

# Housing Referral Tool for Physicians

When patients and families present with housing concerns, follow the referral pathways and share available resources to properly address their housing needs.



## Is the patient an (18-24) unaccompanied youth?

### If yes, share:

- **Chicago:** 311 to connect them to a youth specific shelter
- **Outside of Chicago:** 211 to connect them with youth specific resources
- [streetlightchicago.org](https://streetlightchicago.org) site or app to connect with Chicago-specific resources

Available 24/7

### For ages 11-17, share:

- **Comprehensive Community Based Youth Services (CCBYS)** | (877) 870-2663

Available 24/7



## Is there domestic/intimate partner violence?

**If yes, assess for safety;**  
involve police or DCFS  
if needed

**Share the Illinois DV Hotline:**  
(877) 863-6338

*This hotline is available 24/7*



## Is the parent or guardian a military veteran?

**If yes, share the National Call Center for Homeless Veterans:**

(877) 424-3838  
1-877-4AID VET

*This hotline is available 24/7*



## Does the family currently have safe and stable housing?

### For Chicago families:

- Advise patient to identify safe place to wait with their children (e.g., a hospital) and share 311 to secure transport to a shelter **— OR —**
- Refer them to Emergency Homeless Assessment and Response Center (EHARC) at 924 N. Christiana for shelter placement

**For families outside Chicago:** Share Suburban Cook County Homeless Prevention Call Center: (877) 426-6515 | M-F 8:30-4:30

**NO**  
will need  
shelter  
tonight!

- **Chicago Coordinated Entry Waiting List Application**  
211 or (312) 971-4178 | M, W-F 9am-3pm or T 3-9pm  
or check [Housing Assessment Locations](#)

*Pregnancy is considered a factor for housing prioritization*

### Eviction Legal Services

- **Chicago:** [LCBH](#) (eviction court representation) (312) 347-7600
- **Cook County/Outside Chicago:** [CARPLS](#) (legal advice/referral) at (312) 738-9200

### Rental Assistance Application

- **Chicago:** 311 and ask for "Short Term Help" to cover rent, mortgage, and utilities
- **Suburban Cook County:** 211 or (312) 744-5000

### Landlord-Tenant Disputes

Metropolitan Tenants Organization:  
(773) 292-4988 | M-F 1-5pm

**NO**  
living in a  
temporary  
situation

**YES**  
but help  
is desired

**Chicago Housing Authority & other affordable housing resource lists:**  
[thecha.org](https://thecha.org), [Chicago Affordable Housing Resource List](#),  
[ilhousingsearch.org](https://ilhousingsearch.org)

## Additional Supports

- **Chicago Coalition to End Homelessness Legal Help:** (800) 940-1119 for anyone, including patients/families, who experiences homelessness or housing instability M-F 9am-5pm
- **Free wireless phone service:**  
Share (800) 723-3546 and/or visit [safelinkwireless.com](https://safelinkwireless.com)

### McKinney-Vento Homeless Assistance

All children in Illinois facing unstable housing are eligible for special school services to limit disruption to their education.

- **For Chicago patients:** advise patient to call CPS: (773) 553-2242 or email: [STLSinformation@cps.edu](mailto:STLSinformation@cps.edu)
- **For patients outside of Chicago:**  
Share the (800) 215-6379 hotline and ask for the McKinney-Vento coordinator