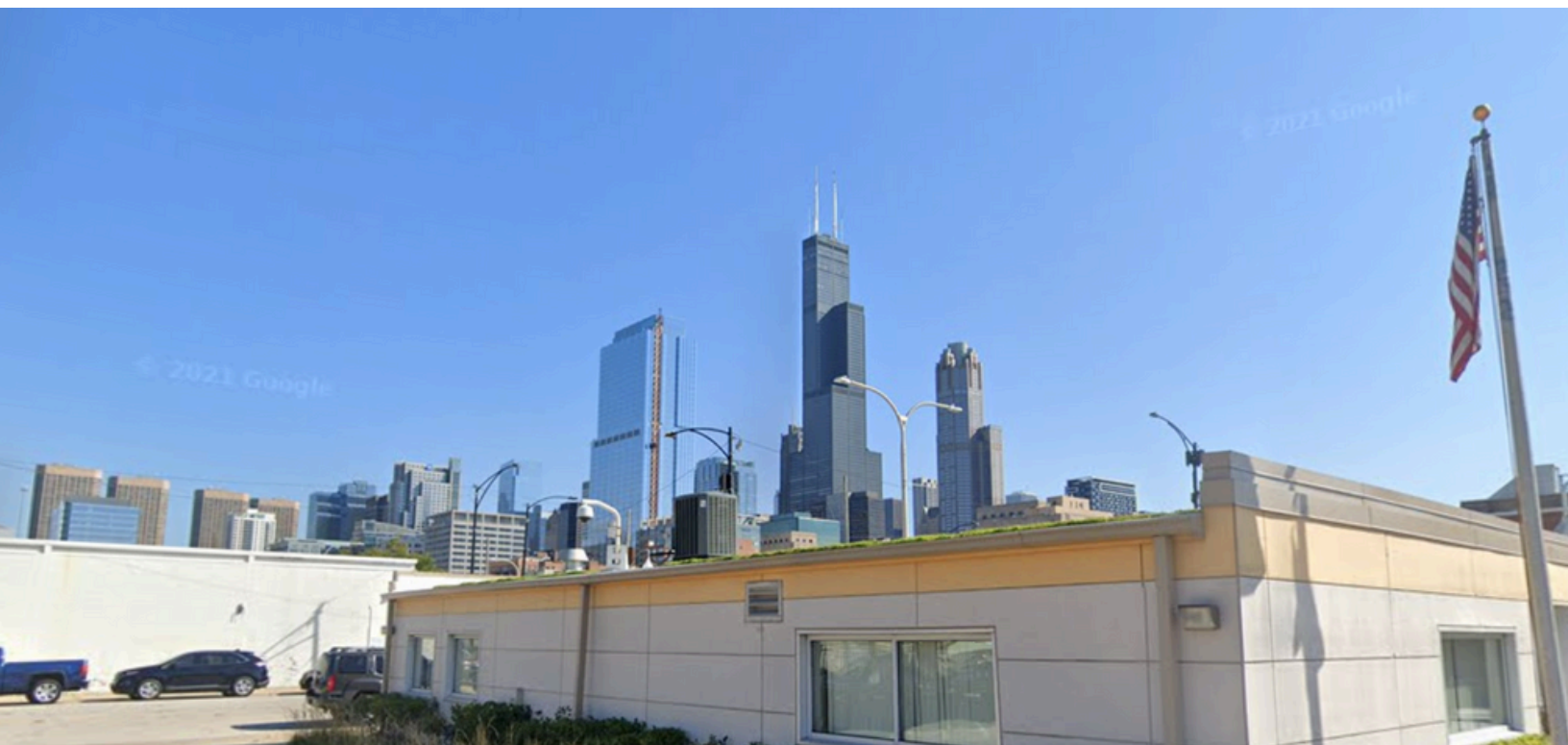




# RESOURCE GUIDE FOR NEW ARRIVALS IN CHICAGO

Supporting Resettlement and Community Integration

**OFFICE OF IMMIGRANT, MIGRANT,  
AND REFUGEE RIGHTS (IMRR)**



## **LANDING ZONE**

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The Chicago Landing Zone is located at 800 S Desplaines Street and is operational Monday - Saturday, 8AM - 8PM. The Landing Zone is the first stop for New Arrivals in the City of Chicago. It is operated by the Office of Emergency Management. It is recommended that New Arrivals connect with friends and family as soon as you arrive to Chicago. **The Landing Zone will close permanently on December 15, 2024.**

## **INTAKE CENTER**

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The Intake Center is an area that provides immediate support services to individuals. The hours of operation for the Intake Center are Monday - Saturday from 8AM - 8PM. The following is a list of resources that are available to individuals at the Intake Center:

- New Life Centers offers food and clothing items.
- Catholic Charities can help you book a flight, bus ticket, or train ticket to be reunited with family or friends in another state or city.
- New Life Centers can help you book an uber to be reunited with family or friends in another city. They can order you an uber up to 60 miles away from the Intake Center
- Cook County Health is available to administer vaccinations and can transport individuals in need of health services to a healthcare clinic.





## SHELTER

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The new arrivals shelter is now integrated in the City's regular shelter system. Bed availability varies on a day by day basis.

It is recommended to connect with friends and family as soon as you arrive to Chicago. If this is not an option, please call 3-1-1 to request a shelter placement. Additional information on the 311 system can be found below:



## OUTMIGRATION & ONWARD MOVEMENT

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If you require support to connect with your sponsor either in Chicago, the Chicagoland area, or outside of the State those services are available to you in the Intake Center through Catholic Charities and New Life Centers. Catholic Charities can support you with tickets out of state. New Life Centers can support you with an Uber ride up to 60 miles away from the Intake Center.



## **CITY OF CHICAGO**

Welcome to the city of Chicago. This guide is a compilation of statewide resources that are available to you.

"Chicago will always be a welcoming city and a champion for the rights of our immigrant and refugee communities." –Mayor Brandon Johnson.

## **WELCOMING CITY ORDINANCE**

Chicago's Welcoming City Ordinance is a law that means the City will not ask about your immigration status, disclose that information to authorities, or, most importantly, deny you City services based on your immigration status.

## **CITY OF CHICAGO RESOURCES**

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. A resource guide to city agencies can be found below:







Welcome to Illinois

## KNOW YOUR RIGHTS

All people in the United States, regardless of their immigration status, have certain rights under the US Constitution and other laws. It is important for newly-arrived immigrants to know and exercise their rights and create a family preparedness plan.



Please scan for additional resources

## LABOR RIGHTS

Most workers have these rights in the City of Chicago regardless of immigration status, race, gender-identity, sexual orientation, or religious affiliation:

- Right to the Minimum Wage
- Right to Paid Sick Leave
- Right to work free from retaliation (ex: COVID-19)
- Right to work free from sexual harassment
- Right to be paid overtime for hours worked over 40 hours
- Right to work free of discrimination
- Right to One Day Rest In Seven
- Right to a meal break
- Right to your control and hold on to your identification documents (e.g. work visa, passport, State ID, birth certificate)

BACP Office of Labor Rights





## IMMIGRATION OVERVIEW

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Whether you plan to stay in Chicago or move to another city, the information on this guide **should not be construed as legal advice** and does not include all of the information you need to know. It is only a guide to help you get started.

### PAROLE

Some migrants and asylum seekers have been “paroled” into the U.S. at the Southern border, allowing them temporary stay. Parole is granted for limited periods to serve a specific purpose, and individuals are expected to leave when it expires unless they obtain another status. Although parole allows entry, it does not grant immigration status or formal admission under immigration law. This occurs when a noncitizen enters with a visa or other entry document.

### ASYLUM

Asylum is a type of protection that allows a person to stay in the United States instead of being sent back to a country where they fear returning due to persecution. Asylum is not guaranteed. People who are seeking asylum need to apply for it and demonstrate to the government that they qualify.

### TEMPORARY PROTECTIVE STATUS (TPS)

TPS provides temporary protection from deportation and a work permit for individuals from countries experiencing armed conflict, environmental disasters, or other extraordinary conditions. Living in a third country before entering the U.S. can also affect eligibility. If granted TPS, you must re-register during all future periods to maintain your status.

National Immigrant  
Justice Center -  
Know Your Rights



National Immigrant  
Justice Center  
Resources





## LEGAL ORIENTATION

The information on this guide **should not be construed as legal advice** and does not include all of the information you need to know. It is only a guide to help you get started.

### NOTICE TO APPEAR (NTA)

A Notice to Appear (NTA), or Form I-862, is issued by the U.S. Government to individuals they believe are in the country without permission. Receiving an NTA initiates an immigration court case. It may include the date and location of the next court hearing, but sometimes this information is not provided. You may receive a separate hearing notice by mail. If you don't know your hearing date, check the immigration court system, which may take time to update. It's advisable to check weekly for updates.



### CHANGE OF ADDRESS & CHANGE OF VENUE

It is common that migrants will need to change their address with the government when arriving to a new destination. Also, it is important migrants are aware of their current cases pending with immigration, whether it be with immigration court and/or USCIS.



### NOTICE TO REPORT (NTR)

A "Notice to Report" (NTR), also known as Form I-385, is a document the U.S. government started giving to people who crossed the Mexico-United States border in the spring of 2021. Typically, the form tells the individual to report to an Immigration and Customs Enforcement (ICE) office within 60 days. Please note that the Notice to Report is NOT a Notice to Appear in immigration court.



### ICE CHECK-INS

When you receive your Notice to Report, you must report to ICE within 60 days. You can schedule your appointment on the ICE website or call the ICE Detention Reporting and Information Line at 1-888-351-4024 for assistance. If you encounter difficulties, document your attempts, including taking screenshots of the website scheduler.



At the ICE check-in, you may receive a Notice to Appear and will likely need to provide a photo and fingerprints. ICE might also place an ankle monitor on you and schedule future check-ins.



## LEGAL SERVICES

The State of Illinois and the City of Chicago, in partnership with The National Immigrant Justice Center, The Resurrection Project and local community organizations, provide assistance to help eligible immigrants apply to stay or work in the US legally.

Scan the QR code to use the screening form to determine if you are eligible to attend a workshop.

Have questions or need assistance? Call The Resurrection Project at 312-668-0114 Monday – Friday, 12pm – 4pm.

Call NIJC at 312-660-1370 Tuesday-Thursday 9 am to 4 pm

**Check Your Eligibility  
NIJC Pro-Se Clinic**



**Check Your Eligibility  
TRP Workshop**



## LOCAL LEGAL RESOURCES



**ICIRR List**



**A2J List**



**World Relief List**



**Welcome to IL**

## NATIONAL LEGAL RESOURCES



**Ready to Help**



**NPNA Directory**



**ASAP**





## FRAUD PREVENTION

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Finding trusted and reliable legal representation can be a challenge for immigrant communities, particularly in areas with limited resources.

Unscrupulous individuals and businesses can often take advantage of immigrants by offering immigration legal services they are not qualified to provide.

Immigrants can access several resources to help them identify red flags when seeking immigration legal services and avoid falling victims of fraud



**Avoid Fraud -  
Ready to Stay**



**File a Complaint**



**Avoid Fraud -  
Immigrant Legal  
Resource Center**





# ILLINOIS WELCOMING CENTERS

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The Illinois Welcoming Centers (IWC) is a comprehensive service center for the integration of immigrants and refugees in Illinois. The Illinois Welcoming Center's innovative model eliminates systemic barriers that immigrants may have in approaching state services.

IWC are one-stop human service center designed to help immigrants navigate state services and coordinate those state services with non-profit community social service. Over the years, the Welcoming Center program has expanded to include a community-based service model.

Welcoming Centers are familiar with benefits and services provided by the community, state, and federal agencies; and connect individuals to appropriate services as needed through case management or referral.

## List of Organizations that offer Case Management



## List of Illinois Welcoming Centers







## **PUBLIC BENEFITS ENROLLMENT**

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The State of Illinois provides public benefits for those in need. Public benefits include healthcare, food, and cash assistance. You can apply for these benefits at Application for Benefits Eligibility (ABE). ABE is the State of Illinois' web-based portal for applying for and managing public benefits.

**Office Locator**



**Eligibility**



**FAQ**



**Application for  
Public Benefits**



## **FOOD ACCESS**

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Chicago has a strong network of food pantries to support families and individuals facing food insecurity.

**Find a food pantry**



**Find a grocery store**





# CITYKEY

The Chicago CityKey is an optional, valid, government issued ID card offered to all Chicago residents.

Your CityKey not only gives you the peace of mind of having a government issued ID card but also provides you with the following:

- Ventra Card
- Chicago Public Library Card
- Chicago Rx Card (prescription drug benefits card)
- Access to discounts and benefits with our business partners across the Chicago land area



## APPLY FOR CITYKEY

To apply for a CityKey ID, you must schedule an appointment using the CityKey Appointment System for a CityKey printing event by following the simple steps in the video QR code below:



Video



CityKey Guide



## MAKE AN APPOINTMENT

Remember, the Chicago CityKey is FREE, and there is no charge to schedule an appointment. Walk-ins will be turned away and asked to schedule an appointment.



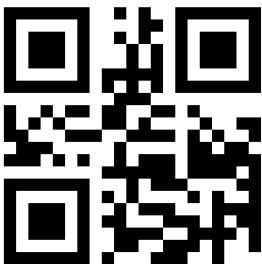


## STATE ID & DRIVERS LICENSE

The Secretary of State's office issues a Temporary Visitor Driver's License (TVDL) for non-citizens of the United States who have been granted temporary, legal entry into this country and are temporarily residing in the State of Illinois and ineligible for a Social Security number.

You must show a document providing residency. The document proving residency for the prior 12 months must be dated a minimum of 12 months before application. The document proving current residency must be dated within 90 days prior to application. You **must** have a license to drive a vehicle in the state of Illinois. If you do not, you could get a ticket for driving without a license and it could affect your immigration case.

### Temporary Vehicle Drivers License Information



### Find a Secretary of State Facility





## HEALTH CARE AND MEDICAL SERVICES

Medicaid and All Kids cover healthcare for low-income people of all ages in Illinois. The Illinois Department of Health Care and Family Services (IDHFS) is committed to improving the health of Illinois' families by providing access to quality healthcare. The mission is accomplished through HFS Medical Programs that pay for a wide range of health services, provided by thousands of medical providers throughout Illinois, to about two million Illinoisans each year.

### About Programs



### Chicago Department of Public Health Resources



### Chicago Department of Public Health FAQ



### Health Benefits for Workers with Disabilities



### About Moms & Babies



### About All Kids



### About FamilyCare



### Non-emergency Medical Transportation





# PEOPLE. POWER. PRIDE. CHICAGO PROUD.



## LGBTQ+ RESOURCES

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Equality Illinois builds a better Illinois by advancing equal treatment and full acceptance of the LGBTQ+ community. We advance pro-equality public policy, build LGBTQ+ civic power across the state, advocate to get LGBTQ+ people into positions of public leadership, and strengthen the ecosystem of LGBTQ+ led organizations serving our community.

Below is a resource guide that includes a list of community organizations that can offer a number of support services from legal assistance to youth services to health services.





## EDUCATION

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Chicago Public Schools (CPS) offers various support services for all families who have recently arrived in the United States. All children between the ages of four and age 21 who live in Chicago are eligible for enrollment in a Chicago Public School. CPS provides English Learner Programs, Dual Language Programs, and World Language Programs and has a long history of welcoming new arrivals from around the world. Information on how students are identified as English Learners and how the District establishes Transitional Bilingual Education (TBE) and Transitional Programs of Instruction (TPI) throughout schools around the city can be found on the English Learners information page.

### Enrollment

- Every school-age child is eligible to enroll in their neighborhood school at any time.
- Placement in neighborhood schools is based on the child's home address and designations can be found on the CPS School Locator.
- Families can receive support with enrollment or transfer at the CPS Welcome Center located at 1147 N Western Ave, Chicago, IL 60622. Hours of operation: 9 am - 3 pm, tel. Cell/Text: (312) 504-0056
- Families can call the CPS Enrollment Support Hotline at 773-527-3203







## EDUCATION

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Families applying for school enrollment should make sure to gather all the necessary [documents](#) and complete the [application and enrollment process](#).

Please be aware that high school students who are enrolling in CPS should have their [educational credentials evaluated](#) to receive course credits for their previous studies in CPS high schools.

[Chicago Early Learning](#) (CEL) provides access to early childhood education options through CPS and Community-Based programs, providing access to high-quality early education for every child from prenatal through 5 years old in all Chicago neighborhoods.

- All children who are three or four years old by September 1 are eligible for preschool at CPS.
- While most full-day programs only accept four-year-olds, three-year-olds who are in temporary living situations are also eligible for full-day programs
- All preschool students need to apply for enrollment.
- Enrollment can be completed in three ways:
  - In-person - with CPS staff at a shelter, library or at a CPS school
  - Over the phone - Chicago Early Learning Hotline (312) 229-1690
  - Online [Chicago Early Learning](#) using a smartphone, tablet, or computer

### **Students Living in Temporary Living Situations (STLS)**

For students experiencing housing insecurity, attending school and maintaining good grades can pose significant challenges across various areas. CPS assists in removing some of these barriers to [Students Living in Temporary Living Situations \(STLS\)](#) by offering services such as transportation, school uniforms, school supplies, fee waivers, and connections to community resources. If you think your family is eligible for STLS services, contact the STLS Liaison available in every school.

For other questions about the STLS Program, please call **773-553-2242** or email **[STLSInformation@cps.edu](mailto:STLSInformation@cps.edu)**.



## WORKFORCE DEVELOPMENT

In order to work legally in the United States you must possess work authorization. For those who receive a work permit, please scan the following workforce development organizations.

Chicago Cook  
Workforce



Illinois Work Net



## INDIVIDUAL TAXPAYER IDENTIFICATION NUMBERS (ITIN)










An Individual Taxpayer Identification Number (ITIN) is a tax processing number issued by the Internal Revenue Service. The IRS issues ITINs to individuals who are required to have a U.S. taxpayer identification number but who do not have, and are not eligible to obtain, a Social Security number (SSN) from the Social Security Administration (SSA). You may be able to use an ITIN number to become an independent contractor.





# For additional support, please call any of the numbers listed.

## PHONE DIRECTORY

NUMBERS	SERVICES
 2-11	Health and Human Services
 3-11	City/Municipal Services (Includes City of Chicago-Immediate Shelter Services)
 4-11	Directory Assistance
 5-11	Transportation Hotline (Tells you how long traffic jam are and alternate routes)
 6-11	Telephone repair line (Routes you to landline /cellular provider)
 7-11	TDD/TTY Line (Deaf/Hard of Hearing Translation Services)
 8-11	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
 9-11	Fire/Medical/Emergency

