

19th

POLICE DISTRICT COUNCIL

**Maurilio Garcia
Jenny Schaffer
Sam Schoenburg**

**Monthly Meeting - Wednesday, June 30th
Sulzer Library**



19TH DISTRICT COUNCIL

COMMUNITY COMMISSION FOR PUBLIC SAFETY AND ACCOUNTABILITY



Agenda

- Roll Call
- Votes
- Public Announcements
- Public Discussion on Trends and Concerns
- CCPSA Updates
- District Council Member Updates
- Presentation & Discussion:
 - **Department of Family & Support Services (DFSS)**
 - **211**
- Public Comment
- Reminders & Calls to Action
- Announcement of Next Meeting(s)

Votes

Public Announcements



Welcoming Community Groups

- If you are a part of a community group in the 19th District, please let us know:
 - Who you are, your position within the group
 - About any events coming up
 - How can neighbors reach you



Public Discussion on Trends and Concerns

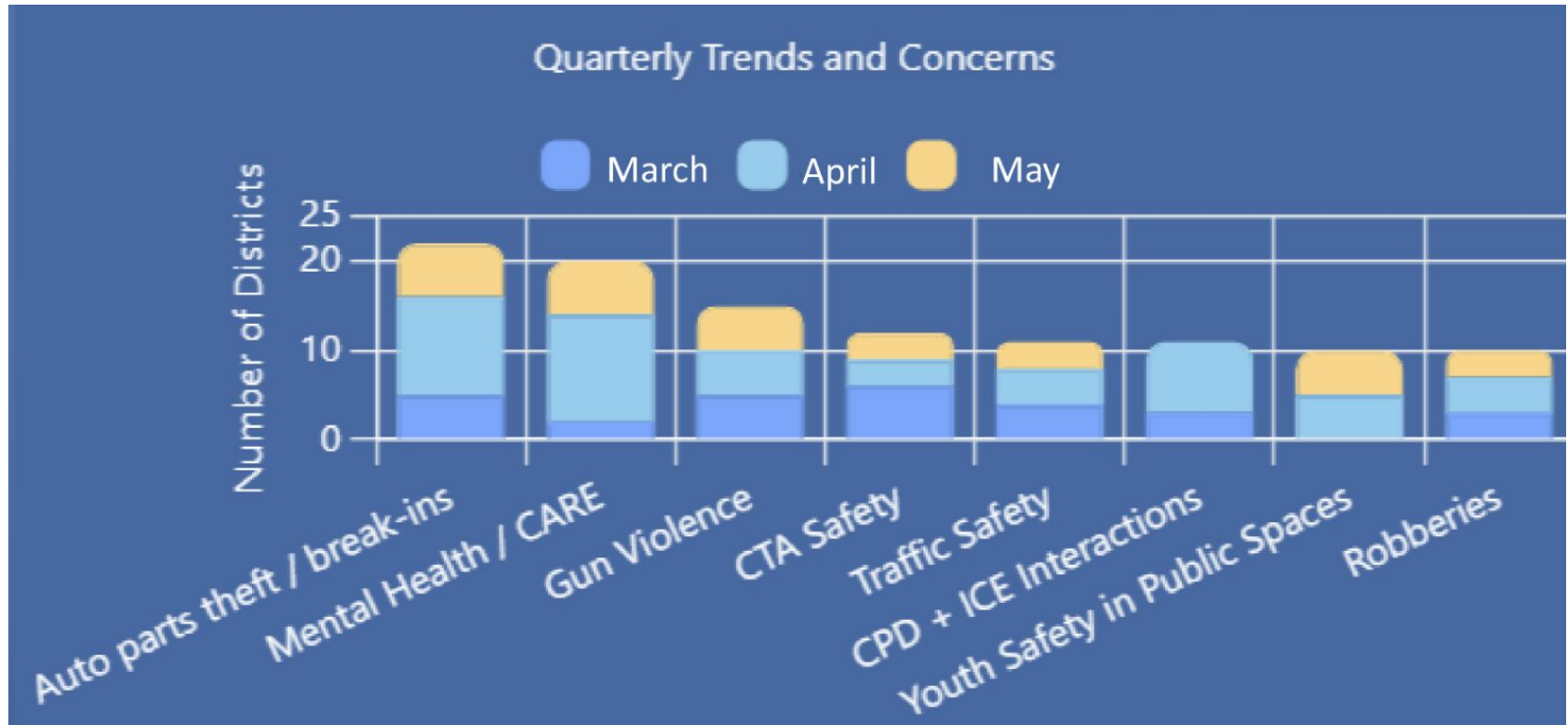
Thought Starters for Group Discussion

- On your daily route (to the CTA, work, or school), what is one specific change you've noticed lately that either increased your sense of safety or gave you pause?
- If you could redirect one safety resource to a specific 'trouble spot' you pass, what is the location, and would the best solution be an officer, a social worker, or a civilian team?
- What is one non-police improvement—like better lighting, youth programs, or mental health services—that would solve a safety concern on your block before it requires a 911 call?

Public Safety Trends & Community Priorities

- We've received a couple of concerns related to over-policing incidents (e.g. Pride Parade policing tactics, police reaction to alleged armed teen in Uptown)
- Strategic interventions have led to a 40% reduction in robberies and a 38% reduction in burglaries compared to the same period last year
- It takes a very long time (sometimes no answer) when residents dial 9-1-1
- **We have not heard many trends and concerns from community recently. Are people feeling relatively safe recently? What concerns do you have?**
 - Email we recently received: "In a nutshell," in "74 years," I have NEVER felt SAFER in My City, The City of Chicago." 😊

City-wide Trends via CCPSA



Public Safety Trends & Community Priorities

District 19 Public Safety Report Week 25 District Reports												
Report Covering the Week of 15-Jun-26 Through 21-Jun-26												
	Last 7 Days			Last 28 Days			Year to Date			2 Yr.	3 Yr.	4 Yr.
	2026	2025	% Chg	2026	2025	% Chg	2026	2025	% Chg	% Chg	% Chg	% Chg
CRIME COMPLAINTS												
MURDER	0	0	0%	0	0	0%	1	1	0%	0%	0%	-86%
CRIM SEXUAL ASSLT	0	2	-100%	7	4	75%	54	56	-4%	2%	-4%	20%
ROBBERY	5	4	25%	14	25	-44%	78	129	-40%	-60%	-46%	-54%
AGG BATTERY	4	10	-60%	19	27	-30%	94	91	3%	-3%	11%	34%
BURGLARY	8	8	0%	22	37	-41%	149	228	-35%	-56%	-36%	-20%
THEFT	71	119	-40%	347	430	-19%	2481	2237	11%	6%	20%	37%
MTR VEHICLE THEFT	16	11	45%	60	49	22%	297	261	14%	-29%	-40%	6%
TOTAL	104	154	-32%	469	572	-18%	3154	3003	5%	-9%	2%	23%
SHOOTING INCIDENT	0	0	0%	1	0	0%	5	4	25%	-50%	-37%	-55%

CCPSA Updates

CCPSA Updates

- The CCPSA recently welcomed Angelique Guzman and Anjanette Young as newly appointed Commissioners.
- The Commission is launching a citywide public education and outreach campaign to prepare residents for the upcoming 2027 District Council Elections.
- The CCPSA formally recommended that the Deputy Inspector General for Public Safety conduct an audit of CPD's compliance with the Welcoming City Ordinance.



District Council Member Updates

Welcome Maggie!



NYU's Alternative Response Conference

- The 2026 Advancing the Field of Alternative Response Convening brought approximately 450 practitioners and policymakers to Chicago to discuss establishing permanence for alternative response systems.
- Jenny participated in a plenary panel alongside other city leaders to share insights on Chicago's path toward building and expanding these vital programs.
- Maurilio and 2nd District Council Member Alex Perez led a breakout session focused on the collaboration, challenges, and lessons learned from building Chicago's non-police response systems.



Parking Alternative Response Team (PART)

- Following an alignment meeting on June 25, 2026, the city administration proposed restricting the pilot scope entirely to PV2s and reducing operating hours to 7:00 AM – 3:00 PM.
- This direction represents a significant departure from our original proposal, which advocated for daily coverage from 6:00 AM to 10:00 PM and included both PV1s and PV2s.
- Because this direction departs significantly from our original proposal, we issued a formal request to the Mayor's Office and relevant departments to provide written justifications by July 1st.
- Furthermore, following our District Council Quarterly Meeting on June 27th, **we have the attention of Deputy Mayor for Community Safety Emmanuel Andre** to discuss opportunities for collaboration on our safety initiatives.

CARE Tribune Article

Key Takeaways:

- Highlights failures of implementation, not failures of the alternative response model
- Chicago has struggled with meaningful, sustained implementation across departments
- The solution is better implementation, not abandoning alternative response
- Significant work remains, but it is worth continuing to push Chicago to do better



Share your thoughts; write a letter to editor: letters@chicagotribune.com

Expanded CARE Coverage Area and Hours

	Previous CARE Program	New CARE Program
Coverage Areas	1, 4, 6, 7, 8, 12, and 19	<u>CITY WIDE</u>
Hours of Operation	10:30 - 4:00; Monday - Friday	10:00 - 4:30; Monday - Friday
Number of Vans	Staffing for 4 vans	Hiring to staff 8 vans
Call Types	Mental Health	Mental Health and Social Emotional
Age Range	6 year to 65 years	6 years and older
Dispatch	Police triage then Fire triage	Can directly request CARE and be sent to fire call triage

Additionally 2 Citywide non-emergency teams can be reached by email at:

careprogram@cityofchicago.org

NORTHEAST TOWN HALL



TUE, 7/28/26, 6:30-8:15pm



Resource Fair
Beginning at 6pm



Broadway United
Methodist Church

Why Attend?

Learn about
CARE and
community
mental
health
resources

Learn how
your voice
can create
real change
in your
community

Make
citywide
mental
health care
24 hours, 7
days a week!

REGISTER NOW

bit.ly/728Townhall



24TH DISTRICT COUNCIL



35TH DISTRICT COUNCIL

Featuring: Ald. Knudsen (43), Ald. Manaa-Hoppenworth (48)

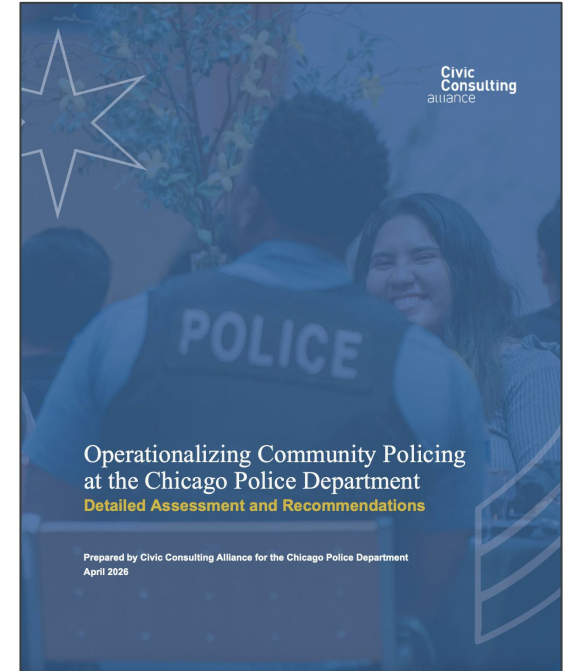
Community Policing Assessment

Community Policing: a "department-wide approach to policing that makes building trust and working collaboratively with community a core part of every officer's daily work".

CCPSA superintendent goal created a working group to help with implementation of the recommendations

- CCPSA Reps: 4 District Council Members (inc. Jenny), 2 Commissioners, CCPSA Staff
- CPD members: Chief Angel Novalez (Chief of Constitutional Policing and Reform) and Glen Brooks (Director of Community Policing)

The working group has met once. A second meeting was scheduled for Friday but was canceled by CPD and is being rescheduled.



Community Policing Assessment Recommendations

- 1 Prioritize a **customer service** mindset in all interactions
- 2 Deepen **geographic integrity** beyond staffing assignments
- 3 **Consolidate problem solving approaches** into a cohesive system with distributed roles
- 4 Deploy the **right response** at the **right time**
- 5 Prioritize district level **community engagement** aligned to clear goals
- 6 Standardize department wide approach for **gathering feedback on policy and training**
- 7 Improve public **awareness of CPD resources**, services, and policies
- 8 Train all members on the **history of policing in Chicago**
- 9 Leverage leaders to model internal and external **procedural justice**

Community Partnership Plan: Monthly Update and Discussion



Summary of Progress



[Link to
CPP Found
here](#)

	Last Month	This Month
In Progress	16	16
Ongoing	4	4
Completed	29	29
Total In Progress/ Ongoing/ Completed	49	49
Total Goals	54	54
	% In Progress/ Ongoing/ Completed	91%

Our Perspective: Creating Safer Communities

Creating Public Safety

What are things in your neighborhood that help keep you and your community safe?

Expanding a Vision of Public Safety

Proactive Safety Strategies

- Employment/liveable wage
- Stable affordable housing
- Access to healthcare
- Mental health care
- Youth opportunities
- Violence prevention
- High quality education
- And much more



Primarily Reactive Safety Strategies

- Police
- Fire
- Paramedics
- CARE



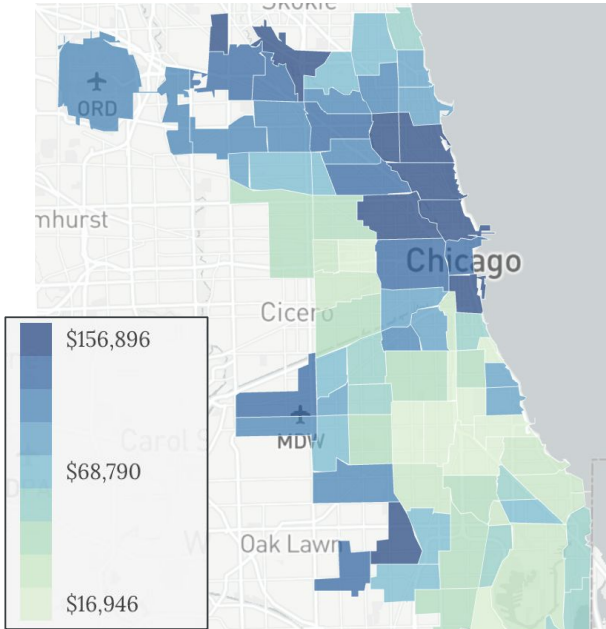
**Safer
Communities**

Creating safe communities requires **both proactive and reactive public safety strategies.**

We need to **invest** not only in responding effectively when crises occur, but also in the **services and supports that prevent crises** from happening in the first place.

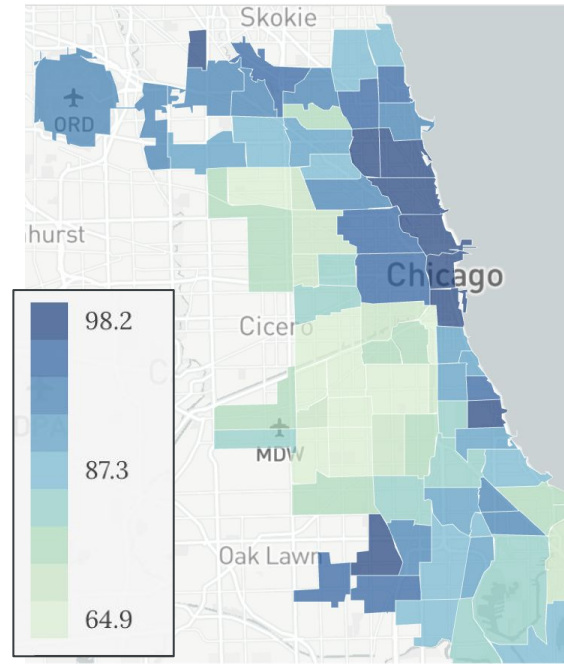
Well-Resourced Neighborhoods Are Safer

**Median Household Income
2020-2024**

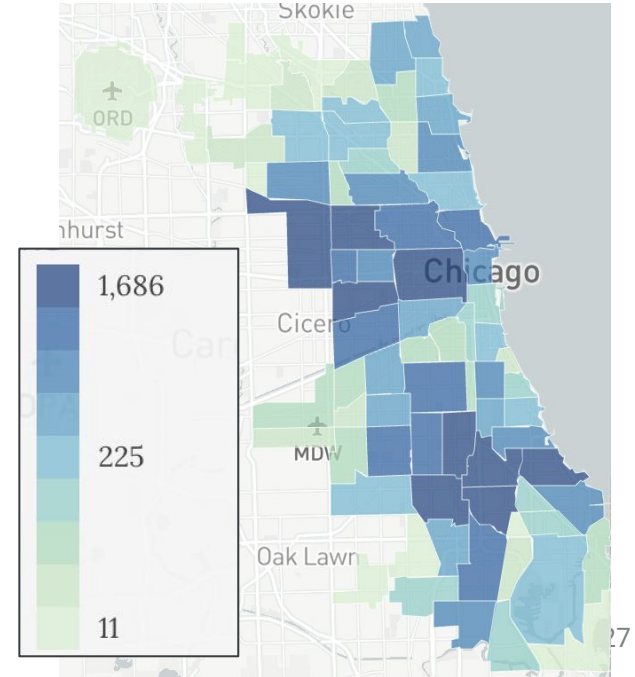


<https://chicagohealthatlas.org>

**High School Graduation Rate
2020-2024**



**Violent Crime
2020-2025**



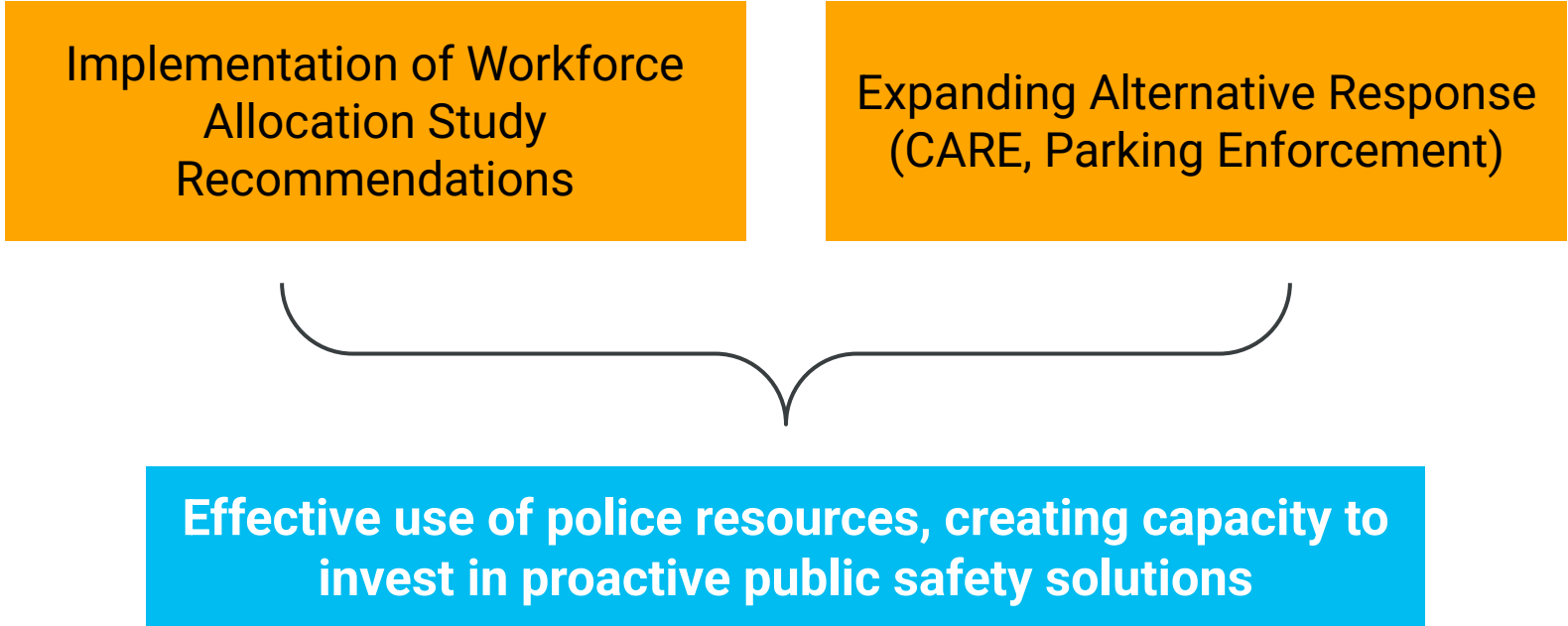
Proactive Public Safety: Department of Family and Support Services (DFSS)

- **DFSS should be considered part of Chicago's public safety infrastructure** because they help address the underlying causes of instability and provide people with vital resources like housing and homelessness services, domestic violence support, youth programming, workforce development, senior services, and other resources that promote stability and reduce risk.
- Expanding access to these services **helps people receive the support they need before challenges escalate into crises**, reducing the need for unnecessary interactions with police and keeping them and their communities safer.

Funding Public Safety

	DFSS	CPD
Approximate Total Budget	\$632.5 Million	\$2.1 Billion
Percentage of Budget Locally Funded	30.6%	95.9%
Percent Change from 2025 (total budget)	- 32.5%	+ .08%

The Path Forward



Implementation of Workforce
Allocation Study
Recommendations

Expanding Alternative Response
(CARE, Parking Enforcement)

**Effective use of police resources, creating capacity to
invest in proactive public safety solutions**

Department of Family & Support Services (DFSS)

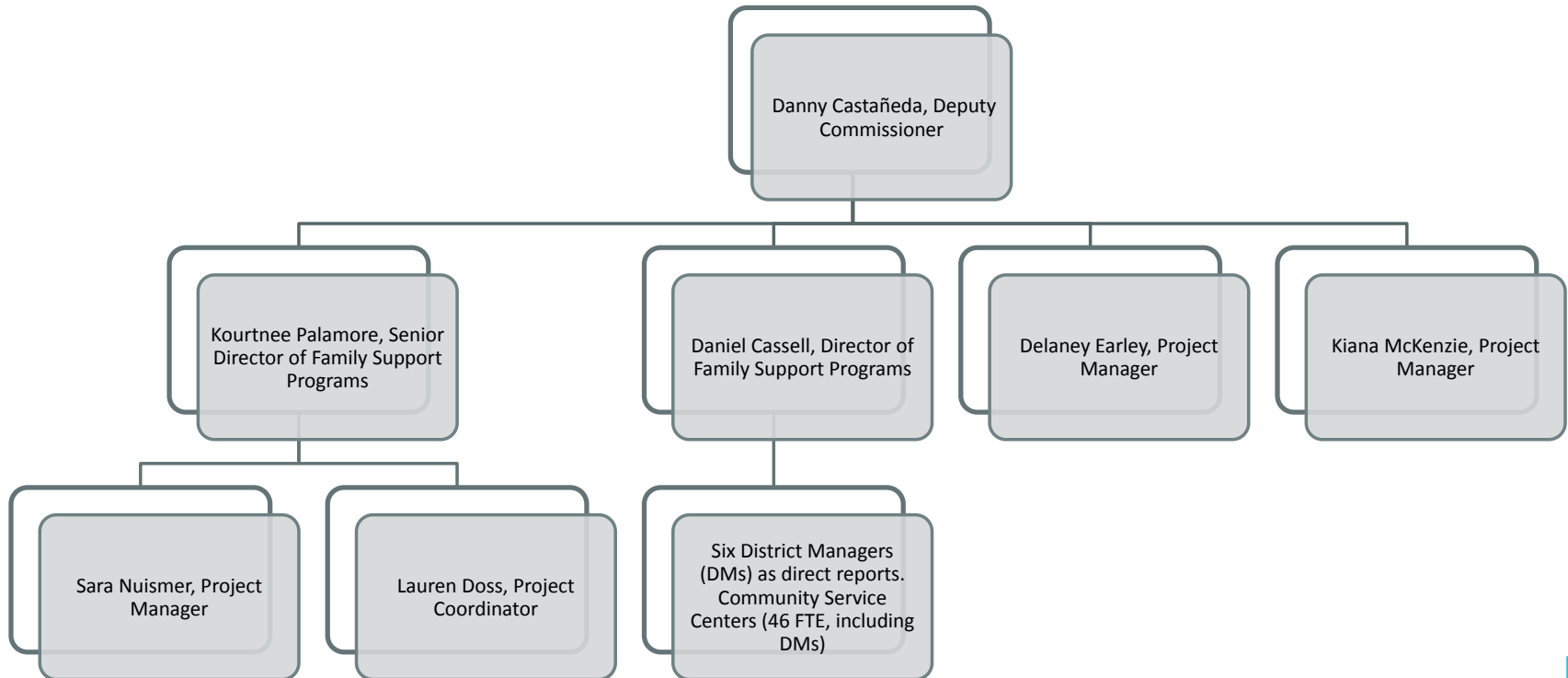
Daniel Cass - Director Of Family
Support Programs



Department of Family & Support Services

Human Services Division Overview

Human Services Team



Community Service Centers

- Community Service Centers (CSCs) help individuals and families access a wide range of resources such as shelter, housing stabilization supports, public-benefits enrollment assistance, food assistance, and basic clothing items. In addition, the CSCs provide connections to case managers and social workers for personalized assessments and long-term planning.
- The CSCs also serve as warming and cooling centers during periods of extreme weather.
- Four of the six CSCs are in City-owned facilities. Trina Davila and South Chicago are privately owned, so space is leased by the City's Department of Fleet & Facility Management (2FM).



Notable Highlights:

- DFSS is the lead tenant in all six of the CSCs, so the District Managers play a key role in coordinating the co-located partners and activating available space (especially if external).
- Garfield CSC is a major hub for homeless services.
- DFSS is the Community Action Agency for the City of Chicago, which we carry out through the CSCs. For more info:
 - <https://dceo.illinois.gov/communityservices/homeweatherization/communityactionagencies/cityofchicago.html>

Center Name	Address	Ward	Aldersperson
King Center	4314 S Cottage Grove	4	Robinson, Lamont J.
South Chicago Center	8650 S Commercial Ave	10	Chico, Peter
Auburn Gresham Center	1140 W 79th St	17	Moore, David H.
Garfield Center	10 S Kedzie Ave	28	Ervin, Jason C.
Trina Davila Center	4312 W North Ave	36	Villegas, Gilbert
North Area Center	845 W Wilson Ave	46	Clay, Angela

Rental Assistance Program (RAP)

The Rental Assistance Program (RAP) provides emergency rental assistance to Chicagoans who are at risk of homelessness. RAP helps Chicagoans who have housing right now but are at risk of losing their home due to back due rent. To be eligible, applicants must document a loss of income or another eligible emergency.

Assistance may include:

- Payment of future rent and rent arrears to prevent eviction
- Security deposits in cases of fire, flood, foreclosure, domestic violence, or eviction

Year	# of households approved	Value of assistance
2020	623	\$3.1M
2021	731	\$4.4M
2022	1,239	\$6.4M
2023	158	\$779k
2024	239	\$1.3M
2025	319 (YTD)	\$1.8M (\$1.7M)



Criminal Justice Legal Services Initiative (CJLSI)

The **Criminal Justice Legal Services Initiative (CJLSI)** ensures Chicagoans residing in community areas impacted by the COVID-19 pandemic have access to legal aid services, including consultations, direct representations, and community education to help alleviate barriers to employment, housing, and education. It provides free legal assistance and representation for Chicagoans in matters such as juvenile and adult expungement or sealing, cannabis expungement, warrant and bond relief, and other criminal records relief.

Deliverables & Outcomes

- In 2025, CJLSI is funded at \$2.5M with \$1M in Corporate (40% of current funding) and \$1.5M in ARPA (60% of current funding).
- Serve a minimum of 1,200 residents with legal services.
- Reach 12,000 residents with education through KYR workshops and other outreach efforts.



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 (312) 738-2452



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Serving: Douglas, Oakland, Fuller Park, Grand Boulevard, Washington Park, Woodlawn, South Shore, Chatham, Avalon Park, South Chicago, West Englewood, Englewood, Greater Grand Crossing, & Auburn Gresham

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Serving: Garfield Ridge, Archer Heights, Brighton Park, Armour Square, McKinley Park, New City, West Elsdon, Gage Park, Clearing, West Lawn, Chicago Lawn, & Ashburn

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Serving: Humboldt Park, Austin, West Garfield Park, East Garfield Park, North Lawndale, South Lawndale, & Lower West Side.

www.legalaidchicago.org
 (312) 341-1070

Notable Highlight: Zone 1, serving Far Southside Chicago residents, reached 100% of their legal representations' performance metric by the end of May 2025, demonstrating the need for accessible legal services in these community areas.



Legal Protection Fund (LPF)

Chicago's **Legal Protection Fund (LPF)** provides community-based outreach, education, legal consultations and courtroom representation for Chicago-residing immigrants and refugees.

Delegate Agencies

- Legal Services and Representation: National Immigrant Justice Center (NIJC)
- Education and Outreach: The Resurrection Project (TRP)

Deliverables & Outcomes

- In 2025, LPF is funded at \$3M with \$1.55M in Corporate (52% of current funding) and \$1.45M in ARPA (48% of current funding).
- Serve a minimum of 1,100 residents with legal representation or other immigration remedies (e.g., technical assistance and application support).
- Train 240 Community Navigators.
- Educate 20,000 residents via KYR workshops.

“The Chicago is With You Task Force is committed to the values of the Welcoming City Ordinance and strives to work among a diverse set of stakeholders to serve immigrants, migrant, and refugees.”

History

The Task Force was established in 2016 to strengthen collaboration around mental health, legal services, employer diversity training, and education—ensuring the City delivers comprehensive, equitable services to immigrants, refugees, and other historically marginalized communities.

Today, the CWY Task Force is chaired by City Clerk Anna Valencia and includes representatives from city departments, sister agencies, community-based organizations, immigrant-serving groups, and other key stakeholders committed to uplifting immigrant communities across Chicago.

In February 2025, the Task Force launched four subcommittees to address emerging priorities: **Change the Narrative, Business Engagement, Mental Health, and Funding.**



Chicago is With You Taskforce

Notable Highlight: NIJC and TRP are leaders in Chicago for immigration law and continue to provide updates as federal immigration policies evolve. This partnership has allowed DFSS to stay informed on how our department can be most helpful during this difficult time.

211 Metro Chicago

- **Chicago, 2-1-1 call center** is open 24 hours a day, 7 days a week, 365 days a year, to lend referral and resources to Chicago residents seeking information on mental health and social supports.
- **Delegate Agency:** United Way Metro Chicago (UWMC)
- **Services are offered** via call, text, email, or webchat, by dialing, 2-1-1, texting 898211, or visiting www.211metrochicago.org
- **Partnering** with the Homeless Prevention Call Center (HPCC), 311 Service Line, Mayor's Office of Reentry, and Chicago's OEMC Dept, 211 Metro Chicago has become an integral part of Chicago's social service network, as well as a resource for disaster relief.
- **Notable Highlight:** co-funded with Cook County



Services & Referrals Include:

- Mental Health
- Housing
- Food
- Utility Assistance
- Health
- Youth Services
- Education
- Workforce
- Reentry Services
- Resources for older adults
- Transportation services
- Legal Assistance
- Resources for people with disabilities
- Victim support

Tax Prep Chicago

Tax Prep Chicago provides free, high-quality tax preparation services to low-income Chicago residents to secure critical tax refunds and credits.

Delegate Agency: Ladder Up

Service Model:

- In-person IRS VITA-certified tax preparation at multiple Chicago sites
- Virtual tax preparation option (eTAP) for those unable to attend in person
- Additional services include Low Income Tax Clinic for audit, debt issues, and self-employed tax help
- Financial capability education and coaching offered alongside tax services

Deliverables & Outcomes

- Number of tax returns filed for Chicago residents each year, through in-person and virtual access points (minimum 15,000)
- Dollar value of refunds received by Chicago residents served
- Number of volunteers recruited and trained for tax preparation services (minimum 700)



CSBG Scholarship Program

Program Overview

- Provides scholarships to City of Chicago residents who meet DECO eligibility guidelines
- Supports full-time, credit-based students enrolled at Illinois post-secondary institutions
- Application opened on June 16 and closes August 14 at 5pm
- Helps remove financial barriers to higher education for low-income students

Deliverables & Outcomes

- 2024: 75 students selected, 69 eligible and received scholarships for a total of \$189,000
- 2025: Funding available is \$170,000
- Funding supports diverse students attending various institutions across Illinois



The poster features a red background with a central image of a young woman and a young man smiling and looking at a tablet. The text is white and yellow. In the top right corner, there is a white star logo and the text 'DFSS Department of Family and Support Services'. The main headline reads 'Turn Ambition Into Action: Apply for the CSBG Scholarship'. Below this, it says 'Full-Time College, Graduate, Vocational And Trade School Students Are Eligible'. A blue box on the left contains the text 'Competitive scholarships of \$1,000-\$5,000 are available through the City of Chicago's Community Services Block Grant.' and two checkmarks with the following text: 'Applicants must be Chicago residents who meet CSBG income eligibility guidelines' and 'High school graduates and GED recipients welcome'. A yellow box on the right contains the text 'APPLY BY AUGUST 14, 2025' and a QR code. Below the QR code is the text 'Chicago.gov/scholarship' and the Illinois Department of Commerce & Economic Opportunity logo.

DFSS
Department of Family and Support Services

Turn Ambition Into Action:
Apply for the CSBG Scholarship

Full-Time College, Graduate, Vocational And Trade School Students Are Eligible

Competitive scholarships of \$1,000-\$5,000 are available through the City of Chicago's Community Services Block Grant.

✓ Applicants must be Chicago residents who meet CSBG income eligibility guidelines

✓ High school graduates and GED recipients welcome

APPLY BY AUGUST 14, 2025

[Chicago.gov/scholarship](https://chicago.gov/scholarship)

Illinois
Department of Commerce & Economic Opportunity



Public Benefits Outreach and Education

Delegate Agency: Legal Aid Chicago

Program Overview

- Provides outreach, education, application assistance, and legal support for Chicago residents applying for public benefits
- Covers benefits such as SNAP, TANF, SSI, Medicaid, Medicare Assistance, WIC, and others
- Combines in-person services at six City Service Centers with remote assistance and follow-up
- Focus on increasing access and maximizing benefit retention

Deliverables & Outcomes

- 900 households complete an application for public benefits
- At least 60% of individuals/households will obtain one or more public benefits
- At least 60% of individuals/households will see an increase in household income

Notable Highlight: Staffed by experienced paralegals and supervisory attorneys fluent in English and Spanish





Legal Services for Unaccompanied Immigrant Children

Delegate Agency: National Immigrant Justice Center (NIJC)

Program Overview

- Provides trauma-informed legal screenings, representation, and advocacy for unaccompanied immigrant children (UICs) in Chicago
- Focuses on children under 18 who arrive without legal guardians or immigration status
- Offers services including asylum applications, immigration court defense, appeals, family reunification, and Special Immigrant Juvenile Status (SIJS) petitions
- Ensures culturally and linguistically appropriate services with language supports including indigenous languages

Deliverables & Outcomes

- A minimum of 20 clients begin Naturalization court proceedings or access other forms of immigrant relief.
- A minimum of 20 clients achieve stability within their community through access to legal resources.

Notable Highlight: NIJC is the sole provider of legal services for detained UICs in Chicago.

The National Immigrant Justice Center is a leading legal service provider defending the rights of unaccompanied immigrant children.

NIJC's legal team helps children understand their rights and navigate complex legal processes to apply for lawful status and defend against deportation.





Emergency Food Assistance

Delegate Agency: Greater Chicago Food Depository

Program Overview

- Provides emergency food assistance to vulnerable Chicago residents facing food insecurity
- Focus on nutritious, culturally appropriate food distributed through food pantries, homeless and DV shelters, and DFSS Community Service Centers (CSCs)
- Supplies fresh fruits, vegetables, dairy, meat, and holiday meals during Thanksgiving and winter holidays
- Responds to emergencies and natural disasters with additional food distribution as needed

1 in 5 Chicago Households are Experiencing Food Insecurity

Hunger is what you feel when you don't have enough to eat.
Food insecurity is the set of circumstances that prevent your access to food.

Deliverables & Outcomes

For food distribution to local food pantries

- 99 food pantries supported with 1.2 million pounds annually
- 350,000 people served annually
- Pantry satisfaction with delivery and quality of food product received (survey data)

For food distribution to shelters

- Minimum .5 million pounds delivered to at least 50 shelters
- Number of shelters participating in the program (minimum 50)
- 10,000 people served annually
- Shelter satisfaction with delivery and quality of food products received (as determined by surveys completed by shelters)



211

Jason Fabian - Training &
Quality Assurance Manager



METRO CHICAGO

Connecting People and Services



COOK COUNTY
GOVERNMENT

United Way
of Metro Chicago



Welcome – Meet the 211 Metro Chicago Team



Jackie Rosa

Chief Programs Officer

United Way of Metro Chicago

jackie.rosa@liveunitedchicago.org



Richard LaPratt

Executive Director

211 Metro Chicago

richard.lapratt@211metrochicago.org



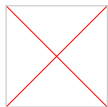
Sheriee Lee

Navigation Center Director

211 Metro Chicago

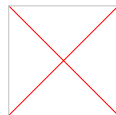
sheriee.lee@211metrochicago.org

What is 2-1-1?



LIVE SUPPORT

24/7/365 access to a trained, empathetic specialist via phone call, web chat, and text message



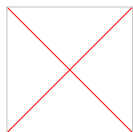
AWARENESS

Education tools to ensure anyone who may need help or who wants to help knows where to start



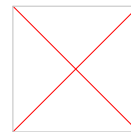
SUSTAINABLE

Diversified public and private funding



DATA

Secure data about client needs, service gaps, and trends used to inform decision-making and local investments



INFORMATION

Comprehensive database of available services, programs, and benefits

What 2-1-1 is

- **Free, easy-to-access helpline**
- **Community navigation resource**, helping people who need access to food, housing, utility payment assistance, health care, transportation, childcare, employment, mental health, disaster information and assistance, and more
- **Go-to resource for any essential health and social service needs**, utilizing comprehensive, accurate information and delivering a user-friendly experience

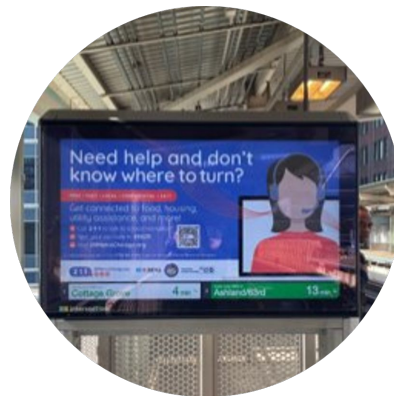
What 2-1-1 is not

- Replacement for 9-8-8
- Non-emergency form of direct service, i.e. 3-1-1 or other nonprofit organizations, businesses, and government agencies
- Emergency medical assistance or dispatch line, i.e. 9-1-1
- Tool for surveillance, evaluation of services, or reporting on individuals or agencies



Why 2-1-1?

- Chicago and Cook County **residents oftentimes carry the burden** of navigating a complex social safety net system
- COVID-19 pandemic brought this problem into greater focus, highlighting the need for a comprehensive, **centralized information and referral system**
- Group of stakeholders convened an Advisory Committee in **early 2021** to stand up a 2-1-1 line



- 211 Metro Chicago is **jointly funded** by the City of Chicago, Cook County, and philanthropic partners, and **operated by United Way of Metro Chicago**
- 211 Metro Chicago is available for residents living in all of Cook County **24/7/365**

N-1-1 Designations by FCC

- **2-1-1:** Health and Human Services
- **3-1-1:** City/Municipal Services for City of Chicago
- **4-1-1/800-Free-411:** Directory Assistance
- **5-1-1:** Transportation Hotline (Automated): Traffic jams and alternate routes
- **6-1-1:** Telephone repair line: Routes you to your landline/cellular provider
- **7-1-1:** TDD/TTY Line: Deaf/Hard of Hearing Translation Services
- **8-1-1:** Miss Dig – Flags your yards for Power/Water Lines
- **9-8-8:** Suicide/Crisis Hotline for those in danger of harming themselves or others
- **9-1-1:** Fire/Medical/Emergency

Community Navigation Sector Terms

- **Community Navigation** – the act of helping people find their way through complex systems of care
- **Resource Navigators** – the 2-1-1 team members who respond to residents that contact 211 Metro Chicago
- **Resource** – a program shared with a resident to meet both self-identified and unspoken needs
 - *Examples: phone numbers to agencies that offer utility assistance or location information for local food pantries*
- **Contact** – a term that encompasses all ways in which residents can connect with 2-1-1 Resource Navigators



Multiple Ways to Get Help



WEB SEARCH function that allows website visitors to search for the type of help they need – across a database of local, state, and federal government and nonprofit services and resources



LIVE CHAT OR TEXT MESSAGE with a caring, trained community Resource Navigator, who assesses the chat visitor's needs and refers them to the best available resource
Available 24/7/365 in English and Spanish. Additional languages will be added as the system develops.



LIVE PHONE LINE connecting caller to a caring, trained community Resource Navigator, who assesses the caller's needs and refers them to the best available resource

Available 24/7/365 in English and Spanish, with interpretation in additional languages available upon request.

An Efficient and Robust Helpline

2-1-1 efficiency has resulted in significantly positive experiences with the helpline*

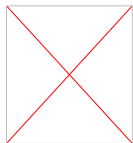
- **91%** client satisfaction rating
- Wait times of **38 seconds**
- Average abandonment rate of **5.2%**
- Curated list of **1,800+ agencies** and more than **5,500 programs****

Resource Navigators, who are **local, trauma-informed Chicago-area residents**, answer calls and respond to contacts 24/7/365

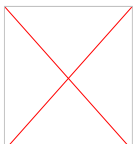
*First three data points reflect rates from 1/2/23-3/3/26

**Reflects the number of agencies and programs marked as "active" in 211's database as of 2/26/26

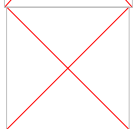
A People-Centered Approach



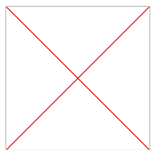
People-Centered Staffing: Strong retention, on-call coverage, and internal promotions that sustain expertise



Certified, Coached, and Caring Staff: Resource Navigators combine professional skills as certified specialists through Inform USA, with empathy as they help residents find the resources they need in times of crisis



Resident Information is Confidential: Residents can trust that the information they share with Resource Navigators is confidential and that they choose what information they share



Promoting Autonomy and Safety: Resource Navigators are trained to empower residents to contact the agencies to which they're referred, while also ensuring that emergency calls are safely transferred

What Can a Resident Expect When They Contact 2-1-1?

Resource Navigators ask residents questions to identify their needs and potential resources.

Answering any of these questions is **optional**, though the more information a Resource Navigator has, the more relevant the resources may be.



What 2-1-1 will ask

- Resident's zip code
- Resident's gender and age
- If they have children under the age of 18 in their home
- If they're a union member, veteran, or unpaid caregiver
- If they have been justice system-involved
- If they have been impacted by major local recent events, such as government shutdowns or natural disasters



What 2-1-1 won't ask

- Resident's home or work address
- Residents race, ethnicity, or immigration status
- Specific health information, unless disclosed by the resident to find a particular type of resource
- Specific questions related to any justice system involvement

Partnerships in Action



- **Local Government Funding and Collaboration:** 211 Metro Chicago partners with both the City of Chicago and Cook County to expand access to resources, increase awareness of services, respond rapidly to crises, and fund vital operations
- **API Partnership:** Application Programming Interface (API) integration updates food pantry data from Greater Chicago Food Depository every 6 hours, ensuring residents receive accurate, reliable navigation to food resources
- **Public Health & Medical Care Connections:**
 - Chicago Department of Public Health (CDPH) partnership allows 211 to support residents navigating Medicaid redetermination
 - When coverage gaps occur, 2-1-1 connects individuals to Federally Qualified Health Centers (FQHCs), free and low-cost clinics, and community health resources to ensure continuity of care
- **Re-Entry Services:** Partnering with City to look at ways to provide further support for those re-entering the community from the justice system



211 Metro Chicago Data – City of Chicago & Cook County

Contacts & Web Sessions*

Documented 2-1-1 Contacts:	423,262
Web Sessions:	231,368
Total 2-1-1 Interactions:	654,630

Top Needs: Housing, Utility Assistance, Access to Food, Income Support

Residents ages 25-34 make up the largest 2-1-1 contact age group**

Approx. 74% from within City of Chicago; **26%** from Cook County***

* As of June 23, 2026; includes housing contact data ** Of those who provided age information

*** Determined based on contacts originating / identified as being from within Cook County

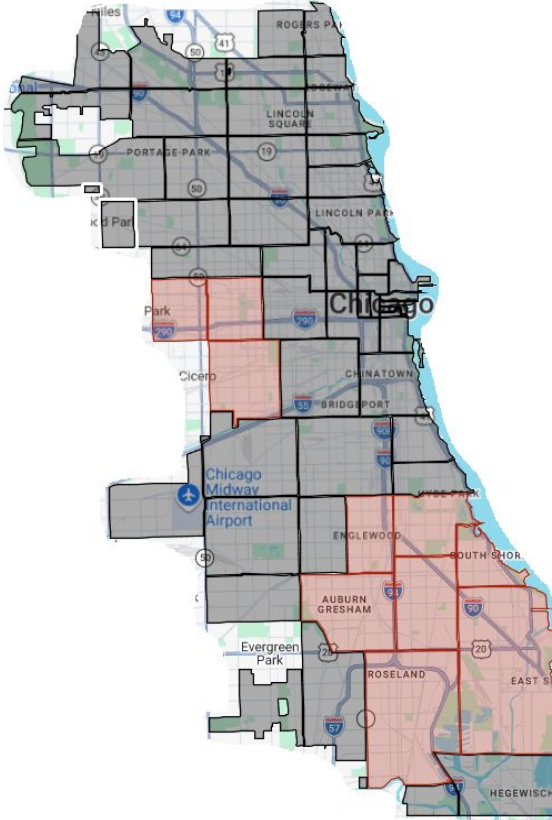
Addressing Our Greatest Need: Housing Contracts at 211 Metro Chicago

- 211 Metro Chicago operates three **(3) Homelessness Prevention Contracts** in collaboration with the City of Chicago and Cook County
- These helplines adhere to 2-1-1 standards and use **best practices as guidelines for operations**
- Housing navigators conduct **phone-based initial assessments** and perform **intakes**
- These contracts DO NOT include emergency shelter placement
 - **Chicago residents should call 3-1-1 to find emergency shelter.**
- Operating hours for these intake contracts adhere to **traditional business hours**



Homelessness Prevention Intake Contracts – Open the Door to Housing Stability

- **City of Chicago Homelessness Prevention Call Center (HPCC)**
 - § Call 311, and get transferred to receive an HPCC pre-screen
 - § Hours: Mon. - Fri., 8:30 AM - 4:30 PM
- **City of Chicago Coordinated Entry**
 - § Call 312-971-4178
 - § Hours: Mon., Wed., Thurs., Fri., 9 AM – 3 PM ; Tues. 3 - 9 pm
 - § In-person access points are available in communities and can be shared by Navigators during phone calls
- **Suburban Cook Call Center / Entry Point**
 - § Call 877-426-6515
 - § Hours: Mon. - Fri., 8:30 AM - 4:30 PM

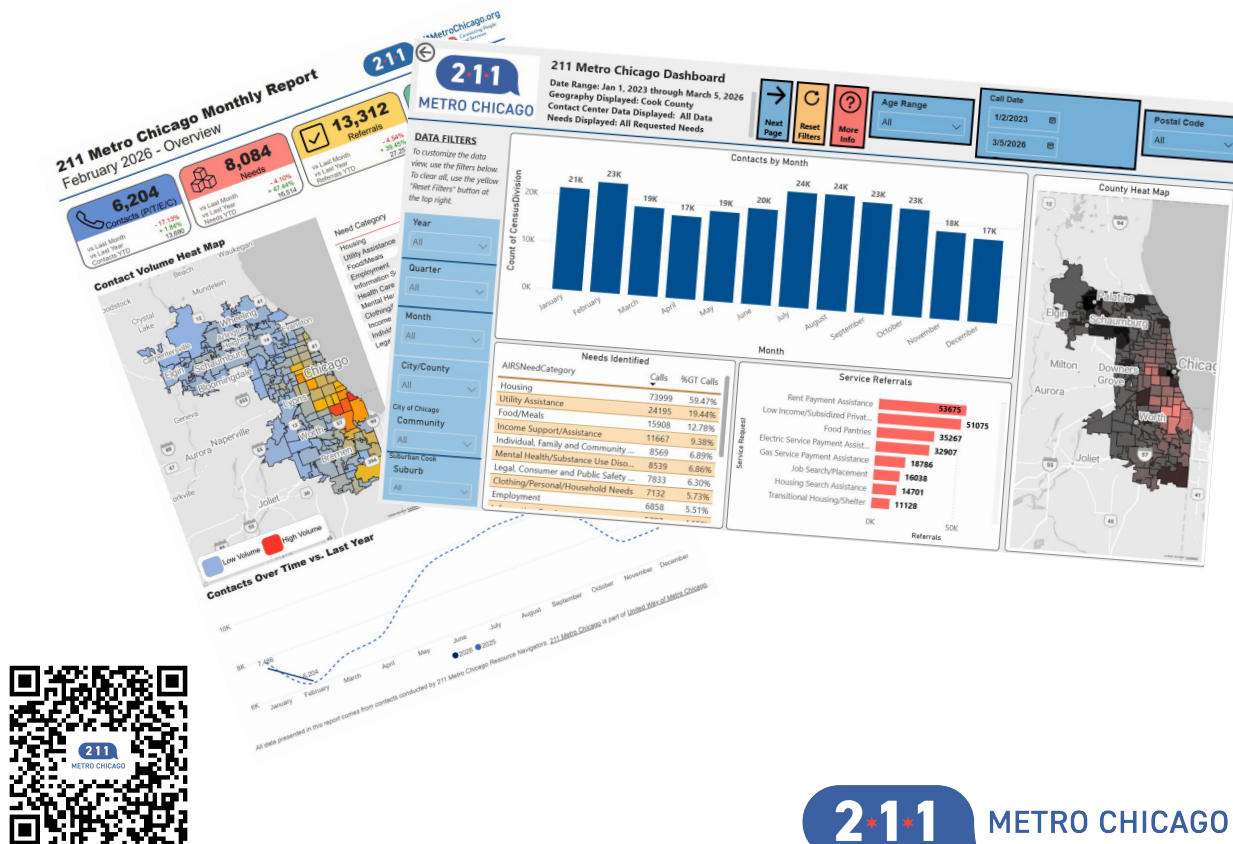


211 Metro Chicago – City Housing Data

- In 2025, homelessness prevention helplines received **more than 100,000 calls** and issued **over 12,000 referrals**
- In Chicago in 2025, most referrals to the **Homelessness Prevention Call Center** were issued to residents living on the **South and Westsides** of the city
- **Map:** highlights 10 zip codes in Chicago where the most referrals are issued

Explore 2-1-1 Data!

- Dive into our data and learn more about what the needs are in your community
- Check out our [Cook County Community Data Dashboard](#) and [211 Counts](#)
- If you have questions about the data, reach out to info@211metrochicago.org
- [Explore the Location Report \(reflects 1/2023-5/2026\)](#) to see data based on different location designations



Your Local 2-1-1 Statistics: 60613, 60618, 60640 2024 & 2025

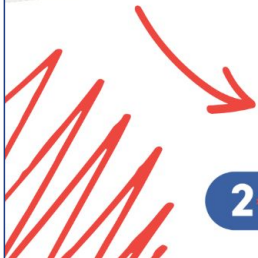
- **Total contacts:** 3,652
- **Resources issued:** 8,463
- **Top needs identified:**
 - Housing (48%)
 - Utility Assistance (12%)
 - Food/Meals (7%)
 - Mental Health/Substance Use Disorders (6%)
 - Employment (5%)
- Out of those who disclosed their age, **33%** were between the ages of 31-45
- **Agencies most referred to in 2025:**
 - Salvation Army North & Central Illinois Division
 - City of Chicago Dept of Family And Support Services
 - CEDA
 - African American Christian Foundation
 - Mercy Housing
 - ComEd
 - All Chicago Making Homelessness History
 - Catholic Charities of the Archdiocese of Chicago
 - Inner Voice Inc.
 - US Dept of Housing and Urban Development (HUD)

Staff and Partner Testimonials



“ People call me every day asking for help. It is so important to be present for them, to be calm, compassionate, and say, ‘I hear you.’ When I share a resource, I have helped open the door for them to get what they need most in that moment. This is why 2-1-1 is so important. It is truly making a difference in people’s lives. ”

BRIAN LEWIS
Resource Navigator, 211 Metro Chicago

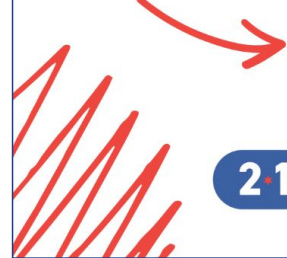


2-1-1 211MetroChicago.org



“ The suburban safety net can be particularly challenging to navigate. I’m grateful for the 2-1-1 team’s comprehensive approach to connecting people to the social services they are seeking. Having one place to call makes all the difference for our community! ”

JENNIFER HILL
Executive Director
Alliance to End Homelessness
in Suburban Cook County



2-1-1 211MetroChicago.org

How We Can Support Each Other

2-1-1 is constantly looking for ways to improve access to services for residents across Chicago. We invite you and the organizations you partner with to collaborate in the following ways:

- Ask questions or provide feedback, ideas, and recommendations: Info@211metrochicago.org
- Scan the QR code, check out our media library, and help spread the word about 211 Metro Chicago: 211MetroChicago.org/media
- Request database inclusion for your program(s) or your partners: 211metrochicago.org/database-application
- Verify programs are accurately listed in our database: resources@211metrochicago.org
- Follow up to request our **monthly data report** and **quarterly newsletter**!



Public Comment



Public Comment - Rules & Follow Up

Rules of Engagement

- 2 min/speaker = ~10 speakers (typically 20 minutes total)
- Request to make public comment must be submitted within 30-minutes of start of meeting
- Order of speakers randomly selected
- No disruption of speakers
- No harassment or disrespect will be tolerated (zero tolerance policy)

Follow Up

- District Councilors and staff will take official minutes of public comments made
- District Councilors may address comments in real time or may follow up with community member at a later time

2-Minutes per Speaker



Reminders & Calls to Action

Thank you to our hosts!

Next Meeting:

19th

POLICE DISTRICT COUNCIL

**Maurilio Garcia
Jenny Schaffer
Sam Schoenburg**

**Wednesday, July 29th @6:30 p.m.
Clarendon Park Community Center
4501 N Clarendon Ave.**