



State of Illinois
Department of Human Services

GUIDE TO IDHS SERVICES

A TANF Funded Information & Referral Service

The Illinois Department of Human Services (IDHS) provides many services to help people in Illinois have better lives, including information and referrals to services provided by other agencies and community partners. Listed below are services available to meet your individual and family needs.

- Medical Benefits**
- SNAP Benefits**
- Cash Assistance**
- Employment and Training Services**
- Alcohol and Substance Abuse Services**
- Domestic Violence Services**
- Mental Health Services**
- Services for Pregnant Women**
- Child Care Services**
- Women, Infants and Children (WIC)**
- Services for Teen Parents**
- Child Support**
- Services for People with Disabilities**
- Group Care - Nursing Homes**
- Services for Senior Citizens**
- LIHEAP**
- Earned Income Tax Credit (EITC)**
- Crisis Nursery**
- Food Pantries**
- Healthy Families Illinois**
- Homeless Services**

How Can I Apply for Services?

You can apply for services by going to your local IDHS office, or you can call the office and ask them to mail you an application. In some cases, you can apply for services over the phone or online.



Illinois Department of Human Services

To contact IDHS, visit our website at:

www.dhs.state.il.us

or call the automated Helpline for Information and Referral Services.

To find the address and phone number of your local IDHS office, call:

1-800-843-6154 (Voice)

1-866-324-5553 TTY/Nextalk, 711 TTY Relay

Representatives are available between:

8:00 a.m. - 5:00 p.m.

Monday - Friday (except state holidays)

For answers to your questions, please e-mail:

DHS.WebBits@Illinois.gov

or write:

Illinois Department of Human Services

Customer Support and Services

600 E Ash, 500 Bldg - 5th floor

Springfield, Illinois 62703

USDA Nondiscrimination Statement

SNAP and FDIPIR State or local agencies, and their sub recipients, must post the following Nondiscrimination Statement: In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State of Illinois Department of Human Services) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410;

(2) Fax: (202) 690-7442; or (3) Email: program.intake@usda.gov.

This institution is an equal opportunity provider.

This is an equal opportunity employer.

Additional Illinois Nondiscrimination Information

You may also write the Department of Human Services (IDHS) at Department of Human Services, Bureau of Civil Affairs, 401 South Clinton St., 6th Floor, Chicago, Illinois, 60607 or call the IDHS Helpline Number at 1-800-843-6154 or 866-324-5553 TTY/Nextalk or 711 Relay.

DHS, HHS, and USDA are equal opportunity providers and employers.

The State of Illinois provides reasonable accommodations according to Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.



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