The Office of Family Support Services administers 22 programs that work together to serve the individuals and families of Illinois every day. From emergency food to immigrant services to crisis nurseries; from housing families in transitional shelter to keeping families secure in their own homes, to providing nutritional information and food preparation education, these programs work to benefit Illinoisans with critical support services, thereby creating success for families of all sizes and colors.

The mission to serve and foster success is interwoven in each of the three Bureaus comprising the Office of Family Support Services. In the Bureau of Refugee and Immigrant Services, success is represented by the many newly arriving refugees and immigrants who become United States citizens and achieve self-sufficiency with the assistance provided by the Bureau’s programs. Homeless households and those in danger of becoming homeless have obtained and maintained their housing thanks to the shelters and transitional housing, emergency food services and Prevention program services available through the provider networks funded through the Bureau of Homeless Services and Supportive Housing. Federal Title XX funding supports a wide variety of services targeted to low-income families, seniors and other vulnerable populations, offering a safety net of services. The Bureau of Title XX Social Services has created an environment of success through these programs and, as a result, success for families abounds and enhances the overall community life for these families and individuals.

Here in this, the first edition of the Office of Family Support Service’s KALEIDOSCOPE: Serving People, Creating Success you will find a variety of colors highlighting the people whose stories of success confirm the value and benefit generated by the Office of Family Support Service’s programs. But first we offer “On the Other Side of the Desk” as a reminder that the opportunity to assist our fellow human being should never be taken for granted.

We are pleased to present the unique colors of KALEIDOSCOPE, which are the stories of personal achievement and accomplishment. The stories of families and individuals confirm the good work generated from programs designed specifically to serve people and create success!

Gwendolyn Kenner-Johnson, Associate Director
Office of Family Support Services
Division of Human Capital Development
The Other Side of the Desk

Have you ever thought just a wee little bit,
Of how it would seem to be a misfit,
And how you would feel if YOU had to sit,
    On the other side of the desk?

Have you ever looked at the man who seemed a bum,
As he sat before you, nervous...dumb...
And thought of the courage it took to come,
    To the other side of the desk?

Have you thought to yourself of his dreams that went astray,
Of the hard, real facts of his every day,
Of the things in his life that make him stay,
    On the other side of the desk?

Have you thought to yourself, “It could be I,”
If the good things of life had passed me by,
And maybe I’d bluster and maybe I’d lie,
    From the other side of the desk?

Did you make him feel he was full of greed,
Make him ashamed of his race or creed,
Or did you reach out to him in his need,
    To the other side of the desk?

May God give us wisdom and lots of it,
And much compassion and plenty of grit,
So that we may be kinder to those who sit,
    On the other side of the desk.

Anonymous
Congress created the Title XX Social Services Block Grant in 1981 as part of the Omnibus Budget Reconciliation Act. Many lawmakers believed that by creating the block grant, states would be able to manage their own programs and respond more efficiently to local needs. Congress intended that Title XX funding be directed at one or more of five national goals:

I. Achieve or maintain economic self-support to prevent, reduce or eliminate dependency;
II. Achieve or maintain self-sufficiency, including reduction or prevention of dependency;
III. Prevent or remedy neglect, abuse or exploitation of children and adults unable to protect their own interests or preserve, rehabilitate or reunite families;
IV. Prevent or reduce inappropriate institutional care by providing for community based care, home based care or other forms of less intensive care; and
V. Secure referral or admission for institutional care when other forms of care are not appropriate or provide services to individuals in institutions.

To accomplish the above goals, the Governor established the Donated Funds Initiative (DFI) in 1978 to encourage cooperative social service delivery efforts between local public/private providers and state government. The Bureau of Title XX Social Services administers over 200 agreements to provide a wide range of services for employment and training, senior transportation, counseling, youth development, mental health, developmental disabilities, rehabilitation, protective services as well as crisis nurseries to vulnerable populations.
The Bureau of Title XX Social Services administers programs targeted at needs of the following populations:

**Helping Seniors**

Through the Department on Aging, the Bureau of Title XX sponsors programs designed to foster and maintain the independence of persons over 60 years of age. Transportation assistance provides essential access to services needed by older persons to remain in their own homes. Linking services include congregate meal programs (to assure proper nutrition), medical care and shopping. Also, services such as counseling and support to older persons are provided to assist in developing strategies for coping with the losses associated with advanced aging, such as loss of spouse and friends, health impairment, income reduction and increasing dependency. During SFY2006 over 6,100 individuals over the age of 60 were served.

**SFY2007 – $ 1.1 Million**

**Success Story** – “One of our clients is a lady in her early 70’s that lives alone and does not drive. Her son lives in Nashville, TN. The lady fell going out her front door and cut the main artery in her right wrist. A neighbor called 911. As a result of the injury, her right wrist required rehabilitation. We provided transportation for her to rehab three times a week for two months. Recently, she had a knee replacement. We provided transportation home from the hospital and transportation to her rehab appointments. There is no taxi or any other transportation services in this area. This lady would have been in the nursing home, if it wasn’t for our services, her neighbors and other support programs in this area.”

*From Embarras River Basin Agency (Crawford County Senior Citizens)*

**Ex-Offenders**

A partnership with the Department of Corrections (DOC) and the Bureau of Title XX sponsors programs that help restore offenders to useful citizenship. Services provided are designed to develop and enhance social, educational, vocational and recreational skills of adult and youth ex-offenders. These programs emphasize re-socialization and successful community living. Last year, 1,100 ex-offenders received services aimed at preventing recidivism.

**SFY2007 – $ 2.9 Million**

**Success Story** – “A 26 year old individual was serving a six year incarceration for drug-related charges. Through the activities of the Employability Development Program, he was placed working at a restaurant. He worked at this restaurant for eight months, while at the Center. Upon parole, he relocated to the area and continued employment at this establishment.”

*From SIU Rehabilitation Institute*

**Victims of Alcoholism and Substance Abuse**

Through a coordinated effort between the Division of Alcoholism and Substance Abuse (DASA) and the Bureau of Title XX, a system of services exists for the prevention, intervention, treatment and rehabilitation of alcohol and other drug abuse and dependencies. This system addresses the needs of at-risk or addicted individuals and their families. Community agencies deliver activities tailored to furnish individuals with substance abuse issues with supportive services to empower the abusers to reintegrate into the community and reduce or eliminate their dependency. Over 270 individuals, who did not qualify for other substance abuse treatment, received services last year.

**SFY2007 – $1.2 Million**

**Success Story** – “Kim, a 33 year old single mother entered Lake County Health Department Women’s Residential Services with her daughter after a referral from her probation officer. Kim’s history of extensive substance dependence included alcohol,”
cocaine, soma, and hallucinogens from an early age. Abandoned at age eight, with a history of abusive relationships, multi-generational chemical dependency, unemployment, homelessness, and a lack of support systems, she struggled with her mental health issues and a diabetic condition. Through treatment, her condition improved and she developed skills and plans to address her issues. In December 2005, Kim transitioned to a supportive halfway house. She is following through with her continuing recovery plans, attends meetings regularly and continues with outpatient mental health, substance abuse, counseling and medical services. She is currently employed."

From Lake County Health Department Women’s Residential Services

**At-Risk Youth and Their Families**

An interdepartmental collaboration with the Division of Community Health and Prevention and the Bureau of Title XX sponsors programs focused on prevention strategies in the areas of family and youth development. Prevention services are developed and targeted to maximize resources and comprehensively address the needs of at-risk populations. In 2006, over 6,600 at-risk youth and their families received prevention services aimed at eliminating future contact with the juvenile justice system.

**SFY2007 – $ 2.1 Million**

**Wards and At-Risk Families**

Wards and families in crisis receive specialized services directed toward assuring a permanent, secure and nurturing living environment for children. Services such as outpatient treatment, social adjustment and rehabilitation, parenting classes, protective intervention and adoption or guardianship are provided in a consistent, nurturing environment. Nearly 4,300 wards and families identified by DCFS received family stabilization services last year.

**SFY2007 – $ 1.7 Million**

**Success Story** – A family with two daughters, ages 7 and 9, was referred because the nine year old was having behavioral difficulties at home and school. During the course of therapy, it was revealed that the girls had been sexually abused by a relative who was not a member of the household. Initially, the parents had difficulty accepting this information, but with assistance were able to accept it and validate their daughters. The daughters were protected, were assisted in dealing with their anger and injured self-concept, and their behavior issues decreased.

From Catholic Charities, Diocese of Peoria

**Individuals with Disabilities**

The Bureau of Title XX and the Division of Rehabilitation Services (DRS) sponsors programs for persons with disabilities and their families to assist them in making informed choices concerning employment, education, and independent living opportunities. Programs are funded to ensure provision of services to individuals who have a mental or physical disability that limits one or more major life activities. Last year, over 6,200 individuals received needed services.

**SFY2007 – $ 1 Million**

**Success Story** – A forty-two year old single male, who is legally blind due to an eye condition known as “seesaw nystagmus”, was referred to The Chicago Lighthouse to evaluate his career options. This participant lived with his mother, he was a high school dropout and had been unemployed since 2003. The participant lacked marketable skills and required placement assistance in order to find a job.

The participant was enrolled in The Chicago Lighthouse’s Vocational Training Program, where he received hands-on janitorial training. He was extremely determined and responsible about acquiring janitorial skills and job readiness skills. Furthermore, he utilized The Chicago Lighthouse’s Placement Department to explore various job opportunities. Upon completing training, the participant was hired by Target as a full-time maintenance worker with benefits.

From Chicago Lighthouse for the Blind
Assisting TANF and Troubled Families

The Division of Human Capital Development provides income, food stamps, medical assistance and other supportive services to clients needing temporary assistance to become self-sufficient. These programs work “hand in glove” with the local Family and Community Resource Center offices. The Bureau of Title XX Social Services complements this effort through the provision of services to obtain, retain or improve employment. Nearly 3,500 TANF-eligible consumers received employability development services in 2006. The Bureau of Title XX Social Services also partners with community agencies to provide services to families that are essential to prevent or remedy problems that may result in neglect, abuse or exploitation of children or to strengthen family relationships. Last year, over 6,300 families in crisis received counseling services.

**SBY2007 $3.4 Million**

**Success Story** – “Aneva came to the program as a single parent of two young daughters working a part-time data entry job which earned her just over $10,000 per year. To make ends meet, Aneva lived in public housing and relied on DHS for food stamps and medical insurance. She came to us with the goal of becoming a plumber or pipe fitter, a dream she had since taking a shop class in high school. She had applied unsuccessfully to the plumbers apprenticeship program in the past and with a math pre-test score of 35%, she was still a long way from being competitive. She worked very hard during the program, bringing her post-test math score up to 100% and applied for both the plumbers and pipe fitters programs. She was accepted into both programs. She eventually became an apprentice plumber and is now working with a plumbing business earning nearly $14 an hour with full benefits.”

From Chicago Women in Trades

Crisis Nurseries

Through a partnership with five crisis nurseries, some of Illinois’ most fragile families, many whom experience crisis due to violence, family dysfunction, medical emergencies or lost employment, have hope and opportunity. Care is provided in a licensed facility. The nurseries work with families who have children under six years of age by providing 24-hour crisis care and children’s groups, and by providing home visits, parenting classes, parent support groups, crisis counseling, and referrals to after-care services. Last year, 1,873 individuals received crisis nursery services.

**SBY2007 .64 Million (.47 DFI and .17 GRF)**

**Success Story** – “Michelle was going through a difficult separation from the father of her children as well as changing jobs, dealing with other legal situation and having to move. It was probably the hardest time of her life. The circumstances she was left in stripped her of hope, faith and even family. She had exercised most community resources available, but still fell short at finding reliable care for her children. No care meant no money; no money meant she could not take care of her children, let alone deal with the crisis situation that she was in. Crisis Nursery not only gave her a reliable and safe place for her children to go to, but provided her with other community resources to help her work through her troubles. She has found a new job and brings her children to the Crittenton Centers Child Development Center, in Peoria. Michelle and her children’s lives have greatly improved and for that she is grateful and thankful for the Crisis Nursery.”

From Crittenton Centers.

DHS’ Office of Family Support Services
Refugee Program

Since 1975 Illinois has resettled more than 125,000 refugees from more than 62 countries. The Refugee Program facilitates relocation and economic self-sufficiency to people who are victims of political and religious persecution that have been granted the legal right to rebuild their lives in the United States. Due to the diverse ethnic characteristics, the Refugee Program designed a unique social service structure to provide specialized bilingual services.

The Refugee Program procures community-based services which include adjustment counseling, orientation, English as a Second Language, vocational training, job readiness, and job placement. Bilingual mental health services are provided for those refugees who experience severe trauma and require therapy.

Success Story – Refugee Youth Program

The Refugee Program, launched in 2002, has assisting nearly four hundred youth in rebuilding lives in Chicago. Through partnerships with half a dozen universities, the program provides an average of 70 volunteers annually, and continues to improve curricula responsive to diverse refugee youth from over 12 different countries. Kossi, a refugee youth who arrived in the U.S. from Togo with his family in 2002, is an example of the clientele served by the program. When Kossi first arrived, he did not speak a word of English. At one of the program’s workshops, he found his passion, and through encouragement of his tutors, took up poetry. Now 17 years old, Kossi is a straight-A student who works 20 hours a week to help his family and has applied to Brown, Harvard, and the University of Chicago.

Success Stories – The Women’s Empowerment Program

Madelina is a 39-year-old Sudanese mother of five. When she arrived to Chicago, she was immediately referred to the Women’s Empowerment Program for English classes and life skills training. Madelina had very low English skills, but was literate in her own language. As Madelina continued to attend workshops and field trips, she began bonding with some of the Sudanese women in the program who are her good friends today. Madelina feels that the program changed her life because it put her in touch with other Sudanese women, which has helped her deal with social isolation. Her improved English skills and confidence landed her a job at a retirement home, which she has kept for over two years.

Jeanette is a single mother of one, from the Congo. When she joined the Women’s project, she was attending English classes at another agency, but she enjoyed attending Women’s Empowerment Program workshops and field trips with her daughter and friends. After six months in the program, during the Women’s Empowerment Program conference, Jeanette learned about entrepreneurship, and became motivated to start a catering business of her own. Today, she is cooking Congolese food for client weddings, birthday parties, and other occasions. Jeanette’s main goal is to

Bureau of Refugee and Immigrant Services

The Bureau of Refugee and Immigrant Services is designed to:

- Help newly arriving refugees achieve self-sufficiency in the United States;
- Provide health services to low-income immigrants;
- Provide citizenship education and application services to resident non-citizens desiring to become United States citizens.
- Provide outreach and interpretation services to limited English proficient individuals requiring supportive services.

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ultimately open a restaurant of her own. Her participation in the Women’s project, she says, has opened her eyes significantly.

Beatrice, Rwandan mother of six, was literate in her own language but not in English when she enrolled in the program. She had been attending classes at Truman College and was having trouble following her lessons. Her aim was to be able to enroll in the Nurse’s Aide training program, a goal she attained after being tutored by her mentor for a few months. Her English improved and she now is working as a nurse’s aide, having more confidence in her spoken and written English.

Immigrant Services
Illinois has been a pioneer in addressing the needs of immigrants without refugee or asylee status. Immigrant services include contracts with health clinics to provide bilingual health education, interpreter services and benefits for uninsured patients. The outreach and interpretation project coordinated by the Illinois Coalition for Immigrant and Refugee Rights provides community education in 41 languages on immigrant eligibility for benefits and services and interpreter services to bridge clients and IDHS local offices. In addition, the refugee and immigrant citizenship initiative supports English as a Second Language, Civics, U.S. History instruction, and application services.

Suburban Health Clinics – The Bureau of Refugee and Immigrant Services sponsors four clinics with supplemental funding to cover health care costs for uninsured and underinsured immigrants. The clinics provide services to a substantial immigrant client base of 20,000 clients each year.

Refugee and Immigrant Citizenship Initiative (RICI) – Thirty-five agencies provide English as a Second Language, civics, and U.S. history instruction, as well as application services to more than 100,000 immigrants throughout Illinois.

Outreach, Translation, and Interpretation Project – The Illinois Coalition for Immigrant and Refugee Rights (ICIRR) seeks to assure that eligible immigrants receive access to public benefit programs administered by IDHS. Thirty-three agencies provide outreach and community education in 41 languages, and are available for interpreter services during IDHS transactions. More than 15,000 persons are served each year.

Success Story – Haitian born J.B. was a youthful high school graduate involved in civic affairs and political activism, advocating fair elections in Port-au-Prince. During the political upheaval of the 1990’s, J.B. had the fortune to be in Jamaica studying journalism at the Caribbean Christ for the Nations Institute. He returned to Haiti after his graduation in 1993 because he wanted to continue his work with youth, civic education, and the promotion of democracy. His activism in speaking out against the government sparked anger in Haitian government circles and, as a result, he became marked for persecution. Since J.B. and his family were targets for repeated acts of harassment, threats, and brutal attacks, they had no choice but to leave Haiti. J.B. managed to come to the United States via Miami. In Miami, after being detained for four days, and with the help of Church World Service, he was released. He then moved to Illinois to live with friends. Once in Chicago, he sought help, and arrived at Interfaith Refugee and Immigration Ministries, seeking asylum. J.B. has been in the United States since July 2004. Interfaith referred him to the Midwest Immigrant and Human Rights Center. His case is strong, but he has yet to be approved for asylum. With the help of the Interfaith Refugee and Immigration Ministries and Midwest Immigrant and Human Rights Center, J.B. hopes his saga is met with a happy ending. He hopes to live in the U.S. permanently, free to express his political beliefs and to encourage young people to be civic-minded in an environment free of fear.

DHS’ Office of Family Support Services
Bureau of Homeless Services and Supportive Housing

Seeks to eradicate homelessness through the implementation of integrated human service and housing supports in partnership with community agencies.

The Bureau administers the following Programs:

**Emergency Food and Shelter**
Provides immediate and comprehensive shelter services to homeless persons and persons at risk of becoming homeless. Shelter, meals and supportive services are provided through local community-based providers. Nearly 33,000 households were served last year.

**SFY2007 - $8.89 Million**

**Supportive Housing**
Provides extensive supportive services and housing to low-income individuals and families who are formerly homeless or at risk of becoming homeless. Supportive services include case management, counseling, job training, child care and other services as needed. Transitional housing is provided for up to 24 months. Case Management was provided to more than 67,000 households in 2006. Approximately 3,600 households resided in supportive housing an average of 12 - 15 months during the same period.

**SFY2007 - $3.49 Million**

**Homeless Prevention**
Stabilizes families and individuals in their homes, shortens the time spent in shelters and assists with securing affordable housing. The program provides rent or mortgage, security deposits or utility payments to ensure that families remain housed.

Households eligible for services include those that are in imminent danger of eviction, foreclosure, or homelessness, or currently homeless. Payments are made directly to a landlord, utility company or vendor providing housing services to the applicant. Of the 8,457 households served in 2005, 85% remained housed at least six months after services were provided.

**SFY2007 - $11 Million**

**Good News Story #1:** A single mother of two children with low income resides in subsidized housing in East St. Louis. She receives food stamps and is employed as a home health nurse to provide for her family. She recently fell behind on her rent due to the death of two clients she cared for (which directly affected her income). Homeless Prevention funds helped her avoid utility disconnection by paying utility bills in arrears. She has since received two new clients to care for and is successfully maintaining her housing and utility obligations.

**Good News Story #2:** In July, “Juana,” a 41 year old single mother, was assessed through the Heartland Homeless Prevention Line and her application was processed. Juana and her teen-aged, disabled daughter were forced to move out of their sub-standard apartment complex when her daughter began having trouble with a gang member. Together, they moved to a shelter, found a new apartment, and sought Homeless Prevention funding for the first month’s rent and security deposit, totaling $1000. They also had an outstanding utility bill of $863 and could not attain electricity in the new apartment until the past due balance was paid. The Senior Case Manager met with Juana to secure the necessary
documentation and verify her claim that the SSI assistance she receives monthly is enough to maintain the new housing once these bills were cleared. The Senior Case Manager and Juana worked out a budget to help Juana manage her expenses. They also determined she is eligible for Food Stamps. Juana will seek employment to supplement her income for the future. Finally, the Senior Case Manager secured Emergency Funds in order to purchase a new bed and some furniture for Juana, who was grateful for her chance to move her daughter into a safer environment.

Emergency Food Program
Offers food commodities through a network of food pantries, soup kitchens and shelters to provide an emergency response to hunger. Churches, community groups, community action agencies and governmental agencies distribute nutritious USDA commodities and donated food to needy households across the state. More than 1.8 Million households benefited from emergency food during last year. **SFY2007 - $3.2 Million**

**Good News Story:** In Pembroke Township, a rural community with few resources, residents are served by a Mobile Food Pantry operated by the Northern Illinois Food Bank. Northern Illinois Food Bank distributes food from the Mobile Pantry in Pembroke Township on the 1st and 3rd Wednesday of the month. 20 to 25 individuals from the community voluntarily unload the food from the truck, monitor distribution, help carry food boxes for the elderly and disabled and clean the site when all of the food is gone. At each visit these dedicated people distribute over 9,000 pounds of food by hand. Most of the recipients come from a radius of 13 miles and live in St. Anne, and Hopkins Park, part of Pembroke Township. Approximately 5% come from the village of Momence and a handful from the city of Kankakee.

<table>
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<tr>
<th></th>
<th>Households</th>
<th>Individuals</th>
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<tr>
<td>June '06</td>
<td>364</td>
<td>1,097</td>
</tr>
<tr>
<td>July '06</td>
<td>364</td>
<td>1,097</td>
</tr>
</tbody>
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On August 2, 2006, a youth group from Itasca participating in a mission trip to Sacred Heart Church Convent in St. Anne stopped by the Mobile Pantry to lend a hand. They were helping with repairs to homes in the area and visited the Mobile Pantry distributing iced beverages including fruit juice and water to people waiting in line and volunteers. With the heat index over 100 degrees in the sun-filled parking lot, their visit was a welcomed one.

Food Stamp Outreach
Outreach activities are designed to inform households about the availability, eligibility requirements, application procedures and benefits of the Food Stamp Program. **SFY2007 - $250,000.**

**Good News Story:** This year the Chicago Board of Education has initiated a number of activities and collaborations with community organizations to increase household access to the Food Stamp Program for low-income children attending Chicago public schools. A team has been established, the Children and Family Benefits Unit (CFBU), to conduct fairs, workshops and other events. In just two months nearly 350 households have applied for food stamps with the help of the CFBU. The turnout at events has also increased awareness about other benefit programs, especially the All Kids medical program.

<table>
<thead>
<tr>
<th></th>
<th>USDA Commodities</th>
<th>Donated Food</th>
<th>Total Pounds</th>
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</thead>
<tbody>
<tr>
<td>June '06</td>
<td>846</td>
<td>17,619</td>
<td>18,465</td>
</tr>
<tr>
<td>July '06</td>
<td>742</td>
<td>18,828</td>
<td>18,828</td>
</tr>
</tbody>
</table>
Food Stamp Nutrition Education
The goal of this program is to safeguard the health and well being of low income households by providing access to a healthy nutritious diet focusing on dietary quality, food security and safety, food resources management and system and environmental changes. IDHS, in partnership with the University of Illinois and LaRabida Children’s Hospital, offers nutrition programs, recipes, workshops and other events to benefit Illinois households. SFY2007 - $13 Million

...And a final look through the Kaleidoscope
A successful client’s story in her own words:

Dear Darlene and Lazarus House Staff,

I wanted to send you this announcement of my college graduation as a thank-you for helping me to get to this proud place in my life.

I don’t know if you remember me— I was a lost soul who showed up on a July evening back in 2001, having just come out of the hospital. My reckless path of self-defeating behavior and unfortunate circumstance had left me in the darkness with bridges burnt behind me. Yet yours was a light in my desperation, and your door was open when behind me all others were closed. You took me in and gave me a place to belong, and a starting point to begin living again.

I was a bit difficult at times, I know. Living in those types of situations is never easy. Yet the arms of Lazarus House and the love of God continued to hold me up and set my feet on a better path. Even when I discovered in the depths of my desperation that I was pregnant, you continued to support me and gave me space and guidance to get through the problems to the solutions.

My Case Manager especially was essential in helping me find my way back to school. By encouraging me and even taking me out to ECC to start the financial aid process, she helped me take that first important step to getting my life back.

I left Lazarus House about three months after I began my stay, and when I left, I had a full-time job and an apartment to go to. That following January, I began school at ECC and gave birth to a healthy daughter in April of 2002. Then in the fall of 2002, I became a full-time student at a University, in a teacher certification program. I have achieved several scholarships and honors, and am now graduating with a 4.0 average and as a member of five different academic honor societies. I will be certified as a teacher in the state of Illinois, and hope to start work in the fall. I live in an apartment of my own with my now two year old daughter and even have my own car. I have become a responsible and positive member of my community, and am on my way to providing a good and stable life for my child.

I cannot begin to thank you for being there for me at a time when I was completely alone. Were it not for your aid in my time of most dire need, I would not have become the person I am today. My daughter would not have a chance at a good life— or any life at all. You gave me so much more than a shelter in the night— you gave me hope, you gave me a second chance, and you gave me back a life that to all else was lost. I cannot thank you enough for being the hand of God in my life.

If there is ever anything I can do to assist you in your mission of helping others, I will always do anything I can to help. Lazarus House and your mission continue to be in my daily prayers, and I take the lesson I have learned about helping others with me in all my endeavors. What you have done for me has caused great miracles in my life, and I hope to help others experience the miracles as well.

With deepest gratitude,
A former Lazarus House guest, on her path to great success
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Bureau of Homeless Services & Supportive Housing
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Office: 217-782-1317

Bureau of Title XX Social Services
Dianne Bradie-Gregoire, Bureau Chief
401 S. Clinton, 3rd Floor, Chicago, IL 60607
Office: 312-793-4264

For more information call or visit your Illinois Department of Human Services’ Family Community Resource Center. You may call the automated helpline 24 hours a day at:
1-800-843-6154 (voice) or 1-800-447-6404 (TTY)
For a listing of our providers by region check our website:
www.dhs.state.il.us/ts/FamilySupportServices