



The State of Illinois Welcoming Center was created as a way to help you, a new American, become a part of our great state and have quick and effective access to the services we provide.

The Welcoming Center can help you and your family:

- Find out about healthcare, childcare, education, labor and employment services available through the State of Illinois.
- Talk with friendly, supportive bilingual (English/Spanish) staff who can help you find out the specific state services you need and qualify for.
- Sign up for state services.
- Find out about service providers in other areas.



Illinois Welcoming Centers:

Chicago South West:
 Latino Organization of the South West (LOS)
 4051 West 63rd Street, Chicago
 Voice: 773-581-1900
 FAX: 773-581-1900

Chicago North West:
 Family Focus - Nuestra Familia
 4145 West Armitage Avenue, Chicago
 Voice: 773-276-0940
 FAX: 773-276-0980

Melrose Park:
 Our Lady of Mt. Carmel
 1115 N. 23rd Street, Melrose Park
 Voice: 708-345-3632
 FAX: 708-345-3951

North Riverside - Cicero Berwyn
 7222 West Cermak Road, Suite 501
 North Riverside
 Voice: 708-442-8640
 FAX: 708-442-8970

Aurora:
 Family Focus
 550 Second Street, Aurora
 Voice: 630-844-2550
 FAX: 630-844-2569

Call each site for hours of operation.

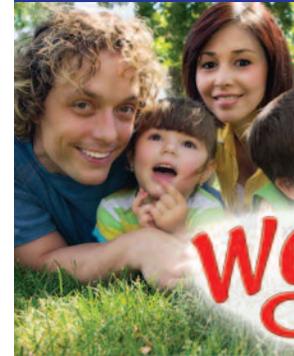


Programs, activities and employment opportunities in the Illinois Department of Human Services are open and accessible to any individual or group without regard to age, sex, race, sexual orientation, disability, ethnic origin or religion. The department is an equal opportunity employer and practices affirmative action and reasonable accommodation programs.

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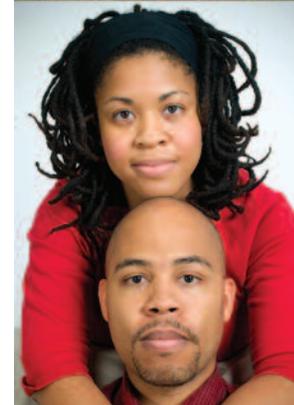
State of Illinois
 Department of Human Services



Illinois Welcoming Center

7222 W Cermak Road
 Suite 501
 North Riverside, IL 60546

VOICE: 708-442-8640
 TTY: 866-439-3720
 FAX: 708-442-8970
 iwc@illinois.gov
 www.immigrants.illinois.gov



Wednesday, Friday, and Saturday
 8:30 am - 5:00 pm

Tuesday and Thursday
 10:30 am - 7:00 pm

Sunday and Monday
 Closed



Vision

Every immigrant has the tools to quickly integrate into Illinois' communities

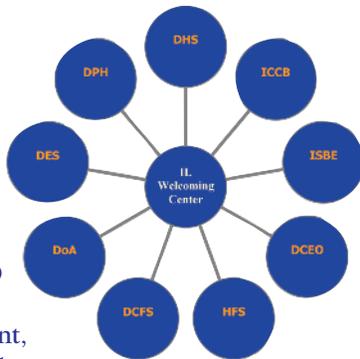
Mission

To provide immigrant and refugee individuals and families with an array of service, information, programs, and classes to assist in their path towards successful integration to the state. Therefore, creating self-sustaining and thriving communities.

The Illinois Welcoming Center is a comprehensive service center for the integration of immigrants and refugees in Illinois. The Illinois Welcoming Center's innovative model eliminates systemic barriers that immigrants may have in approaching state services.

The Illinois Welcoming Center changes the way state services are delivered, not focusing on a discrete set of programs available from different state agencies but rather providing a holistic model

which is a true one-stop center where immigrants and refugees may access quality services from multiple state agencies and community providers in one location. Illinois Welcoming Center (IWC) staff performs a comprehensive assessment, which in turn identifies the barriers the customer may have. This allows for the Welcoming Center staff to work with the customer in providing services to meet their needs. If a customer needs help with food, cash, medical assistance, adult or continuing education, mental health, or any other type of service, the IWC staff assists the customer in completion of application(s).



What is the Welcoming Center?

It is a unique model that offers many state, community, health, employment training and educational services in one location.

Do they speak my language?

The Welcoming Center staff is bilingual English/Spanish and has access to multilingual interpreters and translators.

Can my family benefit from these services?

Yes. There are services and programs that may benefit everyone in the family.

Do I need to live in North Riverside/Melrose Park?

No. No one will be denied access to services. However, North Riverside, Melrose Park and the surrounding areas are the target communities for the provision of direct services. If you live outside this area we will work with you to identify service providers in your area.

How is this different from the way services are provided now?

This is a true one-stop center where you may access quality services from many state agencies. The Welcoming Center staff has been specially trained to work with the immigrant and refugee community.

At the Welcoming Center you will have **DIRECT** access to and information about health, social, educational, employment, rehabilitation and homeownership services, including:

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- All Kids Health Insurance
- Family Care
- Unemployment Insurance
- Employment Counseling
- Small Business Center
- Specialized Assessment for Rehabilitation Services

Workshops on:

- Housing and Financial Literacy
- Predatory Lending
- Health and Nutrition
- Mental Health Issues
- Adolescent Development
- Parenting Skills
- Substance and Domestic Abuse

Direct referrals, assessments and enrollment:

- Local Food Pantries
- English Classes
- Citizenship Classes
- Legal Assistance
- Aging Services
- Developmental and Rehabilitation Services
- Health Screenings
- Energy Assistance
- Small Business Center