

# INTRODUCTORY GUIDE TO CITY SERVICES



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# INTRODUCTION



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Chicago's Community Safety Coordination Center (CSCC) works across City departments to implement a comprehensive approach to address the root causes of community violence. Our work includes near- and long-term strategies to create safe spaces, support residents in addressing their individual and family needs, and promote a culture that leads towards community wellness and safety.

This Introductory Guide to City Services provides Chicago residents with the necessary information to access city resources and participate in our communities fully. It aims to simplify communication between Chicagoans and city departments, address inquiries or concerns, and establish a sustainable relationship between the City and its residents.

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- Mayor's Office for People with Disabilities










## INFRASTRUCTURE

- 3-1-1
- Department of Transportation
- Office of Emergency Management and Communications
- Department of Water Management





# PHONE DIRECTORY

NUMBERS	SERVICES
 2-1-1	Health and Human Services
 3-1-1	City/Municipal Services (Includes City of Chicago-Immediate Shelter Services)
 4-1-1	Directory Assistance
 5-1-1	Transportation Hotline (Tells you how long traffic jam are and alternate routes)
 6-1-1	Telephone repair line (Routes you to 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 Line before renovations)
 9-8-8	Suicide/Crisis Hotline for those in danger of harming themselves or others
 9-1-1	Fire/Medical/Emergency

## FREQUENTLY ASKED QUESTIONS | PAGES 7-15



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# I CAN'T PAY MY BILLS THIS MONTH. WHERE CAN I APPLY FOR ASSISTANCE?

## DEBT RELIEF ASSISTANCE

Please visit [bit.ly/NewStartChicago](https://bit.ly/NewStartChicago) if you need assistance with debt relief. For additional resources, you can also visit [211metrochicago.org](https://211metrochicago.org) or call the [2-1-1](https://211metrochicago.org) helpline.



### ADMINISTRATIVE DEBT RELIEF PROGRAM

Relief for administrative hearings debt e.g. violations issued by the Departments of Streets and Sanitation, Police, Buildings, and Business Affairs and Consumer.

[chicago.gov/administrativeDebtRelief](https://chicago.gov/administrativeDebtRelief)

### CLEAR PATH RELIEF PILOT PROGRAM

Provides low-income motorists with relief for vehicle-related debt, excluding expired meter tickets. [chicago.gov/ClearPathRelief](https://chicago.gov/ClearPathRelief)



### UTILITY BILLING RELIEF PROGRAM

Makes water and sewer bills more affordable for qualifying Chicago residents. [chicago.gov/UtilityBillingRelief](https://chicago.gov/UtilityBillingRelief)

### SUSPENDED LICENSE, BOOTING, TICKETING AND TOWING

New reforms around driver's license suspension, booting, ticketing, and towing. [chicago.gov/SuspendedLicenseReform](https://chicago.gov/SuspendedLicenseReform)



### FRESH START DEBT RELIEF PROGRAM

Provides relief from certain vehicle ticket debt to people who obtain Chapter 7 bankruptcy discharges. [chicago.gov/DebtReliefProgram](https://chicago.gov/DebtReliefProgram)

### VEHICLE IMPOUNDMENT PROGRAM

Reduced fines and new avenues for residents to get their cars back. [chicago.gov/VehicleImpoundmentProgram](https://chicago.gov/VehicleImpoundmentProgram)



# WHAT DOMESTIC VIOLENCE RESOURCES ARE AVAILABLE?

If you or someone you know is experiencing domestic violence, you can call or text the Illinois Domestic Violence Hotline at **877-863-6338 (877-TO END DV)**. You can also chat online at Get Help -The Network ([the-network.org](https://the-network.org)).

**THE HOTLINE IS FREE, CONFIDENTIAL, AND AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK.**

Language assistance is available in over 240 languages.

## WHAT TO EXPECT WHEN YOU CALL THE HOTLINE:



1. You'll hear a recording letting you know that the Hotline is confidential and free. Depending on the call volume, you may be put in a queue, typically for under 3-5 minutes.



2. You'll speak with a Victim Information and Referral Advocate. Once you're safe to speak with them, they may ask you some questions to better serve your needs, including connecting you with a translator if you'd prefer to speak in another language.



3. The advocate will listen to your story, offer support and safety planning, and can connect you with resources, such as emergency housing, counseling, and legal advocacy.



4. If you're ready to be connected with resources, the advocate will put you on hold briefly and initiate a "warm transfer," sharing your needs with the fellow advocate who will be supporting you and providing culturally specific programming.



5. Your advocate will offer you a client ID number, so you can call back for further resources. All questions are optional and confidential.





# I WANT TO HOST AN EVENT IN MY COMMUNITY. WHERE DO I START?

Decide your preferred date and location for your event. Consider factors such as outdoor versus indoor events and capacity. Plan an alternate indoor option for outdoor events, in case of inclement weather.

If you are hosting the event on your block or in a local park, you will likely need a permit. Find guidelines and restrictions for your event at [bit.ly/SpecialEventPermitsApply](https://bit.ly/SpecialEventPermitsApply).

## HOSTING A BLOCK PARTY

If you are hosting a block party, make sure to obtain and submit your application to your local alderman's office in a timely manner. Find your alderman at [bit.ly/Aldermanlookup](https://bit.ly/Aldermanlookup).

After submitting your application, proceed with planning your event and follow up with your alderman's office to ensure your application has been approved!

## HOSTING AN EVENT AT YOUR LOCAL PARK

If you are hosting an event at your local park, check guidelines and restrictions at [bit.ly/PermitRentals](https://bit.ly/PermitRentals).

Depending on the details and size of your event, you will likely need to connect with the park's manager at your local park facility!

Once you have confirmed details with the park manager, proceed with planning your event!

# I DON'T HAVE HEALTH INSURANCE. HOW CAN I ACCESS HEALTHCARE SERVICES IN MY COMMUNITY?

There are many community health centers that provide low-or no-cost healthcare regardless of insurance, immigration status, or ability to pay.

The easiest way to find a community health center near you is by calling the 2-1-1 line and connecting with a live Resource Navigator, who can provide comprehensive information and referral support for any health and social services that you may need.

## TO CONNECT WITH A LIVE RESOURCE NAVIGATOR:



Dial 2-1-1



Text your zip  
code to 898211



Visit 211  
**MetroChicago.org** and  
use the webchat chat feature

*If you or someone you know is in immediate danger of harm, please call 911.*

For additional health services and resources provided by the Chicago Department of Public Health, please visit **[Chicago.gov/Health](https://www.chicago.gov/Health)**.



### CDPH CONTACT

- Main Phone: **312.747.9884**
- Employment Verifications: **312.747.9580**
- Medical Records: **312.747.9782**
- 24-hour Assistance: **311**
- Communicable Disease, Tuberculosis, and Immunization: **312.746.5380**
- Food Protection: **312.746.8030**
- Lead Poisoning Prevention: **312.747.5323**



# I AM SOMEONE WHO IDENTIFIES WITH A DISABILITY AND WHO IS IN NEED OF A HOME MODIFICATION. WHO DO I REACH OUT TO FIRST?

## HomeMod Program



The HomeMod Program provides accessibility modifications for low-income Chicago residents with disabilities. Renters and homeowners may apply. Landlord permission is required for renters.

- HomeMod works with licensed, insured, and experienced home remodeling companies.
- All services are performed in accordance with federal, state, and municipal accessibility legal requirements.
- Qualifying individuals may re-apply for additional modifications once per year per household.

### Follow These Steps to Apply

1. Check out the eligibility requirements at [bit.ly/HomeModProg](https://bit.ly/HomeModProg) or scan the QR code.
2. Download the HomeMod Application pdf document. Printed applications are available by calling: **312-743-5767**.
3. Submit your application by emailing [MOPDHomeMod@cityofchicago.org](mailto:MOPDHomeMod@cityofchicago.org) or by mailing to the following address: Central West Community Center located at **2102 W. Ogden Ave, Chicago, IL 60612**



### HomeMod 2022 Income Limits 80% Area Median Income\*

Household Size:	Median Income
1 person	\$58,350
2 person	\$66,700
3 person	\$75,050
4 person	\$83,350
5 person	\$90,050
6 person	\$96,700
7 person	\$103,400
8 person	\$110,050

\*Chicago-Joliet-Naperville, IL HUD Metro FMR Area

# IF I NEED IMMIGRATION LEGAL SERVICES, WHERE DO I GO??



Chicago's Legal Protection Fund partners with the National Immigrant Justice Center (NIJC) and The Resurrection Project to provide community-based outreach, education, legal consultations, and courtroom representation to thousands of immigrants each year.

NIJC offers free legal consultations and immigration representation to eligible immigrants and families living within the Chicago city limits.



TO MAKE A LEGAL CONSULTATION APPOINTMENT,  
CALL **312-660-1370** OR EMAIL  
**[IMMIGRANTLEGALDEFENSE@HEARTLANDALLIANCE.ORG](mailto:IMMIGRANTLEGALDEFENSE@HEARTLANDALLIANCE.ORG)**



THE PHONE LINE IS OPEN  
**TUESDAY, WEDNESDAY AND THURSDAY**  
**FROM 8:30 A.M. TO 4:30 P.M.**



FOR MORE INFORMATION, VISIT CITY OF  
CHICAGO LEGAL PROTECTION FUND AT  
**[bit.ly/ChiLegalProtect](https://bit.ly/ChiLegalProtect)**



# HOW CAN I SUBMIT A SERVICE REQUEST FOR AN INFRASTRUCTURE ISSUE IN MY NEIGHBORHOOD?

## STEP 1:

Download the 311 app to your phone, visit [311.Chicago.Gov](https://311.Chicago.Gov), or call 3-1-1 directly.

## STEP 2:

Select a category below



### GARBAGE AND RECYCLING

(Fly dumping, garbage and yard waste pick-up, etc.)



### HOMES AND BUILDINGS

(Homes and buildings graffiti removal, nuisance animal, water lead test, lead paint inspection, etc.)



### PARKS, TREES AND ENVIRONMENT

(Clean and green, vacant lot cleaning, weed removal, air pollution, spills, tree debris clean-up, tree planting, etc.)



### TRANSPORTATION AND STREETS

(Potholes, sewer cleaning, water on street, street cleaning, street light out, sign repair, abandoned vehicle, etc.)

## STEP 3:

List the correct address or intersection where service is requested. If you are making a report online, make sure to upload pictures.

## STEP 4:

Write down your service request number. This serves as a confirmation of your service request.

## STEP 5:

Reach out to your alderperson to report the issue and let them know a request was submitted through 3-1-1.

## STEP 6:

Call 3-1-1 or use the 311 app to check the status of your request, using the service request number.

# I AM LOOKING FOR A JOB. HOW CAN I ACCESS JOB TRAININGS AND OPPORTUNITIES?

## 2-1-1

Visit [211.org](https://211.org), dial 2-1-1, or text your zip code to 898-211 to get connected to a trained Resource Navigator and find employment trainings and opportunities.



## The Chicago Cook Workforce Partnership

The Chicago Cook Workforce Partnership is a nonprofit entity that oversees a network of 90 organizations in Chicago and Cook County that offer assistance to career seekers and employers [chicookworks.org](https://chicookworks.org).



## Chicago Public Libraries

Many library branches offer workshops and other resources for job seekers. Find a location near you at [chipublib.org](https://chipublib.org).



## ADDITIONAL EMPLOYMENT RESOURCES:

### PERSONS WITH DISABILITIES

- Mayor's Office for People with Disabilities Career Center ([Chicago.gov/MOPD](https://chicago.gov/MOPD))
- DHS: Rehabilitation Services ([state.il.us](https://state.il.us))

### PERSONS WHO ARE HOMELESS OR AT-RISK OF HOMELESSNESS

- Chicago Department of Family and Support Services ([Chicago.gov/homeless](https://chicago.gov/homeless))

### RETURNING RESIDENTS

- City of Chicago Re-entry ([Chicago.gov/reentry](https://chicago.gov/reentry))

### VETERANS

- Mayor's Office of Veterans Affairs ([Chicago.gov/veterans](https://chicago.gov/veterans))

### YOUTH

- My Chi My Future ([mychimyfuture.org](https://mychimyfuture.org))
- Paul Simon Job Corps Center ([paulsimonchicago.jobcorps.gov](https://paulsimonchicago.jobcorps.gov))

# I AM A RETURNING RESIDENT. WHERE CAN I FIND RE-ENTRY RESOURCES?



The City of Chicago is committed to making sure that residents who return home from incarceration can do so with the support and dignity that they deserve.

Find information on programs, processes, and resources available to returning residents and their families by **calling 2-1-1** or visiting **[www.chicago.gov/reentry](http://www.chicago.gov/reentry)**.

## COMMUNITY RE-ENTRY SUPPORT CENTERS

### Centers for New Horizons

949 W 69th St  
Chicago, IL 60621  
**(773) 373-5700**

### Community Assistance Program

11717 S. Halsted St  
Chicago, IL 60628  
**(773) 846-6383**

### Howard Area Community Center

7648 N. Paulina St  
11200 S. State St  
Chicago, IL 60626  
**(773) 332-6772**

### Teamwork Englewood

815 W. 63rd St,  
2nd Floor  
Chicago, IL 60621  
**(773) 488-6600**

### Safer Foundation Welcome Center:

808 S. Kedzie Ave.  
**(773) 365-1320**

## JOB OPPORTUNITIES AND WORKFORCE TRAINING PROGRAMS



DFSS REENTRY  
WORKFORCE  
PROGRAMS



GREENCORPS  
CHICAGO



CTA SECOND  
CHANCE



THE CHICAGO  
COOK WORKFORCE  
PARTNERSHIP



CITY COLLEGES  
OF CHICAGO

## OTHER RESOURCES FOR RETURNING RESIDENTS

For information on conviction registration in Chicago, contact the Chicago Police Department at **312.747.3934** or visit **[chicago.gov/ConvictionRegistries](http://chicago.gov/ConvictionRegistries)**.

For information about rights that are protected for individuals with prior conviction histories, including how to file a discrimination complaint, visit **[chicago.gov/KnowYourRight](http://chicago.gov/KnowYourRight)**.



# CITY OF CHICAGO SERVICES



# ANIMAL CARE AND CONTROL

## Chicago Animal Care and Control

2741 S. Western Ave  
Chicago, IL 60608

## Phone

312.747.1406



The Chicago Animal Care and Control protects public safety and ensures the humane care of animals through sheltering, pet placement, education, and animal law enforcement. They have a fully equipped veterinary medical division to care for the animals in their care, house a command center for animal control officers and inspectors, and have a fleet of 20 trucks. Chicago Animal Care & Control receives over 30,000 calls a year to the 311 centers from the public regarding animal-related issues. Issues include stray animals, injured animals, wildlife issues, and vicious animal calls. CACC also has a shelter operations division to clean, feed, and care for the animals. For more information on the services listed below, please use the QR code or visit [chicago.gov/city/en/depts/cacc.html](https://chicago.gov/city/en/depts/cacc.html)

## PROGRAMS AND SERVICES INCLUDE:

### LOST MY PET-FOUND A PET

To view tips on what to do if you lost or found a pet, please use this QR code or visit [chicago.gov/LostFoundPets](https://chicago.gov/LostFoundPets)



### ADOPT A PET

If interested in adopting a pet, please use this QR code or visit [chicago.gov/AdoptAPet](https://chicago.gov/AdoptAPet)



### PET VACCINE CLINIC

To learn more about pet vaccine clinics, please use this QR code or visit [chicago.gov/PetClinics](https://chicago.gov/PetClinics)



### HOMEWARD BOUND ANIMAL PLACEMENT PROGRAM

Through this program, animals are transferred to other state licensed animal shelters or breed rescue groups for a better chance of being adopted. To learn more, please use this QR code or visit [chicago.gov/AnimalPlacementProgram](https://chicago.gov/AnimalPlacementProgram)





### CACC DATA STATISTICS

To view data statistics on CACC, please use this QR code or visit [chicago.gov/CACCDData](https://chicago.gov/CACCDData)



### VOLUNTEERS NEEDED AT CACC

If interested in volunteering at CACC, please use this QR code or visit [chicago.gov/CACCVolunteer](https://chicago.gov/CACCVolunteer)



### ANIMAL SERVICES PORTAL

Includes information on dog registration, lost pet flyers, responsible pet ownership, low cost spay or neuter clinics, pet care during cold or hot weather, etc. To learn more, please use this QR code or visit [chicago.gov/AnimalServiceProtal](https://chicago.gov/AnimalServiceProtal)

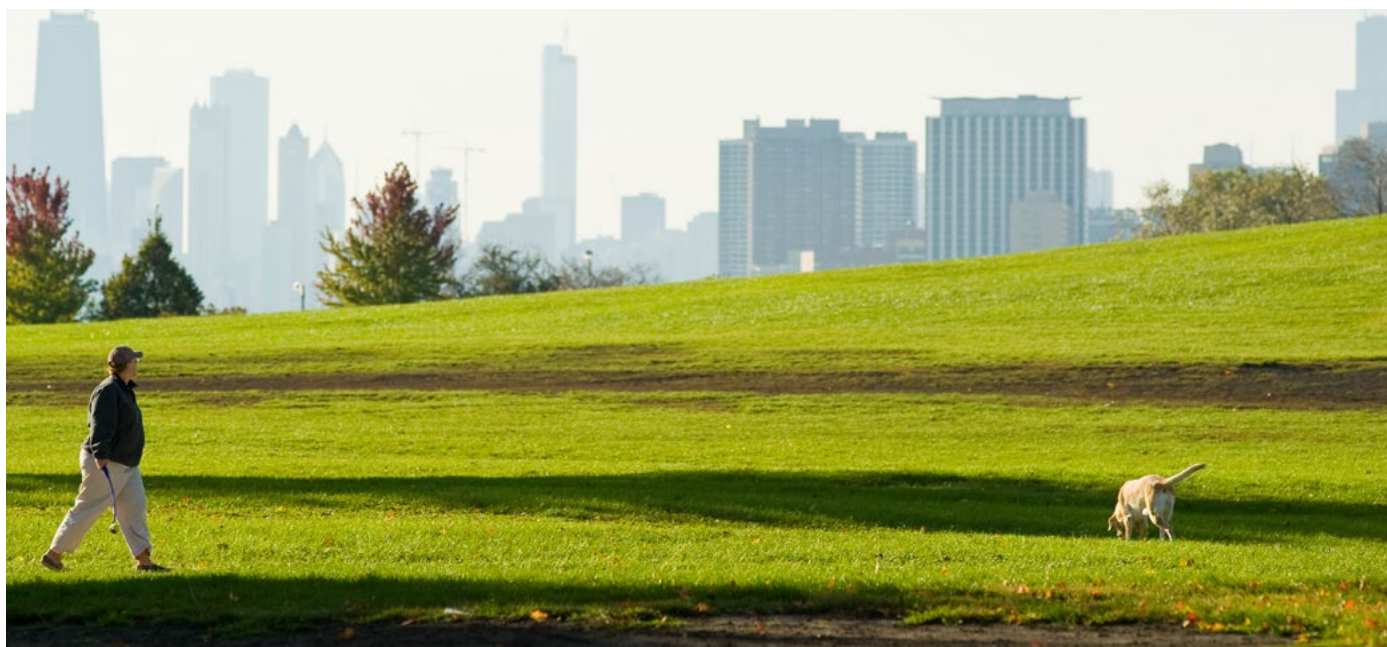


### FOSTER CARE/ DOGGY DAY OUT PROGRAM

CACC's foster program is designed to allow CACC's most at-risk animals to be directly placed into short-term foster care allowing for quiet recovery, medical isolation, a calm environment, and or urgent care.

CACC's Doggie Day Out Program is designed to allow CACC's volunteers to give long-term dogs (over 30 days in the shelter) an opportunity to get out of the shelter environment and spend time out in the world.

To learn more, please use this QR code or visit [chicago.gov/CACCFosterCare](https://chicago.gov/CACCFosterCare)



# BUSINESS AFFAIRS AND CONSUMER PROTECTION

## Chicago Department of Business Affairs and Consumer Protection

121 N. LaSalle Street, 8<sup>th</sup> floor  
Chicago, IL 60601

The Chicago Department of Business Affairs and Consumer Protection (BACP) ensures a fair and vibrant marketplace for businesses, workers, and consumers in the City of Chicago. BACP licenses businesses and public vehicles regulates business activity, protects consumers from fraud, enforces Chicago's labor laws, partners with business service organizations, and provides education and resources for businesses. To navigate to the website. To learn more, please scan this QR code or visit [Chicago.gov/BACP](https://Chicago.gov/BACP)



### PROGRAMS AND SERVICES :

#### BUSINESS LICENSING

The Chicago Small Business Center (SBC) is the business licensing and permitting division of the City of Chicago Department of Business Affairs and Consumer Protection (BACP) and the City's "one-stop-shop" for business licensing, public way use permitting and other resources to start and grow your business.

To apply for or renew a business license, please use this QR code or visit [Chicago.gov/BusinessLicensing](https://Chicago.gov/BusinessLicensing)



#### BUSINESS EDUCATION

BACP offers free business education webinars every Wednesday afternoon and Friday morning. Topics include business licensing, operations, financial resources, marketing, and more. Programs are free and open to the public and taught by industry professionals, not-for-profit agencies, and government agencies. To view upcoming webinars and register, please use this QR code or visit [Chicago.gov/BusinessEducation](https://Chicago.gov/BusinessEducation)



#### BACP ENTREPRENEUR CERTIFICATE PROGRAM

A free and optional program is available to attendees of the free BACP business education webinar series. The program is designed to give entrepreneurs the essential information they need to start and grow a business in Chicago. Graduates are eligible to apply for an entrepreneurial loan with our partner bank, CIBC.

To learn more, please use this QR code or visit [Chicago.gov/BACPCertificate](https://Chicago.gov/BACPCertificate)



#### SMALL BUSINESS EXPOS

BACP hosts a series of free small business expos. The expos provide business owners and entrepreneurs a forum to get expert advice, connect with industry experts and government agencies, learn new business strategies, meet other business owners, and attend an inspiring keynote address. The expo is part of the City's effort to support neighborhood businesses and economic development by leveraging local business support resources. To learn more, please use this QR code or visit [Chicago.gov/BizExpo](https://Chicago.gov/BizExpo)







### ECONOMIC RECOVERY

The Chicago Recovery Plan (CRP) is the City's plan to amplify once-in-a-generation federal funding to create an equity-based investment strategy to catalyze a sustainable economic recovery from the COVID-19 pandemic. BACP's economic recovery program focuses on small business support, non-profit relief, and food equity. To learn more about the BACP economic recovery program, please use this QR code or visit [Chicago.gov/BACPREcoveryPlan](https://chicago.gov/BACPREcoveryPlan)



### NEIGHBORHOOD BUSINESS DEVELOPMENT CENTERS

The Neighborhood Business Development Centers (NBDCs) Program consists of over 70 BACP grant-funded business service organizations that provide no-cost hyper-local business development assistance to entrepreneurs and business owners throughout the city. NBDCs provide general business licensing and public way use permitting guidance as well as specialized support services which include confidential counseling, technical assistance, professional development workshops, access to capital, B2B networking, employment, workforce development assistance, and more. Find your local NBDC and additional information by visiting [Chicago.gov/NBDC](https://chicago.gov/NBDC)



### CHICAGO BUSINESS CENTERS

Chicago Business Centers (CBCs) fill the current gap in local business resources and minimize barriers for entrepreneurs and business owners of disadvantaged communities to properly launch, sustain, and/or expand their small businesses. CBCs provide detailed business licensing and public way use permitting application support, diverse funding opportunities, and specialized professional services. To find your nearest CBC and additional information, use this QR code or visit [Chicago.gov/CBC](https://chicago.gov/CBC)



## PUBLIC VEHICLES

BACP ensures Chicago's public passenger vehicles are safe and reliable and provides residents and visitors with positive transportation options. It oversees the licensing of Chicago's public chauffeurs and public vehicles, including taxicabs, liveries, transportation network providers (ride-hail), charter and sight-seeing buses, pedicabs, low-speed electric PPVs, ambulances, water taxis, and tour boats. To find and learn more information about Public Vehicle licensing, please use this QR code or visit [Chicago.gov/PublicVehicles](https://chicago.gov/PublicVehicles)



## OFFICE OF LABOR STANDARDS

The Office processes complaints, conducts investigations, mediates disputes, directs settlement proceedings, issues violations, and, if necessary, seeks licensure discipline against employers.

To find more information and resources on Chicago's labor laws, please use this QR code or visit [Chicago.gov/LaborStandards](https://chicago.gov/LaborStandards)

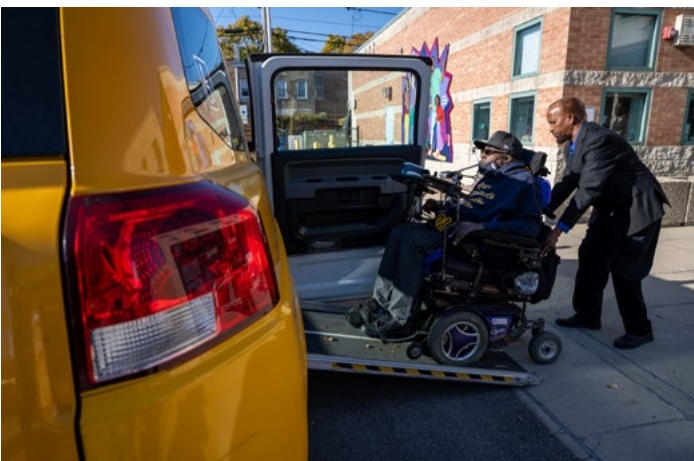
*Includes informative videos in English and Spanish\**



## CONSUMER PROTECTION

The Department of BACP is tasked with protecting Chicagoans from acts of consumer fraud, unfair methods of competition, and deceptive practices. This includes any conduct that violates the Municipal Code sections related to business operations or consumer protection, as well as anything that is an unlawful practice under the Illinois Consumer Fraud and Deceptive Business Practices Act. Consumers are encouraged to use 311 to report fraud or other possible illegal practices by businesses or contractors in Chicago.

To learn more, please use this QR code or visit [Chicago.gov/ConsumerProtection](https://chicago.gov/ConsumerProtection)



# CHICAGO COOK WORKFORCE PARTNERSHIP

## The Partnership

69 W. Washington St, Ste 2860  
Chicago, IL 60602

## Phone

312.603.0200

Created in 2012, The Partnership is the non-profit umbrella organization that operates the largest public workforce system in the country. As the designated administrator of federal workforce development funding for the City of Chicago and Cook County, The Partnership oversees a network of more than 90 community-based organizations, American Job Centers (AJCs), satellite sites, and sector-driven centers. The organization also oversees a diverse portfolio of dozens of initiatives representing other public, corporate and philanthropic funds.

Learn more about The Partnership at [chicago.gov/chicookworks.org](http://chicago.gov/chicookworks.org) and about the Partnership's network of American Job Centers at [LevelUpAJC.org](http://LevelUpAJC.org).



## PARTNERSHIP SERVICES INCLUDE:

### EMPLOYER SERVICES

- Increases private engagement in the local workforce system while improving the scale, capacity, quality, and results of workforce development programs.
- Better serves the needs of employers by ensuring the region has a skilled labor force that meets market demands.
- Leverages The Partnership's experience and knowledge of occupational training, workplace preparedness and business relations so that businesses can use existing resources to produce outstanding results.

To learn more, please use the QR code or visit this link

[chicago.gov/CookWrkfrnc\\_Partnership](http://chicago.gov/CookWrkfrnc_Partnership)





### JOB SEEKER SERVICES

- Provides job training, career coaching, resume assistance, etc.

To learn more, please use the QR code or visit this link

[chicago.gov/CookWrkfrc\\_Jobs](https://chicago.gov/CookWrkfrc_Jobs)



### YOUTH SERVICES

- Collaborates with Chicagoland area businesses and organizations to provide work readiness training to eligible out-of-school youth, ages 16-24 and in-school youth, ages 16-21
- Programs range from summer internships to year-round career-pathway support for youth.

To learn more, please use the QR code or visit this link

[chicago.gov/CookWrkfrc\\_Youth](https://chicago.gov/CookWrkfrc_Youth)







### THE CITY OF CHICAGO'S COMMUNITY HEALTH RESPONSE CORPS:

The Response Corps of community-based organizations (CBOs) link community members to health and social services through neighborhood events, canvassing, and a call center. The CBOs competitively selected to serve as the local employers of up to 150 Corps-member community health workers and supervisors are listed below:

- Alliance Care 360 (formerly Brothers Health Collective) Calumet Area Industrial Commission
- Centers for New Horizons Central States SER
- Greater West Town Project
- Habilitative Services, Inc.
- KLEO Center
- Phalanx Family Services
- Puerto Rican Cultural Center
- SGA Youth and Family Services
- The Resurrection Project

[chicago.gov/CookWrkfrc\\_HealthResponseCorps](https://chicago.gov/CookWrkfrc_HealthResponseCorps)



### WORKFORCE DEVELOPMENT PORTAL (YOUNG ADULTS)

To view young adult workforce development portal and explore in-demand local career and industries, and find training and job opportunities, please use QR code or visit

[chicago.gov/CookWrkfrc\\_RoadtripNation](https://chicago.gov/CookWrkfrc_RoadtripNation)





## INITIATIVES

To view initiatives such as reentry programs, job readiness programs, job readiness programs, coding bootcamp, job training and placement, etc., please use QR code or visit

[chicago.gov/CookWrkFrc\\_Initiatives](https://chicago.gov/CookWrkFrc_Initiatives)



# CHICAGO DEPARTMENT OF PUBLIC HEALTH

**Department of Public Health**  
**111 W. Washington**  
Chicago, IL 60604

**Phone**  
312.747.9884

CDPH provides guidance, services, and strategies that make Chicago a healthier and safer city. To learn more about the services listed below, please use this QR code or visit this link

[chicago.gov/health](https://chicago.gov/health)



## PROGRAMS AND SERVICES INCLUDE:

### BEHAVIORAL HEALTH

To find more resources on mental health services, substance use, as well as violence prevention, please use this QR code or visit this link

[chicago.gov/CDPH\\_BehavioralHealth](https://chicago.gov/CDPH_BehavioralHealth)

Includes information on the Crisis Assistance Response and Engagement Program (CARE), Office of Substance Use and Recovery Services, and Trauma-Informed Centers of Care\*



### CLINICS AND SERVICES

CDPH offers preventive clinical services, disease testing and treatment at no cost. They also partner with several community-based health centers to provide services for primary care, children, women, and family planning. To learn more, please use this QR code or visit this link

[chicago.gov/CDPH\\_Communities](https://chicago.gov/CDPH_Communities)

Includes information on HIV primary care, STI clinics, Immunization clinic, Mental Health clinics, etc.\*



### COMMUNITY SAFETY COORDINATION CENTER (CSCC)

Chicago's Community Safety Coordination Center works across City departments to implement a comprehensive approach to address the root causes of community violence. Our work includes near- and long-term strategies to create safe spaces, support residents in addressing their individual and family needs, and promote a culture that leads towards community wellness and safety.

[chicago.gov/cscsc](https://chicago.gov/cscsc)



### COMMUNITY HEALTH

To learn more about community health, please use this QR code or visit this link

[chicago.gov/CDPH\\_EmergencyPrep](https://chicago.gov/CDPH_EmergencyPrep)

Includes information on lead poisoning prevention, lead safe housing registry, vector control-mosquito borne diseases, bed bugs, investigation of smoking complaint, etc.\*



### EMERGENCY PREPAREDNESS

To learn how to prepare for and respond in the event of a public health emergency, please use this QR code or visit this link

[chicago.gov/CDPH\\_EmergencyPrep](https://chicago.gov/CDPH_EmergencyPrep)

Includes information on preparing for a public health emergency, recovering from a disaster, federally qualified health center (FQHC) COVID-19 Resources, Public Health Emergency Preparedness, etc.\*



### ENVIRONMENT

CDPH is committed to ensuring a healthy and safe environment by reducing environmental hazards that have a negative impact on the health of our city and residents. To learn more, please use this QR codes or visit this link

[bit.ly/CHI\\_CDPH\\_Environment](https://bit.ly/CHI_CDPH_Environment)

Includes information on environmental complaints, permitting and Inspection, illegal fly dumping, liquid waste fee, etc.\*



### FOOD SAFETY

CDPH works to ensure that all food preparation in every restaurant, grocery store, and food truck across the city is performed in a way that meets the health code. To learn more, please use this QR code or visit this link

[chicago.gov/CDPH\\_FoodSafety](https://chicago.gov/CDPH_FoodSafety)

Includes information on restaurant inspection, registering a cottage food operation, food establishment complaints, food service sanitation certificates, etc\*





## HEALTH DATA

The Chicago Department of Public Health is committed to ensuring all residents, including partner organizations and providers, have access to information and data sets regarding our work, programs, and the health status of our residents and their communities. To learn more, please use this QR code or visit this link

[chicago.gov/CDPH\\_HealthData](https://chicago.gov/CDPH_HealthData)

Includes the Chicago Health Atlas, Healthy Chicago survey, Epidemiologic data, reports, publications...etc.\*



## HEALTHY FAMILIES

To learn about vaccines and educational information about how to prepare for and prevent health emergencies, please use this QR code or visit this link

[chicago.gov/CDPH\\_HealthyFamilies](https://chicago.gov/CDPH_HealthyFamilies)

Includes information on reporting an elevated blood lead level, abortion care, chronic disease prevention and health promotion, Family Connects Chicago, WIC and Nutrition for families, pelvic examinations and pap smears, etc.\*



## PUBLIC HEALTH PERMITS

To view and learn about how to apply for public health permits, please use this QR code or visit this link

[chicago.gov/CDPH\\_Permits](https://chicago.gov/CDPH_Permits)

Includes permits for above ground storage, air pollution control, recycling facility, rock crushing, sandblasting...etc.\*





# CHICAGO DEPARTMENT OF TRANSPORTATION

## Department of Transportation

2 N. LaSalle Street  
Chicago, IL 60602, Suite 1110

## Phone

312.744.3600

Chicago Department Of Transportation (CDOT) is responsible for public way infrastructure, including planning, design, construction, maintenance, and management. To navigate to its website, please use this QR code or visit this link

[chicago.gov/Transportation](https://chicago.gov/Transportation)



## PROGRAMS AND SERVICES INCLUDE:

### CHISTREETWORK

ChiStreetWork is the City of Chicago's infrastructure map portal that leverages the Google Maps interface to track public way construction projects in the City. ChiStreetWork allows the public to search for CDOT permits for work in the right-of-way and special events by Ward, neighborhood, intersection or street address. Visit ChiStreetWork at

[chicago.gov/Streetwork](https://chicago.gov/Streetwork)



### APPLY/PAY FOR PERMITS

CDOT issues permits for all construction and activities in the public right-of-way, including special events like festivals and parades. Learn more about how to apply and pay for permits here:

[chicago.gov/CDOT\\_Permit](https://chicago.gov/CDOT_Permit)



## INFRASTRUCTURE

### CHI311

The 311 system is not run by CDOT; however, residents can request services or report common issues such as potholes, street light outages, and damaged sidewalks. To file a service request, please use this QR code or visit this link

[chicago.gov/NonEmergency\\_311](https://chicago.gov/NonEmergency_311)



### 811

Call before you dig! 811 Chicago is a 24-hour service network system established to prevent contractors and community members from hitting any existing utility lines when digging. Consider calling 811 Chicago before starting any new gardens! For more information, please use this QR code or visit this link

[chicago.gov/811](https://chicago.gov/811)



### BICYCLE PROGRAM

For information about expanding and enhancing bike infrastructure, active project highlights, existing bikeway network information, and additional programs supporting biking, please use this QR code or visit this link

[chicago.gov/CDOT\\_Bike](https://chicago.gov/CDOT_Bike)



### CHICAGO MOBILITY COLLABORATIVE

CMC is a public forum related to walking, biking, transit, public space, mobility justice, and accessibility. All are welcome to attend the CMC's quarterly meetings, which bring together CDOT, residents, and community organizations to help build a safer, equitable, and more accessible transportation system for everyone. To learn more about the Collaborative, watch videos from past meetings, and RSVP for future convenings, please use this QR code or visit this link

[chicago.gov/Mobility\\_Collab](https://chicago.gov/Mobility_Collab)



### SAFE AMBASSADORS

The SAFE Ambassadors are CDOT's outreach, engagement, and education. They offer free programming and activities across the city and can participate in community and Ward events, bike rides, and schools.

To learn more about the SAFE Ambassadors and the programs offered, please use the QR code or visit this link:

[chicago.gov/Safeambassadors](https://chicago.gov/Safeambassadors)



### STREETS, ALLEYS AND SIDEWALKS

To view information on streets, alleys and sidewalks, please use this QR code or visit this link

[chicago.gov/St\\_Aly\\_Sdwlk](https://chicago.gov/St_Aly_Sdwlk)

Includes information on shared-cost sidewalk program, alley lights, green alleys, etc.\*



### TRAFFIC SAFETY, SIGNALS, LIGHTS AND SIGNS

For information on traffic safety, signals, lights and signs, please use this QR code or visit this link

[chicago.gov/Trfc\\_Sgnls\\_Lt\\_signs](https://chicago.gov/Trfc_Sgnls_Lt_signs)

Includes information on traffic signals, traffic information including red-light camera locations, loading and standing zones, reporting missing or damaged signs, reporting damaged or missing street light poles, viaduct lighting, etc.\*



### DIVVY BIKES

Chicago's bikeshare system, Divvy, gives residents an easy, affordable, and fun way to get around Chicago. Learn more about the Divvy bikeshare system, including pricing and station maps, at

[chicago.gov/Divvybikes.com](https://chicago.gov/Divvybikes.com)



## SCOOTER SHARING

Shared e-scooters are available for rent in Chicago through the Divvy bikeshare system as well as through companies awarded business licenses to operate. To report a scooter parking issue, please use the 311 system. Vendors have two hours to remedy any parking complaints. More information about shared scooters is available here:

[chicago.gov/ScooterShare](https://chicago.gov/ScooterShare)





# CHICAGO HOUSING AUTHORITY

## Central Office

60 E Van Buren St  
Chicago, Illinois 60605

## Phone & Website

312.742.8500  
[www.thecha.org](http://www.thecha.org)

The Chicago Housing Authority provides homes to more than 63,000 households while supporting healthy communities in neighborhoods throughout the city.



### OUR MISSION

Create and sustain strong communities where seniors thrive, and everyone can unlock their economic power.



### OUR VISION

A thriving city where every neighborhood has quality affordable housing, and everyone feels welcome.



### OUR VALUES

- People first.
- Public-private partnerships extend our impact.
- We are stewards of the public trust.
- Diversity makes us stronger.
- We measure what we value.

For more information about the CHA, visit our website [www.thecha.org](http://www.thecha.org) or scan QR code.

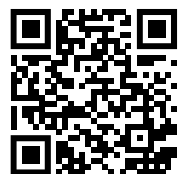
### APPLY FOR HOUSING

To apply, update application, or check status of an existing application visit our website [applyonline.thecha.org](http://applyonline.thecha.org) or scan QR code.



### RESIDENT SERVICES

CHA's Resident Services Division works with a broad range of partners and contractors to provide services to support the academic achievement, build wealth, enhance the stability and quality of life of our residents. For more information visit our website [thecha.org/residents/services](http://thecha.org/residents/services) or scan QR code.



# CHICAGO PARK DISTRICT

## Park District

4830 S. Western Ave  
Chicago, IL 60609

### Phone & Email

312.742.7629

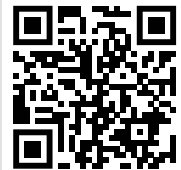
Play@chicagoparkdistrict.com

### Chicago Park District Graffiti Removal Hotline:

312-746-6699

The mission of the Chicago Park District is to enhance the quality of life in Chicago by becoming the leading provider of recreation and leisure opportunities, providing safe, inviting and beautifully maintained parks and facilities and creating a customer-focused and responsive park system that prioritizes the needs of children and families. To navigate to website, please use this QR code or visit

[chicago.gov/chicagoparkdistrict](http://chicago.gov/chicagoparkdistrict)



## PROGRAMS INCLUDE:

- AQUATICS
- CULTURE AND ARTS
- OUT OF SCHOOL OR AFTER SCHOOL
- OUTDOOR AND ENVIRONMENT EDUCATION
- SPECIAL RECREATION
- SPORTS
- WELLNESS
- SUMMER DAY CAMP

## FIND A PARK OR FACILITY NEAR YOU

To find a park or facility, please use this QR code or visit this link

[chicago.gov/PkDstrct](http://chicago.gov/PkDstrct)



## PARK FACILITIES

For more information on park facilities, please use this QR code or visit this link

[chicago.gov/PkDstrct\\_Facilities](http://chicago.gov/PkDstrct_Facilities)

Includes amenities and nature\*



## ACCESSIBILITY

To read about accessibility, please use this QR code or visit this link

[chicago.gov/PkDstrct\\_Accessibility](https://chicago.gov/PkDstrct_Accessibility)



## PROGRAMS

To create an account, view, or register for programs, view or register for memberships, view information about program registration (dates/check list, etc.), please use this QR code or visit this link

[chicago.gov/PkDstrct\\_PrgmMmbr](https://chicago.gov/PkDstrct_PrgmMmbr)



## PROGRAM POLICES AND PROCEDURES

To view program policies and procedures, please use this QR code or visit this link  
<https://www.chicagoparkdistrict.com/programs-memberships/program-policies-procedures>  
Includes information on fees and discounts\*

[chicago.gov/PoliciesProcedures](https://chicago.gov/PoliciesProcedures)



## EVENTS

To view events, please use this QR code or visit this link

[chicago.gov/PkDstrct\\_Events](https://chicago.gov/PkDstrct_Events)



## PARTNERSHIP WITH CHICAGO CHILDREN'S ADVOCACY

Chicago Park District has partnered with the Chicago Children's Advocacy Center to help staff prevent, recognize, and respond to sexual abuse. To view the workbook, "Keeping Children Safe", for parents and caregivers, please use this QR code or visit this link

[chicago.gov/PkDsrtct\\_ChildrensAdvoc](https://chicago.gov/PkDsrtct_ChildrensAdvoc)



## GET INVOLVED

To find ways to get involved, please use this QR code or visit this link

[chicago.gov/PkDstrct\\_GetInvolved](https://chicago.gov/PkDstrct_GetInvolved)

Includes information on working for Chicago Park District, volunteering, doing business, attending/speaking at a board of commissioners meeting, and joining/creating a park advisory council\*





### CAPITAL IMPROVEMENT PLAN

CIP is the district's comprehensive multi-year plan for land acquisition and park development, new building construction, building and facility management, park site improvements, and technology and major equipment. To read more about the plan, please use this QR code or visit this link

[chicago.gov/PkDstrct\\_CapImprove](https://chicago.gov/PkDstrct_CapImprove)



### ABOUT US

To view the strategic plan, news, administrative departments and contacts, holiday schedule, etc., please use this QR code or visit this link

[chicago.gov/PkDstrct\\_About](https://chicago.gov/PkDstrct_About)







### **JOB OPPORTUNITIES**

To view job opportunities with Chicago Park District, please use this QR code or visit this link

[chicago.gov/PkDstrct\\_Jobs](https://chicago.gov/PkDstrct_Jobs)



### **PERMITS AND RENTALS**

For permits or rentals for your next Chicago Parks event, please use this QR code or visit this link

[chicago.gov/ParkEventGLR](https://chicago.gov/ParkEventGLR)



# CHICAGO POLICE DEPARTMENT

CPD's mission is based on and for the community. Committed to protecting the lives, property, and rights of all people to maintain order and enforce the law. CPD work alongside partners in the community to accomplish its mission and serve all members of the community. The Chicago Police Department's website is the base for information to and from police for the citizens of Chicago. To navigate to website, please use this QR code or visit this link [chicagopolice.org/](https://chicagopolice.org/)



## SERVICES INCLUDE : TO/FROM POLICE

### TO POLICE

For online services to submit information to the police, please use this QR code or visit this link [chicagopolice.org/to-police](https://chicagopolice.org/to-police)

*Includes online crime reporting, submit community concerns or crime tips, bike registration, block club registration, etc.\**



### FROM POLICE

To receive information from the police, including crime statistics and maps, towed vehicles, accident reports, wanted and registered offenders, please use this QR code or visit this link [chicagopolice.org/from-police](https://chicagopolice.org/from-police)



## OFFICE OF COMMUNITY POLICING

### CRIME VICTIM SERVICES

To learn more about support for victims of crimes and domestic violence, please use this QR code or visit this link [chicagopolice.org/victims](https://chicagopolice.org/victims)



### COMMUNITY ENGAGEMENT CALENDAR

For information on upcoming events/engagements that you can attend, please use this QR code or visit this link [chicagopolice.org/community-engagement-calendar](https://chicagopolice.org/community-engagement-calendar)



## INSIDE CPD

### FILING A COMPLAINT/ COMPLIMENT

To submit a complaint or a compliment towards a police officer, please use this QR code or visit this link [chicago.gov/FileAComplaint](https://chicago.gov/FileAComplaint)



## REFORM

### GET INVOLVED

To learn about the ways you and your community can provide feedback to CPD on various policies, trainings, and other reforms, please use this QR code or visit this link [chicagopolice.org/get-involved/](https://chicagopolice.org/get-involved/)



### EVENTS

To access the Bureau of International Affairs webinar on roles and responsibilities within the city of Chicago's overall accountability structure, please use this QR code or visit this link [chicagopolice.org/events](https://chicagopolice.org/events)



### KNOW YOUR RIGHTS

To learn more about your rights and view frequently asked questions, please use this QR code or visit this link [chicagopolice.org/askcpd](https://chicagopolice.org/askcpd)



### JOIN CPD

#### EMPLOYMENT OPPORTUNITIES

To learn about employment opportunities, please use this QR code or visit this link [chicagopolice.org/bethechange](https://chicagopolice.org/bethechange)

*Includes information on civilian vacancies, internships, exam, study sessions, recruiting materials, etc.\**



### ADDITIONAL SERVICES

#### ANONYMOUS COMPLAINT

To file an anonymous complaint online to report misconduct by city officials, employees (including department members), or those doing business with the city, please use this QR code or visit this link [chicagopolice.org/file-an-anonymous-complaint](https://chicagopolice.org/file-an-anonymous-complaint)



#### POLICE DEPARTMENT HOTLINES

To access police department hotlines, please use this QR code or visit this link [chicagopolice.org/police-department-hotlines](https://chicagopolice.org/police-department-hotlines)

*Includes drug hotline, non-emergencies, emergencies, CAP implementation office, gang hotline, bomb and arson hotline, anti-gun enforcement, etc.\**



#### ACCESSIBILITY

To view services that are offered for the Deaf and Hard of Hearing Community, please use this QR code or visit this link [chicagopolice.org/services-for-the-deaf-and-hard-of-hearing-community](https://chicagopolice.org/services-for-the-deaf-and-hard-of-hearing-community)



#### TIPS FOR CALLERS

For tips for callers to Chicago's emergency communications center, please use this QR code or visit this link [chicagopolice.org/tips-for-callers-to-chicagos-emergency-communications-center/](https://chicagopolice.org/tips-for-callers-to-chicagos-emergency-communications-center/)



# CHICAGO PUBLIC LIBRARY

## Hours

Monday through Thursday:

- 9 a.m. to 8 p.m.

Friday and Saturday:

- 9 a.m. to 5 p.m.

Sunday:

- 1 p.m. to 5 p.m.

## Phone & Email

312. 747.4300

[info@chipublib.org](mailto:info@chipublib.org)

"The public library is where place and possibility meet."

— Chicago native and author Stuart Dybek

CPL has 81 locations providing innovative library services, technologies and tools Chicagoans need to reach their goals and to establish our city as a competitive force in the global marketplace. They strive to provide equal access to information, ideas and knowledge through books, programs, and other resources. To navigate to its website, please use this QR code or visit this link

[chicago.gov/chipublib](http://chicago.gov/chipublib)



## SERVICES INCLUDE:

### GET A LIBRARY CARD IN PERSON

- Please visit any CPL location to fill out an application. Current, valid ID with name, photo and Chicago address is required.

To find a CPL location, please use QR code or visit

[chicago.gov/CPL\\_Locations](http://chicago.gov/CPL_Locations)



### GET A LIBRARY CARD ONLINE

- If you would only want to use our online services, like eBooks or online resources, you can apply for an eCard. If you already have a CPL card, you can use that card for online services. To check out physical materials, request an interlibrary loan or reserve a computer, apply for a card in person or visit any CPL location to convert your eCard to a card with full borrowing privileges.
- Current, valid ID with name, photo and Chicago address is required when you convert your eCard.
- To apply for an eCard, use QR code or visit [chicago.gov/PubLib\\_Apply4Card](http://chicago.gov/PubLib_Apply4Card)





## COMPUTERS

### USE A COMPUTER OR PRINTER

- Computers are available from the time a location opens until 30 minutes before the location closes. Printing at all CPL locations ends 15 minutes before closing.
- Visit any CPL location to print a document. You can use a library computer or print from your own device.
- Printing Costs \$.15 per sheet for 1-sided prints and \$.25 per sheet for 2-sided prints. The first \$1.50 in printing is free. Color printing is not available.

To reserve a computer, visit a CPL location, use this QR code or visit this link

[chicago.gov/CPL\\_CompPrint](https://chicago.gov/CPL_CompPrint)



### CYBERNAVIGATOR

Computer help from CyberNavigator technology tutors is available in locations across the city. CyberNavigators offer patrons one-on-one sessions, which are available by appointment and last up to an hour. They can help build skills in areas such as, computer basics, email, internet basics, including search and security, online forms and applications, document creation, and eBooks and other digital content. To learn more, please use this QR code or visit this link

[chicago.gov/PubLib\\_TechTutors](https://chicago.gov/PubLib_TechTutors)



## RESERVE A SPACE

### BOOK A MEETING/STUDY ROOM

To book a meeting or study room, use this QR code or visit this link

[chicago.gov/PubLib\\_MeetStudy](https://chicago.gov/PubLib_MeetStudy)

Masks are strongly encouraged at all CPL locations. You'll need to show current photo ID matching the name on the reservation when you check in.\*



### RENT A SPACE AT HAROLD WASHINGTON LIBRARY CENTER

If you're interested in renting out a space for a private event at the Harold Washington Library Center, (weddings, corporate meetings, gala receptions, music, dance performances, etc.) please use this QR code or visit this link

[chicago.gov/PubLib\\_PrivEvents](https://chicago.gov/PubLib_PrivEvents)

Includes information on rental rates and parking\*



## EMPLOYMENT RESOURCES

### JOBS AND SMALL BUSINESSES

For resources on jobs and small businesses, please use this QR code or visit this link

[chicago.gov/PubLib\\_JobsSmBiz](https://chicago.gov/PubLib_JobsSmBiz)



## YOUTH

### KIDS MUSEUM PASSPORT

The kid's museum passport gives up to two adults and at least one child under 18 free admissions to explore 15 of Chicago's world-class cultural institutions. Passports are available at all CPL locations.

To find additional information on kid's museum passports, tours, field trips, interlibrary loan, events, etc., please use this QR code or visit this link

[chicago.gov/PubLib\\_MuseumPass](https://chicago.gov/PubLib_MuseumPass)



## PROGRAMS FOR ALL AGES

### LEARNING, CREATIVITY, AND DIGITAL LITERACY RESOURCES

Library resources are closing the academic opportunity gap, activating creativity and connection, and bridging the digital divide.

To read about programs and partnerships, please use this QR code or visit this link

[chicago.gov/cplfoundation.org](https://chicago.gov/cplfoundation.org)

Programs are offered to people of all ages and include grab and go kits, virtual activities, homework help, community cinema, maker lab, voices for justice, adult professional development, etc.\*



## ENGLISH AND CITIZENSHIP CLASSES

### ENGLISH CLASSES

For resources on learning English please use this QR code or visit this link

[chicago.gov/PubLib\\_LearnEnglish](https://chicago.gov/PubLib_LearnEnglish)

Includes information on finding in person classes and online learning\*





### CITIZENSHIP CLASSES

For citizenship resources at CPL, please use this QR code or visit this link

[chicago.gov/PubLib\\_Citizen](https://chicago.gov/PubLib_Citizen)



### ADDITIONAL RESOURCES

#### INTERLIBRARY LOAN

To request an interlibrary loan to borrow a title from another library system, please use this QR code or visit this link

[chicago.gov/PubLib\\_InterLibLoan](https://chicago.gov/PubLib_InterLibLoan)



# CHICAGO PUBLIC SCHOOLS

The goal of Chicago Public Schools is to provide a large variety of educational programs to prepare students K-12 for success in college, employment , and civic life. Ages served include pre-k (ages birth-5), elementary (grades k-8), and high school (grades 9-12). To navigate to its website, please use this QR code or visit this link

[cps.edu/](https://cps.edu/)



## PROGRAMS & SERVICES INCLUDE:

### LOCATE A CHICAGO PUBLIC SCHOOL NEAR YOU

Chicago Public Schools offers parents and their students the opportunity for educational advancement throughout many schools in the city of Chicago. To locate a Chicago Public School near you, please use this QR code to access the school locator.

[chicago.gov/CPS\\_SchoolLocator](https://chicago.gov/CPS_SchoolLocator)



### COLLEGE AND CAREER PLANNING (GRADES 6-12)

The office of College and Career Success provides tools and resources to help students at every grade level engage in thinking about their future and exploring options and opportunities. Services include programs such as *Learn. Plan. Succeed*; *Chicago Roadmap*; *Naviance Planning*, and *DREAMer Support*. Direct Student supports include High School Planning, College/Career Coaches, and Credit Recovery, Financial Aid, and Alumni Support. To view college and career planning services through the CPS website, use this QR code or visit this link

[chicago.gov/CPS\\_CollegeAndCareerPlan](https://chicago.gov/CPS_CollegeAndCareerPlan)





## HEALTH AND WELLNESS

The office of Student Health and Wellness works to address health related issues that may become a barrier to a student's learning. Wellness services are offered to assist in mental aid, LGBTQ+ support, sexual health education, to see the full list of health and wellness support offered see the link below. To access health related forms and data through the CPS website, use this QR code or visit this link

[chicago.gov/CPS\\_HealthWellness](https://chicago.gov/CPS_HealthWellness)



## STUDENT SAFETY AND SECURITY

The Office of Safety and Security has implemented policies and trained staff to provide a safe environment for students and staff before, during, and after school. The whole student safety framework is based on physical safety, emotional safety, and relational trust. To view services and support surrounding safety, please use this QR code or visit this link

[chicago.gov/CPS\\_StudentSafety](https://chicago.gov/CPS_StudentSafety)



## SPECIAL EDUCATION

CPS works to provide the adequate resources to ensure that all diverse learners have the opportunity to succeed and are prepared for success. CPS addresses these needs by offering educational services and additional assistance for students with visual impairments, who are deaf or hard of hearing, or who need transition-only services, etc. To view list of services offered for special education students, please use this QR code or visit this link

[chicago.gov/CPS\\_SrvcsAndPrgrms](https://chicago.gov/CPS_SrvcsAndPrgrms)



## FAMILY & COMMUNITY ENGAGEMENT

CPS recognizes that parents are partners in preparing their children for further success, therefore CPS works to provide engagement opportunities and empower family participation. Bilingual Advisory Committees address issues related to English learners. This provides a means for encouraging parents to partake in their children's bilingual education. Parent collaboratives are network-based parent engagement collaboratives that are meant to ensure parental learning is relational, developmental, collaborative, and linked to learning. For the full list of parent's engagement opportunities and councils, programs, and committees, please use this QR code or visit this link

[chicago.gov/Chi\\_CPS\\_FACE](https://chicago.gov/Chi_CPS_FACE)



### ACADEMIC YEAR CALENDAR

To view the 2023-2024 academic year calendar for important dates and special events, please use this QR code or visit this link

[chicago.gov/CPS\\_Calendar](https://chicago.gov/CPS_Calendar)



### REFUGEE/NEWCOMER STUDENT SERVICES

CPS provides parent and community engagement groups, events, and programs in the areas of academics, social skills, and community resources. Parents of English Learners can get involved in Bilingual Advisory Committees at their schools, and can attend Chicago Multilingual Parent Council meetings. In addition to teachers and administrators at each school, parents of English learners can reach out to the English Learner Program Teacher (coordinator of programs for English learners) at each school. For students, schools offer different English Learner Programs that help students develop academic language skills in English and receive instruction and support to give them access to classroom instruction. View the English Learners Program page to find more information about how students are identified as English Learners and about Transitional Bilingual Education and Transitional Programs of Instruction. Additionally, some schools offer Dual Language Programs.

[chicago.gov/CPS\\_RNSS](https://chicago.gov/CPS_RNSS)



### STATS AND DATA

The Chicago Public Schools official website offers data on demographics, health data, metrics, district data, etc. To view stats and data, please use this QR code or visit

[chicago.gov/Chi\\_CPS\\_Stats](https://chicago.gov/Chi_CPS_Stats)



# CHICAGO TRANSIT AUTHORITY

## Office of the Secretary

567 W. Lake Street  
Chicago, IL 60661  
312.681.5022

## Phone

312.681.5022

The CTA operates the nation's second largest public transportation system. It is a regional transit system that serves 35 suburbs, in addition to the City of Chicago, and provides 81 percent of the public transit trips in the six-county Chicago metropolitan area either with direct service or connecting service to Metra and Pace. To navigate to website, please use QR code or visit

[transitchicago.com/](https://transitchicago.com/)

Find information on accessibility, airport transit, maps, how-to-guides, route information, schedules, visitor info, alerts, trackers, etc. under **Travel Info** tab\*

Find information on fare chart, military service pass, reduced/free ride programs, student fares, u-pass, etc. under **Fares** tab\*

More than just buses and trains getting people from Point-A to Point-B, the CTA connects people, jobs and communities. CTA is woven into the fabric of Chicago's communities. And with every dollar invested in transit, is an opportunity to extend those positive benefits to the communities we serve, which is why equity and inclusion are a factor behind decision made at the CTA – from service changes to jobs and contracting opportunities.



## PROGRAMS INCLUDE: CAREERS AND OPPORTUNITIES:

### JOB POSTINGS

If you are smart, innovative and committed, then come as you are. CTA is a progressive and open-minded organization, and is proud to be an equal opportunity workplace and an affirmative action employer. Proudly employing more than 10,000 employees, everyone at CTA plays a vital role in keeping Chicago's transit system moving safely and efficiently 24/7. Learn what qualities make a great CTA employee and find an opportunity that matches your professional skill set and interests to begin your career in transportation! To learn more, please use the QR code or visit:

[transitchicago.com/careers](https://transitchicago.com/careers)



### INTERSHIP PROGRAMS

Looking for a paid internship? CTA's internship program is open to exceptional undergraduate and graduate students from a variety of academic backgrounds. Find opportunities that fit your field of study, including logistics, transit operations, engineering, technology management, planning and scheduling, human resources, and purchasing.

To learn more or apply, please use the QR code or visit:

[transitchicago.com/internships/](https://transitchicago.com/internships/)





## SECOND CHANCE PROGRAM

CTA'S Second Chance Program targets justice involved individuals, survivors of domestic abuse and the homeless population to provide them with temporary full-time employment. The 12-month holistic program provides training, career path assistance, upskilling opportunities, mentoring, networking, and other support and resources to aide in re-entering the workforce. More than 2,000 participants have participated in this career development program, with more than 550 hired into permanent roles at the CTA. The CTA Second Chance Program has many program benefits including: 40 work hours per week for at least one-year; paid training to obtain a Commercial Driver's Learner Permit; professional development opportunities; workshops and assistance to apply for permanent CTA Positions; plus, free access to transit on CTA, Metra and Pace! To apply to Second Chace Program, please use QR code or visit:

[transitchicago.com/secondchance](https://transitchicago.com/secondchance)



## VETERANS

The unique experiences, skills, and knowledge veterans have are key attributes that CTA seeks and values in its job applicants. The experience gained from military service can translate well into a number of CTA positions. By nature of military service, many veterans are an exemplary match for CTA and its customers. CTA is committed to becoming an employer of choice for Veterans, and through recruitment and partnership efforts, we currently offer support and resources our Veterans and their families need to succeed in the community and workforce. To learn more, please use QR code or visit:

[transitchicago.com/careers/veterans/](https://transitchicago.com/careers/veterans/)



## DOING BUSINESS WITH CTA

**CTA is doing contract diversity like no one else! Over the last several years, CTA has established one of the premier public transit jobs and contracting business assistance programs in the nation. More than just helping Small and Disadvantaged Business Enterprises (SBEs and DBEs) get their foot in the door on contracting opportunities, CTA is also helping ensure their success to the point of expanding capacity.**

## DISADVANTAGES BUSINESS ENTERPRISE PROGRAM (DBE)

This program is governed by the U.S Department of Transportation (USDOT) 49 CFR Part 26 and seeks to help eliminate barriers to participation of DBE firms in DOT assisted contracts and ensure nondiscrimination in the award and administration of DOT assisted contracts for highway, transit, and airport program. To learn more, please use the QR code or visit

[transitchicago.com/dbe/](https://transitchicago.com/dbe/)



## MENTOR-PROTÉGÉ PROGRAM

Through hands-on and classroom training experience, this program strives to develop working relationships between Disadvantaged Business Enterprise (DBE) firms and prime contracting firms that have successfully participated in and/or completed CTA contracts. It works to create and strengthen working relationships between established and emerging companies and increase pool of qualified DBEs for various types of work on CTA projects. To learn more, please use the QR code or visit

[transitchicago.com/assets/1/28/CTA\\_Mentor-Protege\\_Program\\_Outline.pdf](https://transitchicago.com/assets/1/28/CTA_Mentor-Protege_Program_Outline.pdf)



## CAPITAL IMPROVEMENTS:

### PROJECTS

More than \$3.6 billion in capital improvement projects are planned across the CTA between 2024-2028, including tracks, rail stations, buses and trains, facilities and technologies. Among the many important investments is the Red Line Extension, which will extend the CTA's busiest rail line to the southern City limits and will provide greatly improved transit access and connectivity to the Far South Side of Chicago.

Other capital projects to continue or begin in 2024 include:

- All Stations Accessibility Program (ASAP): A total of 14 rail stations are now fully funded for future accessibility modernization construction work. Of these stations, five are currently under construction, three are in design and five are in various stages of planning. In addition to station improvements, CTA has \$37M in funding for elevator replacements and/or modernizations of existing elevators across the system-up to 16 elevators.
- Bus System Electrification: Funds allocated for the full electrification of the 103rd Garage, plus an allocation of funding for the ongoing Chicago Garage implementation.
- Rail Fleet Modernization: Increased production of the 7000-series—CTA's newest generation of railcars. Plus, ongoing quarter-life overhauls of the agency's 5000-series
- Refresh & Renew: Expansion of this annual facilities improvement program to include more CTA employee workplaces, while continuing to focus on rail station repairs and enhancements.

To learn, please use the QR code or visit [transitchicago.com/projects](https://transitchicago.com/projects)



## ADDITIONAL INFORMATION:

### ACCESSIBILITY

Currently, CTA has one of the most accessible systems of any larger, older transit agency. CTA's fleet of trains and buses are 100% accessible. Further, more than 70% of its rail stations (103 of 145) also are also accessible – a higher percentage than such cities as New York, Boston and Philadelphia. As part of its commitment to make its rail system 100% accessible, in 2018, CTA unveiled the All Stations Accessibility Program (ASAP) Strategic Plan—a blueprint for making the remaining 42 rail stations vertically accessible by 2038. To learn more, please use the QR code or visit: [transitchicago.com/accessibility/asap/](https://transitchicago.com/accessibility/asap/)



### PUBLIC ART AND ARCHITECTURE

Chicago's bus and rail system is a living, interactive gallery of unique works of art and architectural design elements that reflect the cultural influences of the men and women who have lived and worked in the communities we've served for more than a century. Over the last decade, the CTA's public art collection has nearly doubled to include nearly 90 permanent works of art across all eight rail lines and multiple bus facilities. This dynamic and immersive collection of public art includes mosaics, art glass, sculptures and interactive installations created by nationally and internationally acclaimed artists, many of whom are local. To learn more, please use QR code or visit [transitchicago.com/art/](https://transitchicago.com/art/)



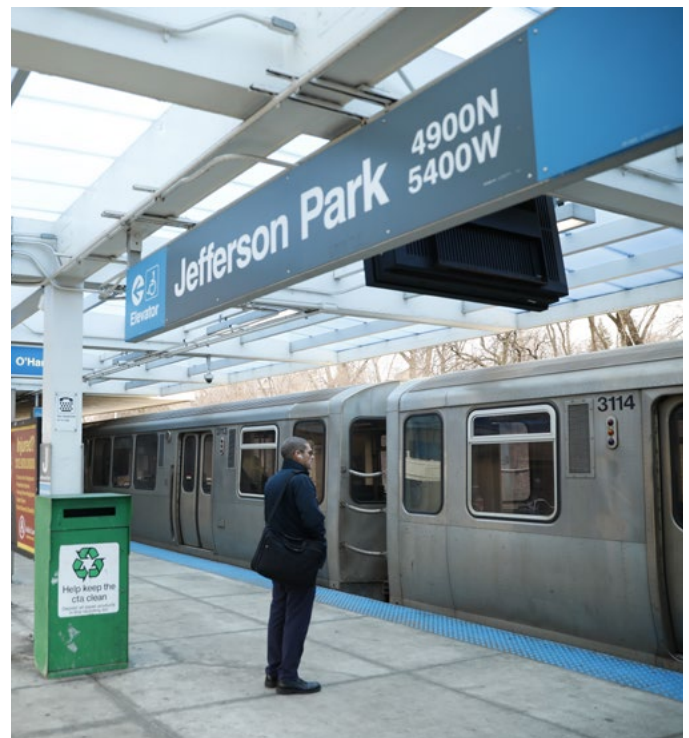
### HISTORICAL TRAINS & BUSES

The Heritage Fleet Program was created to preserve and celebrate the history of CTA. This program was created to ensure that Chicago's vintage buses, rail cars and other equipment—from the 1920s through the 1970s—are preserved and maintained so they can be remembered and enjoyed through charters and special events held for the public. To learn more, please use the QR code or visit [transitchicago.com/heritagefleet/](https://transitchicago.com/heritagefleet/)



## CTA TRAIN CHARTER

Did you know that Chicago's world famous 'L' trains are available for chartering? For your next party, event or group outing, consider having a CTA train as your venue and have a space that offers ever-changing views across the city! To learn more please use the QR code or visit [transitchicago.com/chartertrain/](https://transitchicago.com/chartertrain/)





# OFFICE OF THE CITY CLERK

## City Hall Office

121 North LaSalle St  
Room 107  
Main Line:  
312-74C-LERK  
(312-742-5375)  
Mon-Fri: 8am-5pm  
Sat-Sun: Closed

## North Side Satellite Office

5430 West Gale St  
Main Line:  
312-74C-LERK  
(312-742-5375)  
Mon-Fri: 9am-5pm  
Sat-Sun: Closed  
Senior Hour  
Last Tuesday of the month  
from 8am-9am

## South Side Satellite Office

5672 South Archer Ave  
Main Line:  
312-74C-LERK  
(312-742-5375)  
Mon-Fri: 9am-5pm  
Sat-Sun: Closed  
Senior Hour  
Last Tuesday of the month  
from 8am-9am

The CityKey is a free optional government-issued ID card available to all Chicagoans regardless of age, gender, immigration status, or housing status. It serves as a government- issued ID, a Chicago Public Library Card, a Chicago Transit Authority Ventra Card, and a Chicago Rx prescription drug discount card. CityKey holders are also eligible for the many discounts and benefits offered by participating CityKey business partners across the city. For more information, please use QR code or visit [chicago.gov/AboutCityKey](https://chicago.gov/AboutCityKey)



## PROGRAMS AND SERVICES INCLUDE:

### BENEFITS

CityKey holders are also eligible for various benefits and discounts through many business partners including: sports teams, arts and cultural institutions, entertainment, food and restaurants, apparel and beauty, financial institutions, etc.

To learn more, please use QR code or visit: [chicago.gov/CityKeyBenefits](https://chicago.gov/CityKeyBenefits)



### APPLICATION

To start your CityKey application, please use QR code or visit:  
[chicityclerk.com/node/6611/how-apply/start-your-application](https://chicityclerk.com/node/6611/how-apply/start-your-application)



### APPLICATION MATERIALS

To access application materials such as caretaker attestation Form, appeals form, CityKey mobile site request form, CityKey aldermanic request form, etc, please use QR code or visit  
[chicityclerk.com/node/6611/how-apply/application-materials](https://chicityclerk.com/node/6611/how-apply/application-materials)





## FAQS

To view frequently asked questions, please use QR code or visit [chicityclerk.com/faqs](http://chicityclerk.com/faqs)



## CALENDAR

To view print events, please use QR code or visit [chicityclerk.com/citykey](http://chicityclerk.com/citykey)



## CHICAGO CITY VEHICLE STICKER

To view information on city vehicles and parking, please use QR code or visit [chicityclerk.com/stickers](http://chicityclerk.com/stickers)



## STREET AND OTHER GUIDES

The Office of Chicago City Clerk publishes special guides to help you know more about the programming we offer and additional information about services in the City of Chicago. Whether you are trying to learn more about the City's street grid, contact your alderman, find your local senior center or register your dog with the City, you can find it their guides. To learn more, please use QR code or visit [chicityclerk.com/index.php/about-mobile-city-hall/street-other-guides](http://chicityclerk.com/index.php/about-mobile-city-hall/street-other-guides)



# CITY COLLEGES OF CHICAGO

## Chicago City Colleges

[www.ccc.edu/apply](http://www.ccc.edu/apply)  
(773) COLLEGE

City Colleges of Chicago is the city's most accessible higher education engine of socioeconomic mobility and racial equity – empowering all Chicagoans to take part in building a stronger and more just city.

Since 1911, City Colleges has been connecting students from across Chicago's neighborhoods to economic opportunity.

By offering a quality education at an unprecedented value, the network of seven community colleges and five satellite sites provides students and alumni with a pathway to upward mobility.

To navigate to the main web page, please use this QR code or the following link: [www.ccc.edu](http://www.ccc.edu)



## PROGRAMS AND SERVICES FUTURE STUDENTS

### APPLY NOW

If you're looking to start your college education, finish your high school education, advance in a career, or learn English, please use the QR code or visit: [ccc.edu/apply](http://ccc.edu/apply)



### VIEW PROGRAMS

To view programs, please use the QR code or visit: [ccc.edu/catalog](http://ccc.edu/catalog)



### WAYS TO PAY FOR YOUR EDUCATION

From scholarships and grants, to financial aid and a payment plan, City Colleges of Chicago offers a variety of resources to help students pay for college credit classes. To find more information about the various ways you can pay your tuition, please use the QR code or visit: [ccc.edu/payforcollege](http://ccc.edu/payforcollege)



### EARN A CREDENTIAL IN A HIGH-DEMAND FIELD FOR FREE WITH FUTURE READY

Through Future Ready, Chicagoans who are new to City Colleges or returning after time away can earn a short-term credential for free. To learn more and see eligible programs, use the QR code or visit: [ccc.edu/futureready](http://ccc.edu/futureready)



### BECOME A STAR SCHOLAR

High school students from eligible high schools, including Chicago Public Schools, who graduate with a B average can attend City Colleges at no cost through a last-dollar Star Scholarship. Learn more at the QR code or visit: [ccc.edu/starscholarship](http://ccc.edu/starscholarship)



### EARN COLLEGE CREDIT FOR FREE WHILE IN HIGH SCHOOL

High school students from participating schools can join the Early College program to enroll in college-level courses, reducing both the time and the money needed to earn a college degree. To learn more, please use the QR code or visit: [ccc.edu/earlycollege](http://ccc.edu/earlycollege)



### LEARN ENGLISH OR PREPARE TO EARN YOUR HIGH SCHOOL DIPLOMA FOR FREE

Whether you want to improve your English language skills or prepare for the high school diploma exam, you can do so for free through City Colleges' adult education programs. To learn more, please use the QR code or visit: [ccc.edu/ae](http://ccc.edu/ae)



### FINANCIAL SUPPORT FOR CHA RESIDENTS

The Housing Choice voucher Program is a partnership with the City Colleges of Chicago that enables Chicago Housing Authority residents are eligible to take classes at low or no cost. To learn more, please use the QR code or visit: [ccc.edu/CHA](http://ccc.edu/CHA)



## CURRENT STUDENTS

### REGISTER FOR CLASSES

To search/register for classes, please use the QR code or visit: [my.ccc.edu](http://my.ccc.edu)



### REQUEST A TRANSCRIPT

City Colleges of Chicago provides official academic transcripts to current and former students. Students can order online and track their transcript request from initiation to delivery. For more information on ordering your transcript, please use the QR code or visit: [ccc.edu/services/Pages/Request-a-Transcript.aspx](http://ccc.edu/services/Pages/Request-a-Transcript.aspx)



### VIEW THE ACADEMIC CALENDAR

To view City Colleges of Chicago's academic calendar, please use the QR code or visit: [events.ccc.edu/academic-calendar/](http://events.ccc.edu/academic-calendar/)



### TAKE CLASSES ONLINE

Online courses are offered at all seven City Colleges of Chicago and provide the flexibility to earn college credit at a distance. To learn more, please use QR code or visit: [ccc.edu/onlinelearning](https://ccc.edu/onlinelearning)



### TUTORING

City Colleges of Chicago offers free in-person and virtual tutoring at all of our colleges. To learn more, please use the QR code or visit: [ccc.edu/tutoring](https://ccc.edu/tutoring).



### ACADEMIC & FINANCIAL SUPPORT FROM ONE MILLION DEGREES

Eligible students can receive free wraparound support services from One Million Degrees, including coaching, financial assistance, and access to personalized help for navigating college. To learn more, please use the QR code or visit: [onemilliondegrees.org](https://onemilliondegrees.org)



### GET YOUR CTA U-PASS

Full-time and eligible part-time students at City Colleges can receive a Ventra U-Pass, which offers unlimited rides on any Chicago Transit Authority bus or train, at a discounted price. To learn more, please use the QR code or visit: [ccc.edu/upass](https://ccc.edu/upass)



### WELLNESS CENTERS & HEALTHY STUDENT MARKETS

City Colleges of Chicago Wellness Centers are here to support your personal wellbeing and academic success. They provide a variety of mental health and other social services, including a "Healthy Student Market," where students can pick up free, fresh food for themselves and their families. To find your college Wellness Center, please use the QR code or visit: [ccc.edu/wellness](https://ccc.edu/wellness).



### VETERANS SERVICES

The Veterans Services Centers provide a wide range of services to support veterans and other military-affiliated students on their academic journeys. To view veteran services, please use the QR code or visit: [ccc.edu/veterans](https://ccc.edu/veterans)



### UNDOCUMENTED STUDENT SERVICES

City Colleges supports undocumented students. To view services for undocumented students, including a dedicated team member at each college, please use the QR code or visit [ccc.edu/undocumented](https://ccc.edu/undocumented)





## ACCESSIBILITY

City Colleges ACCESS Centers help connect students who have documented disabilities with accommodations that support their academic success. To learn more about accessibility at City Colleges of Chicago, including our ACCESS Centers, please use the QR code or visit:

[ccc.edu/access](http://ccc.edu/access)



## CHILDCARE WHILE YOU STUDY

City Colleges of Chicago operates Child Development Laboratory Schools at five of the colleges, which offer services to students, staff, and the community. To learn more, please use the QR code or visit: [ccc.edu/labschools](http://ccc.edu/labschools)



## SAFETY AND SECURITY

The Office of Safety & Security works to ensure a safe and secure environment for all City Colleges students, faculty, staff, and visitors. To view safety resources, please use the QR code or visit:

[ccc.edu/security](http://ccc.edu/security)



## WORK-BASED LEARNING OPPORTUNITIES

Work-based learning opportunities allow students to gain hands-on workplace experience with one of City Colleges' employer partners. Paid apprenticeships, internships, and micro-internships help students apply what they have learned in the classroom on the job and can range from a few weeks to a few years. To learn more, please use the QR code or visit: [ccc.edu/earnandlearn](http://ccc.edu/earnandlearn)



## CAREER DEVELOPMENT

City Colleges of Chicago Career Development Centers are dedicated to helping students and alumni achieve career success. Located at each college, the centers offer one-on-one support, assistance with major and career selection, employment participation, and job hunting. To learn more, please use the QR code or visit: [ccc.edu/careerservices](http://ccc.edu/careerservices)



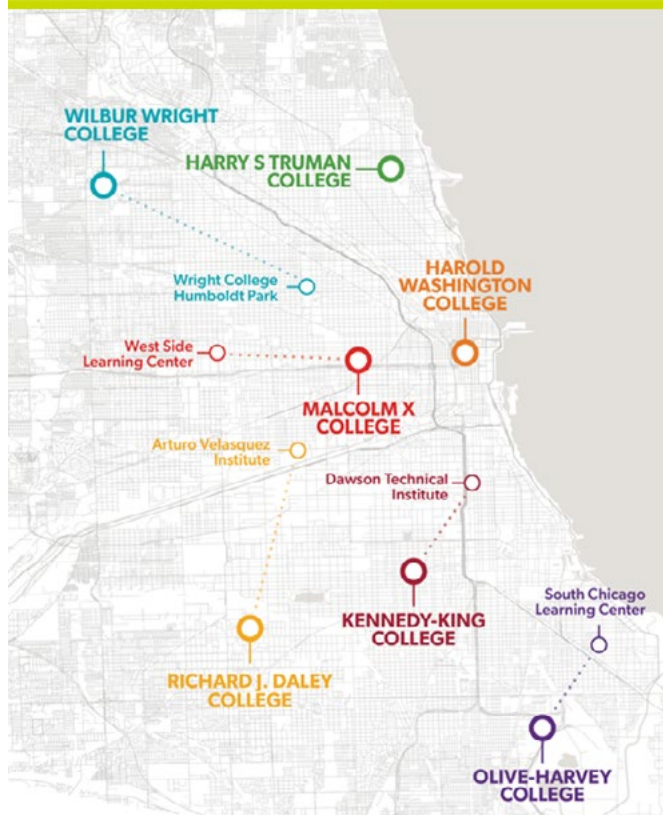
## TRANSFER SUPPORT

Many City Colleges students continue on to pursue a bachelor's degree after earning their associate degree, and our Transfer Centers support those students in their transfer goals. The Transfer Centers have established agreements with dozens of four-year colleges and universities, and can help connect students to transfer scholarships. To learn more about our Transfer Centers and their partnerships across the city, state, and country, please use the QR code or visit:

[ccc.edu/transfer](http://ccc.edu/transfer)



# CITY COLLEGES OF CHICAGO



## Colleges

**HAROLD WASHINGTON COLLEGE**  
30 E. Lake St.

**HARRY S TRUMAN COLLEGE**  
1145 W. Wilson Ave.

**KENNEDY-KING COLLEGE**  
6301 S. Halsted St.

**MALCOLM X COLLEGE**  
1900 W. Jackson Blvd.

**OLIVE-HARVEY COLLEGE**  
10001 S. Woodlawn Ave.

**RICHARD J. DALEY COLLEGE**  
7500 S. Pulaski Rd.

**WILBUR WRIGHT COLLEGE**  
4300 N. Narragansett Ave.

## Satellites

**Dawson Technical Institute**  
3901 S. State St.

**West Side Learning Center**  
4624 W. Madison St.

**South Chicago Learning Center**  
3055 E. 92 St.

**Arturo Velasquez Institute**  
2800 S. Western Ave.

**Wright College Humboldt Park**  
1645 N. California Ave.

**CITY COLLEGES'**  
OF CHICAGO



# CIVILIAN OFFICE OF POLICE ACCOUNTABILITY

## COPA

9:00 am – 7:00 pm  
1615 W. Chicago Avenue  
4th Floor  
Chicago, IL 60622

**COPA Complaint Line**  
312-743-2672

**COPA Main Office Line**  
(312) 746-3609

COPA's vision is to be the leader in police accountability by conducting thorough investigations, to advancing the culture of policing and building trust in civilian oversight.

The Civilian Office of Police Accountability's mission is to:

- Provide a just and efficient means to fairly and timely conduct investigations within our jurisdiction
- Determine whether allegations of police misconduct are well-founded
- Identify and address patterns of police misconduct; and
- Make policy recommendations to improve the Chicago Police Department, thereby reducing incidents of police misconduct

For more information, please use this QR code or visit: [chicagocopa.org](http://chicagocopa.org)



## PROGRAMS AND SERVICES INCLUDE:

### COMPLAINT FORM

If you have experienced, witnessed, or have information regarding an incident involving police misconduct, Please use this QR code or visit to file a complaint.  
[chicagocopa.org/complaints](http://chicagocopa.org/complaints)



### INVESTIGATIONS

COPA receives complaints from residents and individual police officers, as well as incident notifications from the Chicago Police Department (CPD). Some of these complaints fall within COPA's jurisdiction, whereas others fall within CPD's Bureau of Internal Affairs (BIA) jurisdiction.

Please use this QR code or visit the link below to learn more.  
[chicagocopa.org/investigations](http://chicagocopa.org/investigations)



## EVENTS

Community engagement is essential to COPA's mission, and we aim to proactively engage, educate, inform, and seek input from the public whenever possible and appropriate. Furthermore, we recognize the importance of providing transparency about our work on an ongoing basis. To that end, we regularly engage with members of the community – both civilian and law enforcement.

"Please use the QR code or visit the link below to sign up for learn more about upcoming events or to request COPA attend an event you may be hosting: [chicagocopa.org/community-outreach](https://chicagocopa.org/community-outreach)



## DATA & CASES

View multimedia and documents released under the City's Video Release Policy, and find concluded investigation final summary reports for incidents investigated by COPA. Additionally, view data on COPA's investigatory caseload

Please use this QR code or visit the link below to view the data/case portal:  
[chicagocopa.org/data-cases](https://chicagocopa.org/data-cases)



## NEWS & PUBLICATIONS

To inform residents and media alike regarding matters of police oversight and accountability in Chicago, COPA posts press releases, final summary reports of concluded investigations, quarterly & annual reports, and other vital information.

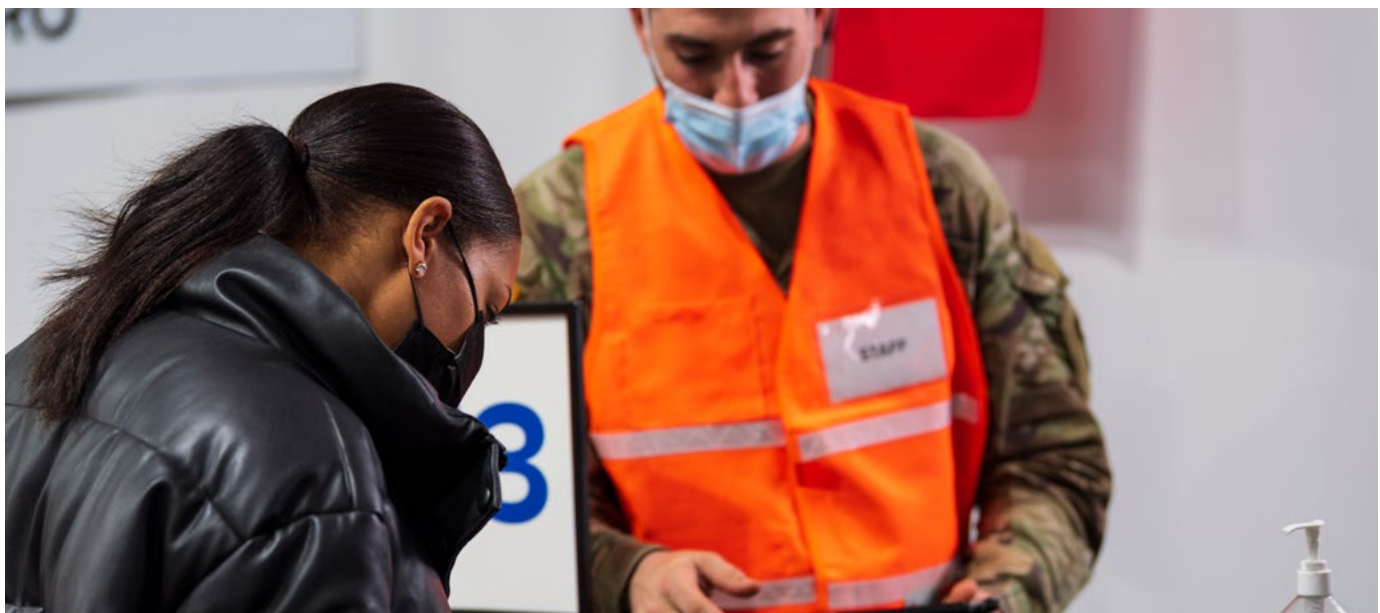
Please use this QR code or visit the link below to be up to date on COPA news:  
[chicagocopa.org/news-publications](https://chicagocopa.org/news-publications)



## CAREERS

COPA is a great place to work for those interested in good governance, transparency, and accountability. Its work is imperative in building trust between the residents of Chicago and the Chicago Police Department while offering an opportunity to build meaningful relationships in and outside of the workplace. Please use this QR code or visit the link below to view job opportunities with COPA:

[chicagocopa.org/careers2](https://chicagocopa.org/careers2)





# DEPARTMENT OF BUILDINGS

DOB enhances the safety and quality of life for Chicago's residents through building permits, inspections, trade licensing, and code enforcement. For the main webpage, please use this QR code or visit [chicago.gov/city/en/depts/bldgs.html](https://chicago.gov/city/en/depts/bldgs.html)

Find information on building and inspection records, permit application status, vacant building registration, and Chicago data portal information for buildings, etc. under the "department records and data tab" on top of the page.

Find information on construction violations (permit or /no permit), electrical, elevator and heat ventilation safety concerns, elevator safety concerns, heat ventilation concerns, etc. under the "report a problem" building tab on top of the page

View average time metrics for permit and plan approvals at the bottom of the page. It provides estimated times for permit issuance and processing along with real time metrics for standard plan review and the Express Permit process



## PROGRAMS AND SERVICES INCLUDE:

### PERMITS

Access guides for permits for a wide variety of projects such as homes, businesses, skyscrapers, etc.

For permits and applications, please use this QR code or visit: [chicago.com/permitform](https://chicago.com/permitform)



### EXPRESS PERMIT PROGRAM

The Express Permit Program is a streamlined permitting process for small, simple home and building improvement projects. It allows home and building owners to obtain a permit to repair or replace existing features of a building or make minor modifications without providing architectural plans. To learn more about the Express Permit Program and what projects you may use the process for, please use this QR code or visit:

[chicago.gov/EasyPermitProgram](https://chicago.gov/EasyPermitProgram)

*Instructions for online submission of Express Permit Applications can be accessed on top of the page inside the box titled "Do you want to skip the trip to City Hall?"*



### EXPRESS PERMIT PROCESS FLOW CHART

To view Express Permit Process flow chart, please use this QR or visit:

[chicago.gov/EasyPermitProcessFlowChart](https://chicago.gov/EasyPermitProcessFlowChart)



### HOW DO I SCHEDULE MY PERMIT RELATED INSPECTIONS?

To schedule inspections, please use this QR code or visit:

[chicago.gov/PermitRelatedInspection](https://chicago.gov/PermitRelatedInspection)



## ORDINANCES

### SENIOR SAFETY ORDINANCE

The Senior Safety Ordinance was approved by the Chicago City Council in July, 2020 and creates additional requirements for owners of senior buildings to protect the health, safety, and well-being of their residents during a declared disaster related to public health. To read further, please use this QR code or visit [chicago.gov/SeniorSafetyOrdinance](https://chicago.gov/SeniorSafetyOrdinance)



### CHICAGO HEAT ORDINANCE

To read about the Chicago Heat Ordinance, please use this QR code or visit [chicago.gov/ChicagoHeatOrdinance](https://chicago.gov/ChicagoHeatOrdinance)



### CHICAGO COOLING ORDINANCE

To read about the Chicago Cooling Ordinance, please use this QR code or visit [chicago.gov/ChicagoCoolingOrdinance](https://chicago.gov/ChicagoCoolingOrdinance)



## ALARMS

### CARBON MONOXIDE ALARM

Carbon monoxide is an odorless, colorless gas that can kill you. It is the leading cause of accidental poisoning in the United States. Carbon monoxide alarms help to protect you and your family from this invisible threat. To learn more, please use this QR code or visit [chicago.gov/CarbonMonoxideAlarms](https://chicago.gov/CarbonMonoxideAlarms)



### SMOKE ALARMS

Smoke alarms help to keep you safe from fire at home. When there is a fire, smoke spreads fast. Smoke alarms provide an early warning. This warning helps you and your family get out quickly. Working smoke alarms are required by law in all residential buildings in Chicago. To learn more, please use this QR code or visit: [chicago.gov/SmokeAlarms](https://chicago.gov/SmokeAlarms)



## ADDITIONAL INFORMATION

### TRADE LICENSING

- Department of Building administers trade licenses and registrations for construction industry professionals (General supervisors, electrical contractors, plumber's apprentices, etc.)
- Department of Building works with Continental Testing Services (CTS) to offer examinations and process licenses. For further information CTS can be reached at 800.359.1313.
- Department of Building provides the opportunity to apply for a new a trade license, a drainlayer license, or to file a complaint about a city licensed contractor.

To learn more, please use this QR code or visit [chicago.gov/TradeLicensing](https://chicago.gov/TradeLicensing)



### INFORMATION ON CONSTRUCTION CODES

- View Chicago Construction Codes
- View Chicago Construction Code interpretations
- View information and forms for project-Specific approvals and appeals

To learn more, please use this QR code or visit [chicago.gov/ConstructionCodes](https://chicago.gov/ConstructionCodes)



# DEPARTMENT OF CULTURAL AFFAIRS AND SPECIAL EVENTS

## DCASE

78 E. Washington St.  
Chicago IL, 60602

DCASE supports artists and cultural organizations, invests in the creative economy, and expands access and participation in the arts throughout Chicago's 77 neighborhoods. To read more about the programs and services listed below, please use the QR code or visit [Chicago.gov/DCASE](https://chicago.gov/DCASE). For regular updates on artist opportunities, grants and citywide events, sign up for DCASE newsletters at [Chicago.gov/DCASEopportunities](https://chicago.gov/DCASEopportunities).



Designed to reach artists, creatives, and nonprofit arts and culture organizations across Chicago, DCASE Cultural Grants provide operating funds and project support for nonprofits and project specific funding for individual artists.

### ANNUAL GRANT PROGRAMS INCLUDE:

- Individual Artists Program: Project-based funding for practicing artists
- Chicago Presents: Presenting support for free, public programs
- City Arts: Grants for Chicago-based, arts and culture-focused, nonprofit organizations of all sizes
- Neighborhood Access Program: Grants for all types of community-based arts and culture activities

### RELIEF AND RECOVERY PROGRAMS:

- Relief and Recovery Programs: Grants for artists, creative workers, and arts organizations to support recovery from the COVID-19 Pandemic
- Creative Worker Resources: Offers listings of resources available locally and nationally to support creatives, from job boards to professional advancement programs to emergency funding, [Chicago.gov/creativeworkerresources](https://chicago.gov/creativeworkerresources)

### PROGRAMS AND SERVICES INCLUDE:

#### GRANT APPLICATIONS, ELIGIBILITY, GUIDELINES, TRAINING WORKSHOPS, ETC.

For further information on grant applications, eligibility, guidelines, training workshops, or to sign up for updates, please use this QR code or visit the link:

[chicago.gov/CulturaGrantsProgram](https://chicago.gov/CulturaGrantsProgram)



#### PERMITS FOR SPECIAL EVENTS

To register for permits for special events, please use this QR code or visit the link:

[chicago.gov/SpecialEventsPermits](https://chicago.gov/SpecialEventsPermits)



## EVENT DATES

To view event dates, please use this QR code or visit the link:  
[chicago.gov/DCASEEventDate](https://chicago.gov/DCASEEventDate)



## CITY MARKETS

Chicago City Markets sells fresh seasonal produce, flowers, prepared foods, unique Chicago-made products, and rare finds – at Chicago’s longest running farmers market on Daley Plaza, the historic Maxwell Street Market and community markets in neighborhoods across Chicago. To learn more, please use this QR code or visit the link:  
[chicago.gov/CityMarkets](https://chicago.gov/CityMarkets)



## OPPORTUNITIES FOR ARTISTS/ART ORGANIZATIONS, INCLUDING GRANTS, OPEN CALLS, ETC.

To learn more about opportunities, please use this QR code or visit the link:  
[chicago.gov/DCASEOpportunities](https://chicago.gov/DCASEOpportunities)  
To sign up for the newsletter, please visit the link:  
[cloud.citynews.chicago.gov/DCASE\\_signup](https://cloud.citynews.chicago.gov/DCASE_signup)



## PROGRAMS

### PUBLIC ART PROGRAMS

The Chicago Public Arts Collection provides the citizens of Chicago with an improved public environment and enhances city buildings and spaces with quality works of art by professional artists. To learn more, please use this QR code or visit the link:  
[chicago.gov/PublicArtProgram](https://chicago.gov/PublicArtProgram)



### CHICAGO MADE

Support Chicago’s makers and dreamers by connecting them to the resources they need to get started and keep going. To learn more, please use this QR code or visit the link:  
[chicago.gov/ChicagoMade](https://chicago.gov/ChicagoMade)



### PROGRAMMING ON THE RIVERWALK

To learn more about programming on the Riverwalk, please use this QR code or visit the link:  
[chicago.gov/chicagoriverwalk](https://chicago.gov/chicagoriverwalk)  
*Includes dining, tours, cruises, kayaking, fishing, art, etc.\**



## PARTNERSHIPS

### PARTNERSHIP OPPORTUNITIES

The Partnerships Division helps brands create and delivers partnership opportunities that engage, influence, and motivate consumers. To learn more, please use this QR code or visit the link:  
[chicago.gov/CorporatePartnershipOpportunities](https://chicago.gov/CorporatePartnershipOpportunities)





## CULTURE IN MY NEIGHBORHOOD

Culture in My Neighborhood is a unique partnership between the Chicago Park District, the Chicago Public Library, and DCASE to advance the Mayor's vision for equitable access to the arts in all of Chicago's 77 community areas. To learn more about this partnership, please use this QR code or visit the link:

[chicago.gov/CultureInNeighborhood](https://chicago.gov/CultureInNeighborhood)



## ARTIST-IN-RESIDENCIES

To learn more about Artist-in-Residencies (collaborations between DCASE and Chicago Public Libraries and Mayor's office for People with Disabilities), please use this QR code or visit the link:

[chicago.gov/ArtInResidence](https://chicago.gov/ArtInResidence)



# DEPARTMENT OF FAMILY AND SUPPORT SERVICES

## DFSS

1615 W. Chicago Ave  
Chicago IL, 60622-5127

## Phone

312.743.0300



DFSS is dedicated to supporting a continuum of coordinated services to enhance the lives of Chicago residents, particularly those most in need, from birth through senior years. The department promotes the independence and well-being of individuals, supports families, and strengthens neighborhoods by providing direct assistance and administering resources to a network of community-based organizations, social service providers, and institutions. To find more information on the services listed below, please use this QR code or visit the link below

[chicago.gov/DFSS](https://chicago.gov/DFSS)

## PROGRAMS AND SERVICES INCLUDE: SERVICES FOR CHILDREN AND YOUTH

### THE CHILDREN SERVICES DIVISION

The Children Services Division is dedicated to helping Chicago's youngest residents make the most of their lives and potential. They manage Head Start, Early Head Start, childcare, and youth programs throughout Chicago and work for families to ensure they receive quality programming. Please use this QR code or visit the link below to learn more.

[chicago.gov/ChildrenServices](https://chicago.gov/ChildrenServices)



### THE DFSS YOUTH SERVICES DIVISION (YSD)

The Youth Services Division designs initiatives and funds programs to serve Chicago youth ages 6-24 and support their growth, development, and success. The division's funding supports more than 150 community-based organizations that implement these programs directly with youth. Services funded through the Youth Services Division help young people build skills, develop relationships, achieve educational achievements, have mentorship, and find employment. Please use this QR code or visit the link below to learn more.

[chicago.gov/YouthServices](https://chicago.gov/YouthServices)

*Find information on enrichment activities, youth employment (including One Summer Chicago and Chicago Youth Service Corps), prevention and intervention, and Service Coordination and Navigation programs\**



### MY CHI. MY FUTURE

My CHI. My Future has a searchable database of opportunities for the youth citywide. To view the website, please use this QR code or visit the link below

[explore.mychimyfuture.org/](https://explore.mychimyfuture.org/)



## THE SERVICE COORDINATION AND NAVIGATION (SCAN)

The SCAN program seeks to stabilize young people at the highest risk of violence, increase their self-efficacy (confidence in the ability to exert control over one's own motivation, behavior, and social environment), and assist in their transition to adulthood. Youth are paired with a full-time "Navigator" who provides coordinated care interventions utilizing a strong community-based network of services. To view a list of SCAN partners, use this QR code or visit the link below To learn more, please use QR code or visit

[chicago.gov/NavigationProgram](https://chicago.gov/NavigationProgram)



## SENIOR SERVICES

### SUPPORT SERVICES

*Chicago Senior Services Hotline: 312.744.4016 (M-F, 8:30AM – 4:30PM)*

*Email: [Aging@CityofChicago.org](mailto:Aging@CityofChicago.org)*

A variety of support services are available citywide to address the diverse needs and interests of older adults, from those who are active and healthy, to those residing in long-term care facilities and seniors who are fragile and may be confined to home. To learn more, please use this QR code or visit the link below [chicago.gov/SeniorServices](https://chicago.gov/SeniorServices)

*Find information on senior's flu shot clinics, assisted living information, benefits and services, caregiving assistance, care coordination, home delivered meals, insurance counseling for seniors, legal assistance, senior well-being check, etc.*



## HUMAN SERVICES

### COMMUNITY SERVICE CENTERS

Community Service Centers help individuals and families in need access assistance for shelter, food, clothing, resources to address domestic violence, job training or /placement and services for the formerly incarcerated. To learn more, please use this QR code or visit the link below [chicago.gov/CommunityServiceCenters](https://chicago.gov/CommunityServiceCenters)

*Clients can also get information about rental, utility, and other financial assistance programs (including scholarship information). The centers also serve as warming and cooling centers during periods of extreme weather. Centers hours are 8:30AM– 4:30PM., Monday through Friday\**



### HOMELESS SERVICES

Apply for the rental assistance program, learn more about Chicago's coordinated entry system, emergency homeless assessment and response center, homeless outreach, and prevention, homeless shelters, to learn more, please use this QR code or visit [chicago.gov/HomelessService](https://chicago.gov/HomelessService)



## WORKFORCE SERVICES

### WORKFORCE PROGRAM LISTING

To view currently funded workforce program listing, please use this QR code or visit link below [chicago.gov/WorkforceServiceProgram](https://chicago.gov/WorkforceServiceProgram)





## WORKFORCE DEVELOPMENT AND RETURNING RESIDENTS

Community Re-entry Support Centers are open to any justice-involved Chicago resident above the age of 18 with an arrest or conviction record. Connect with our re-entry support specialists in your neighborhood and receive services that can help you transition back into the workforce and move forward in life. To learn more, please use this QR code or visit the link below

[chicago.gov/ReturningResidents](https://chicago.gov/ReturningResidents)

To **speak with a re-entry counselor**, or to schedule an appointment at one of our Community Re-Entry Support Centers, contact 3-1-1 or the nearest facility directly.

- **Centers for New Horizons** – 945 W. 69th St., Chicago, IL 60621, (773) 373-5700
- **Community Assistance Program** – 11717 S. Halsted St., Chicago, IL 60628, (773) 846-6383
- **Howard Area Community Center** – 7648 N. Paulina St/11200 S. State St., Chicago, IL 60626/60628, (773) 332-6772
- **Teamwork Englewood** – 815 W. 63rd St, 2nd Floor, Chicago, IL 60621, (773) 488-6600
- **Safer Foundation Welcome Center** – 808 S Kedzie Ave, Chicago, IL 60612, (312) 956-9612



## ADDITIONAL INFORMATION

To read more on domestic and the workplace, employment protections, elder abuse information, general facts, information for faith leaders, health care professionals, LGBT community, legal assistance, safety planning, etc. Please use this QR code or visit the link below [chicago.gov/DFSSAdditionalInformation](https://chicago.gov/DFSSAdditionalInformation)



## THE DIVISION ON GENDER-BASED VIOLENCE (DGBV)

In the Chicago Department of Family and Support Services leads the City of Chicago's multi-layered response to gender-based violence. DGBV supports for survivors include: the 24/7 Domestic Violence Hotline, counseling and advocacy services, legal services, Supervised Visitation Safe Exchange, multi-disciplinary teams that respond to domestic violence incidents, and investigation and healing after child abuse through the Chicago Children's Advocacy Center

In response to the impact of the pandemic, the Chicago Recovery Plan allowed DGBV to expand services to support survivors of other forms of gender-based violence including human trafficking, sexual assault, and stalking to provide rapid rehousing, legal services, emergency financial assistance, supportive services for youth, and prevention education.

DGBV can coordinate trainings for domestic violence, human trafficking, and sexual assault through expert direct service providers in Chicago. DGBV staff are also available to provide an overview training of gender-based violence upon request.

**The IL Domestic Violence Hotline** is available 24/7 via call or text:

- Call or Text **1.877.863.6338**
- Calls can be anonymous and are confidential.
- Bilingual and bi-cultural Spanish speaking support, as well as support in 240 other languages

To learn more, please use this QR code or visit the link below

[chicago.gov/GBVServices](https://chicago.gov/GBVServices)





# DEPARTMENT OF FINANCE

## Department of Finance

121 N. LaSalle St  
Chicago, IL 60602

## Phone

(312)-744-2204

DOF is responsible for revenue collection, utility billing, tax and parking enforcement, administering employee payroll, benefits and safety, risk management and accounting and financial reporting. It provides effective and efficient management of the City's financial resources and is responsible for the collection or disbursement of City revenues and all funds required to be in the custody of the city treasurer. To find more information on services listed below, please navigate to the website using this QR code or by visiting the link below

[chicago.gov/ChiFinance](https://chicago.gov/ChiFinance)



## PROGRAMS AND SERVICES INCLUDE:

### RESIDENTIAL DISABLED PARKING

Residential Disabled Parking was established to provide disabled City residents with convenient and accessible parking near their residences. To fill out an application, please use this QR code or visit the link below

[chicago.gov/RDPSigns](https://chicago.gov/RDPSigns)



## PERMITS

### INDUSTRIAL PERMIT PARKING ZONE

To apply for designation of an Industrial Permit Parking Zone, owners and managers of a business should use this QR code or visit the link below

[chicago.gov/IPP\\_InfoApplication](https://chicago.gov/IPP_InfoApplication)



### NON-COMMERCIAL LOADING ZONE PERMITS

The City of Chicago issues Non-Commercial Loading Zone Permits to businesses that use passenger vehicles for deliveries and fast service calls in commercial districts. The permits allow companies using vehicles with ordinary Illinois passenger license plates to park in and utilize any of the thousands of commercial loading zones throughout the City of Chicago. To apply, please use this QR code or visit the link below

[chicago.gov/NCLZPermit](https://chicago.gov/NCLZPermit)



## MAKE PAYMENTS

### PAYMENT CENTER AND EZ PAY KIOSKS

To learn about payment centers and locations, please use this QR code or visit the link below

[chicago.gov/PC\\_And\\_EZPay](https://chicago.gov/PC_And_EZPay)



### PARKING ENFORCEMENT AND CITATION ADMINISTRATION

To enroll in a payment plan, pay or contest a ticket, view violations including red light and speed camera videos, get more information on booted vehicles, etc., please use this QR code or visit the link below

[chicago.gov/PkEnforcement](https://chicago.gov/PkEnforcement)



### PAY & FILE TAXES

To file and pay taxes administered by the Department of Finance, apply for voluntary disclosure, access tax information, etc., please use this QR code or visit the link below

[chicago.gov/TaxInfo](https://chicago.gov/TaxInfo)



### PAY OR VIEW PHOTOS FOR ADMINISTRATIVE HEARING FINES

To pay or view fines using your docket or Administrative Notice of Violation (ANOV) number, please use this QR code or visit the link below

[chicago.gov/HearingFines](https://chicago.gov/HearingFines)



### AMBULANCE BILLING

To view insurance, billing, payment, and hardship information, please use this QR code or visit the link below

[chicago.gov/AmbulanceBills](https://chicago.gov/AmbulanceBills)



## DEBT RELIEF/ PAYMENT PLANS

### DEBT RELIEF

To learn more about relief programs for utility bills, vehicle related violations, and administrative hearings debt, please use this QR code or visit the link below

[chicago.gov/NewStartChi](https://chicago.gov/NewStartChi)



### BUSINESS RECOVERY PLAN PROGRAM

To learn more about the Business Recovery Plan Program, which offers payment plans to eligible business license holders, please use this QR code or visit the link below

[chicago.gov/BizRecovery](https://chicago.gov/BizRecovery)

Includes information on who is eligible to enroll, how to enroll, what type of debt are eligible for a payment plan, etc.\*



## FOR CITY EMPLOYEES

### CHICAGO BENEFITS OFFICE

To learn more about benefits Management for City Employees, please use this QR code or visit the link below

[chicago.gov/BenefitsOffice](https://chicago.gov/BenefitsOffice)



### EMPLOYEE BENEFITS

To enroll in employee benefits, please use this QR code or visit the link below

[chicago.gov/EmployeeBenefits](https://chicago.gov/EmployeeBenefits)



### OPEN ENROLLMENT

To read more about open enrollment for healthcare and other benefits (group A, B, C employees), please use this QR code or visit the link below

[chicago.gov/Fin\\_Enroll2024](https://chicago.gov/Fin_Enroll2024)



# CHICAGO FIRE DEPARTMENT

## Fire Department

3510 Michigan  
Chicago, IL 60653 2nd Fl.

## Phone

(312)-745-3705

CFD promotes fire safety, provides emergency care, and extinguishes fires.

Please use this QR code to navigate to the website or visit the link below

[chicago.gov/CFD\\_Nav](https://chicago.gov/CFD_Nav)



## RECEIVE INFORMATION FOR

### FIRE PREVENTION

The Fire Prevention Bureau offices conduct general inspections of businesses, schools, hotels, public places of assembly, and high-rise occupancies. Learn more about the requirements for emergency preparedness, becoming a fire extinguisher serviceman, receiving your fire guard certification, mobile food vehicle certifications, pyrotechnics license, learning activities and safety information for children, etc. To learn more, please use this QR code or visit the link below

[chicago.gov/CFD\\_Prevention](https://chicago.gov/CFD_Prevention)



### OFFICE OF FIRE INVESTIGATION

The Chicago Fire Department's Office of Fire Investigation is tasked with determining the origin and cause of fires within the city. To learn more, please use this QR code or visit this link

[chicago.gov/CFD\\_Investigate](https://chicago.gov/CFD_Investigate)





## THE BUREAU OF OPERATIONS

The Bureau responds to fires, medical emergencies, hazardous material incidents and other emergency situations, to ensure the safety and wellbeing of Chicago residents and the 28 million visitors who pass through Chicago's airports. To learn more, please use this QR code or visit this link

[chicago.gov/CFD\\_Operations](https://chicago.gov/CFD_Operations)



## SAFETY TIPS

To learn more about safety tips, please use the QR code of visit this link

[chicago.gov/CFDPreventionBureau](https://chicago.gov/CFDPreventionBureau)



## JOIN CFD

### JOB REQUIREMENTS

To view Chicago Fire Department Job Requirements, please use this QR code or visit this link

[chicago.gov/CFD\\_JobReqs](https://chicago.gov/CFD_JobReqs)





### PREPARATION

To read about preparation to join the Chicago Fire Department, please use this QR code or visit this link

[chicago.gov/CFD\\_Prep](https://chicago.gov/CFD_Prep)

Includes information on written test, EMT and Paramedic training, and CPAT preparation guide\*



### PARAMEDIC PHYSICAL ABILITY TEST

To better prepare for the Chicago Fire Department paramedic physical ability test, please view this video by using this QR code or visit this link

[chicago.gov/CFD\\_PhysAbTest](https://chicago.gov/CFD_PhysAbTest)



### NOTIFICATIONS

If you are interested in a career with the Chicago Fire Department and would like to be notified when applications are open, please sign up for email alerts by using this QR code or visiting this link

[chicago.gov/CFD\\_Notifications](https://chicago.gov/CFD_Notifications)



# DEPARTMENT OF HOUSING

## City Hall

121 N LaSalle St  
Chicago, IL 60602

## Phone

312.744.3653

The mission of Chicago's Department of Housing is to expand access and choice for residents and protect their right to quality homes that are affordable, safe, and healthy. To navigate to the main website and find more information on services listed below, please use this QR code or visit this link [chicago.gov/DepartmentofHousing](https://chicago.gov/DepartmentofHousing)



## PROGRAMS FOR DEVELOPERS:

### CITY LOTS FOR WORKING FAMILIES PROGRAM

This program provides vacant, city-owned lots to developers of affordable single-family homes and two flats for \$1 each. To learn more, please use this QR code or visit this link: [chicago.gov/CityLots](https://chicago.gov/CityLots)



## PROGRAMS FOR RENTERS

### AFFORDABLE RENTAL HOUSING RESOURCE LIST

has been supported and developed through the City of Chicago to assist and guide individuals looking for affordable rental housing throughout the city. To learn more, please use this QR code or visit this link: [chicago.gov/AffordableRentalHousingResource](https://chicago.gov/AffordableRentalHousingResource)



### LOCKOUT

A "lockout" has occurred any time a landlord takes does or threatens to take action in keeping a residential tenant from accessing or living in their home or apartment. Lockouts are illegal. Affected tenants should call 311 to file a formal police report detailing the lockout incident. To learn about you rights in a residential tenant lockout, please use this QR code or visit this link: [chicago.gov/Lockout](https://chicago.gov/Lockout)



### KNOW YOUR RIGHTS

The Fair Notice Ordinance has been supported and developed through the City of Chicago to assist and guide individuals looking for affordable rental housing throughout the city. To learn more, please use this QR code or visit this link: [chicago.gov/RenterResources](https://chicago.gov/RenterResources)





## PROGRAMS FOR LANDLORDS

### THE CHICAGO LOW-INCOME HOUSING TRUST FUND (CLIHTF)

CLIHTF provides annual subsidies to rental property owners to reduce rents for residents of Chicago who make less than 30% of the area median income. To learn more, please use this QR code or visit this link: [clihtf.org/](http://clihtf.org/)



### THE RESIDENTIAL LANDLORD AND TENANT ORDINANCE (RLTO) SETS

The RLTO sets out the legal rights and responsibilities of both landlords and tenants for most rental properties. To learn more, please use this QR code or visit this link: [chicago.gov/HousingOrdinance](http://chicago.gov/HousingOrdinance)



## PEOPLE LOOKING TO PURCHASE

### BUILDING NEIGHBORHOODS AND AFFORDABLE HOMES PROGRAM (BNAH)

BNAH provides purchase price assistance to owner-occupant homebuyers of a single-family home constructed under the City Lots for Working Families (CL4WF) program to help catalyze the homeownership markets and to help enhance revitalization efforts in the community areas. To learn more, please use this QR code or visit this link: [chicago.gov/AffordableHomesProgram](http://chicago.gov/AffordableHomesProgram)



### THE CHICAGO HOUSING TRUST

The Chicago Housing Trust provides working individuals and families with opportunities to purchase their own homes at prices they can afford. To learn more, please use this QR code or visit this link: [chicagohousingtrust.org/](http://chicagohousingtrust.org/)



### HOUSING COUNSELING CENTERS

HCC or Delegate Agencies or Delegate Agencies are Housing and Urban Development (HUD)-Certified Housing Counseling Agencies which provide in-depth housing counseling and education in financial, pre-purchase, post-purchase, and foreclosure topics. To learn more, please use this QR code or visit this link: [Chicago.gov/HousingCounseling](http://Chicago.gov/HousingCounseling)



## PROGRAMS FOR HOMEOWNERS

### CHICAGO BUNGALOW ASSOCIATION'S (CBA) PROGRAM

The CBA program provides homeowners with free home energy upgrades through CBA's Energy Savers program. To learn more, please use this QR code or visit this link: [chicago.gov/ChicagoBungalowAssociation](http://chicago.gov/ChicagoBungalowAssociation)

*Includes information on eligibility, requirements, and application\**



### THE ADDITIONAL DWELLING UNIT PILOT PROGRAM

The Additional Dwelling Unit Pilot Program supports homeowners in acquiring additional income or to age in place more easily by adding one additional unit to their property. To learn more, please use this QR code or visit this link: [chicago.gov/AdditionalDwellingUnit](http://chicago.gov/AdditionalDwellingUnit)

*Includes information on eligibility, requirements, and application\**





## TROUBLED BUILDING INITIATIVE PROGRAM

Buildings are referred to the Troubled Building Initiative Program from many sources, including City departments, Aldermen, community organizations and concerned citizens. The program improves and acquires vacant and abandoned structures and turns them into needed affordable housing. To report a troubled building call 311. At the end of the call, ask the 311 operators for the "SR" or service request number. To learn more, please use this QR code or visit this link [chicago.gov/TBI](https://chicago.gov/TBI)



## ACCESSIBLE REPAIRS FOR SENIORS (SARFS)

The SARFS program provides safety, security and accessibility improvements that help seniors remain in their homes. To learn more, please use the QR code or visit this link [chicago.gov/SARFS](https://chicago.gov/SARFS)



# DEPARTMENT OF PLANNING AND DEVELOPMENT

## DPD

121 N. LaSalle Street, 8th floor  
Chicago, IL 60602

## Phone

312-744-4190

DPD promotes the comprehensive growth and sustainability of the city and its neighborhoods. The department also oversees the city's zoning and land use policies and employs a variety of resources to encourage business and real estate development, historic preservation, accessible waterfronts, walkable neighborhoods, and related community improvements. To navigate to website, please use this QR code or visit this link: [chicago.gov/dcd](https://chicago.gov/dcd)



## PROGRAMS AND SERVICES INCLUDE:

### WE WILL CHICAGO

As a 10-year framework to enhance citywide equity and resiliency, the draft "We Will Chicago" plan includes approximately 40 goals and 150 objectives to improve Chicagoans' lives, especially individuals impacted by inequities in health, economic stability, neighborhood livability, and other systemic issues. To view city-wide plan, please use the QR code or visit the link: [chicago.gov/WeWillChicago](https://chicago.gov/WeWillChicago)

*Includes framework plan for the city's future (arts and culture, civic and community engagement, economic development, environment climate and energy, housing neighborhoods, lifelong learning, public health and safety, transportation, and infrastructure) \**

*Sections can be found on bottom of page\**



### LAND SALES

**ChiBlockBuilder** is the City of Chicago's new program to encourage the purchase and redevelopment of city-owned vacant land in partnership with community stakeholders. To learn more, please use the QR code or visit: [chicago.gov/ChiBlockerBuilder](https://chicago.gov/ChiBlockerBuilder)

*Includes information on eligible uses for land, requirements, application materials needed, city owned land map, vacant land and racial equity, etc.\**



### ZONING

The Zoning Ordinance Administration Division reviews building permit applications to ensure compliance with to the Chicago Zoning Ordinance. To find more information on the Zoning Administrator's Office, please use the QR code or visit this link [chicago.gov/ZoningAdministratorOffice](https://chicago.gov/ZoningAdministratorOffice)

*Please note, any requests for zoning verification, rebuild, advisory, or opinion from the Zoning Administrator's Office must include supportive documentation (for example: plat of survey, property index number, permit information, dimensioned floor and site plans, dimensioned elevations, drawings, photographs, historical and/or intended use narrative, etc.) as applicable.*



## PLANNING AND SUSTAINABILITY

DPD's region-based Planning Division develops and implements citywide and neighborhood land-use plans, designs community engagement initiatives and collaborates across city departments on active development projects. Planning and Sustainability also supports the Zoning Bureau with design review of planned developments. Additionally, the Sustainability division oversees the Chicago Sustainable Development Policy, and plans for and acquires open space. To learn more, please use the QR code or visit this link : [chicago.gov/PlanningandSustainability](https://chicago.gov/PlanningandSustainability)



## CITYWIDE SERVICES AND HISTORIC PRESERVATION

DPD's Historic Preservation Division works with property owners, city departments, sister agencies, and the public to promote the preservation of Chicago's historic resources. To learn more about Historic Preservation and Landmarks, please use this QR code or visit this link: [chicago.gov/HistoricPreservation](https://chicago.gov/HistoricPreservation)



## CHICAGO PLAN COMMISSION

The Chicago Plan Commission is responsible for the review of proposals that involve Planned Developments (PDs), the Lakefront Protection Ordinance, Planned Manufacturing Districts (PMDs), Industrial Corridors and Tax Increment Financing (TIF) Districts. To learn more, please use the QR code or visit this link: [chicago.gov/ChicagoPlanCommission](https://chicago.gov/ChicagoPlanCommission)



## COMMISSION ON CHICAGO LANDMARKS

CCL is responsible for recommending buildings, structures, sites, and districts for legal protection as official Chicago landmarks. To learn more, please use the QR code or visit this link: [chicago.gov/CommisionChicagoLandmark](https://chicago.gov/CommisionChicagoLandmark)



## COMMUNITY DEVELOPMENT COMMISSION

The Community Development Commission reviews and recommends action on the provision of Tax Increment Financing (TIF) to assist private redevelopment projects; the designation of new TIF districts and Redevelopment Areas; the sale of city-owned property located in TIF districts and Redevelopment Areas; and the appointment of members to Community Conservation Councils. To learn more, please use the QR code or visit this link: [chicago.gov/CommunityDevelopmentCommission](https://chicago.gov/CommunityDevelopmentCommission)



## ZONING BOARD OF APPEALS

The Zoning Board of Appeals reviews land use issues that pertain to the Chicago Zoning Ordinance, including proposed variations from the zoning code, special uses that require review to determine compatibility with adjacent properties, and appeals of decisions made by the Zoning Administrator. To learn more, please use the QR code or visit this link [chicago.gov/ZoningBoardAppeals](https://chicago.gov/ZoningBoardAppeals)





## ECONOMIC DEVELOPMENT

Initiatives include a wide spectrum of financial assistance programs, business development efforts, and related quality-of-life endeavors for local neighborhoods. DPD also provides funding to delegate agencies whose objectives include small business development, site development or area-wide marketing, maintenance, and management within a specified commercial business district.

To read about the small business improvement fund (SBIF), please use the QR code or visit this link [chicago.gov/SBIF](https://chicago.gov/SBIF)

*Includes information on what grants are available, who is eligible, how to apply, etc.\**



## GRANT FUNDING

DPD provides grant funding to support local commercial, mixed-use, and light manufacturing development. All are welcome to apply. City staff will prioritize projects in areas of Chicago where there is a history of disinvestment or limited private investment. To read further on eligibility, deadlines, and applications, please use the QR code or visit this link

[chicago.gov/RecoveryGrantApplication](https://chicago.gov/RecoveryGrantApplication)



## SPECIAL SERVICE AREAS

Special Service Areas-funded projects typically include but are not limited to public way maintenance and beautification; district marketing and advertising; business retention/attraction, special events and promotional activities; auto and bike transit; security; façade improvements; and other commercial and economic development initiatives. For application forms, please use the QR code or visit this link

[chicago.gov/SpecialServiceAreaProgram](https://chicago.gov/SpecialServiceAreaProgram)



## CHICAGO DEVELOPMENT FUND

Chicago Development Fund is an Illinois not-for-profit corporation that allocates New Markets Tax Credits to help stimulate private sector investment in economically distressed communities. The tax credits are converted into investment capital for community and economic development projects in qualified low-income census tracts. To request an application, please use the QR code or visit this link [chicago.gov/DevelopmentFund](https://chicago.gov/DevelopmentFund)

*Submit a request for an application on bottom of page\**





# DEPARTMENT OF WATER MANAGEMENT

## DWM

1000 East Ohio St.  
Chicago, IL 60611

## Phone

312.744.7001

DWM's mission is to efficiently provide the highest quality drinking water to the Chicago region while protecting our most precious natural resource — Lake Michigan. For further information on programs listed below, please use the QR code to navigate to the website or visit this link [chicago.gov/water](https://chicago.gov/water)



## SERVICES AND PROGRAMS INCLUDE:

### CHICAGO WATER QUALITY REPORTS AND RESULTS

To learn about Chicago water quality reports and results, please use the QR code or visit this link [chicago.gov/WaterQualityResults](https://chicago.gov/WaterQualityResults)



### WATER SERVICE LINE INVENTORY

DWM has compiled an inventory of lead service line locations using information collected while performing infrastructure maintenance. For more information and to check an address, please use the QR code or visit this link [sli.chicagowaterquality.org/](https://sli.chicagowaterquality.org/)



### CONSERVATION TIPS

To learn more about conservation tips, please use the QR code or visit this link [chicago.gov/WaterConservation](https://chicago.gov/WaterConservation)



### WATER TREATMENT EDUCATION

Includes information on treatment processes that makes water safe for people to drink, and resources for learning and teaching about the environment.

To learn more, please use the QR code or visit this link [chicago.gov/WaterTreatmentEducation](https://chicago.gov/WaterTreatmentEducation)



### TIPS TO PROMOTE WATER QUALITY AT HOME

To learn more tips to promote water quality at home, please use the QR code or visit this link [chicago.gov/DailyFlushing](https://chicago.gov/DailyFlushing)



## LEAD SERVICE LINE REPLACEMENT

Administer numerous lead service line replacement programs to replace lead or galvanized service lines with copper.

To learn more, please use the QR code or visit this link [leadsafechicago.org/water](https://leadsafechicago.org/water)

In an effort to remove all of Chicago's lead service lines, the city is currently offering these voluntary lead service line replacement programs (LSLR): Equity LSLR, Daycare LSLR and Homeowner Initiated LSLR).



## WATER IN THE BASEMENT

Call 311 to file a service request for "water in basement" complaints. A DWM crew will be dispatched and if the main sewer is working properly, the crew will leave a "Private Sewer Drain Program" pamphlet explaining next steps that homeowners should take. For more information, please use the QR code or visit this link [chicago.gov/PrivateDrainRepair](https://chicago.gov/PrivateDrainRepair)

*'For more information about DWM's Private Sewer Drain Program, you can request a copy of the program flyer via email at [watermanagement@cityofchicago.org](mailto:watermanagement@cityofchicago.org)*



# MAYORS OFFICE FOR PEOPLE WITH DISABILITIES

## City Hall

121 North LaSalle Street | Room 104  
Chicago, Illinois 60602  
312.744.7050  
MOPDinfo@cityofchicago.org

## MOPD Field Office

2102 West Ogden Avenue  
Chicago, IL 6060  
312.746.5773  
MOPDinfo@cityofchicago.org

The Mayors Office for People with Disabilities (MOPD) works to make Chicago a world-class accessible city on behalf of residents and visitors with disabilities. To navigate to website, please use this QR code or visit this link [chicago.gov/MOPD](https://chicago.gov/MOPD)

MOPD welcomes all inquiries about services. In-home services (home delivered meals, personal assistance) provided by MOPD is for residents under the age of 60. Residents who are over the age of 60 needed these services will be referred to DFSS.



## PROGRAMS AND SERVICES INCLUDE:

### PERSONAL ASSISTANCE

The Personal Assistance Program allows qualified individuals with disabilities who live in the City of Chicago to receive in-home services. Services are limited to six hours per week. To learn more, please use this QR code or visit this link: [chicago.gov/PersonalAssistanceProgram](https://chicago.gov/PersonalAssistanceProgram)



### ASSISTIVE TECHNOLOGY AND TOOLS

Free tools include adaptive software, voice recognition software, visual flashing fire alarms and door alerts, shower transfer benches, walkers, and wheelchair accessories. To learn more, please use this QR code or visit this link: [chicago.gov/AssistiveDevices](https://chicago.gov/AssistiveDevices)



### HOME DELIVERED MEALS

The Home Delivered Meals program provides nutritious meals to eligible homebound Chicago residents with disabilities who face barriers with accessing or preparing meals. To learn more, please use this QR code or visit this link: [chicago.gov/HomeDeliveredMeals](https://chicago.gov/HomeDeliveredMeals)



### CAREER CENTER

MOPD's Career Center provides job seekers with disabilities career readiness support, hosts small- and large-group activities, events to connect qualified job seekers to careers, resume review, practice interviews, and identifying pathways for meaningful job opportunities. The career center also serves businesses and potential employers by matching applicants with available job opportunities, while providing technical assistance on inclusive hiring practices. To learn more, please use this QR code or visit this link: [chicago.gov/MOPDCareerCenter](https://chicago.gov/MOPDCareerCenter)





### THE BENEFITS COUNSELING PROGRAM

Alleviate the fear of losing Social Security Administration cash benefits, access to healthcare, and other benefits when you go to work. To read more, please use this QR code or visit this link: [chicago.gov/BenefitsCounselingProgram](https://chicago.gov/BenefitsCounselingProgram)



### INFORMATION AND REFERRAL

These resources may include in-home assistance, transportation, amplified telephones, assistance completing forms and applications, information on community programs and other services specific to an individuals needs. To read more, please use this QR code or visit this link:

[chicago.gov/InformationandReferral](https://chicago.gov/InformationandReferral)



### HOMEMOD PROGRAM (AVAILABLE TO ALL AGES)

The Home Modification Program helps to make homes accessible for people with disabilities of all ages, including adding lifts to home entrances and making bathrooms and kitchens accessible. Eligibility requirements include low-income Chicagoans in any type of housing (homes, apartments, Section 8/CHA housing). For more information, please use this QR code or visit this link:

[chicago.gov/HomeModProgram](https://chicago.gov/HomeModProgram)



### TRAINING SERVICES

MOPD will provide training to community violence prevention and service organizations on how to make services accessible to individuals with disabilities and their families, and how to comply with the legal obligations under the Americans with Disabilities Act and other relevant state and local laws. Other trainings will include best practices around providing effective communication and customer service to individuals with disabilities when seeking services. Please use QR code or visit: [chicago.gov/MOPDTrainingServices](https://chicago.gov/MOPDTrainingServices)





# MAYOR'S OFFICE OF VETERAN AFFAIRS

**The Mayor's Office of Veterans Affairs (MOVA)** is dedicated to improving services and engaging Chicago's diverse veteran community through enhanced collaboration with local organizations, academic institutions, and the private sector. MOVA is committed to working to improve the day-to-day experiences of our 65 thousand veterans and their family members who call Chicago home, including thousands of additional service members who are currently stationed in Chicago. To learn more, please use the QR code or visit [chicago.gov/MOVA](https://chicago.gov/MOVA)



## PROGRAMS AND SERVICES INCLUDE:

### RESOURCE NAVIGATION

2-1-1 is a free, 24/7/365 service that provides resource navigation and can help individuals search for and locate the right resources according to their needs. 2-1-1 is a go-to resource during times of non-emergency crisis for any essential health, social service support and information and for emergency crisis for any essential health, social service support and information and for everyday needs. 2-1-1 provides information on food, housing, utility payment assistance, transportation, health care, employment, mental health, etc. To learn more, please use the QR code or visit [211metrochicago.org/](https://211metrochicago.org/)



### RECREATIONAL ACTIVITIES

The Chicago Park District's Veterans Program provides access and engagement to veterans and active military personnel in sports, recreation, and leisure. Their program runs all year long and has activities such as archery, tennis, climbing, co-ed sports, etc. All Chicago Park District's Veterans Programs are FREE of charge with proof of service. To learn more, please use the QR code or visit [chicago.gov/MOPDRecreationalActivites](https://chicago.gov/MOPDRecreationalActivites)



### PROGRAMS

To view current programs, please use QR code or visit [chicago.gov/VeteranPrograms](https://chicago.gov/VeteranPrograms)



### DISCOUNTS

To learn more about the military discount, please use the QR code or visit [chicago.gov/VeteranDiscount](https://chicago.gov/VeteranDiscount)



## VETERAN BUSINESS ENTERPRISE

### VETERAN OWNED BUSINESSES

The City of Chicago Veteran Business Enterprise (VBE) certification can be awarded to small and local businesses that are owned and operated by veterans. To take advantage of City of Chicago's veterans programs/incentives, including the 5% bid incentive, the veteran-owned business must be VBE certified by the City of Chicago. Currently, the City of Chicago works with 97 Veteran owned businesses. To learn more, please use the QR code or visit [chicago.gov/VeteranBusinessEnterprise](https://chicago.gov/VeteranBusinessEnterprise) Includes frequently asked questions



## APPLY FOR CERTIFICATION

To apply for the VBE certification, please use the QR code or visit [chicago.mwdbe.com](https://chicago.mwdbe.com). Applications are only accepted online



## TRAINING CLASS

To download a user manual or sign up for a training class for assistance in applying for the VBE certification, please use the QR code or visit [bit.ly/VBETraining](https://bit.ly/VBETraining)





## ADDITIONAL INFORMATION

### ADVISORY COUNCIL ON VETERAN AFFAIRS (ACVA)

ACVA is a 21-member council consisting of subject matter experts and is one of four advisory councils to the City of Chicago Commission on Human Relations. Members of the council are appointed by the mayor and confirmed by the City Council. The ACVA serves as a liaison between the community and City Government and to assist with policy development and public outreach. To view information on the board, please use the QR code or visit [chicago.gov/ACVA](https://chicago.gov/ACVA)



### HEALTHCARE

VA Chicago Healthcare System offers a wide range of health, support, and facility services for Veterans. To find more information on primary care, mental health care, specialty care, social programs and services, please use the QR code or visit [bit.ly/VetHC](https://bit.ly/VetHC)



### FIND A LOCATION

To find a VA clinic location, please use the QR code or visit [bit.ly/VetHCLocations](https://bit.ly/VetHCLocations)



### MAKE AN APPOINTMENT

To learn more about how to make, cancel, or reschedule a primary care, mental health, or specialty care appointment at a VA Chicago health care facility, please use the QR code or visit [bit.ly/VetHCAptmt](https://bit.ly/VetHCAptmt)



### REGISTER

The VA can help you register in person to get care at one of the VA Chicago health care facilities or you can get started online. To learn more, please use the QR code or visit [bit.ly/VetHCRegister](https://bit.ly/VetHCRegister)



# OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS



Office of Emergency  
Management and  
Communications



Chicago\_oemc\_911



@oemcchicago8582



@chicagoOEMC

Office of Emergency Management and Communications manages 9-1-1 and 3-1-1 call centers, along with emergency management, and traffic management. It coordinates with departments citywide, along with various other agencies related to public safety planning. OEMC also handles everything from large-scale special events to emergencies and disasters. To navigate to the website and find more information on the services listed below, please use the this QR code or visit this link [www.chicago.gov/city/en/depts/oem.html](http://www.chicago.gov/city/en/depts/oem.html)



Provides preparedness in the palm of your hand with the NEW Chicago OEMC App. The app provides residents with preparedness tips, safety information, alerts, and the CHI Safe Walk. The feature allows those traveling alone to share their location with friends or family. The app is now available through the Apple App and Google Play stores.



## PROGRAMS AND SERVICES INCLUDE:

### SMART 911

Smart911 allows individuals and families to create a personal profile includes personal, medical, or situational information that could help first responders when dealing with an emergency. When you call 9-1-1, the Smart911 profile you create is displayed to the call taker.

To learn more about Smart911, please use this QR code or visit this link: [chicago.gov/Smart911](http://chicago.gov/Smart911)



### 3-1-1

Call 3-1-1 for assistance with non-emergency City Services and for information on events, programs, and agencies within the City of Chicago.

Learn more, please use the QR code or visit: [311.chicago.gov](http://311.chicago.gov)



### OEMC TEXT AND EMAIL ALERT SYSTEMS

- **Notify Chicago** – Sign up for emergency alerts at [NotifyChicago.org](http://NotifyChicago.org) .
- **CHIBIZ** – Preparedness notifications to businesses, TEXT "**CHIBIZ**" to **6-7-2-8-3** .
- **CHI LAKE** – For lakefront notices, TEXT "**CHILAKE**" to **7-8-0-1-5** .

[chicago.gov/OEMCTextAlert](http://chicago.gov/OEMCTextAlert)





## EMERGENCY MANAGEMENT/PUBLIC SAFETY

OEMC creates preparedness campaigns and plans around large-scale incidents like severe weather, and special events. To learn more, please scan the QR code or visit this link [chicago.gov/EmergencyManagement](https://chicago.gov/EmergencyManagement)



## TRAFFIC MANAGEMENT AUTHORITY

TMA is committed to ensuring the safe and effective movement of traffic throughout Chicago during special events, unplanned incidents, and high-traffic areas.

To learn more, please scan the QR code or visit this link [chicago.gov/TrafficManagementAuthority](https://chicago.gov/TrafficManagementAuthority)



## COMMUNITY EMERGENCY RESPONSE TEAM

The CERT program teaches basic hands-on disaster response techniques and life-saving skills to for volunteers to utilize in their own homes and neighborhoods. To learn more about the Community Emergency Response Team program or to sign up to be a volunteer, please scan the QR code or visit this link [chicago.gov/CERT](https://chicago.gov/CERT)



## SAFE CHICAGO

To read more on Safe Chicago, please scan the QR code or visit this link [chicago.gov/SafeChicago](https://chicago.gov/SafeChicago)

*Includes information on bleeding control kits and training for adult and pediatric CPR*



# DEPARTMENT OF STREETS AND SANITATION

DSS is one of the largest non-emergency departments with a team of over 2,000 employees and a \$311 million annual budget. Their mission is to provide a safe and healthy environment on the streets and alleys of Chicago through the effective management of the collection, disposal and recycling of residential refuse, the sweeping and plowing of streets, the timely removal of graffiti, the planting, trimming and removal of trees, the cleaning of vacant lots, the demolition of garages, the efficient towing of illegally parked vehicles, and the abatement of rodents, , of which the finished product meets or exceeds the industry standards and best practices. For more information on services listed below, please use QR code or visit [bit.ly/StreetsSanitation](https://bit.ly/StreetsSanitation)



## SERVICES AND PROGRAMS INCLUDE:

- Forestry
- Graffiti Removal
- Recycling
- Rodent Control
- Sanitation
- Street Operations
- Traffic Services

## ANIMAL, CONSUMER, AND EMPLOYER PROTECTION

To submit service requests for animals, consumer and employer protection, COVID-19 assistance, disabilities, garbage and recycling, health, home and buildings, parks, trees, and environment, public safety, seniors, transportation and streets, rodent baiting, rat complaint, garbage cart maintenance, pothole in street complaint, street light out complaint, E-scooter parking complaint, etc, please use QR code or visit [bit.ly/311\\_Mobile](https://bit.ly/311_Mobile)



## DSS ORGANIZATION CHART

To view organization chart for DSS, please use QR code or visit [bit.ly/DSS\\_OrgChart](https://bit.ly/DSS_OrgChart)



# SUBMIT A FOIA REQUEST

The Illinois Freedom of Information Act (FOIA) makes government more transparent by guaranteeing access to government records. A FOIA request is a written request for an agency's records. Anyone can submit a request to any agency or department.

To make a FOIA request, please scan the QR code  
or visit [chicago.gov/SubmitFOIARequest](https://chicago.gov/SubmitFOIARequest).



- Before writing a request, first check if the information you're looking for is already available on the department's website or on the Chicago Data Portal ([data.cityofchicago.org](https://data.cityofchicago.org)).
- All FOIA requests must be submitted directly to the appropriate City Department.
- Remember to include the name, mailing address, and daytime phone number of the requester, along with a description of the records being requested.
- A public records request does not need to follow any particular format, but clear language will help the department's FOIA officer quickly and efficiently respond with your requested information.
- Please note that all FOIA requests are posted online. When you submit a FOIA request, your name and information about the request will be made available on the City's website

# ALDERPERSON OFFICE DIRECTORY

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The City of Chicago is divided into fifty legislative districts or wards. Each district is represented by an alderman who is elected by their constituency to serve a four-year term. In addition to representing the interests of their ward residents, together the fifty aldermen comprise the Chicago City Council, which serves as the legislative branch of government of the City of Chicago.

The legislative powers of the City Council are granted by the state legislature and by home rule provisions of the Illinois constitution. Within specified limits, the City Council has the general authority to exercise any power and perform any function pertaining to its government and affairs including, but not limited to, the power to regulate for the protection of the public health, safety, morals, and welfare; to license; to tax; and to incur debt.

TO FIND YOUR WARD AND ALDERPERSON PLEASE VISIT  
[\*\*CHICAGO.GOV/COCALDERMANLOOKUP\*\*](https://CHICAGO.GOV/COCALDERMANLOOKUP)





# CHICAGO ELECTED OFFICIALS DIRECTORY

NAME	WARD	EMAIL	OFFICE NUMBER	WEBPAGE	COMMUNITY ADDRESS
La Spata, Daniel	1	<a href="mailto:Ward01@cityofchicago.org">Ward01@cityofchicago.org</a>	(872) 206-2685	<a href="http://chicago.gov/ward1">chicago.gov/ward1</a>	1958 N Milwaukee Ave
Hopkins, Brian	2	<a href="mailto:Ward02@cityofchicago.org">Ward02@cityofchicago.org</a>	(312) 643-2299	<a href="http://chicago.gov/ward2">chicago.gov/ward2</a>	1400 N Ashland Ave
Dowell, Pat	3	<a href="mailto:Ward03@cityofchicago.org">Ward03@cityofchicago.org</a>	(773) 373-9273	<a href="http://chicago.gov/ward3">chicago.gov/ward3</a>	5046 S State St
Robinson, Lamont J.	4	<a href="mailto:Ward04@cityofchicago.org">Ward04@cityofchicago.org</a>	(312) 744-2690	<a href="http://chicago.gov/ward4">chicago.gov/ward4</a>	
Yancy, Desmon C.	5	<a href="mailto:Ward05@cityofchicago.org">Ward05@cityofchicago.org</a>	(312) 744-6832	<a href="http://chicago.gov/ward5">chicago.gov/ward5</a>	2230 E 71st St
Hall, William E.	6	<a href="mailto:Ward06@cityofchicago.org">Ward06@cityofchicago.org</a>	(312) 744-0670/6868	<a href="http://chicago.gov/ward6">chicago.gov/ward6</a>	
Mitchell, Gregory I.	7	<a href="mailto:Ward07@cityofchicago.org">Ward07@cityofchicago.org</a>	(773) 731-7777	<a href="http://chicago.gov/ward7">chicago.gov/ward7</a>	2249 E 95th St
Harris, Michelle A.	8	<a href="mailto:Ward08@cityofchicago.org">Ward08@cityofchicago.org</a>	(773) 874-3300	<a href="http://chicago.gov/ward8">chicago.gov/ward8</a>	8539 S Cottage Grove Ave
Beale, Anthony	9	<a href="mailto:Ward09@cityofchicago.org">Ward09@cityofchicago.org</a>	(773) 785-1100	<a href="http://chicago.gov/ward9">chicago.gov/ward9</a>	34 E 112th Pl
Chico, Peter	10	<a href="mailto:Ward10@cityofchicago.org">Ward10@cityofchicago.org</a>	(773) 768-8138	<a href="http://chicago.gov/ward10">chicago.gov/ward10</a>	10500 S Ewing Ave
Lee, Nicole T.	11	<a href="mailto:Ward11@cityofchicago.org">Ward11@cityofchicago.org</a>	(773) 254-6677	<a href="http://chicago.gov/ward11">chicago.gov/ward11</a>	3659 S Halsted St
Ramirez, Julia M.	12	<a href="mailto:Ward12@cityofchicago.org">Ward12@cityofchicago.org</a>	(312) 273-9828	<a href="http://chicago.gov/ward12">chicago.gov/ward12</a>	3868 S Archer Ave.
Quinn, Marty	13	<a href="mailto:Ward13@cityofchicago.org">Ward13@cityofchicago.org</a>	(773) 581-8000	<a href="http://chicago.gov/ward13">chicago.gov/ward13</a>	6500 S Pulaski Rd
Gutierrez, Jeylu B.	14	<a href="mailto:Ward14@cityofchicago.org">Ward14@cityofchicago.org</a>	773-236-0117	<a href="http://chicago.gov/ward14">chicago.gov/ward14</a>	3124 W 59th St

NAME	WARD	EMAIL	OFFICE NUMBER	WEBPAGE	COMMUNITY ADDRESS
Lopez, Raymond A.	15	<a href="mailto:Ward15@cityofchicago.org">Ward15@cityofchicago.org</a>	(773) 823-1539	<a href="http://chicago.gov/ward15">chicago.gov/ward15</a>	2650 W 51st St
Coleman, Stephanie D.	16	<a href="mailto:Ward16@cityofchicago.org">Ward16@cityofchicago.org</a>	(773) 306-1981	<a href="http://chicago.gov/ward16">chicago.gov/ward16</a>	1137 W 63rd St, Unit C
Moore, David H.	17	<a href="mailto:Ward17@cityofchicago.org">Ward17@cityofchicago.org</a>	(773) 783-3672	<a href="http://chicago.gov/ward17">chicago.gov/ward17</a>	1344 W 79th St
Curtis, Derrick G.	18	<a href="mailto:Ward18@cityofchicago.org">Ward18@cityofchicago.org</a>	(773) 284-5057	<a href="http://chicago.gov/ward18">chicago.gov/ward18</a>	8359 S Pulaski Rd
O'Shea, Matthew J.	19	<a href="mailto:Ward19@cityofchicago.org">Ward19@cityofchicago.org</a>	(773) 238-8766	<a href="http://chicago.gov/ward19">chicago.gov/ward19</a>	10400 S Western Ave
Taylor, Jeanette B.	20	<a href="mailto:Ward20@cityofchicago.org">Ward20@cityofchicago.org</a>	(773) 966-5336	<a href="http://chicago.gov/ward20">chicago.gov/ward20</a>	5707 S Wentworth Ave
Mosley, Ronnie L.	21	<a href="mailto:Ward21@cityofchicago.org">Ward21@cityofchicago.org</a>	(773) 881-9300	<a href="http://chicago.gov/ward21">chicago.gov/ward21</a>	10805 S Halsted St
Rodriguez, Michael D.	22	<a href="mailto:Ward22@cityofchicago.org">Ward22@cityofchicago.org</a>	(773) 762-1771	<a href="http://chicago.gov/ward22">chicago.gov/ward22</a>	2500 S St Louis Ave
Tabares, Silvana	23	<a href="mailto:Ward23@cityofchicago.org">Ward23@cityofchicago.org</a>	(773) 582-4444	<a href="http://Chicago.gov/ward23">Chicago.gov/ward23</a>	6247 S Archer Ave
Scott, Monique L.	24	<a href="mailto:ward24@cityofchicago.org">ward24@cityofchicago.org</a>	(773) 533-2400	<a href="http://chicago.gov/ward24">chicago.gov/ward24</a>	1158 S Keeler St
Sigcho-Lopez, Byron	25	<a href="mailto:Ward25@cityofchicago.org">Ward25@cityofchicago.org</a>	(773) 523-4100	<a href="http://chicago.gov/ward25">chicago.gov/ward25</a>	2100 W Cermak Rd
Fuentes, Jessica L.	26	<a href="mailto:Ward26@cityofchicago.org">Ward26@cityofchicago.org</a>	(773) 395-0143	<a href="http://chicago.gov/ward26">chicago.gov/ward26</a>	2511 W Division St
Burnett, Jr., Walter	27	<a href="mailto:Ward27@cityofchicago.org">Ward27@cityofchicago.org</a>	(312) 432-1995	<a href="http://chicago.gov/ward27">chicago.gov/ward27</a>	4 N Western Ave #1C
Ervin, Jason C.	28	<a href="mailto:Ward28@cityofchicago.org">Ward28@cityofchicago.org</a>	(773) 533-0900	<a href="http://chicago.gov/ward28">chicago.gov/ward28</a>	2622 W Jackson Blvd, Suite 200A

NAME	WARD	EMAIL	OFFICE NUMBER	WEBPAGE	COMMUNITY ADDRESS
Taliaferro, Chris	29	<a href="mailto:Ward29@cityofchicago.org">Ward29@cityofchicago.org</a>	(773) 237-6460	<a href="http://chicago.gov/ward29">chicago.gov/ward29</a>	6272 W North Ave
Cruz, Ruth	30	<a href="mailto:Ward30@cityofchicago.org">Ward30@cityofchicago.org</a>	(773) 628-7874	<a href="http://chicago.gov/ward30">chicago.gov/ward30</a>	5714 W Belmont Ave Unit A
Cardona, Jr., Felix	31	<a href="mailto:Ward31@cityofchicago.org">Ward31@cityofchicago.org</a>	(773) 824-2000	<a href="http://chicago.gov/ward31">chicago.gov/ward31</a>	4606 W Diversey Ave
Waguespack, Scott	32	<a href="mailto:Ward32@cityofchicago.org">Ward32@cityofchicago.org</a>	(773) 248-1330	<a href="http://chicago.gov/ward32">chicago.gov/ward32</a>	2657 N Clybourn Ave
Rodriguez Sanchez, Rossana	33	<a href="mailto:Ward33@cityofchicago.org">Ward33@cityofchicago.org</a>	(773) 840-7880	<a href="http://chicago.gov/ward33">chicago.gov/ward33</a>	4747 N Sawyer Ave
Conway, William	34	<a href="mailto:Ward34@cityofchicago.org">Ward34@cityofchicago.org</a>	(312) 744-6820	<a href="http://chicago.gov/ward34">chicago.gov/ward34</a>	121 N Lasalle St, Room 300
Ramirez-Rosa, Carlos	35	<a href="mailto:Ward35@cityofchicago.org">Ward35@cityofchicago.org</a>	(773) 887-3772	<a href="http://chicago.gov/ward35">chicago.gov/ward35</a>	2934 N Milwaukee Ave, Unit C
Villegas, Gilbert	36	<a href="mailto:Ward36@cityofchicago.org">Ward36@cityofchicago.org</a>	(773) 745-4636	<a href="http://chicago.gov/ward36">chicago.gov/ward36</a>	6560 W Fullerton Ave, Unit # C118 - Suite Suite A & 2246 W Chicago Ave
Mitts, Emma	37	<a href="mailto:Ward37@cityofchicago.org">Ward37@cityofchicago.org</a>	(773) 379-0960	<a href="http://chicago.gov/ward37">chicago.gov/ward37</a>	4924 W Chicago Ave
Sposato, Nicholas	38	<a href="mailto:Ward38@cityofchicago.org">Ward38@cityofchicago.org</a>	(773) 283-3838	<a href="http://chicago.gov/ward38">chicago.gov/ward38</a>	3821 N Harlem Ave
Nugent, Samantha	39	<a href="mailto:Ward39@cityofchicago.org">Ward39@cityofchicago.org</a>	(773) 736-5594	<a href="http://chicago.gov/ward39">chicago.gov/ward39</a>	4200 W Lawrence Ave
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Napolitano, Anthony V.	41	<a href="mailto:Ward41@cityofchicago.org">Ward41@cityofchicago.org</a>	(773) 631-2241	<a href="http://chicago.gov/ward41">chicago.gov/ward41</a>	7231 W Touhy Ave

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Reilly, Brendan	42	<a href="mailto:Ward42@cityofchicago.org">Ward42@cityofchicago.org</a>	(312) 642-4242	<a href="http://chicago.gov/ward42">chicago.gov/ward42</a>	121 N LaSalle St, Room 200, Office 6
Knudsen, Timothy R.	43	<a href="mailto:Ward43@cityofchicago.org">Ward43@cityofchicago.org</a>	(773) 348-9500	<a href="http://chicago.gov/ward43">chicago.gov/ward43</a>	2523 N. Halsted St
Lawson, Bennett R.	44	<a href="mailto:Ward44@cityofchicago.org">Ward44@cityofchicago.org</a>	(773) 525-6034	<a href="http://chicago.gov/ward44">chicago.gov/ward44</a>	3223 N. Sheffield Ave. Ste. A
Gardiner, James M.	45	<a href="mailto:Ward45@cityofchicago.org">Ward45@cityofchicago.org</a>	(773) 853-0799	<a href="http://chicago.gov/ward45">chicago.gov/ward45</a>	6020 W Higgins Ave, STE C
Clay, Angela	46	<a href="mailto:Ward46@cityofchicago.org">Ward46@cityofchicago.org</a>	(312) 744-6831	<a href="http://chicago.gov/ward46">chicago.gov/ward46</a>	4544 N Broadway
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Manaa-Hoppenworth, Leni	48	<a href="mailto:Ward48@cityofchicago.org">Ward48@cityofchicago.org</a>	(773) 784-5277	<a href="http://chicago.gov/ward48">chicago.gov/ward48</a>	1129 W Bryn Mawr Ave
Hadden, Maria E.	49	<a href="mailto:Ward49@cityofchicago.org">Ward49@cityofchicago.org</a>	(773) 338-5796	<a href="http://chicago.gov/ward49">chicago.gov/ward49</a>	1447 W Morse Ave
Silverstein, Debra L.	50	<a href="mailto:Ward50@cityofchicago.org">Ward50@cityofchicago.org</a>	(773) 262-1050	<a href="http://chicago.gov/ward50">chicago.gov/ward50</a>	2949 W Devon Ave
Valencia, Anna M.	Clerk	<a href="mailto:cityclerk@cityofchicago.org">cityclerk@cityofchicago.org</a>	(312) 742-5375	<a href="http://chicityclerk.com">chicityclerk.com</a>	121 N Lasalle, Room 107
Johnson, Brandon	52	<a href="mailto:Letterforthemayor@cityofchicago.org">Letterforthemayor@cityofchicago.org</a>	(312)744-3300	<a href="http://chicago.gov/mayor1">chicago.gov/mayor1</a>	121 N Lasalle, 4th Floor



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## City of Chicago Departments and Agencies

- Office of the Mayor
- Business Affairs and Consumer Protection
- Chicago Animal Care and Control
- Chicago Cook Workforce Partnership
- Chicago Department of Public Health
- Chicago Department of Transportation
- Chicago Housing Authority

- Chicago Park District
- Chicago Police Department
- Chicago Public Library
- Chicago Public Schools
- Chicago Transit Authority
- City Clerk
- City Colleges
- Civilian Office of Police Accountability
- Department of Buildings
- Department of Cultural Affairs and Special Events
- Department of Family and Support Services
- Department of Finance
- Department of Fire
- Department of Housing
- Department of Planning and Development
- Department of Streets and Sanitation
- Department of Water Management
- Mayor's Office for People with Disabilities
- Mayor's Office of Veteran Affairs
- Office of Emergency Management and Communications





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