

## You are not alone.

*Throughout the generations, children have been cared for by their extended families.*

*If you are, or know of, a relative raising children, you are part of a growing population.*

*In Illinois, over 200,000 children under the age of 18 are living in a grandparent-headed home, and there are thousands of children under 18 who are living with other relatives.*

*Over 100,000 grandparents are directly responsible for the care of their grandchildren.*

*It can happen to anyone, at any time, for any reason.*

*Several agencies provide resources to help you or the child you are raising.*



# Important Telephone Numbers

## Illinois Department of Children and Family Services (DCFS)

[www.state.il.us/dcfs](http://www.state.il.us/dcfs)

### 24-Hour Child Abuse Hotline:

1-800-25-ABUSE  
(1-800-252-2873)

TTY: 1-800-358-5117

### DCFS Advocacy Office for Children and Families:

1-800-232-3798

## Illinois Department on Aging

1-800-252-8966  
1-888-206-1327 (TTY)

## Senior Services Area Agency on Aging, Chicago Department of Family and Support Services

[www.cityofchicago.org/aging](http://www.cityofchicago.org/aging)  
8:30 a.m. - 4:30 p.m.  
1-312-744-4016  
1-312-744-6777 (TTY)

After-hours and weekends Chicago non-emergency number: 311

State of Illinois  
Department on Aging  
One Natural Resources Way, #100  
Springfield, Illinois 62702-1271  
[www.illinois.gov/aging](http://www.illinois.gov/aging)

Senior HelpLine:  
1-800-252-8966, 1-888-206-1327 (TTY)

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).

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State of Illinois

Department on Aging  
Department of Children and Family Services  
Department of Human Services  
Chicago Department of Family and Support Services

# Grandparents and Other Relatives Raising Children



# Who can help in Illinois?

## Illinois Department of Children and Family Services

[www.state.il.us/dcf](http://www.state.il.us/dcf)

### Child Abuse Hotline:

1-800-252-2873

1-800-358-5117 (TTY)

Report suspected child  
abuse and neglect

Receive extended family support  
program services, including private  
guardianship, medical cards, and  
financial assistance

Ask questions about DCFS programs  
and services

### Advocacy Office for Children and Families:

1-800-232-3798

TTY: 1-800-513-4980

Questions, problems or concerns  
regarding child welfare issues,  
including Post Adoption and  
Subsidized Guardianship services

## Illinois Department on Aging

[www.illinois.gov/aging](http://www.illinois.gov/aging)

1-800-252-8966

1-888-206-1327 (TTY)

Support groups, prescription drug  
assistance, referrals for counseling, financial  
and legal assistance, adult and child care,  
advocacy for school enrollment,  
special education and visitation

To report suspected elder abuse/neglect

### 24-Hour Adult Protective Services

#### Hotline:

1-866-800-1409

1-888-206-1327 (TTY)

## Illinois Department of Public Health

[www.idph.state.il.us](http://www.idph.state.il.us)

1-800-526-4372

1-800-547-0466 (TTY)

### Immunizations:

1-800-526-4372

## Senior Services Area Agency on Aging, Chicago Department of Family and Support Services

[www.cityofchicago.org/aging](http://www.cityofchicago.org/aging)

1-312-744-4016

1-312-744-6777 (TTY)

Support groups, counseling, legal  
counseling, information and assistance,  
respite and short-term emergency assistance

## Illinois Department of Human Services

[www.dhs.state.il.us](http://www.dhs.state.il.us)

1-800-843-6154

1-800-447-6404 (TTY)

Financial assistance, medical card,  
child care, food stamps, information  
and referral, and Women, Infants  
and Children (WIC)

## Illinois Department of Healthcare and Family Services

[www.hfs.illinois.gov](http://www.hfs.illinois.gov)

### All Kids

[www.allkids.com](http://www.allkids.com)

1-866-255-5437

1-877-204-1012 (TTY)

### Child Support

[www.ilchildsupport.com](http://www.ilchildsupport.com)

1-800-447-4278

1-800-526-5812 (TTY)

## Illinois State Board of Education

[www.isbe.state.il.us](http://www.isbe.state.il.us)

1-866-262-6663

School enrollment and  
special education issues