



Human Services



OPEN DOOR PROGRAM

The Open Door program assists customers by providing immediate access to services for individuals facing multiple barriers. Open Door also helps families and individuals in navigating the human services system to help address emergency needs by providing limited financial assistance for medication, housing, transportation, food and clothing. In addition, staff provide direct assistance and also link customers directly to other supportive programs such as child care, education, employment training and services provided by other state agencies and community-based organizations. When necessary, families and individuals can receive longer-term case management to ensure their needs are met and to help them move to self-sufficiency.

Open Door office hours are from Monday to Friday from 8:30 a.m. to 5 p.m.
If you or someone you know needs help, please contact Open Door.

OPEN DOOR – CHARLESTON

The Illinois Coalition for Community Services (ICCS) Open Door Program in Charleston is a partnership between the Illinois Department of Human Services and the Illinois Coalition for Community Services.

845 18th Street, Charleston, IL 61290
Phone: 217-549-2987 Fax: 217-345-1227

OPEN DOOR – CHICAGO

The Open Door Program in Chicago is a partnership between the Illinois Department of Human Services and the Michael Reese Health Trust.

743 N. Pulaski Rd., Chicago, IL 60624
Phone: 773-638-3070 Fax: 773-638-3079

OPEN DOOR – DU PAGE COUNTY

The DuPage Open Door Program is a partnership between the Illinois Department of Human Services, the DuPage Federation on Human Services Reform, and the DuPage County Department of Community Services.

146 W. Roosevelt Rd., Villa Park, IL 60181
Phone: 630-530-8255 Fax: 630-516-1306

OPEN DOOR – MARION

The H Group Open Door Program in Marion is a partnership between the Illinois Department of Human Services and The H Group.

1307 West Main Street, Marion, IL 62959
Phone: 618-997-5336 Fax: 618-993-2969

OPEN DOOR – ROCK ISLAND

The Open Door Program in Rock Island is a partnership between the Illinois Department of Human Services and Skip-a-Long Child Development Services.

1609 4th Street, Building Two, Rock Island, IL 61201
Phone: 309-793-8201 Fax: 309-793-5323

OPEN DOOR – WEST FRANKFORT

The H Group Open Door Program in West Frankfort is a partnership between the Illinois Department of Human Services and The H Group.

Man-Tra-Con
1000 Factory Outlet Blvd., West Frankfort, IL 62896
Phone: 618-923-3792

For more information call or visit your Illinois Department of Human Services' Family Community Resource Center (FCRC).

If you have questions about any Illinois Department of Human Services (IDHS) program, call or visit your FCRC. We will answer your questions. If you do not know where your FCRC is or if you are unable to go there, you may call the automated helpline 24 hours a day at:

1-800-843-6154 (Voice)
1-800-447-6404 (TTY)

You may speak to a representative between:
8:00 a.m. - 5:30 p.m.
Monday - Friday (except state holidays)

For answers to your questions, you may also write:

Illinois Department of Human Services
Bureau of Customer Support and Services
100 South Grand Avenue East
Springfield, Illinois 62762

Visit our web site at:

www.dhs.state.il.us

