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Introduction

We are pleased to share our 2015 Veteran Resource Guide. The guide was compiled in November 2015 by All Chicago Making Homelessness History, with the generous support of the Michael Reese Health Trust, to raise awareness of the many resources available to Veterans in Chicago. All information included in the guide came from corresponding agency websites, VA resources, and a survey of Veteran service providers conducted by All Chicago in mid-2015.

Eligibility for Veteran programs and services is often based on clinical and financial criteria and varies case-by-case. Please note that information and program eligibility may have changed. If you have questions regarding specific programs, please contact the corresponding program or agency directly. This booklet is not an exhaustive list, but a starting point to help Veterans access the programs and services they need to become or remain stably housed.

If you are a representative of one of the agencies, programs, or services listed and would like to update your listing, please contact Tremel Daniel at tdaniel@allchicago.org and 312-379-0301 ex. 30.

Thank you for your support of Veterans in our community – together, we will end Veteran homelessness.

The All Chicago Team
**Employment**

**AMERICA WORKS OF ILLINOIS, INC. - Homeless Veterans Reintegration Program**
205 W Randolph St, Suite 920  
(312)726-5627  
[www.americaworks.com](http://www.americaworks.com)  
Fax: (312)726-5639  
Emily Jensen, Director of Programs  
ejensen@americaworks.com  
Alissa Rygel, Cooperate Representative  
arygel@americaworks.com

America Works of Illinois, Inc. is a Homeless Veterans Reintegration Program provider through the Department of Labor. We have a 100% placement rate with the Veterans we assist. This success depicts the Veterans we serve, and their ability to seize opportunities, as well as the devoted employers we sustain, and the incredible staff we employ. Any Veteran can contact us Monday through Friday from 9:00am - 5:00pm and will be assisted. No appointment needed.

*Eligibility criteria:*
1. Veteran (DD214)  
2. Employment Services interest  
3. Homeless or risk of becoming homeless

**INNERVOICE - Homeless Veterans Reintegration Program**
1700 West 18th St, 3rd Floor  
(312)994-5831  
[www.innervoicechicago.org](http://www.innervoicechicago.org)  
Fax: (312)994-8351  
Abdullah Hassan, Director of Veterans Programs  
ahassan@innervoicechicago.org

The Inner Voice provides employment related services for homeless Veterans (males and females). Participants are provided pre-employment preparation, résumé development, direct referrals to employers, transportation assistance as well as support with obtaining work clothes, boots, tools, certifications, etc. Veterans can be referred through any agency or self-referred.

*Eligibility criteria:*
1. Homeless or risk of becoming homeless (letter of homelessness or risk)  
2. Proof of military service (DD214) & ID (picture ID, Social Security card)  
3. Ability to work  
4. If employer requires - Ability to pass drug screen  
5. Willingness to participate in job readiness classes or counseling
MANUFACTURING WORKS
2800 S Western Ave
(773)523-2516
www.chicagomfgworks.org
Services include: Career pathway development, manufacturing job assistance, hands-on skill testing/assessment, and consulting
ManufacturingWorks is a City of Chicago initiative and a partnership between local leaders in the manufacturing sector, Cook County Workforce Partnership and Instituto del Progreso Latino, working together to help improve bottom lines by upgrading the skills and competencies of the workforce with customized solutions and programs.

NATIONAL ABLE NETWORK – Veterans Forward
567 W Lake St, Suite 1150
(312)994-4213
www.nationalable.org
Workshops: (855)994-8300
Bridget Altenburg, COO
baltenburg@nationalable.org
Len Harris, Director of Veterans Forward
vets@nationalable.org
Veterans Forward at National Able Network offers military-to-civilian employment transition services for Veterans of all eras, skills sets, backgrounds, and educational levels. We provide free coaching from expert career coaches, training and development, and connections to employers. Visit one of our workshops by signing up online www.veteransforward.eventbrite.com, or call/email the above information. We work with all Veterans.

SAINT SABINA – Employment Resource Center
7825 S Racine Ave
(773)783-3760
www.saintsabina.org
Services include: Job readiness workshops, free GED workshops, transportation passes for job seekers, financial education planning, and services for working families
The ERC was founded in 1998 to serve the job-seeking needs of the Auburn-Gresham and Englewood communities. At the ERC, job seekers will find the resources necessary to aid in their job search efforts. The staff focuses on providing assistance that will lead our customers to finding meaningful and sustainable career opportunities through individualized career planning.

TRANSITIONAL LIVING SERVICES
TLS Veterans acts as transitional employment liaison between Veterans, military families, and employers to bridge the gap between employers and veterans who are actively seeking employment. TLS Veterans assists Veterans in translating their practical skills into employment strengths.

**VOLUNTEERS OF AMERICA OF ILLINOIS - True North Project for Veterans**

47 W Polk St, Suite 250

(312)564-2300 / (312)564-2308

[www.voaillinois.org](http://www.voaillinois.org)

Jessica Smith, Director

jsmith@voail.org

The True North Project is a comprehensive program for Veterans who are struggling, in crisis, or at risk of serious instability in their lives. To connect a Veteran with our services, please call the office and ask to speak with a member of our Veterans Services team to complete a brief screening over the phone. Alternatively, Veterans can visit the office for a brief on-site screening.

**Eligibility criteria:**

1. Veteran with a military discharge status other than dishonorable

**WESTSIDE HEALTH AUTHORITY**

5417 W Division St

[www.healthauthority.org](http://www.healthauthority.org)

Services include: Job readiness training, job placement, supportive services, and vocational training

WHA’s Community Employment Center specializes in helping Chicago residents find pathways to employment and long-term career success, while servicing the human resources needs of local businesses. WHA’s mission is to improve the health and well-being of the residents of the Austin and Westside communities of Chicago. WHA works to strengthen the capacity of ordinary citizens in building upon existing community assets in order to bring about positive change.
Financial Assistance

CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES (DFSS)
www.cityofchicago.org/fss (312)743-0300
Chicago DFSS works to promote the independence and well-being of individuals, support families, and strengthen neighborhoods by providing direct assistance and administering resources to a network of community-based organizations, social service providers, and institutions. DFSS offers direct services and referrals for specialized assistance to residents and families in need through its six Community Service Centers.

COOK COUNTY VETERAN ASSISTANCE COMMISSION (VAC)
www.cookcountyil.gov/veterans-assistance-commission/ (312)433-6010
The Veterans Assistance Commission promotes and protects the rights of Veterans and their immediate family members through education, communications, and technology. Please contact for more information.

COMMUNITY & ECONOMIC DEVELOPMENT ASSOCIATION (CEDA)
www.cedaorg.net (800)571-2332
LIHEAP
Federally funded assistance in managing costs associated with home energy bills, energy crises, energy-related minor home repairs, and weatherization. Application start dates open up earlier for seniors, persons with disabilities, families with children under 6 years old, and disconnected households.

Percentage of Income Payment Plan (PIPP)
Under PIPP, an eligible client pays a percentage of their income, receive a monthly benefit towards their utility bill, and receive a reduction in overdue payments for every on-time payment they make by the bill due date. Applications open in 2016.
HOMELESS PREVENTION CALL CENTER (HPCC)  Call 3-1-1
Emergency funding may be available for basic needs such as rent and utilities. The Call Center’s hours of operation are Monday – Thursday, 8:30am-4:30pm. If in Chicago, call: 3-1-1 or (312) 744-5000 and ask for “Short Term Help”

ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY (IDES)
www.ides.illinois.gov  (800)244-5631
IDES offers programs specific to Veterans, and states that assisting veterans in finding gainful employment is a top priority. IDES provides Veterans with priority of service for employment services. Call to find nearest Employment Specialist.

ILLINOIS DEPARTMENT OF HUMAN SERVICES (DHS)
www.dhs.state.il.us  (800)843-6154
DHS can assist Chicagoans and families to meet basic needs by offering a range of services to help people become healthy and self-sufficient. Family Community Resource Centers (Family & Community Services) are "one-stop" centers for cash & medical assistance, food stamps, and job services. Call the above number or visit the website to find the location nearest to you.

PEOPLES GAS – SHARE THE WARMTH
http://www.peoplesgasdelivery.com/home/share_warmth.aspx  (866)556-6001
Low-income customers of Peoples Gas may be eligible for Share the Warmth grants of up to $200. Customers must make a pledge payment to their Peoples Gas heating account, which will be matched by the grant (up to $200).

WEATHERIZATION  (877)411-9276
www.cityofchicago.org  email: conservation@cityofchicago.org
The Low-Cost Weatherization and Education Program (LCWEP) aims to prepare, educate and train Chicago residents in low cost weatherization techniques. Weatherization kits include weather-strips, window kits, and energy-efficient light bulbs.
Healthcare and Prescription Assistance

ALL KIDS
www.allkids.com (866)255-5437
The All Kids program offers many Illinois children comprehensive healthcare that includes doctors visits, hospital stays, prescription drugs, vision care, dental care and medical devices like eyeglasses and asthma inhalers. All Kids also covers special services like medical equipment, speech therapy and physical therapy for children who need them. Some families pay monthly premiums for the coverage, but rates for middle-income families are significantly lower than they are on the private market. Visit the website to apply online or to find a local All Kids Application Agent to assist in applying.

COOK COUNTY PRESCRIPTION DRUG DISCOUNT CARD
www.nacorx.org VAC: (312)433-6010
Since 2007, Cook County, in partnership with Caremark and the National Association of Counties (NACo), introduced the new Cook County Prescription Drug Discount Card Program. This free card is available to all county residents and can provide significant savings on prescription drugs with no income requirements, no age requirements, and unlimited use for the whole family.

ILLINOIS RX CARD
www.illinoisrxcard.com (888)615-1988
Illinois Rx Card is the state's free prescription assistance program designed to help the uninsured and underinsured afford their prescription medications. Residents, including those with insurance to assist with non-covered prescriptions, have been utilizing the program since its launch in May 2011.
Housing Services

**Access Living**

115 W Chicago Ave  
(312)640-2100  
www.accessliving.org/housing  
Information: (312)640-2153  
Larry Hamilton, Information & Referral Associate  
lhamilton@accessliving.org

**HOUSING COUNSELING PROGRAM**

Access Living coordinates several programs designed to connect people with disabilities with housing, including the Housing Counseling Program, which can assist people in the search for accessible, affordable and integrated housing. To be part of the program, submit a housing form online and an Access Living Housing Counselor will contact you with information about next steps.

**DEINSTITUTIONALIZATION PROGRAM**

Access Living enables people with disabilities in nursing homes to transition into the community. This program helps people with disabilities find accessible, affordable housing in integrated communities and provides for basic needs to set up a household, including personal assistant services.

**Community Resource and Referral Center (CRRC)**

2750 W Roosevelt Road

Looking for a place to begin? Veterans can start at the Community Resource and Referral Center (CRRC) which is located at 2750 W Roosevelt Road (entrance on California). The CRRC is a “one-stop shop” where Veterans who are homeless or at risk of homelessness can get connected to stable housing and supportive services – both inside the VA and out in the community.
Veteran Resource Guide

**Featherfist**

**THE FORT, FORT II AND FORT III**

2255 E 75th St

(773)721-7088

www.featherfist.org

Fax: (773)721-7144

Ceandra Daniels, Supervisor of Programs cdaniels@featherfist.org

All three programs provide transitional housing for single men (only). The maximum length of stay is 2 years. Referrals are accepted from Veterans’ service organizations, VA hospitals, and other homeless services providers. Individuals are encouraged to contact the organization to receive info regarding site locations, intake hours, etc. Visit the above website for more info about additional services.

**Eligibility criteria:**

1. Homeless
2. U.S. Military Veteran
3. Discharge Status - Other than Dishonorable

**InnerVoice**

**EDDIE BEARD HOMELESS VETERANS TRANSITIONAL HOUSING PROGRAM**

2425 West Jackson Blvd

(312)455-9767

www.innervoicechicago.org

Fax: (312)455-8109

Abdullah Hassan, Director of Veterans Programs ahassan@innervoicechicago.org

This program provides interim housing for homeless male veterans with a goal of rehousing participants as quickly as possible. Participants are provided case management services, Individual Service Plans, and an opportunity to develop/enhance their independent living skills. Clients are assisted with creating a housing assessment, addressing income and/or benefit eligibility, referrals for employment, money management, and ultimately housing placement. Any social service agency, Jesse Brown VA, Self-referral, churches, and relatives can refer the Veteran. Facility needs to have bed available and schedule assessment.

**Eligibility criteria:**

1. Homeless
2. Male veteran
3. Proof of service
4. Complete Assessment process
5. Willingness to abide by program rules
**Interfaith House**

3456 W Franklin Blvd  
(773)533-6013  
www.interfaithhouse.org  
Fax: (773)533-9034  
Jennifer Nelson-Seals, Executive Director  
j.nelson@interfaithhouse.org  
Pamela Kerr, Program Director  
p.kerr@interfaithhouse.org  

Interfaith House is an Interim Housing Provider who serves individuals (male and female) who were recently discharged from a hospital or have an acute medical illness or injury. Interfaith House accepts referrals from any hospital, clinic, or social Service Provider, provided they have a medical need.  
*Eligibility requirement:* Acute Medical Illness or Injury

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**Matthew House Inc. of Chicago**

SUPPORTIVE SERVICES OF HOMELESS VETERANS  
3728 S Indiana Ave  
(773)536-6628  
www.matthewhousechicago.org  
Fax: (773)536-3668  
Rev. Dr. Sanja Stinson, Executive Director  
eldersanja@matthewhousechicago.org  
Q. Holloman, Prog. Coordinator  
quentonholloman@matthewhousechicago.org  

Matthew House provides a full services including on site case management with wraparound supportive service, job development and readiness, and supportive housing. Veterans’ services are available through various linkages agreement for all homeless Veterans, and Veterans can be referred through other homeless services providers.  
*Eligibility Criteria:* Services are provided for all who are homeless, no turn away.
North Side Housing & Supportive Services

VETERANS HOUSING INITIATIVE
3340 N Clark, Suite 203 (773)661-6721
www.northsidehousing.org Fax: (773)244-6403
Margaret Kushiner, Dir. of Outreach Services mkushiner@northsidehousing.org
Brian Ellis, Case Manager bellis@northsidehousing.org

The Veteran’s Housing Initiative (VHI) program at North Side Housing is available for veterans who are dually-diagnosed and chronically homeless and in need of permanent, supportive housing. Clients are required to meet with their case manager twice a month and pay 30% of their income toward their rent. Our agency covers all rent, application fees, move-in costs and assists with furniture referrals. A Veteran Service Provider (i.e. VA system, shelters, transitional housing organizations, psychiatric rehabilitation centers, etc.) may contact the VHI case manager and provide a direct referral for housing services.

Eligibility criteria:
1. Mental Health Diagnosis
2. Substance Abuse Diagnosis
3. Chronically Homeless
4. Male

A Safe Haven Foundation

VA GRANTS PER DIEM PROGRAM
3857 W Polk Street, basement (773)979-1982
www.asafehaven.org Fax: (773)826-3182
Helen Merritt, Supervisor hmerritt@asafehaven.org
Rodney Bates, Program Director rbates@asafehaven.org

2 year program including individual case management, mental/physical health coordination with the VA, creation and implementation of individualized service plan, group classes on life skills, conflict resolution, family reunification, community reintegration, access to permanent housing, and access to job training, internships & employment.

Eligibility Criteria:
1. Honorable Discharge
2. One+ Day Active Duty
ASH offers emergency, interim, & transitional housing programs for Veterans. Program includes pleasant, clean and supportive living environment with case management services available every day, assistance with ID and benefit access, substance abuse treatment and recovery services, employment readiness training, vocational skill training, employer linkages, and peer-to-peer support services. Referrals can be made by authorized case managers at local VA facilities.

**Eligibility Criteria:**
1. Veteran
2. Homeless
3. Motivated to change

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**St. Leo Residence for Veterans**

7750 S Emerald Avenue  
(773)723-0864
Fax: (773)873-3128

David Dempsey, Program Director  
ddempsey@catholiccharities.net

St. Leo Residence for Veterans provides permanent supportive housing and case management for 141 formerly homeless Veterans in site-based studio apartments in the Auburn Gresham neighborhood of Chicago. Rent is based on 30% of monthly income. Veterans can be referred by an agency, or self-refer by walking in to complete an application or calling above number.

**Eligibility requirements:**
1. Discharge other than dishonorable
2. Literally homeless
3. Disability
4. Low or very low income
5. Ability to live independently
Hope Hall is a transitional housing opportunity that utilizes the Safe Haven Model. Hope Hall is a program designed to reach men and women who have been living on the streets for some time and have, for a variety of reasons including mental illness and substance abuse, been unable to find success within the general shelter system. Hope Hall will follow a low threshold/low demand philosophy to create an environment of trust, dignity, and respect.

**Eligibility requirements:**

1. Veteran
2. Homeless
3. Mental Health Diagnosis
4. Eligible for VA Medical Benefits

Hope Manor I Apartments is an 80-unit permanent, support housing program for homeless Veterans that includes a full continuum of on-site services and support for homeless Veterans. Hope Manor Apartments is located in the 27th ward on the west side of Chicago where, according to data from the Department of Veterans Affairs, there is a high concentration of homeless veterans in need of housing and supportive services. Please call the intake number above or come in between 9 am - 5 pm to fill out a pre-application.

**Eligibility requirements:**

1. Veteran
2. Homeless
3. Low/No Income
4. Grant per Diem Eligible
The Services Team at Hope Manor II takes a holistic approach when serving the Veteran Resident. Residents have the option to participate in any program offered and will be met where they are. Services vary from individual therapy, employment training and placement, after school programs for the children, and other events that promote community. A Veteran must call the above number to determine if the wait list is open. If the wait list is open, the Veteran can add their name to the wait list.

**Eligibility Criteria:**

1. DD214
2. Birth Certificate
3. State Issued Identification Card
4. Proof of Income
5. Documentation of dependents
Illinois Supportive Services for Veteran Families (SSVF) Programs

www.endveteranhomelessness.org

The Supportive Services for Veteran Families (SSVF) program was established in 2011 to promote housing stability among homeless and at-risk Veterans and their families. Under the SSVF program, VA awards grants to private non-profit organizations and consumer cooperatives that can provide a range of supportive services to eligible very low-income Veteran families. Services include outreach, case management, assistance in obtaining VA benefits, and help in accessing and coordinating other public benefits. SSVF grantees can also make time-limited temporary payments on behalf of Veterans to cover rent, utilities, security deposits, and moving costs.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHESTNUT HEALTH SYSTEMS</td>
<td>(888)924-3786</td>
</tr>
<tr>
<td>FEATHERFIST</td>
<td>(773)721-7088 x281</td>
</tr>
<tr>
<td>MIDWEST SHELTER FOR HOMELESS VETERANS</td>
<td>(855)778-3435</td>
</tr>
<tr>
<td>PARTNERS IN COMMUNITY BUILDING</td>
<td>(312)328-0873</td>
</tr>
<tr>
<td>THRESHOLDS</td>
<td>(773)572-5400</td>
</tr>
<tr>
<td>Intake Coordinator</td>
<td>(773)572-5321</td>
</tr>
<tr>
<td>TRANSITIONAL LIVING SERVICES</td>
<td>(815)679-6667</td>
</tr>
<tr>
<td>Delores Crosby (CM)</td>
<td>(815)529-4394</td>
</tr>
<tr>
<td>Terrence Crayton (Employment Specialist)</td>
<td>(815)353-0569</td>
</tr>
<tr>
<td>URBANITE VETERANS PROGRAM</td>
<td>(708)955-6996</td>
</tr>
<tr>
<td>VOLUNTEERS OF AMERICA</td>
<td>(312)328-0873</td>
</tr>
<tr>
<td>Intake Specialist</td>
<td>(312)564-2424</td>
</tr>
</tbody>
</table>
Interview Clothing

BRIDGE TO SUCCESS
1236 S Halsted  (312)733-9742
www.thebridgetosuccess.org/get-interview-clothing
If you are an individual who is currently looking for a job and need an interview outfit please call Bridge to Success or email info@thebridgetosuccess.org to find out how to obtain services.

DRESS FOR SUCCESS
515 N State St # 2340  (312) 527-0925
www.worldwidecentral.dressforsuccess.org
Women obtain what they need for an interview—from clothing to confidence—and can return once they find employment for the apparel and accessories needed to enter the workforce.

GOLDIE’S PLACE
5705 N Lincoln Ave  Tuesday – Friday, 10:30am – 2:00 pm
Ask your case manager or social worker to refer you to this program. Ask them to contact Patty Petrillo (Program Administrator, 773-271-1212). Veterans must be referred to this program.

GOODWILL CARES
Ask your case manager or social worker to refer you to this program. Ask them to contact Katie Flanagan (Community Assistance Program, 414-847-4170). Veterans must be referred to this program.

MIDWEST VETERANS CLOSET
2323 Green Bay Road, North Chicago  (847)354-2108
www.midwestveteranscloset.org  Monday –Friday, 9:30 – 4:30 pm
FREE for Veterans
ID Required: DD214, VA ID, or Driver’s License
# Lease Worksheet

## WHAT DOES MY LEASE SAY?

**About this tool:** This tool provides you with a way to summarize, in your own words, the lease violations that could result in eviction. It's recommended that you consult with someone such as your housing advocate or case manager to help interpret the lease language. Many problems can be prevented simply by making sure the rules are understood and easily accessible.

## PAYING FOR MY APARTMENT

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How much rent do I pay each month?</td>
<td></td>
</tr>
<tr>
<td>When is my rent due each month?</td>
<td></td>
</tr>
<tr>
<td>Where do I send my rent payment?</td>
<td></td>
</tr>
<tr>
<td>How much is the damage/security deposit?</td>
<td></td>
</tr>
<tr>
<td>If the rent is late, is there a late fee? How much is the late fee?</td>
<td></td>
</tr>
<tr>
<td>When does the landlord start charging a late fee?</td>
<td></td>
</tr>
<tr>
<td>If my check bounces, does that mean it’s a late payment?</td>
<td></td>
</tr>
<tr>
<td>When does the landlord start eviction if the rent is not paid?</td>
<td></td>
</tr>
<tr>
<td>What utilities do I have to pay?</td>
<td></td>
</tr>
<tr>
<td>What else do I have to pay? (For example, extra charge for pets, garage, laundry, key deposit, service fee if my check bounces?)</td>
<td></td>
</tr>
</tbody>
</table>
### RULES FOR MY APARTMENT

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the rules about noise?</td>
<td></td>
</tr>
<tr>
<td>What pets are allowed? (kind of pet, number of pets, size of pets)</td>
<td></td>
</tr>
<tr>
<td>Are there rules about how I have to do my housecleaning? Do I have to</td>
<td></td>
</tr>
<tr>
<td>do any yard work?</td>
<td></td>
</tr>
<tr>
<td>What happens if something breaks or someone damages my apartment?</td>
<td></td>
</tr>
<tr>
<td>What should I do?</td>
<td></td>
</tr>
<tr>
<td>Can the landlord come into my apartment anytime he wants to?</td>
<td></td>
</tr>
<tr>
<td>What are the rules about someone living with me? How long can someone</td>
<td></td>
</tr>
<tr>
<td>visit me (if they aren’t living with me)?</td>
<td></td>
</tr>
<tr>
<td>What happens if there is a police call to my apartment or someone in</td>
<td></td>
</tr>
<tr>
<td>my family is arrested?</td>
<td></td>
</tr>
<tr>
<td>What happens if someone in my apartment uses illegal drugs?</td>
<td></td>
</tr>
<tr>
<td>How long is my lease? What happens if I want to move before my lease</td>
<td></td>
</tr>
<tr>
<td>is up?</td>
<td></td>
</tr>
<tr>
<td>What happens when my lease expires?</td>
<td></td>
</tr>
<tr>
<td>If I want to move out, how soon do I have to tell my landlord?</td>
<td></td>
</tr>
<tr>
<td>What do I have to do to get my damage deposit back?</td>
<td></td>
</tr>
</tbody>
</table>

*Worksheet from Vets@Home Toolkit:*

Legal Services

CABRINI GREEN LEGAL AID
Cynthia Cornelius (312)738-2452
www.cgla.net 740 N Milwaukee Ave
CGLA provides both criminal and civil legal services, integrated with social work support, to individuals facing barriers stemming from an encounter with the criminal justice system. We provide services in areas of acute need, including criminal records relief, defense, family and housing law.

HEALTH DISABILITY ADVOCATES
www.hdadvocates.org (312)223-9600
HDA aims to improve health care access, educate providers about the unique needs of military service members and their families, and provide training and resources for Veterans, including a peer-to-peer network to address the challenges facing Veterans returning home.

LEGAL ASSISTANCE FOUNDATION (LAF)
www.lafchicago.org (312)341-1070
LAF provides free legal services in non-criminal matters to people living in poverty in metropolitan Chicago. Services are available in English and Spanish. Households with limited assets and income at or below 150 percent of the federal poverty line are financially eligible for services.
LAWYERS COMMITTEE FOR BETTER HOUSING
John Paul (312)784-3506
www.lcbh.org 33 N LaSalle St, #900
LCBH provides FREE legal services to renters to help solve serious housing issues, including: eviction, discrimination, unsafe conditions, landlord retaliation, and other landlord issues.

METROPOLITAN TENANTS ORGANIZATION
www.tenants-rights.org (773)292-4980
2150 S Canalport Ave Tenants’ Rights Hotline: (773)292-4988
MTO focuses on educating, organizing and empowering tenants to have a voice in the decisions that affect the affordability and availability of safe, decent and accessible housing. Programs include: Building to Building Organizing & Affordable Housing Preservation Program, Tenants’ Rights Hotline, Healthy Homes Program, Leadership Development Seminar, and Community Organizing.

VETERAN’S JUSTICE OUTREACH (VJO) (312)569-8387
Laura Olsten lauran.olson@va.gov
www.va.gov/homeless/vjo.asp
Veteran Justice Outreach provides eligible, justice-involved Veterans with timely access to VA’s mental health and substance use services when clinically indicated, and other VA services and benefits as appropriate.
Please note that VA cannot provide legal services. If you need legal assistance, please see www.statesidelegal.org/findinghelp or contact your local VJO Specialist who may know of community resources for legal assistance.
Veteran Resource Guide

Mental Health

ROAD HOME
1645 West Jackson Blvd., Suite 602 (312)942-8387
www.roadhomeprogram.org
The Road home provides mental health care and support services for all aspects of a Veteran’s life affected by service. Outpatient counseling program for Veterans at Rush Hospital include assistance with anxiety, depression, guilt, Military Sexual Trauma (MST), Post-Traumatic Stress Disorder (PTSD), sleep issues, substance use, and Traumatic Brain Injury (TBI), and more. The Road Home also includes a family center for spouses, significant others, children, and family.

THRESHOLDS – Veterans Project
4101 N Ravenswood Ave – Thresholds office (773)572-5500
2240 W Ogden Ave – Veterans Project Intake line: (773)572-5321
www.thresholds.org
The Thresholds Veterans Project helps individuals achieve home, health, and hope through providing supportive services. We assist veterans achieve goals in a number of areas - housing, education, employment, mental health, and physical health. Anyone can refer a veteran to the program (self, friend, family member, doctor, service provider, etc.) by calling the intake line above.
Eligibility criteria:
1. Diagnosed mental health condition
2. <30% AMI
3. Homeless or at risk of becoming homeless

NORTH SIDE HOUSING & SUPPORTIVE SERVICES see page 13

VOLUNTEERS OF AMERICA see page 15

JESSE BROWN VAMC see page 35
Online Disability Resources

**NOTE:** The following online resources are intended to provide information on a wide variety of disability-related topics. All Chicago is not responsible for the content posted. These resources are not intended for medical advice. Please continue to follow up with your medical provider for clinical recommendations.

**ACCESS LIVING**
www.accessliving.org
Access Living is committed to the independence and inclusion of people with disabilities. Check out Access Living’s Information & Referral Directory, Resource Finder for Housing, Employment, Health Care, Personal Assistance and other resources.

**THE CHRISTOPHER AND DANA REEVE FOUNDATION**
(800)539-7309 www.christopherreeve.org
The Paralysis Resource Center (PRC) offer resources on Spinal Cord Injuries/Disorders (SCI/D), paralysis and mobility related disabilities. The PRC offers a variety of tools and services, including: **FREE comprehensive Paralysis Resource Guide**, information specialists, and educational & training materials.

**CARECURE COMMUNITY**
si.rutgers.edu
CareCure has over 70 forums with a wide range of discussions, including: Life, Legislation & Advocacy, Sports & Travel, Pain, Computers, and Politics.

**SPINALpedia**
www.spinalpedia.com
SPINALpedia contains a social mentoring network and video archive so people with SCI/D can motivate each other and learn how to do daily activities in new ways.

**FACING DISABILITY**
www.facingdisability.com
FacingDisability connects families who are living with SCI/D with others and houses more than 1,500 videos of family members answering real-life questions about how they cope with SCI/D. Contains extensive resources and Q&A.
Senior and Disability Services

**Meals-On-Wheels Programs**

[www.mealsonwheelsamerica.org](http://www.mealsonwheelsamerica.org)  (888)998-6325

Meals on Wheels service provides a nutritious meal, companionship, and a watchful eye on the health and safety of seniors in the community. Meal service in the home is available for seniors who have trouble getting around. Meals are also served in gathering places, such as senior centers and community facilities.

**Illinois Department of Human Services**

[www.dhs.state.il.us](http://www.dhs.state.il.us)  (800)843-6154

General services include: medical programs, food assistance, emergency services

**Division of Rehabilitation Services (DRS)** (individuals UNDER 60 years of age) –

- homemaker
- home health aide
- environmental modifications

DRS works in partnership with people with disabilities and their families to assist them in making informed choices to achieve full community participation through employment, education, and independent living opportunities.

**Illinois Department on Aging**

[www.state.il.us/aging/](http://www.state.il.us/aging/)  Senior HelpLine: (800)252-8966

**Community Care Program** (individuals 60 years or older) –

- adult day service
- case management
- emergency home response
- in-home services

Helps senior citizens, who might otherwise need nursing home care, to remain in their own homes by providing in-home and community-based services. The programs and services are provided through the Illinois Department on Aging’s Community Care Program, Older American Services, and Senior HelpLine, as well as through various state and federal agencies.
Medicare

www.medicare.gov (800)633-4227
Medicare is a federal health insurance program for people age 65 or older. Certain people younger than age 65 can qualify for Medicare, including those who have disabilities and those who have permanent kidney failure. The program helps with the cost of health care, but it does NOT cover all medical expenses or the cost of most long-term care. Please visit the above website for more information on what is covered, enrollment periods, and eligibility.

Social Security Disability/Supplemental Security Income

www.ssa.gov (800)772-1213
The Supplemental Security Income (SSI) program pays benefits to disabled adults and children who have limited income and resources. SSI benefits also are payable to people 65 and older without disabilities who meet the financial criteria. People who have worked long enough may also be able to receive Social Security disability or retirement benefits in addition to SSI.

U.S Administration on Aging

www.eldercare.gov (800)677-1116
Eldercare Locator is a nationwide service of the U.S. Administration on Aging that connects older Americans and their caregivers with information on senior services. Searches can be conducted by location or by topic.
**Senior Companion Programs**

Illinois Department on Aging  
https://www.illinois.gov/aging/AboutUs/Pages/sr-companion.aspx  
(800)252-8966

Senior Services Area Agency on Aging, Chicago Department of Family and Support Services  
(312)744-4016 / (312)744-6777 (TTY)  
www.cityofchicago.org/aging  
Service Area: City of Chicago  
1615 West Chicago Ave, 3rd Floor  
Chicago, Illinois 60622  
Phone: 312-746-6320  
Fax: 312.746.6496

Age Options, Inc.  
(708)383-0258 / (800)699-9043  
www.ageoptions.org  
Service Area: Suburban Cook County  
297 Liberty Drive  
Park Forest, Illinois 60466  
Phone: 708-228-5046  
Fax: 708.748.5264

For services in other counties in Illinois, please visit the website above or contact the Illinois Department on Aging at the number listed above.

**Senior Volunteering**

Senior Corps in Illinois  
www.seniorcorps.gov  
(312)353-3622

Senior Corps connects today’s 55+ with the people and organizations that need them most. Senior Corps help seniors become mentors, coaches or companions to people in need, or contribute their job skills and expertise to community projects and organizations. Volunteers receive guidance and training so they can make a contribution that suits their talents, interests, and availability.
Substance Abuse

HAYMARKET
932 W Washington
www.hcenter.org
(312)226-7984
Services span detoxification, to recovery, to finding a home, learning a job skill and gaining employment. Haymarket Center’s goal is to provide its clients with opportunities enabling them to lead productive and creative lifestyles without drugs.

THRESHOLDS
4101 N Ravenswood Ave
intake line: (773)572-5400
Lydia Zopf, Director of the Veterans Project
(773)572-5263
www.thresholds.org/our-work/programs/veterans-project/
Thresholds provides a comprehensive, individualized program of mental health services that include substance abuse.

NORTH SIDE HOUSING & SUPPORTIVE SERVICES
see page 13

VOLUNTEERS OF AMERICA
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JESSE BROWN VAMC
see page 36
Suicide/Crisis Intervention

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential toll-free hotline, online chat, or text. Vets and their loved ones can:

- call 1-800-273-8255 and Press 1
- chat online at www.veteranscrisisline.net
- send a text message to 838255

to receive confidential support 24 hours a day, 7 days a week, 365 days a year. Support for deaf and hard of hearing individuals is available.

Take a Veteran Self-Check Quiz:
https://www.vetselfcheck.org/

The Department of Veterans Affairs and the National Suicide Prevention Lifeline have joined with the American Foundation for Suicide Prevention to create the Veterans Self-Check Quiz. This is a safe, easy way to learn whether stress and depression might be affecting you. Using this service is completely voluntary and confidential.

There are 3 easy steps:

1. Fill out a brief Self-Check Quiz, which takes about 10 minutes.
2. A VA Chat Counselor will review it and leave a personal response for you on this secure website, usually within 10-15 minutes. If the volume is especially high, it may take up to 30 minutes. The Counselor's response will offer options for follow-up if it's felt that could be helpful.
3. You decide what's next. You may enter the online Veterans Chat and continue talking with a Counselor without identifying yourself. You may want to get a referral to see someone in person. Or, you can decide to do nothing further at this time. It's all up to you. No follow-up services will be provided unless you request them.

We hope you'll take advantage of this safe and easy service.
Transportation

**ADA PARATRANSIT SERVICE**

[www.pacebus.com/sub/paratransit/](http://www.pacebus.com/sub/paratransit/)  (312)663-4357

Service is provided in areas where CTA, Pace bus routes, or CTA “L” trains operate. Service is provided for all types of trips, including medical, shopping, and personal travel. Individuals who are interested must apply and be found eligible according to ADA (Americans with Disabilities Act) guidelines. The Regional Transportation Authority is responsible for determining eligibility for ADA Paratransit Service in the Chicagoland region.

**Steps to Applying:**

1. **Call** - Call the RTA’s ADA Paratransit Certification Program and ask them to mail you an ADA Paratransit Application. (312)663-4357 (M-Fri, 8:30-5 pm)
2. **Interview** – After you fill out as mush of the application as you can, call the RTA’s ADA Paratransit Certification program (312)663-4357 to set up an in-person interview at one of the 5 Interview and Assessment sites. Bring the ADA Paratransit Application form and a photo ID to the interview.
3. **Decision** – a decision will be made on your application within 21 days the interview and assessment are completed. You will be notified of you eligibility by letter.

**STATE OF ILLINOIS DMV**

[www.cyberdriveillinois.com](http://www.cyberdriveillinois.com)  (217)782-2709 / (217)782-2434 / (217)782-3166

Applications/Certifications for disability plates and/or parking placards are available at your local Secretary of State facility, at [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com), or by contacting the Persons with Disabilities License Plates/Placard Unit

**WHEELCHAIR GETAWAYS**

[www.wheelchairgetaways.com](http://www.wheelchairgetaways.com)  (800)637-259

Accessible van rental and has a wide selection of discount used accessible vans

**JESSE BROWN VAMC**

see page 37
Overview

The Department of Veteran Affairs (DVA) is a Cabinet-level government system of military veteran benefits. The position of US Secretary of Veteran Affairs has been a part of the US Cabinet since 1989. Please see the corresponding websites for more information.

The Department of Veterans Affairs has 3 main subdivisions, or Administrations:

Veteran’s Benefit Administration (VBA) ........................................................................................................32
www.benefits.va.gov (800)827-1000

The VBA is responsible for initial veteran registration and determining eligibility. If you have questions regarding benefits, home loans, compensation & pension, and other similar topics, please contact the VBA or a representative.

National Cemetery Administration..........................(see website for more information)
www.cem.va.gov call VBA - (800)827-1000

The National Cemetery Administration is responsible for providing Veterans with burial and memorial benefits. This Administration also maintains VA cemeteries.

Veteran’s Health Administration (VHA) ..........................................................33
www.va.gov/health/ (877)222-VETS (8387)

The largest Administration is the VHA, which includes VA hospitals like Jesse Brown VA Hospital and other VA health clinics as well. This Administration is responsible for providing health care in all its forms, biomedical research, Community Based Outpatient Clinics (CBOCs), and Regional Medical Centers.

VA NATIONAL CALL CENTER FOR HOMELESS VETERANS HOTLINE
Homeless Veteran in Need of Help? Call (877) 4AID VET or (877) 424-3838
The Veteran’s Benefit Administration (VBA)

www.benefits.va.gov
(800)827-1000

The Veterans Benefits Administration (VBA) provides a variety of benefits and services to Veterans and their families. Below are some of the major program offices of VBA. To learn more please visit:

http://www.benefits.va.gov/benefits/media-publications.asp

Office of Disability Assistance:
- Compensation Service
- Pension and Fiduciary Service
- Insurance Service
- Benefits Assistance Service

Office of Economic Opportunity:
- Education Service
- Loan Guaranty Service
- Vocational Rehabilitation & Employment (VR&E) Service

Office of Field Operations:
- Area Offices
- Regional Offices
- Records Management Center
- Appeals management Center

VBA-DoD Program Office:
Serves as the link between Department of Defense, partner agencies, and VBA, while ensuring transitioning Servicemembers and Veterans have access to all the benefits and services they have earned.

Office of Strategic Planning:
- Office of Business Process Integration
- Veterans Benefits Management System Program Office
- Veterans Relationship Management Program Office
The Veterans Health Administration is America’s largest integrated health care system with over 1,700 sites of care, serving 8.76 million Veterans each year.

Jesse Brown VA Services
For general inquiries about Jesse Brown VA Hospital and services, please call 312-569-8387 | 888-569-5282 or visit: http://www.chicago.va.gov/

To speak to someone in the JBVA eligibility office, please call (312) 569-6274.

BILLS & REIMBURSEMENT – FOR NON VA STAYS
www.va.gov/PURCHASEDCARE/programs/veterans/nonvacare/
Bldg. Taylor, Rm. 5232 (312)569-8387 x56170
Hours: Monday through Friday, 8:00 am – 4:30 pm

In order to claim for your hospital stay or emergency room visit outside the VA Healthcare System, please call your providers and let them know JBVA needs the following:

From hospital:
  - Original red and white Universal Bill (UB)
  - Records: History & Physical, doctors notes, and discharge summary
From ancillary providers (radiology, labs, doctors’ bills, ambulance, etc.)
  - Original red and white HCFA forms
  - Run report for any ambulance bills

Ask them to mail all documents to Jesse Brown VA or contact JBVA for electronic payer ID.

Please be aware:
JBVA Fee Basis not an insurance company. You will continue to receive statements from your providers throughout the process of adjudicating your medical bills. This is normal and does not mean your claims have been denied.
CAREGIVER SUPPORT

Who is a caregiver?
A caregiver is someone who provides personal care services for a Veteran. These services could include assistance with activities of daily living or providing supervisions to ensure the safety of the Veteran. A caregiver could be a spouse, significant other, adult child, parent, family member, or a friend.

What services does the VA offer for Caregiver Support?
VA offers a wide range of services for Caregivers of eligible Veterans of all eras.

Caregivers of eligible Veterans of all service eras may qualify for:
- Skilled nursing
- Home health aide
- Home Based Primary Care
- Medical equipment
- Home & vehicle modification
- Aid & Attendance
- Support groups
- Up to 30 days of respite care
- Education and training on Caregiving

Caregivers of eligible Veterans Seriously Injured on or after September 11, 2001, may qualify for additional services.

CHOICE PROGRAM

If you are already enrolled in VA health care, you may be able to receive care from non-VA facilities, instead of waiting for a VA appointment or traveling to a VA facility. You are eligible if any of these situations apply to you:

- You have been (or will be) waiting more than 30 days for VA medical care
- You live more than 40 miles away from a VA medical care facility

To find out if you are eligible, call (866)606-8198 or visit:

http://www.va.gov/healthbenefits/apps/choice/
EMPLOYMENT SERVICES

Compensated Work Therapy (CWT) is comprised of three unique programs which assist homeless Veterans in returning to competitive employment: Sheltered Workshop, Transitional Work, & Supported Employment. Veterans are paid at least the federal or state minimum wage, whichever is higher.

Homeless Veteran Supported Employment Program (HVSEP) provides vocational assistance, job development & placement, and ongoing supports to improve employment outcomes among Veterans at-risk and homelessness. Services provided by trained formerly homeless Veterans.

FOOD PANTRY

Taylor Bldg, 2nd floor Walkway
jessebrownfoodpantry@gmail.com

Every Tuesday, 11 am – 1 pm
(312)569-6109

The Greater Chicago Food Depository in partnership with JBVA and AmeriCoprs, is providing food for those who served. This on-site food pantry can be utilized once per month and provides healthy food for Veterans. Veterans will be asked to provide identification, such as VA ID card or appointment papers and photo ID.

MENTAL HEALTH

Bldg. Ogden, Rm. 6371
www.chicago.va.gov/services/Mental_Health.asp
(312)569-7224

Mental health services provided at Jesse Brown VAMC include treatments for

- depression, sadness, grief
- anxiety, worry, nervousness
- addictive behaviors
- relationship problems
- stress from medical problems
- post-traumatic stress disorder
- emotional problems
- anger
- vocational issues
- troublesome thoughts or ideas
- confused thinking
- memory
- self-harming behaviors
- substance abuse
MYHEALTHeVET

www.myhealth.va.gov  (877)327-0022

My HealtheVet is the VA’s Personal Health Record. It helps you partner with your health care team and provides you tools to make informed decisions.

Most popular features of HealtheVet:

- **VA Appointments** – Keep track of your past and upcoming visits
- **Prescription Management** – Keep track of your prescriptions and get refills
- **Secure Messaging** - Securely communicate with your VA healthcare team
- **HealthEliving Assessment** - Online tool asks you questions about your health history and habits to help you make healthy changes.

PATIENT ADVOCATE

Damen Bldg, 1st Floor rm 1410  (312)569-7959
Damen Bldg, 2nd Floor rm 2449  Hours: 8-4:30, M-F

If you have a patient complaint or concern that you believe requires resolution, or a compliment about JBVA staff that you would like to share, please contact the Patient Advocate Office at the location or number listed above.

SUBSTANCE ABUSE

www.mentalhealth.va.gov/substanceabuse.asp  (312)569-8387

VA’s Substance Use Disorder Treatment Enhancement Initiative provides substance use services in the community to aid homeless Veterans’ recovery.

*Opioid Treatment Program*

Tasha Fisher (DDTC)  (312)569-8387 X 56297

*SUD 24-Hour Care (Residential)*

Dorothy Leneir (SARRTP)  (312)569-6532

*SUD Intensive Outpatient*

Grant White (ATP)  (312)569-5596

*SUD Standard Outpatient*

Grant White (ATP)  (312)569-5596
TRANSPORTATION – Beneficiary Travel Benefits  (312)569-8387 x56103

If you meet the following criteria, you may be eligible for mileage reimbursement or special mode transport in association with obtaining VA health care services.

You qualify if:

1. You have a service connected (SC) rating of 30% or more, or
2. You are traveling for treatment of a SC condition, or
3. You receive a VA pension, or
4. Your income does not exceed the maximum annual VA pension rate, or
5. You are traveling for a scheduled compensation or pension examination

You qualify for Special More Transportation (Ambulance, Wheelchair van, etc.) if:

1. Your medical condition requires an ambulance or a specially equipped van as determined by a VA clinician, and
2. You meet one of the eligibility criteria in 1 through 4 above, and
3. The travel is pre-authorized (authorization is not required for emergencies)

VETERAN SERVICE OFFICERS (VSO)  (800)437-9824

Veteran Service Officers are available at VA hospitals to talk with Veterans about how they can be best supported by the VA and other resources. Call the number above or Jesse Brown VA (312-569-8387) to get connected with a representative. A few organizations to ask about are:

- American Legion
- AMVETS
- Blinded Veterans of America
- Disabled American Veterans (DAV)
- Paralyzed Veterans of America (PVA)
- Veterans of Foreign Wars (VFW)
- VIETNAM Veterans of America

Call Jesse Brown VA (312-569-8387) and Hines VA (708-202-8387) for more information.
# My Team

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**Other Notes**

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