAP), "Food Stamps", help low-income households buy the food they need for good health. Those individuals age 60 and over or disabled with monthly gross income below $1,945 (in 2015) can apply. Assets may be considered in some cases. The monthly food stamp allowance depends on the number of people in the household and the monthly income after allowable deductions such as rent and utilities. Benefits are provided through the Illinois Link System via a debit-like card. Applications are taken at the local **DHS Office/Family Community Resource Center**, see page 34, or call **(630) 530-1120**.

DuPage Senior Citizens Council
1990 Springer Drive
Lombard, IL 60148
(630) 620-0804

Home Delivered Meals, a private pay option, provides a daily choice of either a hot meal or deli sandwich Monday through Friday. This service includes the benefit of a personal visit each day providing the reassurance of a well-being check. A six-week menu cycle assures variety. Each meal is equivalent to 1/3 of the Reference Dietary

Intake for adults over 60. Some special diets can be accommodated. Fee is $7 per meal (subject to change).

Humanitarian Service Project
The Senior Citizen Service Project
465 Randy Road
Carol Stream, IL 60188
(630) 221-8340
www.humanitarianservice.org

Provides fresh, wholesome and nutritious food, personal care items and household products to DuPage County's low-income elderly. Sponsorship is solicited from individuals, groups and corporations to purchase these items for the senior they have "adopted". Volunteers deliver food directly to eligible participants every month. This service is based on availability.

GROCERY DELIVERY

Hometown Grocer's will take your order by phone for groceries delivered by Caputo's. Call for more information or to place your order, **1-877-933-3003,** or visit online at **www.hometowngrocers.com**

Peapod is an online service for placing your orders and having your groceries and sundries delivered to your home. Visit online at **www.peapod.com.**

MEAL PREPARATION SERVICES

For individuals finding it difficult to shop for and prepare meals or caregivers trying to balance multiple responsibilities, meal preparation services might be the answer. Some "kitchens" offer an opportunity for a customer to visit and prepare 6, 8, or 12 fresh meals. These meals can be taken home and refrigerated or frozen until needed, then cooked and served. For others strapped for time, the service may assemble the meals for pick up or delivery. Meals are chosen from a large selection of entrees. For menus or fees, call or visit on-line.

Dinner By Design
6238 S. Main Street, Downers Grove, IL 60516
(630) 810-0107
www.dinnerbydesignkitchen.com

Twelve or more entrees are prepared each month, refrigerated or frozen. Deliver to all Chicagoland area.

Entrée Kitchen
26W276 Geneva Road, Unit A, Carol Stream, IL 60188
(630) 668-4450
www.entreekitchen.com

Fourteen different entrees per month, assemble your own on site or request preassembly. Pick-up or delivery available. Tuesday – Thursday offers four varieties of fresh 30 minute meals. Stocks frozen meals six days a week.

Kate's Comfort Food
123 E. Ogden Avenue, Suite 102A, Hinsdale, IL 60521
(630) 323-7231
www.maryandmikecare.com

Prepared by Casey's Market in Western Springs, delivered by Home Helpers HomeCare. Meals are fresh or fresh frozen, can be microwaved or oven heated. Delivery area southeastern DuPage and southwestern Cook counties.

Mom's Meals
1-866-971-6667
www.momsmeals.com

Offers fifty fresh, diabetic-appropriate breakfasts, lunches and dinners delivered to your door by Federal Express. Standard, heart healthy, gluten free, vegetarian, pureed, and low carb options available.

Seattle Sutton's Healthy Eating
1-800-442-3438
www.seattlesutton.com

Five week rotation of meals, includes three meals per day. Delivered fresh, but can be frozen. Meals are microwaveable.

PRESCRIPTION ASSISTANCE

MEDICARE PART D

Medicare Part D, is an insurance program for prescription drug coverage, available to everyone with Medicare regardless of age, income or resources. Part D policies are offered by private insurance companies, and cover both generic and brand name drugs. Like other insurance, you pay a monthly premium, a yearly deductible not to exceed $320 in 2015 and part of the cost of your prescriptions. Those costs vary from plan to plan and may be affected by other assistance you qualify for.

Enrollment is voluntary but should be seriously considered. There is a 1% per month penalty added to the premium if enrollment is delayed beyond initial eligibility. Those individuals with coverage through other resources such as the VA or private pension plans are exempt from this penalty while they continue to carry acceptable coverage. Though many older adults may not be taking any regular prescription medication upon enrolling in Medicare that is likely to change with age.

Part D Plans change each year and vary from state to state. Plans may have different formularies or lists of drugs that they include in their plan and different costs associated with them. Annual Coordinated Election Periods are scheduled in late fall each year allowing enrollees to change plans. Individuals should review their coverage regularly to insure they have the best plan for their personal needs. For help with this, visit **www.medicare.gov** or call **DuPage County Senior Services, (630) 407-6500** or **1-800-942-9412.**

Those individuals with limited income and assets may apply for **Extra Help.** To qualify for **Extra Help** from the Social Security Administration in 2015, assets are limited to $13,640 for an individual and $27,250 for a married couple living together. The annual income limits are $17,655 and $23,895 respectively. **Extra Help** may eliminate monthly premiums or deductibles and reduce co-payments. For more information or to apply on line, go to **www.socialsecurity.gov**.

OTHER GOVERNMENT PRESCRIPTION ASSISTANCE

DuPage County Prescription Drug Card

Prescription discount cards are available to all county residents thanks to a contract between DuPage County/National Association of Counties and **Caremark**. The **Prescription Drug Card** is free, provides an average of 24% off a pharmacy's regular retail prices and is accepted at 65,000 retail pharmacies nationwide. Some pet medications that can be filled at a regular pharmacy may be covered. **Caremark Mail Service Program** is also available for up to a 90-day supply of select medications. For more information visit the **Caremark** website at **www.naco.advancerx.org,** phone toll free **1-877-321-2652**, or call **DuPage County Senior Services** for locations where these discount cards are available at **(630) 407-6500**, or **1-800-942-9412.**

Illinois Department of Human Services/Medicaid

Offers assistance for medical care and prescription drugs to low income residents. See page 88 for more details.

Illinois Department of Public Health (IDPH)

Through the **AIDS Drug Assistance Program (ADAP)**, IDPH provides assistance to persons who are HIV positive and not eligible for Medicaid. For eligibility details, contact **IDPH** at **1-800-825-3518** or **www.idph.state.il.us/health/aids/adap.**

Illinois RX Card

As a resident of Illinois, you and your family have access to a statewide Prescription Assistance Program (PAP). Create and print your *FREE* discount prescription drug card online. No enrollment forms, age or income requirements! The Discount Prescription Card is pre-activated and accepted at over 56,000 pharmacies around the country including most major chains. View details at **www.illinoisrxcard.com**.

VA Pharmacy Benefits

Veterans may receive their prescription drugs from a VA facility at a reduced rate, or in some cases free of charge. Veterans should inquire with their local Veterans Affairs office or nearest VA facility. For the nearest location call **1-800-827-1000** or visit **www.va.gov.**

PRIVATE AND CHARITABLE PRESCRIPTION ASSISTANCE PROGRAMS

AARP Prescription Discount
Catamaran
1600 McConnor Parkway
Schaumburg, IL 60173-6801
1-800-282-3232
1-877-422-7718
http://discounts.aarp.org/offer/index/offerId/460036/

AARP members, their spouse and children or grandchildren under age 27 can benefit from a discount on prescriptions. This discount program through Catamaran offers savings on average of 38%. This is not an insurance plan and does not replace Medicare Part D. Register on-line or call Catamaran member services.

CanUSAmeds.com/Canadian Prescriptions online or by mail
3108 S. Route 59, Suite 124-287
Naperville, IL 60564
(630) 904-3677

No membership, enrollment, or sign-up fees required. A Canadian doctor reviews your "chart" and approves your prescription under his/her Canadian license. Company also has U.S. Pharmacy options for Medicare "D" clients.

Caring Voice Coalition
1-888-267-1440
www.caringvoice.org

Patients diagnosed with chronic conditions can apply for grants that can assist with copayments for expensive prescription therapy, helping pay the premium for health insurance coverage or various other self-pay responsibilities related to prescription therapy. These grants may be applied for online or by calling. Grants are usually processed within 24 to 48 hours.

HealthWell Foundation
1-800-675-8416
www.healthwellfoundation.org

Provides financial assistance to eligible individuals to cover coinsurance, copayments, healthcare premiums and deductibles for certain treatments. To qualify for assistance from HealthWell, patients must have some form of health insurance (major medical or prescription drug) that covers part of the cost of their treatment.

National Organization for Rare Disorders, Inc. (NORD)
1-800-999-6673 (voicemail only)
www.rarediseases.org

A patient assistance program to help uninsured or underinsured individuals obtain lifesaving/life sustaining drugs. NORD also administers early access programs to investigational new drugs, approved by the FDA, prior to the drug's marketing. All of NORD's programs are subject to eligibility requirements.

Needy Meds
1-800-503-6897
www.needymeds.org

Provides information about patient assistance programs providing no cost prescription medications to eligible participants.

Partnership for Prescription Assistance
1-888-477-2669
www.pparx.org

America's pharmaceutical companies have partnered with the American Academy of Family Physicians, the National Alliance for Hispanic Health, the NAACP and the National Medical Association to create the Partnership for Prescription Assistance to assist qualifying individuals with enrollment in programs which provide prescription drugs at no cost or very low cost.

Individuals who qualify will be directed to the public or private programs that meet their specific needs and qualifying criteria. The Partnership for Prescription Assistance helps low-income, uninsured patients enroll in existing patient assistance programs or gain access to free or low-cost brand name medicines.

Patient Advocate Foundation/Copay Relief
1-866-512-3861
www.copays.org

Provides direct financial support for prescription copayments to insured patients, including Medicare Part D beneficiaries, who financially qualify and have a condition that is covered on the list online.

For further information on these or other Prescription Assistance Programs, call **DuPage County Senior Services** at **(630) 407-6500** or **1-800-942-9412** or **Senior Health Insurance Program (SHIP)** at **1-800-548-9034.**

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RECREATION AND SOCIAL

Throughout DuPage County there are opportunities for recreation, entertainment and socialization for seniors. Senior Centers and other organizations offer a wide range of activities, which support the older person's independence and encourage their involvement in the community. These include travel, crafts, special events, exercise, cards and bingo, educational programs, health screenings and other supportive services. Programs differ from one community to another; some offering activities on a daily basis, while others meet only once a month. Activities for older adults continue to expand so visit the websites listed below for current events and schedules.

Churches, high schools, colleges and other community organizations may also offer opportunities of interest to seniors. Following the Senior Centers/Clubs listing, information can be found on the National Park Service Senior Pass, Hunting and Fishing Licenses, and Senior Olympics.

SENIOR CENTERS/CLUBS

ADDISON

Addison Park District
120 E. Oak Street
Addison, IL 60101
(630) 833-0100
www.addisonparkdistrict.org

AURORA

Fox Valley Park District
Eola Community Center
555 S. Eola Road
Aurora, IL 60504
(630) 851-8990
www.foxvalleyparkdistrict.org

BENSENVILLE

Bensenville Park District
Deer Grove Leisure Center
1000 W. Wood Avenue
Bensenville, IL 60106
(630) 766-7015
www.bensenvilleparkdistrict.org

Bensenville Senior Citizens Club
Monty's Banquets (1st Tuesday of the month)
703 S. York Road
Bensenville, IL 60106
(630) 594-1010
www.bensenville.il.us

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SENIOR CENTERS/CLUBS

BLOOMINGDALE

Bloomingdale Park District
172 S. Circle Avenue
Bloomingdale, IL 60108
(630) 529-3650
www.bloomingdaleparks.org

Bloomingdale Township
Senior Center
6N050 Rosedale Road
Bloomingdale, IL 60108
(630) 529-7794
www.bloomingdaletownship.com

BURR RIDGE

Burr Ridge Park District
15W400 Harvester Drive
Burr Ridge, IL 60527
(630) 920-1969
www.brparks.org

CAROL STREAM

Carol Stream Park District
Simkus Recreation Center
849 Lies Road
Carol Stream, IL 60188
(630) 784-6100
www.csparks.org

CLARENDON HILLS

Clarendon Hills Park District
315 Chicago Avenue
Clarendon Hills, IL 60514
(630) 323-2626
www.clarendonhillsparkdistrict.org

DARIEN

Darien Park District
7301 Fairview Avenue
Darien, IL 60561
(630) 968-6400
www.darienparks.com

DOWNERS GROVE

Downers Grove Park District
Active Adult Center
935 Maple Avenue
Downers Grove, IL 60515
(630) 963-1314 (Voice & TDD)
www.dgparks.org

ELMHURST

Elmhurst Park District
Abbey Leisure Center
407 W. St. Charles Road
Elmhurst, IL 60126
(630) 993-8193
www.epd.org

GLEN ELLYN

Glen Ellyn Park District
Main Street Recreation Center
501 Hill Avenue
Glen Ellyn, IL 60137
(630) 858-2463
www.gepark.org

Glen Ellyn Senior Service Center
493 Forest Avenue
Glen Ellyn, IL 60137
Mon. - Fri. 9:00 a.m. – 1:00 p.m.
(630) 858-6343
www.glenellyn.org

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SENIOR CENTERS/CLUBS

GLENDALE HEIGHTS

Glendale Heights Center for Senior Citizens
260 Civic Center Plaza
Glendale Heights, IL 60139
(630) 260-6050
www.glendaleheights.org

Village of Glendale Heights Recreation Department
250 Civic Center Plaza
Glendale Heights, IL 60139
(630) 260-6060
www.glendaleheights.org

HANOVER PARK

Hanover Park District Senior Run-a-bouts
1919 Walnut Avenue
Hanover Park, IL 60133
(630) 837-2468 (Tuesdays)
www.hpparks.org

HINSDALE

Hinsdale Parks and Recreation Memorial Building
19 E. Chicago Avenue
Hinsdale, IL 60521
(630) 789-7090
www.villageofhinsdale.org

The Community House Senior Center
415 W. Eighth Street
Hinsdale, IL 60521
(630) 323-7500
www.thecommunityhouse.org

ITASCA

Itasca Park District Senior Citizens Club
350 E. Irving Park Road
Itasca, IL 60143
(630) 773-2257
www.itascaparkdistrict.com

LISLE

Lisle Park District Recreation Center
1925 Ohio Street
Lisle, IL 60532
(630) 969-0992
www.lisleparkdistrict.org

LOMBARD

Butterfield Park District
21W730 Butterfield Road
Lombard, IL 60148
(630) 858-2229
www.butterfieldpd.com

Lombard Community Senior Center ("The White House")
205 W. Maple Street
Lombard, IL 60148
(630) 629-9707
(**Wednesday and Friday, 9-3pm)**

Sunset Knoll Recreation Center
820 S. Finley Road
Lombard, IL 60148
(630) 620-7322
www.lombardparks.com

York Center Park District
1609 S. Luther Avenue
Lombard, IL 60148
(630) 629-0886
www.ycpdfun.com

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SENIOR CENTERS/CLUBS

LOMBARD CONT.

York Township Senior Center
1502 S. Meyers Road
Lombard, IL 60148
(630) 620-2424
www.yorktwsp.com

MEDINAH

Medinah Park District
Medinah Active Adults Club
22W130 Thorndale Avenue
Medinah, IL 60157
(630) 893-2560
www.medinahparkdistrict.org

NAPERVILLE

Naperville Park District
Community Center
305 W. Jackson Avenue
Naperville, IL 60540
(630) 848-3613
www.napervilleparks.org

Xilin Asian Community Center
Iroquois Shopping Center
1163 E. Ogden Avenue, Suite 301-A
Naperville, IL 60563
(630) 355-4322
www.xilin.org

OAKBROOK

Oak Brook Park District
1450 Forest Gate Road
Oak Brook, IL 60523
(630) 990-4233 or **(630) 645-9516**
www.obparks.org

OAKBROOK TERRACE

Oakbrook Terrace Park District
Community Senior Citizens Club
1S325 Ardmore Avenue
Villa Park, IL 60181
(630) 627-6100
www.obtpd.org

ROSELLE

Roselle Park District
555 W. Bryn Mawr Avenue
Roselle, IL 60172
(630) 894-4200
www.rparks.org

VILLA PARK

Villa Park Recreation Center
320 E. Wildwood Street
Villa Park, IL 60181
(630) 834-8525
www.vprd.org

WARRENVILLE

Warrenville Park District
Recreation Center
3S260 Warren Avenue
Warrenville, IL 60555
(630) 393-7279
www.warrenvilleparks.org

WEST CHICAGO

Wayne Township Seniors
27W031 North Avenue
West Chicago, IL 60185-5122
(630) 231-7155
www.waynetwp-il.org

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SENIOR CENTERS/CLUBS

WEST CHICAGO CONT.

West Chicago Park District
201 W. National Street
West Chicago, IL 60185
(630) 231-9474
www.we-goparks.org

WESTMONT

Westmont Park District
Senior Center
55 E. Richmond Street
Westmont, IL 60559
(630) 969-8080
www.westmontparks.org

WHEATON

Wheaton Park District
The Leisure Center
208 W. Union Avenue
Wheaton, IL 60187
Mon. – Fri. 8:30 a.m. – 3:00 p.m.
(630) 665-1415
www.wheatonparkdistrict.com

WINFIELD

Winfield Park District
0N020 County Farm Road
Winfield, IL 60190
(630) 653-3811
www.winfieldparkdistrict.com

WOOD DALE

Wood Dale Senior Citizens Club
111 E. Foster Avenue
Wood Dale, IL 60191
(630) 595-9333
www.wooddaleparkdistrict.org

WOODRIDGE

Woodridge Park District
Golden Years Program
2600 Center Drive
Woodridge, IL 60517
(630) 353-3300
www.woodridgeparks.org

Senior Suburban Orchestra
(630) 935-7103 (Membership Information)
(630) 691-8502 (Concert Information)
www.seniorsuburbanorchestra.org

A 50 piece orchestra with musicians from more than 20 western suburbs. Provides an opportunity for older musicians to continue playing their instruments on a regular basis as members of an active and challenging performance organization. Membership is free, no auditions required. New members are always welcome. Currently based at OakTrace Retirement Facility in Downers Grove.

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SPECIAL RECREATION ASSOCIATIONS

Northeast DuPage Special Recreation Association (NEDSRA)
1770 W. Centennial Place
Addison, IL 60101
(630) 620-4500
www.nedsra.org

Provides quality recreational programs and community services to individuals of all ages with disabilities. NEDSRA serves: Addison, Bensenville, Glendale Heights, Itasca, Lombard, Medinah, Oakbrook Terrace, Villa Park, and Wood Dale.

Western DuPage Special Recreation Association (WDSRA)
116 N. Schmale Road
Carol Stream, IL 60188
(630) 681-0962
www.wdsra.com

Provides recreational opportunities, special events and trips for individuals of all ages with special needs. WDSRA serves Bloomingdale, Carol Stream, Glen Ellyn, Roselle, Naperville, Warrenville, West Chicago, Wheaton and Winfield.

NATIONAL PARK SERVICE – SENIOR PASS

National Park Service
National Capital Region
1849 C Street NW, Washington, DC 20240
(202) 208-3818
www.nps.gov

U.S. citizens or permanent residents age 62 and over can purchase a lifetime pass for $10.00 in person at the park, or $20.00 by mail. The pass provides access to, and use of, Federal recreation sites that charge an entrance fee. The pass admits the pass holder and passengers in a non-commercial vehicle at “per vehicle” fee areas (children under 16 are admitted free). At many parks, the Senior Pass provides a 50 percent discount on amenities such as camping, swimming, boat launch, and specialized interpretive services.

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HUNTING AND FISHING LICENSES

Illinois Department of Natural Resources
1 Natural Resource Way, Springfield, IL 62702
(217) 782-2965
www.dnr.illinois.gov

Legislation requires senior citizens age 65+ to obtain hunting and fishing licenses, but at a reduced fee. If you are a hunter or fisherman, make sure you inquire about the latest regulations before engaging in these activities. Check website, or call for license fees.

SENIOR OLYMPICS

Illinois Senior Olympics, Inc.
701 W. Mason, Springfield, IL 62702
(217) 528-4035 Ext. 130
www.ilsenoly.org

Men and women age 50 and older may compete in multiple events including swimming, track and field, bowling, golf, archery, bridge, cycling, basketball, volleyball, and other games. Medals are awarded, and qualified competitors are invited to go on to the National Competition, which is held in odd numbered years. There is a $35.00 registration fee; other event fees may apply.

TAX RELIEF AND SERVICES

FEDERAL AND STATE TAX INFORMATION

Internal Revenue Service (IRS)
www.irs.gov
1-800-829-1040 General questions
1**-800-829-3676 Forms**
1-800-829-4059 (TDD)

Illinois Department of Revenue
www.tax.illinois.gov
1-800-732-8866
1-800-544-5304 (TDD)

Access to Federal and State Tax law is available on line at the above websites. Tax forms can be completed and submitted on line or you can call to request paper applications which can be mailed in.

INCOME TAX COUNSELING

Free income tax information and return preparation for low and middle income individuals age 60 and older is provided by Volunteer Income Tax Assistance (VITA). Volunteers are trained cooperatively through the Internal Revenue Service and the American Association of Retired Persons. This service is available from February 1 through April 15 of each year. For a local site call 1-800-906-9887 or visit irs.treasury.gov/freetaxprep/.

PROPERTY TAX EXEMPTIONS

Disabled Persons Homestead Exemption – Applicants must be disabled or become disabled during the assessment year (i.e., cannot participate in any "substantial gainful activity by reason of a medically determined physical or mental impairment" which will result in the person's death or that will last for at least 12 continuous months), must own or have a legal or equitable interest in the property, or a leasehold interest of a single-family residence, must occupy the property as their principal residence on January 1 of the assessment year, and is liable for the payment of the property taxes. This Homestead Exemption reduces the net taxable assessed value by a maximum of $2,000. The actual tax savings is dependent on the applicable tax rate.

Mobile Home Exemption - Seniors, 65 and older, who own and live in mobile homes, which do not have permanent foundations, are eligible for a 20 percent reduction in mobile home privilege tax. For more information, call the **DuPage County Clerk's** office**, (630) 407-5540.**

Senior Citizen Assessment Freeze Homestead Exemption - This exemption would freeze the equalized assessed value (EAV) of an individual's property at the base year amount and prevent any increase due to inflation. The base year is the year prior to the year you first qualify and apply for the exemption. The assessment freeze exemption does not freeze the amount of your property tax bill, which will still increase if the tax rate increases. Your assessment and tax bill may also increase if you add improvements to your home. In subsequent years, if the new assessed value is lower than the established base assessment, the new lower value becomes the base. To be eligible you must be 65 years of age or older and have a total household income of no more than $55,000 in the previous calendar year. You must own and occupy the home before January 1st of the application year and prior base year. If you are eligible for this exemption you **must apply by October 1** with the **DuPage County Supervisor of Assessments, (630) 407-5858**.

Senior Citizen Homestead Exemption - Available for those age 65 and older. Allows annual savings on property tax bills, regardless of income or the original amount of real estate taxes. A maximum $5,000 exemption is applied to the equalized value of the elderly person's home. File for this exemption when either the husband or wife, as shown on the deed, reaches the age of 65. Annual renewal cards are sent to qualified taxpayers and must be returned to the Supervisor of Assessments.

Veterans may be eligible for one of two exemptions:

- **Disabled Veterans' Standard Exemption** – The applicant must be an Illinois resident who is a veteran with at least a 50% service-related disability as certified by U.S. Department of Veterans Affairs and; the home must be owner-occupied by the disabled veteran or the surviving unmarried spouse of the disabled veteran as of January 1st of eligibility year, and the property value must not be more than $750,000. **Those claiming exemption under the Disabled Persons Homestead Exemption or the Disabled Veterans' Adaptive Housing Exemption are not eligible.** This benefit provides an annual exemption of: $5,000 off the total assessed value if disability is 70% or more or $2,500 if disability is 50% to 69%.

- **Disabled Veterans' Exemption (For Adaptive Housing)** – The applicant must be a disabled Veteran (or surviving un-remarried spouse) who has served in the Armed Forces of the United States and who has acquired, in connection with that service, a disability of such a nature that the Federal Government has authorized payment for purchase or construction of specially adapted housing as set forth in the U.S. Code Title 38, Chapter 21. The Disabled Veterans' Exemption provides an annual deduction of up to $70,000 off of the taxable assessed valuation for the home. Eligibility is determined by the Department of Veterans Affairs.

Information regarding the above exemptions can be obtained from your Township Assessor's office, or the **DuPage County Supervisor of Assessments, (630) 407-5858.**

OTHER DU PAGE COUNTY PROPERTY TAX PROGRAMS

Duplicate Delinquency Tax Notice – Allows you to designate someone other than yourself to receive a duplicate delinquency tax notice. This notice will be sent when and if your taxes remain unpaid in October, when they become delinquent. A one-time $5.00 fee is required for registering. For additional information please contact the **Supervisor of Assessments** at **(630) 407-5858.**

Prepayment Plan for Current Real Estate Tax Amounts – DuPage County Treasurer established a prepayment program to make it easier for taxpayers to pay their property taxes throughout the year. Make as many monthly or periodic payments between December and the following August. Choose the amount of your payments, and select from a variety of payment options. For more details, contact the **Treasurer's** office at **(630) 407-5900**.

Property Tax Deferral - Property owners, age 65 or older by June 1st who have a total household income of $55,000 (effective 1/1/13) or less, fire and casualty insurance and no delinquent real estate taxes, may elect to defer all or part of their property tax payments up to a maximum of $5,000. Taxes would be repaid once the home is sold or when the taxpayer dies, with interest at 6% per annum. **Applicants must apply by March 1** of each year for the taxes due that year. For additional information, or to apply, call the **Office of the DuPage County Collector, (630) 407-5900**.

The offices of the **Supervisor of Assessments**, **County Clerk**, and **Treasurer** are located at: **DuPage County Complex, 421 N. County Farm Road, Wheaton, IL 60187.**

TRANSPORTATION

Transportation has consistently been a problem in the suburban area. Traveling for medical attention, social services, education and employment can be challenging. Many resources are available from your municipality, park district, townships or the county and are listed on the following pages.

For specific information about services available in your local community, see the grid starting on page 132, or contact **DuPage County Senior Services at (630) 407-6500, 1-800-942-9412**, or your local city, village hall, or township office.

RIDE DU PAGE

Many townships, cities, and villages operate or subsidize transportation services for older adults and people with disabilities. **Ride DuPage** is a program that combines many of those services into one, easy to use system. **Ride DuPage** began coordinating transportation services for a few sponsors in July 2004. More have been added, with more to come. Transportation is provided via taxi or bus, curb-to-curb. Once you are registered for **Ride DuPage** through one of the sponsoring agencies, you can call the Ride DuPage call center directly to set up rides at **1-800-713-7445.** Each sponsor determines eligibility for their program and establishes the cost to their rider.

The DuPage County Paratransit Program is a Ride DuPage sponsor and offers transportation to county residents who meet low-income guidelines. Travel is provided to medical appointments within DuPage County, DuPage County Health Department locations, and DuPage County Community Services at 421 N. County Farm Road, Wheaton, IL. Proof of eligibility must be provided and applicants must pre-register. There is a charge of $4 each way to the 421 and 111 N. County Farm Road Buildings, all other destinations are $1.50 for the first 6 miles, then $1.50 each additional mile. To register, seniors should call **DuPage County Senior Services at (630) 407-6500 or 1-800-942-9412.**

Senior Transportation Grant, another Ride DuPage sponsor, is funded through the Older Americans Act and is administered by DuPage County Senior Services. Eligibility is determined on an individual basis with priority given to low income frail elderly who do not qualify for or cannot afford other transportation programs. Rides can be provided to medical appointments, nutrition sites, adult day centers or other locations with approval. For more information, please call **DuPage County Senior Services** at **(630) 407-6500.**

THE DU PAGE COUNTY PILOT II PROGRAM

Pilot II is a subsidized transportation program utilizing taxi cabs to provide services to older adults and people with disabilities. The program allows participants to purchase coupons at a discount from sponsor agencies. Arrangements for the taxi ride are made directly with the cab company. Individual sponsoring agencies decide the eligibility requirements and the specific rules for participation. Those interested must enroll through a sponsor agency. (See Transportation grid on page 132) No lift-equipped vehicles are available. For further information, please call **DuPage County Community Services (630) 407-6500** or **1-800-942-9412**.

ILLINOIS DEPARTMENT OF HUMAN SERVICES

First Transit provides rides to medical appointments for seniors and disabled persons receiving Medicaid benefits. To arrange transport call **1-877-725-0569** with your Medicaid ID number, date, time, location and phone number of medical appointment, no less than 24 hours in advance.

REGIONAL TRANSPORTATION AUTHORITY (RTA)/PACE

PACE (Suburban Bus Division of the RTA)
550 W. Algonquin Road, Arlington Heights, IL 60005
(847) 364-7223
(847) 364-5093 (TTY)
www.pacebus.com

Pace has two programs, which offer curb-to-curb services in DuPage County. These are:

Dial-A-Ride Services provide transportation for older adults, persons with disabilities, and in some cases, the general public. These services may be available through your Local Township or municipality. (See Transportation Grid on page 132 for specific information.)

ADA Paratransit Service provides curb-to-curb transportation to people with disabilities who meet regional eligibility criteria. Registration is completed through the RTA. ADA Paratransit Service is only available in areas served by fixed route services.

The Regional Transportation Authority (RTA) is responsible for registration and determination of eligibility for PACE Regional ADA Paratransit Services. The RTA can also tell you where you can register for the ADA Paratransit ID card. Eligible riders may travel with one companion at no additional charge. If space permits, more than one companion may accompany the passenger, but are required to pay

the full fare. All trips must be scheduled at least one day in advance. To apply for **ADA (Americans with Disabilities Act) and CTA Paratransit, c**all **(312) 663-4357** or **(312) 913-3122 (TTY).**

To determine if ADA Paratransit or Dial-A-Ride services can transport you to a specific destination, call **(847) 364-7223 (Pace Suburban Bus),** or **1-800-606-1282.**

RTA Reduced Fare Permit allows adults age 65 years and older, veterans with 100% service related disability, Medicare card holders, and qualified disabled persons to ride all CTA buses/rapid transit, PACE buses and Metra trains for half the full fare. Permits are valid for four years and take approximately 3 to 4 weeks from date of application to receive. To apply, call the **RTA Travel Information Center** at **(630) 836-7000** or **(312) 836-4949 (TTY)** for the registration center nearest you, or **www.rtachicago.com**.

Benefit Access Program allows low-income Illinois residents age 65 and over or persons with disabilities, living in the RTA service region, free transit on fixed-routes operated by the Chicago Transit Authority (CTA), Metra and Pace. Eligibility guidelines include:

- Applicant must be 65 years or older by December 31 of the current year or be 16 years of age or older and totally disabled at the time you file.
- Applicant must be a resident of Illinois at the time the application is filed.
- Income must be less than:
  - $27,610 for a 1 person household
  - $36,635 for a 2 person household

The Benefit Access Program application is only available online at the **Illinois Department on Aging (IDOA)** website: **www.state.il.us/aging**.

Once you have approval of your application, riders must then request the **Ride Free Transit Card**. Call **(312) 913-5414** or visit **www.rtachicago.com** for registration sites for the permit. You will need a government-issued picture I.D. that verifies your age and a photo of yourself 1 ½ inches square. Some sites are able to take your photo, but may charge $5 to do so.

VOLUNTEER TRANSPORTATION SERVICES

American Cancer Society
Road to Recovery Program
1-800-227-2345
1-800-735-2991 (TTY)

Volunteers provide transportation to and from cancer related medical appointments for ambulatory individuals with a cancer diagnosis (depending on driver availability). Four business day notice is needed not including date of travel.

Downers Grove FISH
(630) 964-7776 (Message Center)

Provides volunteer transportation on an emergency need basis, for medical and dental needs. 24 to 48-hour advance notice required. Transports up to a ten mile radius of Downers Grove and government agencies. Covers Darien, Downers Grove, Lisle, Westmont and Woodridge.

PRIVATE TRANSPORTATION SERVICES

The following businesses provide specialized transportation services. Fees for services vary depending on destination, special needs, etc. If possible, call at least one week before the date that transportation is needed. Payment may be required at the time of service.

Access EZ Transport, Inc.
6912 Main Street, Suite 120, Downers Grove, IL 60516
(630) 824-0884

Provides door to door wheelchair transport. Can provide a wheelchair if needed for duration of the ride. Weekend and holidays rides by appointment only.

AC Medtran
1100 Jorie Blvd., Suite 301, Oak Brook, IL 60532
(630) 568-3850

Offers non-emergency transportation to doctor appointments, physical therapy, airport etc. Wheelchair accessible included.

Angels Wheels Transportation
2206 N. Main Street, Suite 162, Wheaton, IL 60187
(630) 534-6900
www.angelwheelsinc.com

Provides wheelchair transport 7 days a week and on holidays, prefers 48-hour notice.

Comfort Coach
P.O. Box 447, Addison, IL 60101
(630) 285-1900

Lift available for a wheelchair. Please provide 2-3 day notice.

NEWT Non-Emergency Wheelchair Transport
611 S. Ahrens Avenue, Lombard, IL 60148
(630) 542-6398
www.n.e.w.t.com

Newt provides 24/7, door to door wheelchair transportation. Equipped to bring people up or down stairs and can provide a wheelchair if needed. Offers reasonable rates with all major credit cards accepted.

Platinum Care, Inc.
P.O. Box 2553, Naperville, IL 60567
(630) 778-8585
www.platinumcareinc.com

Wheelchair and ambulance transport.

Special Needs Chicago, Inc.
507 S. Naperville Road, Wheaton, IL 60187
(630) 668-9999
www.specialneedschicago.org

Provides wheelchair accessible transportation.

MobilityWorks
155 E. North Avenue, Villa Park, IL 60181
1-877-275-4907 - www.mobilityworks.com

Offers a selection of accessible vehicles, both used and new, for purchase or short term rental. Options available include raised roofs, automatic ramps, mechanical hand controls and other high tech driving aids. Can customize vehicle to meet individual needs, and service your current accessible vehicle.

SECRETARY OF STATE

Illinois Secretary of State
Drivers License and State Identifications
213 State Capitol
Springfield, IL 62756
1-800-252-8980
www.cyberdriveillinois.com

Issues Illinois driver's licenses and identification (ID) cards. To receive an Illinois driver's license or ID card, you must provide acceptable documentation to prove name, date of birth, Illinois residency, Social Security number, and your signature for comparison. To obtain an Illinois driver's license, you must successfully complete a vision screening, written examination and possibly a driving examination, and pay the appropriate fee. Also, provides disability license plates and parking placards. Local offices:

Aurora
339 E. Indian Trail
Aurora, IL 60565

Lombard
Eastgate Shopping Center
837 S. Westmore
Lombard, IL 60148
(630) 629-0434 (recording only)

Naperville
Hobson Shopping Center
931 W. 75th Street, Suite 161
Naperville, IL 60565

West Chicago
1280 Powis Road
West Chicago, IL 60185

Chicagoland facility information call **(312) 793-1010.** Hours for the above offices are: Tuesday through Friday 8:00 a.m. to 5:30 p.m., Saturday 7:30 a.m. to 12 noon.

Wheaton Express
128 W. Liberty
Wheaton, IL 60187
Open M-F 8:30 a.m. to 5:00 p.m.

License Plates and Driver's License Discounts – If you qualify for the **Benefit Access Program** (see Page 125), you can save $75 on license plate fees. Also, drivers age 69 to 80 pay a reduced rate of $5 for their drivers license, which is good for four years. Drivers age 81 through 86 receive a two-year license for only $2. Those 87 and older are tested annually and the license is free. For additional information call the **Office of the Secretary of State, toll-free,** at **1-800-252-2904.**

Disability License Plates can be issued to a person with a permanent disability who owns a vehicle titled in their name or to a family caregiver who lives with the person with disabilities and is responsible for their transportation. It must be permanently affixed to the vehicle and allows for parking in designated handicapped spaces. It does not exempt parking meter fees. Applications are available at local offices or online. Call **(217) 782-2709** or visit **www.cyberdriveillinois.com** for more information.

Parking Placards are issued to individuals with temporary or permanent disabilities. Three different placards can be applied for:

- **Meter Exempt Permanent Placards** are issued to persons with permanent disabilities that cause difficulty accessing a parking meter. These individuals are exempt from paying the parking meter fees. It also allows usage of spaces reserved for the disabled. Eligible persons must have a valid Illinois Drivers' License and physician certification of need.
- **Non-meter Exempt Permanent Placards** authorizes persons with permanent disabilities to park in designated handicapped spaces but does not exempt them from paying parking meter fees.
- **Temporary Placards** are available to those with a temporary disability and are valid based on physician determination, not to exceed 6 months when issued by the Secretary of State. It can be used in designated handicapped spaces but does not exempt parking meter fees.

Applications are available at local offices or online. Call **(217) 782-2709** or visit **www.cyberdriveillinois.com**, for more information.

I-PASS Assist – I-PASS is the Illinois Tollway's electronic toll collection system. An electronic I-Pass transponder, which is mounted on the windshield, allows tolls to be automatically deducted from a pre-paid account as you drive through a toll collection station. The Illinois Tollway authority offers a discount for some individuals unable to afford the standard up-front cost of I-PASS. Those enrolled in **Medicare** or

Medicaid can apply. You must present a valid ID, such as an Illinois Driver's license as well as verification that you are enrolled in one of these programs. I-PASS Assist costs $20, which includes a $10 deposit and $10 in pre-paid tolls. I-PASS can be purchased at the Tollway Customer Care Center, 2700 Ogden Ave. in Downers Grove, Monday through Friday between 7:00 a.m. and 6:00 p.m. or in select Tollway oases and online at **www.illinoistollway.com**. For more information call **1-800-824-7277.**

DRIVERS EDUCATION AND SAFETY

Statistics indicate that older adults are safe drivers. However, medical conditions, medication usage and reduced physical and mental function can increase the risk of accidents and injury. The following resources are available to help assess, educate and advise older drivers.

State of Illinois Rules of the Road Classes – Prepares seniors through a review of the Rules Of The Road manual for their Illinois Drivers exam. The course is free of charge. For registration and class information contact the **Secretary of State** at **(312) 814-3676**, or **www.cyberdriveillinois.com/services.**

AAA Senior Driving
www.seniordriving.AAA.com

A comprehensive website that addresses multiple factors for mature drivers including smart car features, understanding body and mind changes and much more.

AARP Smart Driver Course – Designed to make adults, 55 years of age and older, better drivers and may provide a reduction in their auto insurance. Participants must pre-register and attend 8 hours of classes in order to receive a Course Completion certificate. An online course is also available. There is a fee for the courses. AARP also launched a Driving Resource Center, an interactive online experience where participants access tools and activities including driving simulations, rules of the road, and new vehicle technologies. For more information and course locations, dates and times please contact **AARP** at **1-888-227-7669**, or **www.aarp.org/families/driver_safety.**

AARP
Driver Safety
Refresher Course

Marianjoy Driver Rehabilitation Center
26W171 Roosevelt Road, Wheaton, IL 60187
(630) 909-6082
www.marianjoy.org

Provides driver evaluation and education to help individuals with disabilities learn or re-learn how to drive. Uses a fleet of vehicles that have been adapted for various disabilities. Also offer a comprehensive evaluation and examination for older adults to determine whether they can still drive safely. Call or visit the website for more information.

Optimal Mobility Solutions
P.O. Box 123, Frankford, IL 60423
www.optimalmobilitysolutions.com

Optimal Mobility has professional licensed and registered physical therapists and Certified Driver Rehabilitation Specialists to help people learn to drive or return to driving after injury, illness or disability. The program provides in home clinical evaluation of physical, visual and cognitive skills; behind the wheel evaluation; training in using adaptive equipment and an inspection to insure proper installation of any adaptive equipment on your vehicle. For more information call, **(630) 922-1600.**

The Hartford/Mature Market Excellence
www.thehartford.com/mature-market-excellence

Research and information addressing concerns for safety behind the wheel and in the home.

and Safety

LOCAL TRANSPORTATION OPTIONS

Below are the subsidized transportation options listed by town. Many require an ADA, RTA or CB Ride Free Transit Card. For details on how to apply for these, see page 132.

VILLAGE OF ADDISON

Program	Registration	Resident Eligibility
Bloomingdale Township Dial-A-Ride	**1-800-713-7445** Mon-Fri 8:30am to 4:30pm	General Public
Addison Township Ride DuPage	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled with ADA or RTA card
Addison Township Pilot II	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled Pilot II ID card required

CITY OF AURORA

Program	Registration	Resident Eligibility
Winfield Township Senior and Disabled Bus	**(630) 520-0054** Mon-Fri 8:00am to 4:30pm	65+ or Disabled
Naperville Township Ride DuPage	**(630) 357-8058** Mon-Fri 8:30am to 4:30pm	65+ or Disabled with ADA or RTA card
Naperville Township Ride to Work	**(630) 357-8058** Mon-Fri 8:30am to 4:30pm	65+ or Disabled with ADA or RTA card

VILLAGE OF BARTLETT

Program	Registration	Resident Eligibility
Wayne Township Dial-A-Ride	**1-800-713-7445** Mon-Fri 8:30am to 4:30pm	General Public
Wayne Township Pilot II	**(630) 231-7140** Mon-Fri 8:30am to 4:30pm	60+ or Disabled

VILLAGE OF BENSENVILLE

Program	Registration	Resident Eligibility
Village of Bensenville Dial-A-Bus	**(630) 350-3425** Mon-Fri 8:00am to 5:00pm	General Public
Addison Township Ride DuPage	**630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled with ADA or RTA card
Addison Township Pilot II	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled

VILLAGE OF BLOOMINGDALE

Program	Registration	Resident Eligibility
Bloomingdale Township Dial-A-Ride	**1-800-713-7445** Mon-Fri 8:30am to 4:30pm	General Public

VILLAGE OF BOLINGBROOK

Program	Registration	Resident Eligibility
Lisle Township Ride DuPage	**(630) 968-2087** Mon-Fri 8:30am to 4:00pm	65+ or Disabled with ADA or RTA card
Lisle Township Ride to Work	**(630) 968-2087** Mon-Fri 8:30am to 4:00pm	65+ or Disabled with ADA or RTA card

VILLAGE OF BURR RIDGE

Program	Registration	Resident Eligibility
Downers Grove Township Dial-A-Ride	**(630) 719-6685** Mon-Fri 8:30am to 3:30pm	65+ or Disabled with ADA or RTA card
Village of Burr Ridge Pilot II	**(630) 654-8181** Mon-Fri 8:00am to 5:00pm	60+ or Disabled and in financial need

VILLAGE OF CAROL STREAM

Program	Registration	Resident Eligibility
Bloomingdale Township Dial-A-Ride	**1-800-713-7445** Mon–Fri 8:30am to 4:30pm	General Public
Milton Township Ride DuPage	**(630) 668-1616** Mon-Fri 8:30am to 4:30pm	65+ or Disabled with ADA or RTA card
Wayne Township Dial-A-Ride	**1-800-713-7445** Mon-Fri 8:30am to 4:30pm	General Public
Wayne Township Pilot II	**(630) 231-7140** Mon-Fri 8:30am to 4:30pm	60+ or Disabled

VILLAGE OF CLARENDON HILLS

Program	Registration	Resident Eligibility
Downers Grove Township Dial-A-Ride	**(630) 719-6685** Mon-Fri 8:30am to 3:30pm	65+ or Disabled with ADA or RTA card

CITY OF DARIEN

Program	Registration	Resident Eligibility
Downers Grove Township Dial-A-Ride	**(630) 719-6685** Mon-Fri 8:30am to 3:30pm	65+ or Disabled with ADA or RTA card
City of Darien Pilot II	**(630) 852-5000** Mon-Fri 8:30am to 5:00pm	65+ or Disabled

VILLAGE OF DOWNERS GROVE

Program	Registration	Resident Eligibility
Downers Grove Township Dial-A-Ride	**(630) 719-6685** Mon-Fri 8:30am to 3:30pm	65+ or Disabled with ADA or RTA card
Village of Downers Grove Subsidized Taxi Program	**(630) 434-5500** Mon-Fri 8:00am to 5:00pm, Tues 8:00am to 7:00pm	65+ or Disabled with ADA or RTA card

Lisle Township Ride DuPage	**(630) 968-2087** Mon-Fri 8:30am to 4:00pm	65+ or Disabled with ADA or RTA card
Lisle Township Ride to Work	**(630) 968-2087** Mon-Fri 8:30am to 4:00pm	65+ or Disabled with ADA or RTA card
Milton Township Ride DuPage	**(630) 668-1616** Mon-Fri 8:30pm to 4:30pm	65+ or Disabled with ADA or RTA card
York Township Senior Transportation Service	**(630) 620-2424** Mon–Fri 8:30am to 4:30pm	55+

CITY OF ELMHURST

Program	Registration	Resident Eligibility
York Township Senior Transportation Service	**(630) 620-2424** Mon–Fri 8:30am to 4:30pm	55+
Addison Township Ride DuPage	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled with ADA or RTA card
Addison Township Pilot II	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled
City of Elmhurst Subsidized Taxi	**(630) 530-3015** Mon-Fri 8:30am to 5:00pm	65+ or Disabled in Incorporated area only
City of Elmhurst Pilot II	**(630) 530-3015** Mon-Fri 8:30am to 5:00pm	65+ or Disabled Need photo for ID

VILLAGE OF GLEN ELLYN

Program	Registration	Resident Eligibility
Village of Glen Ellyn Ride DuPage	**(630) 858-6343** Mon-Fri 9:00am to 1:00pm	65+ or Disabled with ADA or RTA card
Village of Glen Ellyn Ride to Work	**(630) 858-6343** Mon–Fri 9:00am to 1:00pm	65+ or Disabled with ADA or RTA card

Milton Township Ride DuPage	**(630) 668-1616** Mon–Fri 8:30am to 4:30pm	65+ or Disabled with ADA or RTA card
York Township Senior Transportation Service	**(630) 620-2424** Mon–Fri 8:30 to 4:30pm	55+

VILLAGE OF GLENDALE HEIGHTS

Program	Registration	Resident Eligibility
Bloomingdale Township Dial-A-Ride	**1-800-713-7445** Mon–Fri 8:30am to 4:30pm	General Public
Milton Township Ride DuPage	**(630) 668-1616** Mon–Fri 8:30am to 4:30pm	65+ or Disabled with ADA or RTA card

VILLAGE OF HANOVER PARK

Program	Registration	Resident Eligibility
Bloomingdale Township Dial-A-Ride	**1-800-713-7445** Mon–Fri 8:30am to 4:30pm	General Public
Wayne Township Dial-A-Ride	**1-800-713-7445** Mon–Fri 8:30am to 4:30pm	General Public
Wayne Township Pilot II	**(630) 231-7140** Mon-Fri 8:30am to 4:30pm	60+ or Disabled with proof of Disability income

CITY OF HINSDALE

Program	Registration	Resident Eligibility
Downers Grove Township Dial-A-Ride	**(630) 719-6685** Mon-Fri 8:30am to 3:30pm	65+ or Disabled with ADA or RTA card
York Township Senior Transportation Service	**(630) 620-2424** Mon–Fri 8:30am to 4:30pm	55+

VILLAGE OF ITASCA

Program	Registration	Resident Eligibility
Bloomingdale Township Dial-A-Ride	**1-800-713-7445** Mon-Fri 8:30am to 4:30pm	General Public
Addison Township Ride DuPage	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled with ADA or RTA card
Addison Township Pilot II	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled Pilot II ID card required

VILLAGE OF LEMONT

Program	Registration	Resident Eligibility
Downers Grove Township Dial-A-Ride	**(630) 719-6685** Mon-Fri 8:30am to 3:30pm	65+ or Disabled with ADA or RTA card

VILLAGE OF LISLE

Program	Registration	Resident Eligibility
Lisle Township Ride DuPage	**(630) 968-2087** Mon–Fri 8:30am to 4:00pm	65+ or Disabled with ADA or RTA card
Lisle Township Ride to Work	**(630) 968-2087** Mon-Fri 8:30am to 4:00pm	65+ or Disabled with ADA or RTA card
Village of Lisle Taxi Subsidy Program	**(630) 271-4100** Mon-Fri 7:00 am to 5:00pm	65+ or Disabled

VILLAGE OF LOMBARD

Program	Registration	Resident Eligibility
Village of Lombard Taxi Subsidized Program (Incorporated only)	**(630) 620-5700** Mon 8:00am to 7:00pm Tues-Fri 8:00am to 4:30pm	65+ or Disabled
Addison Township Ride DuPage	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled with ADA or RTA card
Addison Township Pilot II	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled Pilot II ID card required
Bloomingdale Township Dial-A-Ride	**1-800-713-7445** Mon-Fri 8:30am to 4:30pm	General Public
Milton Township Ride DuPage	**(630) 668-1616** Mon–Fri 8:30am to 4:30pm	65+ or Disabled with ADA or RTA card
York Township Senior Transportation Service	**(630) 620-2424** Mon–Fri 8:30am to 4:30pm	55+

VILLAGE OF MEDINAH

Program	Registration	Resident Eligibility
Bloomingdale Township Dial-A-Ride	**1-800-713-7445** Mon-Fri 8:30am to 4:30pm	General Public

CITY OF NAPERVILLE

Program	Registration	Resident Eligibility
Lisle Township Ride DuPage	**(630) 968-2087** Mon–Fri 8:30am to 4:00pm	65+ or Disabled with ADA or RTA card
Lisle Township Ride To Work	**(630) 968-2087** Mon-Fri 8:30am to 4:00pm	65+ or Disabled with ADA or RTA card
Naperville Township Ride DuPage	**(630) 357-8058** Mon–Fri 8:30am to 4:30pm	65+ or Disabled with ADA or RTA card
Naperville Township Ride to Work	**(630) 357-8058** Mon–Fri 8:30am to 4:30pm	65+ or Disabled with ADA or RTA card

VILLAGE OF OAK BROOK

Program	Registration	Resident Eligibility
York Township Senior Transportation Service	**(630) 620-2424** Mon–Fri 8:30am to 4:30pm	55+

VILLAGE OF OAKBROOK TERRACE

Program	Registration	Resident Eligibility
York Township Senior Transportation Service	**(630) 620-2424** Mon–Fri 8:30am to 4:30pm	55+

VILLAGE OF ROSELLE

Program	Registration	Resident Eligibility
Bloomingdale Township Dial-A-Ride	**1-800-713-7445** Mon-Fri 8:30am to 4:30pm	General Public

CITY OF ST. CHARLES

Program	Registration	Resident Eligibility
Wayne Township Dial-A-Ride	**1-800-713-7445** Mon-Fri 8:30am to 4:30pm	General Public

Wayne Township Pilot II	**(630) 231-7140** Mon-Fri 8:30am to 4:30pm	60+ or Disabled with Proof of Disability income

VILLAGE OF VILLA PARK

Program	Registration	Resident Eligibility
York Township Senior Transportation Service	**(630) 620-2424** Mon–Fri 8:30am to 4:30pm	55+
Addison Township Ride DuPage	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled with ADA or RTA card
Addison Township Pilot II	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled Pilot II ID card required
Villa Park Subsidized Senior Ride Program (Incorporated only)	**(630) 834-8500** Mon-Fri 9:00am to 5:00pm	65+ or Disabled with doctor's letter

CITY OF WARRENVILLE

Program	Registration	Resident Eligibility
Winfield Township Senior and Disabled Bus	**(630) 520-0054** Mon-Fri 8:00am to 4:30pm	65+ or Disabled
City of Warrenville Pilot II	**(630) 393-9427** Mon-Fri 8:00am to 5:00pm	65+ or Disabled
Acorn Van Curb-to-Curb	**(630) 393-9427** Mon–Fri 8:00am to 5:00pm	60+ or Disabled with ADA or RTA card

VILLAGE OF WAYNE

Program	Registration	Resident Eligibility
Wayne Township Dial-A-Ride	**1-800-713-7445** Mon-Fri 8:30am to 4:30pm	General Public

Wayne Township Pilot II	**(630) 231-7140** Mon-Fri 8:30am to 4:30pm	60+ or Disabled with proof of Disability income

CITY OF WEST CHICAGO

Program	Registration	Resident Eligibility
Wayne Township Dial-A-Ride	**1-800-713-7445** Mon-Fri 8:30am to 4:30pm	General Public
Wayne Township Pilot II	**(630) 231-7140** Mon-Fri 8:30am to 4:30pm	60+ or Disabled with proof of Disability income
Winfield Township Senior and Disabled Bus	**(630) 520-0054** Mon-Fri 8:00am to 4:30pm	65+ or Disabled

VILLAGE OF WESTMONT

Program	Registration	Resident Eligibility
Downers Grove Township Dial-A-Ride	**(630) 719-6685** Mon-Fri 8:30am to 3:30pm	65+ or Disabled with ADA or RTA card
York Township Senior Transportation Service	**(630) 620-2424** Mon–Fri 8:30am to 4:30pm	55+

CITY OF WHEATON

Program	Registration	Resident Eligibility
City of Wheaton Ride DuPage	**(630) 260- 2019** Mon-Fri 8:00am to 5:00pm If no RTA card **(630) 668-1616**	65+ or Disabled with ADA or RTA card
City of Wheaton Ride To Work	**(630) 260-2019** Mon-Fri 8:00am to 5:00pm	65+ or Disabled with ADA or RTA card
Milton Township Ride DuPage	**(630) 668-1616** Mon–Fri 8:30am to 4:30pm	65+ or Disabled with ADA or RTA card

VILLAGE OF WILLOWBROOK

Program	Registration	Resident Eligibility
Downers Grove Township Dial-A-Ride	**(630) 719-6685** Mon-Fri 8:30am to 3:30pm	65+ or Disabled with ADA or RTA card
Village of Willowbrook Pilot II	**(630) 323-8215** Mon-Fri 8:30am to 4:30pm	65+ or Disabled

VILLAGE OF WINFIELD

Program	Registration	Resident Eligibility
Winfield Township Senior and Disabled Bus	**(630) 520-0054** Mon-Fri 8:00am to 4:30pm	65+ or Disabled
Milton Township Ride DuPage	**(630) 668-1616** Mon–Fri 8:30am to 4:30pm	65+ or Disabled with ADA or RTA card

CITY OF WOOD DALE

Program	Registration	Resident Eligibility
City of Wood Dale Dial-A-Ride	Not required – For rides call **(630) 787-3763**	General Public
Addison Township Ride DuPage	**(630) 530-8161** Mon-Fri 8:00am to 4:30 pm	65+ or Disabled with ADA or RTA card
Addison Township Pilot II	**(630) 530-8161** Mon-Fri 8:00am to 4:30pm	65+ or Disabled Pilot II ID card required

VILLAGE OF WOODRIDGE

Program	Registration	Resident Eligibility
Downers Grove Township Dial-A-Ride	**(630) 719-6685** Mon-Fri 8:30am to 3:30pm	65+ or Disabled with ADA or RTA card
Lisle Township Ride DuPage	**(630) 968-2087** Mon–Fri 8:30am to 4:00pm	65+ or Disabled with ADA or RTA card

Lisle Township **Ride To Work** **Village of Woodridge** **Pilot II**	**(630) 968-2087** Mon-Fri 8:30am to 4:00pm **(630) 852-7000** Mon-Fri 8:00am to 4:30pm	65+ or Disabled with ADA or RTA card 60+ or Disabled

DU PAGE COUNTY RIDE DU PAGE

Program	Registration	Resident Eligibility
DuPage County **Ride DuPage**	(**630) 407-6500** Mon-Fri 8:00am to 4:30pm	DuPage Resident, Call for eligibility

DU PAGE COUNTY SENIOR SERVICES

Program	Registration	Resident Eligibility
DuPage County **Senior Transportation** **Grant**	(**630) 407-6500** Mon-Fri 8:00am to 4:30pm	60+, Limited grant, call for eligibility and availability

VETERANS AFFAIRS COMMISSION

Program	Registration	Resident Eligibility
DuPage VAC **Transportation**	(**630) 407-5655** Mon-Fri 8:00am to 4:00pm	DuPage County Veteran With VA medical card or DD214 discharge papers
Note: Edward Hines, Jr. VA Hospital provides a free shuttle to its location in Hines, IL from local clinics for Vet's who have an appointment there. Call your closest VA clinic, page 146 for more information or to schedule a ride.		

VETERANS BENEFITS

Did you know that Illinois is one of only seven states with a veteran population of one million or more? Veterans in Illinois are a vital and thriving part of our community, but many are unaware of the veterans' benefits that may be available to them, a spouse, a surviving spouse, or a dependent. The agencies listed below can answer questions or provide additional information.

Illinois Department of Veterans' Affairs (IDVA)
833 S. Spring Street
P.O. Box 19432
Springfield, IL 62794-9432
(**217) 782-6641**
www.state.il.us/agency/dva

DuPage Office: 421 N. County Farm Road
2nd Floor, rear of the cafeteria
Wheaton, IL 60187
(630) 690-9449

Provides a wide variety of benefits to veterans and their families. VA benefits include pensions for wartime veterans; compensation for service related and non-service related disabilities; education and training; home mortgage loans; specially adapted homes, clothing, autos for disabled veterans; life and mortgage insurance; burial fees; various forms of employment assistance; and medical care. This office can also assist veterans in obtaining military separation/discharge papers, fishing licenses, military license plates, pension's applications, and widow's pensions.

Veterans Assistance Commission of DuPage County (VAC)
421 N. County Farm Road, 2nd Floor, rear of the cafeteria
Wheaton, IL 60187
(630) 407-5655
www.dupageco.org/vac

Provides emergency financial assistance to veterans and their families in DuPage County. Assistance may include mortgage/rent payments, utility payments and emergency essentials. Transportation arranged to Hines Hospital for qualified veterans for medical trips only, limited to twice a week. This office can also assist veterans in obtaining military separation/discharge papers. Provides information on local veterans' organizations.

Veterans' Medical Benefits

Congress appropriates funds each year to provide medical coverage for veterans. The number of veterans who can be served each year is determined by this appropriation. Since funds are limited, the Department of Veterans Affairs (VA) developed priority groups to insure that the neediest are served. There are no premiums for this coverage but there may be co-payments. For more information contact the **VA** at **1-800-827-1000**, or visit their website at **www.va.gov/healtheligibility**.

Military One Source (MOS)
1-800-342-9647
www.militaryonesource.com

A Department of Defense contracted resource to provide help to any military member or one of their families, whether on Active Duty, National Guard or Reserve. Via phone call or Internet, questions will be answered or resources provided on just about everything from maintaining a budget to issues of deployment. MOS also provides short term counseling for military members and their families. MOS can be contacted 24 hours a day, 7 days per week with interpreter services available.

Illinois Veterans Care

Offers affordable, comprehensive healthcare for Illinois veterans age 19-64, providing medical, dental and vision coverage. Veterans pay a premium of $40 or $70 depending on their income. To pre-register stop by one of the 50 veteran service offices, call **1-877-4VETSRX (483-8779)** or visit the web site **www.illinoisveteranscare.com**.

AID AND ATTENDANCE & HOUSEBOUND BENEFIT

Little known benefits, the **Aid and Attendance Benefit** and the **Housebound Benefit**, are paid in **addition** to monthly pension for veterans and surviving spouses who need in home care, or live in nursing homes or assisted living facilities. To qualify, applicants must be 65 years of age of older, need assistance with activities of daily living, and must be eligible for a pension. For additional information or to apply, call **(630) 690-9449** or online at **www.vabenefits.vba.va.gov.**

VA MEDICAL CENTERS

Eligible veterans can access services through the VA Medical Center or VA outpatient clinic nearest their home. Once enrolled, veterans may use services at any one of the 1,200 VA locations nationwide.

Edward Hines Jr. VA Hospital
5000 S. 5th Avenue, Hines, IL 60141-5000
(708) 202-8387

Services provided include specialized clinical programs in areas such as Blind Rehabilitation, Spinal Cord Injury, Cardiovascular Surgery and Residential Care.

Jesse Brown VA Medical Center
820 S. Damen Avenue, Chicago, IL 60612
(312) 569-8387

The center consists of a 200-bed acute care facility, and four community based outpatient clinics. Jesse Brown VAMC provides care to approximately 62,000 veterans who reside in the City of Chicago and Cook County Illinois and in six counties in northwestern Indiana.

North Chicago VA Medical Center
30001 Green Bay Road, North Chicago, IL 60064
(847) 688-1900

Services provided include comprehensive mental health services, extended and primary care, a homeless domiciliary, and a drug and alcohol program.

VA CLINICS

Offer primary care services and outpatient pharmacy services.

Aurora Veterans Outpatient Clinic
1700 N. Landmark Road, Aurora, IL 60506
(630) 859-2504

Elgin Veterans Outpatient Clinic
450 Dundee Avenue, Suite 100, Elgin, IL 60120
(847) 742-5920

Joliet VA Clinic
1201 Eagle Street, Joliet, IL 60432
(815) 740-8100

VET CENTERS

Offer mental health counseling, job placement assistance, and information and referrals to veterans.

DuPage County Vet Center
750 Shoreline Drive, Suite 150, Aurora, IL 60504
(630) 585-1853

Oak Park Veterans Center
1515 South Harlem Avenue, Franklin Park, IL 60130
(708) 457-8805

Veteran's Crisis Line

Lifeline connects veterans in crisis, their friends or family with **Department of Veterans Affairs** responders 24/7. Call **1-800-273-8255** or text a message to **838255.**

TRANSITIONAL HOUSING PROGRAMS AND SHELTERS FOR VETERANS

ReVive Center for Housing and Healing
1668 W. Ogden Avenue
Chicago, IL 60612
(312) 997-2222
www.revivecenter.org

Residential short and long term living and treatment centers for those with co-occurring Post Traumatic Stress Disorder and substance abuse disorders.

VA National Call Center for Homeless Veterans
1-877-424-3838
Call for yourself, or someone else!

Eddie Beard Homeless Veterans
2425 W. Jackson Boulevard
Chicago, IL 60612-2937
(312) 455-9767

Illinois Department of Veterans Affairs
The Prince Home at Manteno
One Veterans Drive
Manteno, IL 60950
(815) 468-6581, ext. 316

Provides housing and support services for disabled homeless veterans, male and female, on the grounds of Manteno Veterans Home. Skilled nursing facility on site with separate Alzheimer's unit.

Midwest Shelter for Homeless Veterans
119 N. West Street
Wheaton, IL 60187
(630) 871-8387
www.helpaveteran.org

Provides transitional housing, education, therapy, legal assistance, and job training. Veterans can receive clothing, furniture, household and personal need items. VA per diem program. Veteran must present with diagnosis or symptoms of Post-Traumatic Stress Disorder, substance abuse or depression. Serves both male and female with greater than dishonorable discharge.

St. Leo's Residence for Veterans
7750 S. Emerald
Chicago, IL 60620
(773) 651-9950
www.stleoveterans.com

Housing with case management services to assist homeless veterans become self-sufficient. VA clinic on site.

Veterans Administration Medical Center
5th Avenue and Roosevelt Road
Hines, IL 60141
www.catholiccharities.net

A partnership of the Veterans Administration and Catholic Charities provides the following two housing resources on the grounds at Hines Hospital.

Bishop Goedert Residence
(708) 273-6600
Veteran housing for those with low-incomes age 62 and older.

Cook's Manor
(708) 343-2873
500 W. Roosevelt Road
Hines, IL 60141
Transitional housing for homeless veterans.

LONG TERM CARE - ILLINOIS VETERANS HOMES

Each **Illinois Veterans Home** provides quality long term care services to the residents living there. Volunteers from local community and veterans' organizations provide many additional supporting services and activities. Illinois law and Department rules determine specific eligibility for admission to one of the Veterans Homes.

Illinois Veterans Home Anna
792 N. Main Street
Anna, IL 62906
(618) 833-6302

Illinois Veterans Home at Manteno
1 Veterans Drive
Manteno, IL 60950
(815) 468-6581

Illinois Veterans Home in LaSalle
1015 O'Conor Avenue
LaSalle, IL 61301
(815) 223-0303 Ext. 210

Illinois Veterans Home in Quincy
1707 N. 12th Street
Quincy, IL 62301
(217) 222-8641

Several local long term care facilities within DuPage County also have contracts with the Veterans Administration to provide long term care services to veterans. For a list of **Long Term Care Facilities**, visit **www.dupageco.org/seniorsvcs** or call **Senior Services** at **(630) 407-6500.**

MEDICAL FOSTER HOMES

(An alternative to institutional long term care)

Matches a veteran who is frail or terminally ill and cannot live independently with an individual or family who commit to providing personalized care in their home. The caregiver must own or rent a home on one level without any stairs, must live in the home and have a plan for relief caregivers. The veteran must have a private bedroom and the expectation that this is his or her permanent home. Payment to the caregiver is provided by the veteran, his family or legal representative. For further information contact the **Medical Foster Home Coordinator at Edward Hines, Jr. VA Hospital** at **(708) 202-7878**.

DuPage Veterans Memorial, Inc.
421 N. County Farm Road
Wheaton, IL 60187
email: veterans.memorial@comcast.net
www.dupageco-il-vetsmemorial.org

The DuPage Veterans Memorial, Inc. is a not for profit corporation formed by veterans to assist in the maintenance, care, and enhancements to the Veterans Memorial site, which is located on the grounds of the DuPage County Government Center in Wheaton. The corporation also organizes and hosts veteran related ceremonies and activities for presentation to the community.

A web page is dedicated to presenting a positive image of all members of the United States Armed Forces, and promoting patriotism. The web page also provides a variety of Internet links to DuPage County, State, and Federal information and resources specific to the interests and needs of veterans.

MORE HELP ON THE WEB

Illinois Department of Veterans Affairs
List of state benefits for veterans; location of offices
www.state.il.us/agency/dva

U.S. Department of Veterans Affairs
Access information and linkage to Veterans benefits and services.
www.va.gov

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DuPage County
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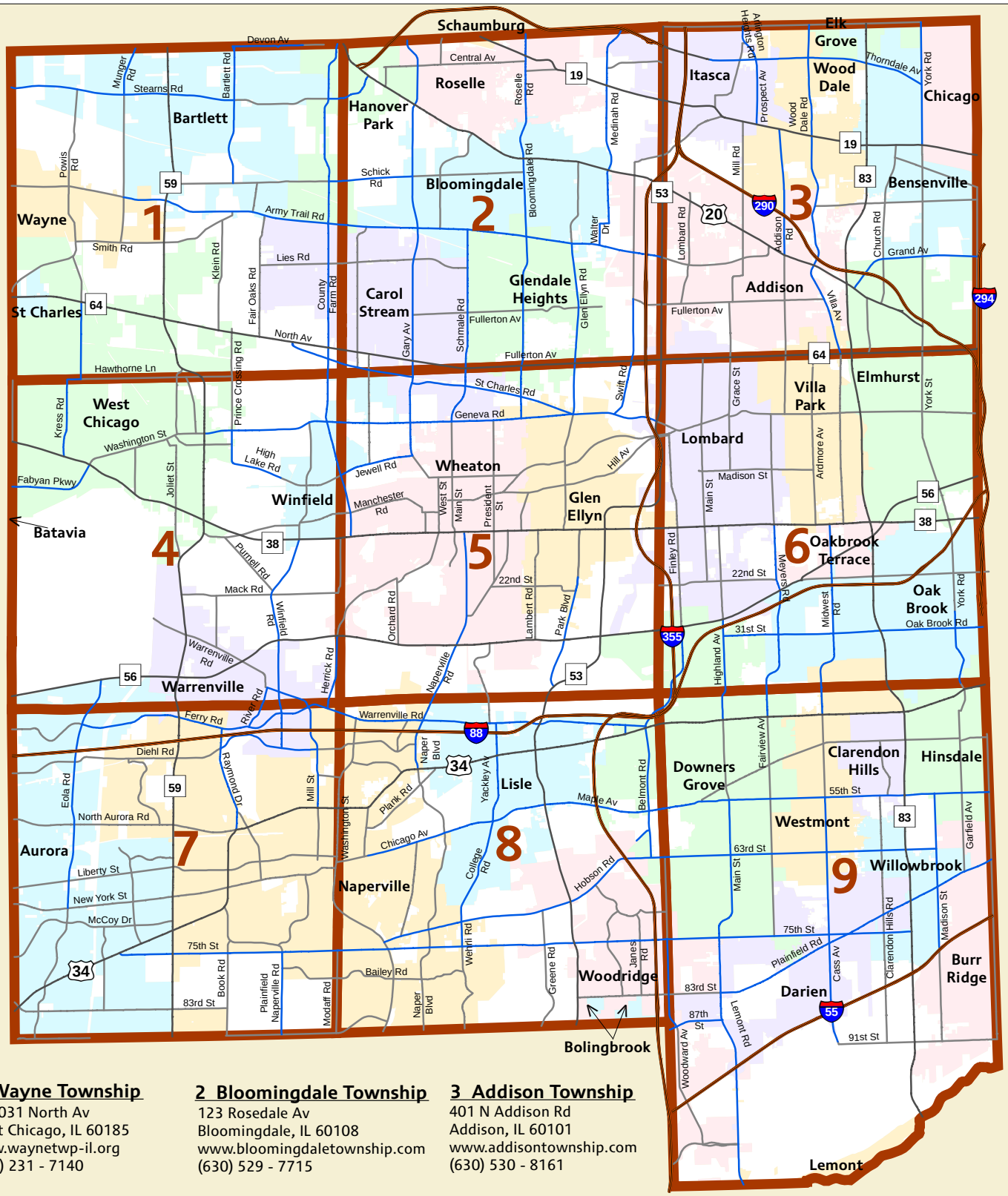

1 Wayne Township
27w031 North Av
West Chicago, IL 60185
www.waynetwp-il.org
(630) 231 - 7140

2 Bloomingdale Township
123 Rosedale Av
Bloomingdale, IL 60108
www.bloomingdaletownship.com
(630) 529 - 7715

3 Addison Township
401 N Addison Rd
Addison, IL 60101
www.addisontownship.com
(630) 530 - 8161

4 Winfield Township
130 Arbor Av
West Chicago, IL 60185
www.winfieldtownship.com
(630) 231 - 3591

5 Milton Township
1492 N Main St
Wheaton, IL 60187
www.twp.milton.il.us
(630) 668 - 1616

6 York Township
1502 S Meyers Rd
Lombard, IL 60148
www.yorktwsp.com
(630) 620 - 2400

7 Naperville Township
139 Water St
Naperville, IL 60540
www.naperviletownship.com
(630) 355 - 2786

8 Lisle Township
4711 Indiana Av
Lisle, IL 60532
www.lisletownship.com
(630) 968 - 2087

9 Downers Grove Township
4340 Prince St
Downers Grove, IL 60515
www.dgtownship.com
(630) 719 - 6600

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Miles

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DUPAGE COUNTY

SENIOR SERVICES

LOW INCOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

NEED HELP WITH YOUR GAS AND/OR ELECTRIC BILL(S)?

For many Illinois households, energy costs place a severe and continuing stress on the family budget. In some instances, the household is forced to make painful decisions regarding which bills to pay and which necessities to survive without. The Low Income Home Energy Assistance Program (LIHEAP) assists eligible households by offsetting the rising cost of home energy through direct financial assistance, energy counseling, education and outreach. An overdue bill, or disconnect notice is not required to receive this assistance.

DuPage County residents may call (630) 407-6500 to make an appointment with DuPage County Community Services, 421 N. County Farm Road in Wheaton. If you are a homebound senior citizen or disabled, a LIHEAP staff person can come to your home and take your application. You may also call your township office for an appointment.

DUPAGE COUNTY

COMMUNITY SERVICES

SENIOR SERVICES

Call: (630) 407-6500

www.agewelldupage.org