

LEGAL SERVICES DIRECTORY

*A Directory of Free and Low-Cost
Legal Services in the
Chicago Metropolitan Area*



compiled by:

THE CHICAGO COUNCIL OF LAWYERS
AND
THE CHICAGO APPLESEED FUND FOR JUSTICE

2009 Edition

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INTRODUCTION

This 2009 Edition of the *Legal Services Directory* is intended as a comprehensive listing of civil and criminal legal assistance agencies in the Cook County area that serve mainly low-income persons, persons with disabilities, and senior citizens. Income eligibility standards, asset limitations, and case priorities generally govern the case acceptance process for such projects.

In addition to addresses and phone numbers, the *Directory* includes information about office hours, clientele served, fees, whether walk-ins (those persons without appointments) are accepted, and a brief description of the services provided by each agency. Please note that, unless otherwise stated, all agencies are wheelchair-accessible.

For your convenience, the *Legal Services Directory* contains a General Index and a Subject Index in addition to the Table of Contents. The Legal Services Guidelines for income eligibility are provided at the back of the book.

The agencies and offices listed in this *Directory* are divided into five sections: Legal Programs; Government Agencies and Offices; Bar Association Referral Services and Special Projects; Non-Lawyer Advocacy Programs; and Civic Organizations. Entries within each of these sections are listed alphabetically.

1) Legal Programs provide some degree of direct legal service, including representation by attorneys, and generally have staff attorneys available to answer questions and provide legal advice. It should be noted that while most of the organizations listed in this *Directory* operate free of charge or on a sliding scale, any court costs or filing fees that result from your case are your responsibility unless waived by the court. Talk to your attorney about this before beginning any legal actions.

2) Government Agencies and Offices listed in this section are only a select number of programs operated by local, county, state and federal governments. These offices provide services that assist low-income individuals and offer a variety of legal and social service-oriented programs.

3) Bar Associations are membership organizations for attorneys that frequently provide referral services for persons seeking attorneys and/or operate projects aimed at assisting indigent persons. The referrals are generally provided free of charge or for a small fee; however, the rates charged by the

attorney, once hired, vary and should be established with the attorney before any services begin.

4) Non-Lawyer Advocacy Programs are generally social service- oriented programs that offer expertise in a particular area. While they do not have staff attorneys to represent individuals in legal matters, they often can provide legal-oriented information, counseling and/or referrals to attorneys. They are a good resource of information and assistance.

5) Civic Organizations are involved primarily with civil rights and better government issues. They predominately accept test cases and class action suits where the results will benefit a group of people as opposed to individuals. They may, however, be able to provide information, resources, or the names of attorneys who specialize in their area of law.

6) City and State Hotline Numbers This section lists toll-free “800” and other hotline telephone numbers operated by City of Chicago and State of Illinois government agencies.

Please remember that the Chicago Council of Lawyers and the Chicago Appleseed Fund for Justice do not take responsibility for the services provided by any of the agencies or offices listed in this *Directory*. The *Legal Services Directory* is a compilation of information that we believe should be made available to the general public.

You are invited to send any comments or suggestions to the Chicago Appleseed Fund For Justice, 750 North Lake Shore Drive, Fourth Floor Chicago, Illinois 60611. Attention: Publications Editor, or e-mail us at caffj@chicagoappleseed.org.

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May 2009

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PART I: LEGAL PROGRAMS

The following programs provide some degree of direct legal assistance and generally have staff attorneys available.

Please note that, unless otherwise stated, all agencies and offices listed are wheelchair-accessible.

AIDS LEGAL COUNCIL OF CHICAGO

Central Office:

**180 North Michigan Avenue, Suite 2110 (60601)
(312) 427-8990; fax: (312) 427-8419
TTY: (312) 327-1983**

CORE Center Office:

**2020 West Harrison Street, Room 4-260 (60612)
(312) 572-4766; fax: (312) 572-4804**

E-mail: info@aidslegal.com

Website: www.aidslegal.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Individuals in Cook County affected by AIDS/HIV

Fees: Free to eligible clients

Walk-ins Accepted? Yes

Type of Service: Provides legal counsel and representation on a full range of HIV-related legal matters; estate planning; public aid; social security; probate; employment/insurance; immigration; housing; healthcare provider discrimination; guardianship; debtor issues; confidentiality-act violations; and bankruptcy. No criminal or medical malpractice cases. Services available in Spanish.

AMERICAN JEWISH CONGRESS LEGAL CLINIC

Bernard Horwich Community Center

3003 West Touhy (60645)

(773) 761-9100; fax: (773) 761-8835

E-Mail: ibble22@aol.com

Office Hours: Every other Wednesday evening 7pm-9pm
Clientele: Low-income persons; follows Chicago Volunteer Legal Services Guidelines for eligibility

Fees: None

Walk-ins Accepted? No

Type of Service: Provides legal counseling/representation on matters such as landlord/tenant, contract law, employment and religious discrimination, benefits, and immigration. Does not provide assistance for fee-generating cases or criminal cases.

AMICUS POLONIAE

5711 N. Milwaukee Avenue (60646)

773-763-8520

Email: mark.trustee@gmail.com

Office Hours: MCLE (free to volunteer attorneys) third Saturday of every month, 8:30am-10am. Regular hours weekdays 9am-3pm.

Clientele: Chicago area and suburban clients of Polish descent. Income Guidelines: \$10,000 for a Single Person; \$20,000 for a Family.

Fees: None

Walk-ins Accepted? No.

Types of Services: Family, immigration, civil, probate law and miscellaneous. Does not accept criminal cases of any type including traffic court proceedings. Services available in Polish/Spanish

Contact Person: Mark Dobrzycki

Wheelchair Accessible? No.

THE ARK

6450 North California Avenue (60645)

(773) 973-1000 ext. 216; fax: (773) 973-6865

E-mail: ark@arkchicago.org

Website: www.arkchicago.org

Office Hours: Monday-Thursday 9am-5pm, Friday 9am-2pm

Clientele: Low-income Jewish population of Chicago and

suburbs; follows Legal Services Guidelines for eligibility

Fees: None

Walk-ins Accepted? No

Type of Service: Provides legal counseling and representation for civil and limited criminal cases. Services available in Hebrew, Russian, and Yiddish.

Contact Person: Cori Hork

ASIAN HUMAN SERVICES

Asian American Legal Services Clinic (AALSC)

4753 North Broadway Suite 700 (60640)

(773) 728-2235; fax: (773) 728-4751

E-mail: info@ahschicago.org

Website: www.ahschicago.org

Office Hours: First Wednesday of every month, 6:30 pm.

Clientele: Primarily low-income Asian immigrants and refugees.

Fees: Services are provided either free of cost or at a nominal cost (depending on client income).

Walk-ins accepted? Yes, but scheduling an appointment in advance is preferred.

Type of services: Asian Human Services provides direct legal services in the areas of personal well being and family law, including immigration, consumer issues, divorce, child custody, housing, employment, and public assistance. AHS also offers a monthly legal clinic in both its main office and its Chinatown Office. The clinic is free and is staffed by volunteer attorneys in the evening. Asian Human Services does not handle criminal matters.

Foreign Language Services available: More than 20 Asian Languages.

CABRINI GREEN LEGAL AID

740 N Milwaukee, Chicago, IL (60642)

(312) 738-2452; fax: (312) 850-4783

Website: www.cgla.net

Office Hours: Monday-Friday 9am-5pm

Clientele: Low-income persons

Fees: \$20 intake fee

Walk-ins Accepted? No

Type of Service: Provides legal advice and representation in a variety of civil matters including tenant/landlord disputes; juvenile; a variety of family law matters including divorce, guardianships, paternity, child support, and orders of protection; and criminal cases for individuals who have no more than two felony convictions. Assists individuals in clearing their criminal records through an in-house practice and through an Expungement and Sealing Help Desk at the Daley Center (Open Monday – Friday, 9am-12pm)

CENTER FOR DISABILITY & ELDER LAW

79 W. Monroe Suite 919 Chicago, IL (60603)

(312) 376-1880; fax: (312) 376-1885

E-Mail: info@probonocdel.org

Office Hours: Monday-Friday 9am-4:30pm

Clientele: Senior citizens (60+) and people with permanent disabilities

Fees: None

Walk-ins Accepted? Yes

Type of Service: Powers of attorney, employment discrimination, public accommodations, special education, bankruptcy, collection, consumer fraud, guardianship, and landlord / tenant matters. Services available in Spanish.

CHICAGO BAR ASSOCIATION

SENIOR CITIZENS WILL PROGRAM

Central Office: 321 South Plymouth Court (60604)

(312) 554-2001

Office Hours: Vary by senior center; call central office number for location of senior center nearest to you

Clientele: Senior citizens 60 years of age or older with limited income (not to exceed \$15,000-\$20,000) and limited assets (not

to exceed \$30,000)

Fees: Vary, \$50 for a simple will; up to \$250 for simple will, durable powers of attorney, and living will

Walk-ins Accepted? No

Type of Service: Operates five city and six suburban senior centers. Provides low-cost wills, living wills, and Durable Powers of Attorney for Health Care and Property. No trusts or complex wills handled.

Wheelchair Accessibility: varies by center

**CHICAGO COALITION FOR THE HOMELESS
LAW PROJECT**

1325 South Wabash Avenue, Suite 205 (60605)

(312) 435-4548; fax: (312) 435-0198

Toll free: (800) 940-1119

E-mail: info@chicagohomeless.org

Website: www.chicagohomeless.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Persons who are homeless or at risk of homelessness

Fees: None

Walk-ins Accepted? No

Type of Service: Free legal assistance to homeless or at-risk persons on select issues, including: school enrollment and access; housing; child welfare; civil rights; discrimination. A youth attorney runs a mobile legal aid clinic. The Chicago Coalition for the Homeless conducts monthly outreach at 20 shelters and street programs serving families and youth. Also this organization provides professional training for advocates and educators who work with homeless students.

**CHICAGO LAWYERS' COMMITTEE
FOR CIVIL RIGHTS UNDER LAW, INC.**

100 North LaSalle Street, Sixth Floor (60602)

(312) 630-9744; fax: (312) 630-1127

Website: www.clccrul.org

Office Hours: Monday-Friday 9am-5pm

Fees: None

Type of Service: The Chicago Lawyers' Committee maintains a focus in a broad range of civil rights and economic justice matters, including: hate crime prevention and response; employment discrimination litigation; affordable housing development efforts, fair housing complaints and fair mortgage-lending advocacy and litigation; and support for a broad range of economic development activity in Chicago, including free legal services to individuals using small businesses/micro-enterprises as strategies to achieve self-sufficiency. Transactional legal services, involving tax, corporate, and real estate law, are provided to nonprofit community-based organizations.

**CHICAGO LEGAL ADVOCACY FOR
INCARCERATED MOTHERS (CLAIM)**
70 East Lake Street, Suite 1120 (60601)
(312) 675-0912; fax: (312) 675-0915
Website: <http://claim-il.org>

Office Hours: Mon.-Friday 9am-5:00pm

Clientele: Imprisoned mothers or former prisoners; children's guardians with consent of the mother; follows income-based eligibility guidelines

Fees: None

Walk-ins Accepted? By appointment only, no walk-ins

Type of Service: Provides legal services on family law cases including guardianship of minors, domestic relations, juvenile court cases, and defense of adoption/termination of parental rights; offers a support and empowerment group for formerly imprisoned women. Provides client education programs for incarcerated women. Volunteer lawyers provide pro bono representation and legal advice to women in Cook County jail. Limited services are available in Spanish.

**CHICAGO VOLUNTEER LEGAL
SERVICES FOUNDATION (CVLS)**
100 North LaSalle Street, Suite 900 (60602)
(312) 332-1624; fax: (312) 332-1460

E-mail: cvls@cvls.org
Website: www.cvls.org

Office Hours: Monday-Thursday 9:30am-4:30pm, Friday 9:30am-3:30pm. Clients referred to the nearest neighborhood clinic or to the panel referral program.

Clientele: Low-income persons only

Fees: None for legal services

Walk-ins Accepted? No

Type of Service: Provides legal consultation and representation for civil matters only. No criminal, juvenile court or fee-generating cases. Services available in Polish, Spanish, and various Asian dialects.

COORDINATED ADVICE & REFERRAL PROGRAM FOR LEGAL SERVICES (CARPLS)

17 North State Street, #1850 (60602)

(312) 738-9200 (hotline); fax: (312) 223-1522

E-mail: info@carpls.org

Website: www.carpls.org

Hotline Hours: See below for hours of each program

Clientele: CARPLS services are intended for low-income residents of Cook County. CARPLS provides free services for individuals and families who earn below 200% of the federal poverty guidelines. CARPLS provide services for those with income of up to 350% of the poverty level for a \$25 fee.

Fees: CARPLS provides free services for individuals and families who earn below 200% of the federal poverty guidelines. CARPLS provide services for those with income of up to 350% of the poverty level for a \$25 fee.

Walk-ins Accepted? No.

Type of Services:

Legal Aid Hotline: CARPLS provides legal advice, brief services and legal referrals over the hotline. The CARPLS' Hotline is open Monday through Friday from 9:00 AM - 4:30 PM and on Wednesday evenings until 7:30 PM. The Hotline number is 312-738-9200.

Domestic Relations Advice Desk: The Desk is located on the 30th floor of the Richard J. Daley Center, and is designed to help pro se litigants help themselves by providing information and advice on how to more effectively navigate the family court system. The Desk assists clients with the drafting of simple family law pleadings and provides legal aid referrals when available to clients with more complex family law matters. The Desk is open Monday through Friday from 9:00 AM to 1:00 PM. Clients are seen on a first come, first served basis.

Collection Advice Desk: Located inside the Post-Judgment Collection Court in Room 1401 of the Daley Center, the Desk provides information, advice and referrals to pro se debtors facing wage garnishments, bank account freezes, and citation proceedings. The Desk is open five days a week, Monday through Friday, from 9:00 AM - 12:30 PM. Clients are assisted on a first come, first served basis.

Municipal Court Advice Desk: Located at the Daley Center in the Clerk's office Room 602, the desk assists pro se litigants in the areas of eviction, consumer/contract, and tort matters. The Desk staff will assist with the drafting of pleadings for the clients to file pro se. Clients in need of direct representation will be referred to other legal aid programs. The Desk is open Monday through Friday from 8:30 AM to 4:30 PM. Clients are seen on a first come, first served basis.

City of Chicago Administrative Hearings Advice Desk: Located on the first floor of the City of Chicago's Department of Administrative Hearings, at 400 W. Superior, Chicago, the Desk provides information and legal advice to pro se respondents facing ordinance violations issued by the City of Chicago, including building code violations and car impoundments. The Desk is open Monday, Wednesday and Friday from 9am-

4:30pm. Clients are assisted on a first come, first served basis.

Foreign Language Services available: Spanish

DEPAUL LEGAL CLINIC

**25 East Jackson Boulevard, Suite 1050 (60604)
(312) 362-8294; fax: (312) 362-6918**

Office Hours: Monday-Friday 9am-5pm

Clientele: Low/moderate-income persons

Fees: Fees vary per clinic

Walk-ins Accepted? No, cases taken by referral only

Type of Service: Provides legal counseling and representation on criminal appeals, civil rights, family law, asylum and refugee, technology / intellectual property, and death penalty defense. Services available in Spanish.

DOMESTIC VIOLENCE LEGAL CLINIC

(Formerly Pro Bono Advocates)

**Cook County Domestic Violence Courthouse
555 West Harrison, Suite 1900 (60607)
(312) 325-9155; fax: (312) 325-9169**

Office Hours: Monday-Friday 9am-5pm

Clientele: Victims of domestic violence with incomes up to 125% above the poverty level

Fees: None

Walk-ins Accepted? Yes, Monday through Friday 8:30am-1:30pm

Type of Service: Provides civil orders of protection and divorce in a walk-in clinic. Services available in Spanish.

EDWIN F. MANDEL LEGAL AID CLINIC

**The University of Chicago Law School
6020 South University Avenue (60637)
(773) 702-9611; fax: (773) 702-2063**

Website: www.law.uchicago.edu/mandel

Office Hours: Monday-Friday 9am-5pm

Clientele: Low-income persons

Fees: None

Walk-ins Accepted? Appointments preferred

Type of Service: Provides legal counseling and/or representation in the following areas: mental health, employment discrimination; criminal defense for young adults and children accused of crimes; civil rights representation for victims of police misconduct; and federal criminal defense.

EQUIP FOR EQUALITY, INC.

Main/ Chicago Office

20 North Michigan, Suite 300 (60602)

(312) 341-0022 or (800) 537-2632

fax: (312) 341-0295; TTY: (800) 610-2779

Northwestern Illinois Office

1612 Second Avenue, Suite 210

Rock Island (61201)

(309) 786-6868 or (800) 758-6869

fax: (309) 786-2393; TTY: (800) 610-2779

Central Illinois Office

235 South 5th Street, Springfield (62701)

(217) 544-0464 or (800) 758-0464

fax: (217) 523-0720; TTY: (800) 610-2779

Southern Illinois Office

2150 West Main Street, Carbondale (62901)

(618) 457-7930; (800) 758-0559

fax: (618) 457-7985; TTY: (800) 610-2779

E-mail: contactus@equipforequality.org

Website: equipforequality.org

Office Hours: Monday-Friday 8:30am-5pm

Clientele: Individuals with physical and/or mental disabilities who have legal problems related to their disabilities

Fees: None

Walk-ins Accepted? No

Type of Service: Equip for Equality is an independent, private, not-for-profit organization designated by the governor in 1985 to implement the federally mandated Protection and Advocacy (P&A) System in Illinois. The mission of Equip for Equality is to advance the human and civil rights of children and adults with disabilities in Illinois. It is the only statewide, cross-disability, comprehensive advocacy organization providing self-advocacy assistance, legal services, and disability rights education while also engaging in public policy and legislative advocacy and conducting abuse investigations and other oversight activities.

Equip for Equality provides free legal services and self-advocacy assistance to people with disabilities in the areas of discrimination, assistive technology, special education, guardianship defense, abuse and neglect, and community integration. Equip for Equality provides self-advocacy training to people with disabilities and family members on topics including the Americans with Disabilities Act, employment, transportation, voting, Ticket to Work, special education, and guardianship. Spanish-speaking staff, American Sign Language interpreters, and foreign language interpreters are available upon request.

EVANSTON COMMUNITY DEFENDER OFFICE

828 Davis, Suite 304

Evanston, IL 60201

(847) 492-1410; fax: (847) 492-9828

Email: n.santalucia@evanstondefender.org

Office Hours: By appointment.

Clientele: Indigent Evanston Youth, 21 & Younger with juvenile and adult criminal cases in District 2, guardianship or school cases in Evanston (discipline, special education, etc.).

Fees: None.

Type of Services: Legal Representation and Social Service Crisis Intervention

THE EXONERATION PROJECT
The University of Chicago Law School
6020 South University Avenue (60637)
(773) 834-4448; fax: (773) 834-4442
Website: www.law.uchicago.edu/mandel

Office Hours: Monday-Friday 9am-5pm

Clientele: Low-income persons

Fees: None

Walk-ins Accepted? Appointments preferred

Type of Service: Provides legal counseling and/or representation to individuals who have been convicted of crimes of which they are innocent. The Project assists clients in asserting their claims of actual innocence in state and federal court.

FIRST DEFENSE LEGAL AID
6400 South Kedzie (60629)
(773) 434-4162; fax: (773) 476-3615
Hotline: 1-800-LAW-REP-4 (1-800-529-7374)
E-mail: fdlegalaid@gmail.com
Website: www.first-defense.org

Office Hours: Monday-Friday 9am-5pm. Hotline calls are answered and responded to 24 hours a day.

Clientele: Anyone arrested, detained, or held for questioning at the Chicago police stations. No age or income restrictions.

Fees: None

Walk-ins Accepted? Yes

Type of Service: First Defense Legal Aid provides legal representation to anyone arrested or detained by the Chicago police. First Defense attorneys represent people directly at the police station. People detained by the Chicago police, or their family and friends, can call the hotline number: 1-800-LAW-REP-4, 24 hours a day, to request a lawyer on behalf of the detainee. First Defense Legal Aid does not represent clients in court, however. FDLA attorneys advocate for clients while in police custody and are available as defense witnesses to police brutality and coercion.

HOWARD AREA COMMUNITY CENTER

7648 North Paulina Street (60626)

(773) 262-6622; fax: (773) 262-6645

E-mail: info@howardarea.org

Website: www.howardarea.org

Office Hours: Every 1st and 3rd Tuesday of every month at 5:00 p.m. Please call Chicago Volunteer Legal Services at 312-332-1624 for more information. No appointments, walk-ins only. Please bring proof of income for entire household and documentation related to the case.

Clientele: Chicago residents who are at or below 175% of federal poverty guidelines.

Fees: None

Walk-ins Accepted? Yes

Type of Service: Provides legal counseling and representation for civil cases only. Attorneys are volunteers through Chicago Volunteer Legal Services. Non-English speakers must bring a translator.

***Note:** This project only provides advice and assistance and will not act as an attorney for an individual or accompany an individual to court.*

IIT/CHICAGO-KENT COLLEGE OF LAW

Low Income Taxpayer Clinic

565 West Adams Street, Suite 600 (60661)

(312) 906-5050; fax:(312) 906-5299

E-mail: jdecator@kentlaw.edu

Website: www.kentlaw.edu/academics/clinic/tax

Office Hours: Monday-Friday 8:30am-5:30pm

Clientele: Low income taxpayers with Federal (IRS) income tax disputes and related tax disputes.

Fees: None, but must qualify as low income

Walk-ins Accepted? No

Type of Service: Provides legal advice and representation in all IRS-related matters. Services available in Spanish.

**THE INSTITUTE FOR JUSTICE
CLINIC ON ENTREPRENEURSHIP
The University of Chicago Law School
6020 South University Avenue (60637)
(773) 834-3129; fax: (773) 834-3130
Website: www.law.uchicago.edu/mandel**

Office Hours: Monday-Friday 9am-5pm

Clientele: Low-income persons

Fees: None

Walk-ins Accepted? No

Type of Service: Provides a range of legal services, especially those for start-up businesses, to local entrepreneurs in economically disadvantaged communities. The services include work with entrepreneurs in such areas as business formation; license and permit application; contract and lease creation; landlord, supplier, and lender negotiation; basic tax and regulatory compliance; and other legal activities involving business transactions.

**INSTITUTE OF WOMEN TODAY- MARIA SHELTER
7315 South Yale Avenue (60621)
(773) 994-5350; fax: (773) 994-3904
E-mail: iwt7315@aol.com
Website: www.instituteofwomentoday.org/**

Office Hours: Monday-Friday 9am-5pm

Clientele: Women entering or leaving Cook County Jail or other jails in the Illinois prison system

Fees: None

Walk-ins Accepted? No

Type of Service: Provides a variety of lawyer and non-lawyer services, including two shelters, for women incarcerated in Cook County Jail or other jails in the Illinois prison system.

**JOHN MARSHALL LAW SCHOOL
FAIR HOUSING LEGAL CLINIC
55 East Jackson Boulevard, Suite 1020 (60604)**

(312) 786-2267; fax: (312) 786-1047

Office Hours: Monday-Friday 8:30am-4:30pm

Clientele: Persons discriminated against in housing

Fees: Generally sought from Court or settlement

Walk-ins Accepted? Yes

Type of Service: Provides full representation in Federal and State courts, and administrative agencies. Handles fair housing, fair lending, insurance discrimination and affordable housing issues. Services available in Spanish, and in other languages by appointment.

LAMBDA LEGAL – MIDWEST REGIONAL OFFICE

11 East Adams, Ste. 1008 (60603)

312-663-4413; fax: (312) 663-4307

Website: www.lambdalegal.org

Office Hours: Legal Help Desk phone-in hours: Monday-Tuesday 10am-4pm; Thursday-Friday 10am-4pm

Clientele: People facing discrimination based on their sexuality as lesbian, gay, bisexual, transgendered, or HIV-positive.

Walk-ins Accepted? No

Type of Services: Lambda Legal is a national organization committed to achieving full recognition of the civil rights of lesbians, gay men, bisexuals, the transgendered, and people with HIV or AIDS through impact litigation, education, and public policy work. Lambda provides legal information and assistance with discrimination related to sexual orientation, gender identity, HIV or AIDS.

Foreign Language Services available: Spanish

LAWYERS' COMMITTEE FOR BETTER HOUSING

100 W MONROE, Suite 1800 (60603)

(312) 347-7600; fax: (312) 347-7604

E-mail: info@lcbh.org

Website: www.lcbh.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Low/moderate-income tenants

Fees: None

Walk-ins Accepted? Yes, but appointments preferred

Type of Service: Provides technical assistance to callers regarding the Chicago Landlord and Tenant Ordinance. Provides training, advocacy, and legal representation to clients involved in housing code enforcement actions, evictions, and housing discrimination. Also provides legal representation to clients who are the victims of retaliation by their landlords or who have been locked out of their apartment. Services available in Spanish.

LAWYERS FOR THE CREATIVE ARTS

213 West Institute Place, Suite 403 (60610)

(312) 649-4111; fax: (312) 944-2195

E-mail: wrattner@law-arts.org

Website: www.law-arts.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Income-qualifying individuals and organizations in all areas of the arts, including the visual, performing and entertainment, literary, arts education and more.

Fees: Office visit \$50 for individuals and \$100 for groups and organizations.

Walk-ins Accepted? No, please call for an appointment.

Type of Service: Service in all areas of law that affect the arts, including business formation, contracts, intellectual property, nonprofits and tax exemption and more. We do not handle criminal matters, divorce or personal injury. We are not equipped to handle emergencies. Attorneys fluent in most languages can be found.

LEGAL AID BUREAU OF METROPOLITAN FAMILY SERVICES

One North Dearborn (60602)

(312) 986-4000; fax: (312) 986-4016

Website: www.metrofamily.org

Office Hours: Monday-Friday 8:30am-5pm (Intake hours are Monday-Friday 9am-noon and 1pm-4pm)

Clientele: Low-income residents of Cook County

Fees: \$5 registration fee (can be waived)

Walk-ins Accepted? No

Type of Service: Provides family law legal services including: resolving child custody and visitation disputes; protecting victims of domestic violence; representing in child abduction cases; filing dissolution of marriage cases where minor children are at risk; obtaining child support orders and orders to protect assets and preserve housing; providing legal advice, education and referral services. Also: advice and representation for seniors (orders of protection, guardianships, asset protection); advice and representation on housing (landlord-tenant, mortgage foreclosure, debt and consumer issues for Chicago South-Side residents); and advice regarding denial of public benefits. Spanish-speaking staff is available.

LEGAL ASSISTANCE FOUNDATION OF METROPOLITAN CHICAGO

Central Office:

111 West Jackson Boulevard, #300 (60604)

(312) 341-1070; fax: (312) 341-1041

TTY: (Illinois Relay): 800-526-0844

Website: www.lafchicago.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Low-income residents of Chicago and suburban Cook County who qualify under Legal Services Guidelines for eligibility, and the elderly

Fees: None

Walk-ins Accepted? Yes, or call for appointment

Type of Service: Handles civil cases involving consumer problems, disability/handicapped rights, discrimination, divorce, domestic violence, employment, family law, health, housing, immigration, juveniles, mental health, neighborhood disputes, real estate, senior citizens, social security, veterans, and victim assistance. Services are available in Spanish; interpreters for

other languages will be provided as needed. Operates special projects and offices (see individual listings below for complete descriptions).

The following are projects of the Legal Assistance Foundation located in the Central Office:

ADULT SSI ADVOCACY PROJECT

(312) 427-5200; fax: (312) 427-0381

TTY: (312) 427-5150

Assists and represents disabled individuals who receive cash and medical public assistance benefits and are seeking Supplemental Security Income benefits.

CHILDREN'S RIGHTS PROJECT

This project serves children (under 21 years of age) from low-income families, relatives and other caretakers of such children. Provides attorney representation for cases involving DCFS, foster care, and homeless youth.

DISABILITY LAW PROJECT

Provides legal counseling and representation in civil cases only to mentally or physically disabled persons, including residents of nursing homes, children in need of special education, and children who are being expelled from school.

FAMILY LAW PROJECT

Represents individuals in contested divorce cases, covering custody, support, domestic violence and other issues.

HIV/AIDS PROJECT

Represents persons with HIV/AIDS to help them secure income support, housing, and essential medical care.

HOME PRESERVATION PROJECT

Represents persons in mortgage foreclosure and helps them keep their homes.

ILLINOIS MIGRANT LEGAL ASSISTANCE PROJECT

Provides legal counseling and representation to migrant workers on civil cases.

LEGAL SERVICES CENTER FOR IMMIGRANTS

Represents lawful permanent residents in removal proceedings to avoid deportation, helps battered spouses of lawful permanent residents or U.S. citizens petition for legal status independently of their abusers, helps victims of crime or trafficking attain special visas, advises immigrants who seek to naturalize (particularly those with disabilities).

PRIVATE ATTORNEY INVOLVEMENT PROJECT (PAI)

Involves private attorneys in LAF's representation of clients.

VETERANS PROJECT

Represents veterans on benefits and pension issues, health care, vocational rehabilitation, education, training, employment, consumer, and housing issues.

The following are projects and offices of the Legal Assistance Foundation of Chicago located outside the Central Office:

LAF NORTH SUBURBAN OFFICE

828 Davis Street, Suite 201, Evanston (60201)

(847) 475-3703; fax: (847) 475-3033

Office Hours: Monday-Friday 9am-5pm

Clientele: Low-income residents and senior citizens of north suburban Cook County.

Fees: None

Walk-ins Accepted? Yes, emergencies only

Type of Service: Provides legal counseling and representation for civil cases only, concentrating in the areas of public benefits, family law, domestic violence, landlord-tenant and subsidized housing, elder abuse, education, consumer, and collection defense. Spanish-speaking staff available, translators for other languages provided.

LAF SOUTH SUBURBAN OFFICE
900 East 162nd Street, South Holland (60473)
(708) 271-4950; fax: (708) 596-4108

Office Hours: Monday-Friday 9am-5pm
Clientele: Low-income residents and senior citizens of south suburban Cook County.

Fees: None

Walk-ins Accepted? Yes, emergencies only

Type of Service: Provides legal counseling and representation for civil cases only, concentrating in the areas of public benefits, family law, domestic violence, landlord-tenant and subsidized housing, elder abuse, education, consumer, and collection defense. Spanish-speaking staff available, translators for other languages provided.

LAF NORTHWEST OFFICE
1279 North Milwaukee Avenue, Room 407 (60622)
(773) 572-3200; fax: (773) 572-3201

Office Hours: Monday-Friday 9am-5pm
Clientele: Low-income persons who qualify under Legal Services Guidelines for eligibility

Fees: None

Walk-ins Accepted? Call for appointment

Type of Service: Provides legal counseling and representation for civil cases, including family law, domestic violence, consumer, housing, public aid, social security, unemployment, and tenant-landlord cases. Spanish- and Polish-speaking staff available, translators for other languages provided.

LAF SENIOR CITIZENS LEGAL SERVICE
828 Davis Street, Suite 201, Evanston (60201)
(847) 475-3703; fax: (847) 475-3033

Office Hours: Monday-Friday 9am-5pm; telephone appointments available

Clientele: Suburban Cook County residents, age 60 and over

Fees: Donations requested

Walk-ins Accepted? Yes, but appointment preferred

Type of Service: Promotes the rights of the elderly in cases involving government benefits, housing, elder abuse, age discrimination and nursing home residents' rights. Provides advocacy and legal services through the nursing home ombudsman program. Spanish-speaking staff available, translators for other languages will be provided.

LAF SOUTH SIDE OFFICE

**10 West 35th Street, 4th Floor (60616)
(312) 949-5390; fax: (312) 949-0481**

Office Hours: Monday-Friday 9am-5pm

Clientele: Low-income persons who qualify under Legal Services Guidelines for eligibility

Fees: None

Walk-ins Accepted? Call for appointment

Type of Service: Provides legal counseling and representation for civil cases, including family law, domestic violence, consumer, housing, public aid, social security, unemployment, and tenant-landlord cases. Translators provided.

LAF WEST SIDE OFFICE/ CRIME VICTIMS PROJECT

**3333 West Arthington Avenue (60624)
(773) 321-7900; fax: (773) 638-0036**

Office Hours: Monday-Friday 9am-5pm

Clientele: Low-income persons who qualify under Legal Services Guidelines for eligibility

Fees: None

Walk-ins Accepted? Call for appointment

Type of Service: Provides legal counseling and representation for civil cases, including family law, domestic violence, consumer, housing, public aid, social security, unemployment, and tenant-landlord cases.

Western Suburbs: Please call the West Side Office (see above) for a list of outposts.

LIFE SPAN CENTER FOR LEGAL SERVICES
20 East Jackson Boulevard, Fifth Floor (60604)
(312) 408-1210; fax: (312) 408-1223
E-mail: lifespan@life-span.org
Website: www.life-span.org

Office Hours: Monday-Friday 9am-5pm; phone intake Monday, Tuesday, and Thursday from 9:30 until noon.

Clientele: Victims of domestic abuse in Cook County

Fees: None

Walk-ins Accepted: No

Type of Service: Life Span provides civil representation in orders of protection, civil no contact orders, and family law matters involving violence. Representation in immigration cases including VAWA self -petitions and other matters involving violence. Criminal Advocacy in the Rolling Meadows, Skokie, and 555 W. Harrison courthouses. Counseling for victims and their children, including teen boys, available at our Des Plaines and Chicago offices. Services available in English, Polish, Hindi, Arabic and Spanish.

LOYOLA UNIVERSITY CIVITAS CHILDLAW CLINIC
25 E. Pearson St. (60611)
(312) 915-7940; fax: (312) 915-6485

Office Hours: 8:30-5:00pm Monday-Friday

Clientele: The clinic handles matters relating to court-involving children. It primarily represents children in child protection, custody and other cases. It does not represent parents in custody disputes.

Fees: Not applicable.

Walk-ins Accepted? No

Type of Services: Representation of children in situations of abuse, neglect, delinquency, custody and other cases.

Foreign Language Services available: Spanish

LOYOLA UNIVERSITY COMMUNITY LAW CENTER
25 East Pearson, Suite 1005 (60611)

(312) 915-7830; fax: (312) 915-7831
Website: www.luc.edu

Office Hours: Monday-Friday 8:30am-5pm

Clientele: Cook County residents

Fees: Most legal services are free of charge.

Walk-ins Accepted? No

Type of Service: The Center's main focus is Family Law. Provides legal counseling and direct representation for civil cases only, concentrating in the areas of tenant/landlord, custody, simple divorce (no property involved), and guardianship of minors. Spanish and Serbian-speaking staff available for interpreting.

MIDWEST CENTER ON LAW AND THE DEAF

P.O. Box 804297 (60680-4104)

800-894-3653; fax: 312-726-7182; TTY: 800-894-3654

E-mail: mclد@mclد.org

Web Site: www.mclد.org

Office Hours: vary

Clientele: Persons who are deaf or hard-of-hearing and their family.

Fees: Referral and advocacy are free.

Walk-ins accepted? No

Type of Services: MCLD bridges the gap between the Deaf/Hard-of-Hearing and Legal Communities. With the only attorney referral list of accessible attorneys for this population, MCLD also advocates on behalf of persons with a hearing loss ensuring that their rights are not violated. MCLD provides training and workshops for both the deaf/hard-of-hearing community about their rights under state and federal laws, and for the legal community (attorneys, courts, police, and government) about their obligations when serving persons with a hearing loss.

Foreign Language Service available: American Sign Language

NATIONAL IMMIGRANT JUSTICE CENTER (NIJC)
A program of Heartland Alliance

208 South LaSalle Street, Suite 1818 (60604)
(312) 660-1370; fax: (312) 660-1505
Website: www.immigrantjustice.org
Email: nijc@heartlandalliance.org
Hours: Monday-Friday 8:30am-5pm

NIJC Loop:

208 South LaSalle Street, Suite 1818 (60604)
(312) 660-1370; fax: (312) 660-1505

General, VAWA, Citizenship:

In-person intake and referrals Wednesdays
\$30 consultation fee (non-court matters) or
\$60 consultation fee (court matters)

Telephone intake and referrals only:

Asylum: Wednesdays 9am-12pm

Detained immigrants: Tuesdays 11am-2pm (calling collect,
call 312-263-0901)

Trafficking victims: Monday-Friday 8:30am-5pm (call 312-
660-1322)

NIJC South:

1817 South Loomis Street, 2nd Floor (60608)
(312) 660-1609; fax (312) 421-0923

General, VAWA, Citizenship: In-person intake and referrals
Tuesday, Thursday, first Saturday of month, 8:30am-10am
\$30 consultation fee (non-court matters) or \$60
consultation fee (court matters)

NIJC Waukegan:

33 N. County St., Suite 520 (60085)
(312) 660-1391; fax (847) 406-2144

General, VAWA, Citizenship: In-person intake and referrals
Tuesday-Thursday 8:30am-10am.

\$30 consultation fee (non-court matters) or \$60
consultation fee (court matters)

Clientele: Low-income immigrants, regardless of immigration status; clients served have incomes up to 200% of poverty level

Fees: Nominal fees; Sliding scale

Walk-ins Accepted? Preferred; clients are asked to bring all necessary paperwork to consultation (first-come, first-serve); complete action will be performed on case at time of consultation. Phone call follow-ups will not be accepted.

Type of Service: Provides legal advice and representation for immigration benefits, such as asylum representation, deportation defense, VAWA (self-petition for battered spouses and children), naturalization applications, family unity, family-based Visa petitions, lawful permanent residence, convention against torture, withholding of removal, relief under the Trafficking Victims Protection Act (TVPA), Temporary Protected Status (TPS), relief under the Nicaragua Adjustment and Central American Relief Act (NACARA), employment authorization, detainee representation, and other immigration assistance. Services available in Spanish, French, Polish. Foreign language available: any (Interpreters available for all languages).

Wheelchair Accessible at LaSalle Street and Waukegan offices only

NORTHWESTERN UNIVERSITY

BLUHM LEGAL CLINIC

375 E. Chicago Ave. (60611)

(312) 503-8576; fax: (312) 503-8977

TTY: (312) 503-4472

E-Mail: legalclinic@law.northwestern.edu

Website: www.law.northwestern.edu/legalclinic/index.cfm

Office Hours: Monday-Friday 9am-5pm

Clientele: Low-income persons who qualify under Legal Services Guidelines for eligibility

Fees: None, except for Small Business Clinic

Walk-ins Accepted? No

Type of Service: Provides representation on juvenile delinquency, juveniles tried as adults, expulsions from CPS schools, wrongful convictions of inmates currently serving time, adult criminal cases in Cook County (on a case-by-case basis, no drug cases or appeals), startup businesses, non-profit

organizations (modest fee), investor disputes with broker-dealers, immigration self-petitions, and political asylum for women and children. Services available in Spanish.

PRAIRIE STATE LEGAL SERVICES, INC.

Main Office: 325 West Washington Street, Main Floor, Waukegan (60085)

(847) 662-6925 or (800) 942-3940

fax: (847) 662-6986; TTY: (847) 662-4441

McHenry County Satellite Office: 400 Russel Court, Waukegan (60098)

(815) 206-5828 or (800) 942-3940

Phone service for all counties: (800) 531-7057

Website: www.pslegal.org

Office Hours: Monday-Friday 8:30am-5pm, new clients seen by appointment. To set an appointment or to receive advice by phone from an attorney, call the telephone intake and advice counseling service, Monday-Friday, 9:05am-11:45 am and 1:05pm-4:00pm, at (800) 531-7057

Clientele: Low-income or senior residents of Lake or McHenry Counties who qualify under Legal Services Guidelines for eligibility; elderly clients do not need to meet income eligibility guidelines

Walk-ins Accepted? Walk-in hours for Waukegan office are Mondays and Wednesdays at 1:00pm at 325 W. Washington. Walk-in hours for the McHenry office are every Tuesday from 9am-11:00am at 400 Russel Court in Woodstock.

Fees: None other than court and litigation costs

Type of Service: Provides legal advice and representation in civil matters only. Cases most commonly handled include domestic violence orders of protection, divorce, tenant/landlord issues, public benefits (food stamps, TANF, SSI, etc.), Medicare, Medicaid, some consumer and foreclosure issues, and education rights. Prairie State gives advice only on child support, custody, and visitation. In addition, Prairie State is the screener and interviewer for all cases handled through the Volunteer Lawyers Program of the Lake County Bar Association and the McHenry

County Bar Association Legal Aid Program which handle matters such as consumer, divorce, guardianship and bankruptcy. Prairie State has offices located throughout Northern and North Central Illinois. Call for the office nearest you. Services available in Spanish.

**THE SARGENT SHRIVER
NATIONAL CENTER ON POVERTY LAW
50 East Washington, Suite 500 (60602)
(312) 263-3830; fax: (312) 263-3846
E-mail: ncpl@povertylaw.org
Website: www.povertylaw.org**

Office Hours: Monday-Friday 9am-5pm

Clientele: Low-income individuals and community groups for advocacy-related work; attorneys, social service providers, policymakers, and others representing low-income individuals and community groups

Walk-ins Accepted? No

Fees: None for clients; varying fees for publications, training sessions, and poverty law library materials

Type of Service: The Sargent Shriver National Center on Poverty Law is a not-for-profit communications, advocacy, and policy organization that fosters and develops creative approaches to policy research, development, analysis, and advocacy on issues affecting low-income communities. Services available in Spanish.

Advocacy. The Shriver Center provides legal, legislative and administrative advocacy to ensure that policies, laws, and rules treat low-income people fairly. It seeks individual and class-action litigation when necessary.

Research center. The Center holds the collective record of expertise of the nation's leading poverty law specialists from the past 30 years to the present and makes it available to others through: a poverty law library holding more than 500,000 case documents; the nation's premier journal on poverty law and policy matters, Clearinghouse Review, offering in-depth analysis and practical legal strategies on current issues facing people in poverty; topical newsletters such as Illinois Welfare News, sent

to over 2,500 advocates, public officials, community groups, services providers, and others each month.

Technological resources. The Center brings cutting-edge technology to advocates for the poor by facilitating communication and the exchange of information through its Website (www.povertylaw.org), an on-line gateway to relevant law and policy information.

Professional training. The Center offers public education and professional training on the issues affecting low-income people. Training and education sessions range from one-on-one meetings with legislators on key policy issues, to up-to-the-minute updates on changes in welfare law for welfare-reform caseworkers, to legal and budgetary expertise, to coalitions representing people in poverty.

UPTOWN PEOPLE'S LAW CENTER
4413 North Sheridan Street (60640)
(773) 769-1411; fax: (773) 769-2224

Office Hours: Monday-Friday, 9am-5pm

Clientele: Open to residents of Uptown. Social Security and domestic violence assistance open to residents citywide.

Fees: Sliding scale

Walk-ins Accepted? No, intake by appointment only

Type of Service: Provides counseling and assistance for most legal problems including public aid problems, social security problems, criminal matters, prison housing (conditions cases only– no post-conviction work) and domestic violence. Services available in Spanish.

WORLD RELIEF
Immigrant Legal Services Department
3507 W. Lawrence Avenue, Suite 208 (60625)
(773) 583-3010; fax: (773) 583-9410
Website: www.wr.org

We are recognized by the U.S. Department of Justice's Board of Immigration Appeals to represent immigrants in their

proceedings before U.S. Citizenship and Immigration Services as well as Immigration Court.

Office Hours: Monday-Friday 9am-5pm

First time clients must first make a consultation appointment to discuss their case with a caseworker

Clientele: All immigrants and refugees are welcomed. Languages spoken by staff: English and Spanish

Fees: Nominal fees

Walk-ins Accepted? No

Type of Service: Immigration: immigration-related legal advice; Citizenship and Naturalization; Family Visa Petitions; Permanent Residency; Employment Authorization; Temporary Protected Status (TPS); VAWA petitions for battered immigrants; Representation in U.S. Immigration Court; and other immigration benefits.

Wheelchair Accessible: No

PART II: GOVERNMENT AGENCIES & OFFICES

The following programs are operated by the local, county, state or federal government and provide legal-oriented and social services.

Please note that, unless otherwise noted, all agencies and offices listed are wheelchair-accessible.

ATTORNEY REGISTRATION & DISCIPLINARY COMMISSION OF THE SUPREME COURT OF ILLINOIS (ARDC)

One Prudential Plaza

130 East Randolph Drive, Suite 1500 (60601)

(312) 565-2600 or (800) 826-8625; fax: (312) 565-2320

Website: www.iardc.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Open to the general public

Fees: None

Walk-ins Accepted? Yes

Type of Service: Investigates charges of misconduct of Illinois lawyers. The primary purpose of such proceedings is to protect the public from neglectful, dishonest or unethical lawyers. This office does not resolve disputes between lawyers and clients over the amount of money an attorney charges a client. Spanish-speaking staff members are available.

CHICAGO DEPARTMENT ON AGING

Central Office:

30 North LaSalle Street, Suite 2320 (60602)

(312) 744-8176

Information and Assistance:

City Hall, Room 100

121 North LaSalle Street, Suite 507 (60602)

(312) 744-4016; TTY: (312) 744-6777

fax: (312) 744-1022

E-Mail: aging@cityofchicago.org
Website: www.ci.chi.il.us/aging

Renaissance Court
Chicago Cultural Center
78 East Washington Street, Suite 77 (60602)
(312) 744-4550; fax: (312) 742-1199
TTY: (312) 744-6777

Central / West Senior Center:
2102 West Ogden Avenue (60612)
(312) 746-5300; fax: (312) 744-5787
TTY: (773) 744-0319

Northeast (Levy) Senior Center:
2019 West Lawrence Avenue (60625)
(312) 744-0784; fax: (312) 744-0668
TTY: (312) 744-0320

Northwest (Copernicus) Senior Center:
3160 North Milwaukee Avenue (60618)
(312) 744-6681; fax: (312) 744-6696
TTY: (312) 744-0321

Southeast (Atlas) Senior Center:
1767 East 79th Street (60649)
(312) 747-0189; fax: (312) 747-0455
TTY: (312) 744-0322

Southwest Senior Center:
6117 South Kedzie Avenue (60629)
(312) 747-0440; fax: (312) 747-6117
TTY: (312) 744-0323

Office Hours: Monday-Friday 8:30am-4:30pm

Clientele: Chicago residents, 60 years of age and older

Fees: None or sliding scale.

Walk-ins Accepted? Yes

Type of Service: This city department provides a variety of services for the elderly, including legal services provided through

the Center for Disability and Elder Law and the Legal Assistance Foundation of Metropolitan Chicago. Workshops on a variety of legal topics of interest to seniors are held at regional centers. Services available in Chinese, Italian, Korean, Polish, and Spanish.

CIRCUIT COURT OF COOK COUNTY
Pro Se Help Desk
Office of the Chief Judge, Room 602
602 Richard J. Daley Center (60602)
(312) 603-5626

Office Hours: Monday-Friday 8:30am-4:30pm

Clientele: Individuals involved in Pro Se Court cases

Walk-ins Accepted? Yes

Type of Service: In Pro Se Court (pro se is Latin for "in one's own behalf"), individuals represent themselves before a judge in cases seeking to recover monetary damages of up to \$1,500. Pro se plaintiffs and defendants may visit the Pro Se Help Desk for free assistance throughout their cases in interpreting and filling out court-required documents. The trained staff of the Pro Se Help Desk also advise pro se plaintiffs and defendants of any required court fees and provide explanations of how to follow the judge's orders. The staff of the Pro Se Help Desk does not provide legal advice.

Typical cases filed in Pro Se Court involve auto damage, clothing loss or damage, debt collection and tenant/landlord claims. Foreign language interpreters are available upon request. To request an interpreter for a language other than Spanish or Polish, please notify the Pro Se Help Desk at the phone number above prior to your arrival.

CIRCUIT COURT OF COOK COUNTY
Small Claims Court
Clerk's Office
601 Richard J. Daley Center (60602)
(312) 603-5145

Office Hours: Monday-Friday 8:30am-4:30pm

Clientele: Individual plaintiffs with claims up to \$5,000

Walk-ins Accepted? Yes

Type of Service: The Small Claims Court is a court of law that hears any kind of claim up to \$5,000. Both parties may be represented by an attorney. Court procedures are simplified and expedited, but not as much as in Pro Se Court.

COOK COUNTY COMMISSION ON HUMAN RIGHTS

69 W. Washington St., Ste. 3040 (60602)

(312) 603-1100; fax: (312) 603-9988

TTY: (312) 603-1101

Email: humanrights@cookcountygov.com

Website: www.cookcountygov.com

Office Hours: Monday-Friday, 8:30am-5:00pm

Fees: None.

Walk-ins Accepted? Yes

Type of Services: Investigation and adjudication of complaints of employment, housing, public accommodation and credit discrimination.

Foreign Language Services available: Spanish, Polish, & others upon request.

COOK COUNTY INTERPRETERS

2650 S. California Avenue (60608)

(773) 869-3210; fax: (773) 869-3242

TTY: (773) 869-3213

Office Hours: Monday-Friday 8:30am-4:30pm

Clientele: Cook County courthouses

Walk-ins Accepted? No, representation is by court appointment only

Fees: None

Type of Service: Provides court-ordered foreign-language or sign-language interpreters' service.

COOK COUNTY STATE'S ATTORNEY
500 Richard J. Daley Center (60602)
(312) 603-5440
TTY: (312) 603-7605
E-mail: stateattorney@cookcountygov.com
Website: www.statesattorney.org

Office Hours: Monday-Friday 8:30am-5pm

Clientele: Citizens of Cook County

Fees: None

Walk-ins Accepted? Yes

The following programs are sponsored by the Cook County State's Attorney's office for the benefit of the public. Services are available for non-English-speaking individuals.

DISABLED PERSONS

(773) 869-7200; TTY: (773) 869-7494

Special services are available for victims and witnesses with disabilities, including a TDD Network, wheelchairs and interpretive services.

DOMESTIC VIOLENCE

(312) 341-2866; fax: (312) 341-2846

Will assist in obtaining an order of protection.

DRUG HOUSES

(773) 869-DOPE (3673)

Citizens can report drug houses and drug activity in their neighborhoods.

ELECTION FRAUD

(773) 869-6283

Instances of election or vote fraud should be reported to this number.

FINANCIAL CRIMES

(773) 869-2728

Contact this office if you have been a victim of a financial crime, or if you know of someone illegally receiving Public Aid benefits.

**SENIORS AND PERSONS WITH
DISABILITIES DIVISION
(312) 603-8649; Senior Hotline: (312) 603-8686
TTY: (312) 603-8606**

The Seniors and Persons with Disabilities Division includes:

ELDER ABUSE: (312) 603-8600

Handles complaints about nursing homes, patient abuse, quality of care, or unsafe conditions.

MENTAL HEALTH: Contact this office regarding institutional commitments.

SENIOR CITIZENS: Please contact this office if you are over 60 and have been a victim of or a witness to a crime.

SEXUAL ASSAULT (773) 869-6492

Complaints regarding sexual crimes and child molestation should be reported to this office.

**COOK COUNTY STATE'S ATTORNEY'S OFFICE
CHILD SUPPORT ENFORCEMENT DIVISION
28 North Clark Street, Suite 300 (60602)
(312) 345-2200; fax: (312) 345-2202
TTY: (312) 345-2201**

Office Hours: Monday-Friday 8am-4:30pm

Clientele: Custodial parents

Fees: None

Walk-ins Accepted? Yes

Type of Service: Provides legal assistance through referrals from the Illinois Department of Public Aid with establishing paternity, child support orders, the enforcement of court ordered child support, modification of child support orders and medical insurance orders.

**COOK COUNTY STATE'S ATTORNEY'S
CONSUMER FRAUD DIVISION
69 West Washington Street, Suite 930 (60602)
(312) 603-8700**

Office Hours: Monday-Friday 8:30am-4:00pm

Clientele: Citizens of Cook County

Fees: None

Walk-ins Accepted? Yes

Type of Service: Prosecutes violators of various Illinois consumer protection laws. Major projections include immigration fraud, home repair fraud, theft by deception involving consumer goods, bait-and-switch advertising, credit repair fraud, and travel and work-at-home scams.

**COOK COUNTY STATE'S ATTORNEY'S
VICTIM/WITNESS ASSISTANCE PROGRAM
2650 South California Avenue, Lower Level (60608)
(773) 869-7200; TTY: (773) 869-7494**

Office Hours: Monday-Friday 8:30am-5:00pm

Clientele: Cook County residents

Fees: None

Walk-ins Accepted? Yes

Type of Service: Provides information on the criminal court system, victim and witness rights, notification of court dates, counseling referrals, special assistance for senior and disabled victims, social service referrals and support groups for families of homicide victims and child witnesses of homicide. Provides assistance in cases of domestic violence and sexual assault. Provides wheelchairs for court appearances. Services offered in Spanish.

**DEPARTMENT OF CHILDREN & FAMILY SERVICES
100 West Randolph Street (60601)
(312) 814-6800; TTY: (312) 814-8783
E-Mail: Kenneth.Green@illinois.gov
(Office of Communications / Webmaster)**

cfpolicy@idcfs.state.il.us
(Office of Child and Family Policy)
Website: www.state.il.us/dcfs/

Office Hours: Monday-Friday 8:30am - 5:00pm

Fees: None

Walk-ins Accepted? No

Languages: DCFS hotlines are staffed by both English and Spanish-speaking operators. Hotline operators can also support most other languages by accessing a language translation line.

DCFS operates several hotline numbers for persons who wish to report cases of child abuse and neglect or obtain information on foster parenting, day care and adoption.

ADVOCACY OFFICE FOR CHILDREN & FAMILIES
(800) 232-3798; TTY: (800) 513-4980
Outside Illinois: (217) 524-2029;
TTY: (217) 524-3715

Resolves issues and complaints regarding delivery of services, responsiveness of workers and problems related to the application of Department rules and procedures.

Toll Free Help Line: Handles all calls from service providers or foster, biological and adoptive parents regarding child welfare issues. Complaints or concerns made by the caller are researched and appropriate Department staff are contacted to resolve the problem and make suggestions for improvements and changes in the functioning of the Department.

Youth Hotline: Accepts complaints, concerns, inquiries and suggestions made by youth callers. Contacts appropriate private agency and Department staff to resolve the problem and makes suggestions for improvements and changes in the functioning of the Department.

ABUSE AND NEGLECT HOTLINE
(800) 252-2873; TTY: 800-358-5117
Outside Illinois: (217) 785-4020

Child Protection maintains a 24-hour, year-round abuse and neglect hotline, investigates all child abuse and neglect allegations and provides child protection and welfare services to all intact family cases in Cook County. It provides quality services that effectively ensure the safety and well-being of children, meet the best interests of the child and result in earlier permanency.

Child Abuse/Neglect Investigations: Initiates and conducts investigations statewide, assures safety of the alleged victims, identifies and connects alleged victims with needed services and makes decision whether protective custody should be taken.

Emergency Resource Center: Receives all DCFS wards needing placement in Cook County and locates relatives or foster care placement for these wards.

**DEPARTMENT OF HEALTH & HUMAN SERVICES -
OFFICE FOR CIVIL RIGHTS (OCR) REGION 5 OFFICE
233 North Michigan Avenue - Suite 240 (60601)
312-886-2359; fax 312-886-1807; TTY: 312-353-5693
Website: www.hhs.gov/ocr**

Office Hours: Monday-Friday 8am-4:30pm

Clientele: Health and Social Service Entities/Patients/General Public

Service Area: The State of Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin

Fees: None

Walk-in Accepted? Restricted Access - Appointment Required

Type of Services: The Department of Health and Human Services through the Office for Civil Rights (OCR) promotes and ensures that people have equal access and opportunity to participate in and receive service in all HHS programs without facing unlawful discrimination and by ensuring the privacy of individuals' personal health information.

Foreign Language Services Available: Via Translator

**FEDERAL DEFENDER PROGRAM
55 E. Monroe Street, Suite 2800 (60603)**

(312) 621-8300; fax: (312) 621-8399

Branch Office

**202 West State Street, Rockford, IL (61101)
(815) 961-0800**

Office Hours: Monday-Friday 8:30am-6:00pm

Clientele: Individuals accused of a federal crime who are financially unable to obtain legal representation

Fees: None

Walk-ins Accepted? Yes

Type of Service: Provides court-appointed representation to persons accused of committing federal crimes. Services are available in Spanish.

**GOVERNOR'S OFFICE OF CITIZENS ASSISTANCE
(GOCA)**

James R. Thompson Center

**100 West Randolph Street, 16th Floor (60601)
(312) 814-2754 or (800) 642-3112**

**222 South College Street, Suite 106,
Springfield (62706)**

**(217) 782-0244; fax: (217) 524-4049
TTY: (800) 526-0844**

E-mail: governor@illinois.gov

Website: www.illinois.gov

Office Hours: Monday-Friday, 8:30am-5pm

Clientele: Residents of Illinois

Fees: None

Walk-ins Accepted? Yes

Type of Service: Provides a central location where assistance, information, and referrals can be obtained through inquiries via telephone, letter, or office visit for the resolution of problems with businesses and government agencies. Services available in Spanish.

ILLINOIS ATTORNEY GENERAL'S OFFICE

Consumer Protection Division

100 West Randolph Street, 12th Floor (60601)

(312) 814-3000

Hotlines: (800) 386-5438; TTY: (800) 964-3013

Spanish Language Hotline: (800) 310-8398

Website:

www.illinoisattorneygeneral.gov/consumers/index.html

Office Hours: Monday-Friday 9am-5pm

Clientele: Open to the general public

Fees: None

Walk-ins Accepted? Yes

Type of Service: Responds to general consumer complaints in such matters as home repair, auto repair, false advertising and credit services. Branch offices are located throughout Illinois.

Crime Victims Division

Illinois Crime Victims Compensation Program

100 West Randolph Street, 13th floor (60601)

(800) 228-3368; fax: (312) 814-7105

TTY: (800) 228-3368

Website: www.illinoisattorneygeneral.gov

Office Hours: Monday-Friday 9am-5pm

Clientele: Open to members of the general public who incur out-of-pocket expenses as an innocent victim of a crime

Fees: None

Walk-ins Accepted? Yes

Type of Service: Provides compensation for medical/hospital care, counseling services, loss of earnings, loss of future earnings (if victim is permanently disabled), tuition reimbursement, temporary lodging, funeral expenses, loss of support and other out-of-pocket expenses incurred as a result of a violent crime. Interpreters available if needed.

ILLINOIS DEPARTMENT OF HUMAN RIGHTS

100 West Randolph Street, Room 10-100 (60601)

(312) 814-6200; fax: (312) 814-1436

TTY: (312) 263-1579

Website: www.state.il.us/dhr

**222 South College Street, Room 101 A,
Springfield (62704)**

(217) 785-5100; fax: (217) 785-5106

TTY: (217) 785-5125

Office Hours: Monday-Friday 8:30am-5pm; Intake in Chicago
Monday-Thursday 8:30am-5pm

Clientele: Open to the general public

Fees: None

Walk-ins Accepted? Yes

Type of Service: This is a cabinet level department responsible for enforcing the Illinois Human Rights Act. Primary responsibilities are (1) to initiate, receive and investigate charges of discrimination in employment, housing, financial credit and public accommodations based on race, color, religion, sex, sexual harassment, national origin, ancestry, age (40 and over), marital status, physical or mental handicap, unfavorable military discharge, military status, sexual orientation, arrest record and citizenship status (in employment), familial status, i.e., children under age 18 (in housing), sexual harassment in higher education, and retaliation for filing a charge of discrimination or opposing a discriminatory practice; (2) to monitor and enforce affirmative action and equal employment opportunity in state agencies, boards, commissions, and instrumentalities; (3) to investigate the employment practices of firms doing business with state and local governments; and, (4) to file formal complaints with the Human Rights Commission when charges of discrimination are supported by the Department's investigation. Individuals can initiate the filing of a charge by phoning, writing or appearing in person at the Chicago or Springfield office of the Department. A charge must be filed within 180 days of the date the alleged discrimination took place in all cases except housing (one-year filing deadline). Spanish-speaking staff members available.

ILLINOIS HUMAN RIGHTS COMMISSION

100 West Randolph Street, Suite 5-100 (60601)
(312) 814-6269; fax: (312) 814-6517
TTY: (312) 814-4760

404 Stratton Office Building, Springfield (62706)
(217) 785-4350; fax: (217) 524-4877
TTY: (217) 557-1500

Website: <http://www.state.il.us/ihr/>

Office Hours: Monday-Friday 8:30am-5pm

Clientele: Open to the general public

Fees: None

Walk-ins Accepted? Yes

Type of Service: The Commission is dedicated to promoting freedom from unlawful discrimination as defined by the Illinois Human Rights Act and serves as a neutral forum for the adjudication of contested claims. The Commissioners are appointed by the Governor and are confirmed by the Senate. The Commission's primary functions are: (1) to adjudicate contested charges after an investigation by the Department of Human Rights determines that there is substantial evidence that a violation of the Act occurred; (2) to review settlement agreements arising out of charges of discrimination; and, (3) consideration of Department petitions for entry of default judgment. Spanish-speaking staff available.

LAW OFFICE OF THE COOK COUNTY

PUBLIC DEFENDER

69 West Washington Street, Suite 1600 (60602)
(312) 603-0600; fax: (312) 603-9860

Office Hours: Monday-Friday 9am-5pm

Clientele: Indigent persons charged with criminal offenses

Walk-ins Accepted? No, representation is by court appointment only

Fees: None

Type of Service: Assistant Public Defenders provide court-appointed representation for felonies, misdemeanors, paternity cases, juvenile abuse/neglect and delinquency cases, traffic cases and appellate cases. Spanish-speaking staff available.

MAYOR'S OFFICE FOR PEOPLE WITH DISABILITIES (MOPD)

Main Office in City Hall:
121 North LaSalle Street, Room 1104 (60602)
(312) 744-7050; fax: (312) 744-3314
TTY: (312) 744-4964

Field Office:
2102 W. Ogden Avenue, Main Floor (60612)
(312) 746-6673; fax: (312) 746-5787
TTY: (312) 744-7833

Office Hours: Monday-Friday 8:30am-4:30pm

Clientele: Disabled persons, age 59 and under

Fees: Homemaking is \$1/hour for those who qualify

Walk-ins Accepted? Yes

Type of Service: Provides homemaking, independent skills training, TTY training, assistive technology, architectural services, technical assistance on legal compliance with disability rights law, drug and AIDS prevention program for the hearing impaired, employment services, home modification, public education, and use of our facility/meeting rooms for disabled organizations.

OFFICE OF THE STATE APPELLATE DEFENDER
203 North LaSalle Street, 24th Floor (60601)
(312) 814-5472; fax: (312) 814-1447
Website: www.state.il.us/defender/

Office Hours: Monday-Friday 9am-5pm

Clientele: Indigent criminal defendants appointed by the court

Fees: None

Type of Service: OSAD represents indigent persons on appeal in criminal, post-conviction and juvenile cases when appointed by the court. Defense counsel or the defendant may ask the court to appoint OSAD at sentencing or after the dismissal of the defendant's post-conviction pleadings.

**U.S. DEPARTMENT OF HOMELAND SECURITY
U.S. CITIZENSHIP AND IMMIGRATION SERVICES
101 West Congress Parkway (60605)
(312) 239-5900; TTY: (312) 239-5960**

**National Customer Service Center: (800) 375-5283
National TTY: (800) 767-1833
Website: www.uscis.gov**

Office Hours: Mon., Tues., Thurs., Fri. 7:30am-3:30pm; Wed. 7:30am-12:00pm.

Clientele: Open to the general public, after appropriate security screening.

Fees: Varies with applications that are filed locally.

Walk-ins Accepted? For emergency reasons only. Appointments with information officers are made via the internet uscis.gov – INFOPASS.

Type of Service: Responsible for administering the Immigration and Naturalization Act, citizenship and residency applications. Applicants should be accompanied by an interpreter if needed.

**U.S. DEPARTMENT OF LABOR
WAGE-HOUR DIVISION
230 South Dearborn Street, Suite 412 (60604)
(312) 596-7230; fax: (312) 596-7251
Website: www.dol.gov/esa/whd**

Office Hours: Monday-Friday 9:30am-3pm

Clientele: Open to the general public

Fees: None

Walk-ins Accepted? Yes

Type of Service: Enforces the Fair Labor Standards Act concerning federal minimum wage, overtime, and child labor laws; the Davis-Bacon Act concerning prevailing wages on government-funded construction contracts; the Service Contract Act concerning prevailing wages on government service contracts; the Migrant Safety and Protection Act which protects migrant labor; and the Employee Polygraph Protection Act (EPPA) which prohibits most private employers from using lie detector tests. As of August 5, 1993, the Family Medical Leave Act entitles eligible employees to take up to twelve weeks of unpaid, job-protected leave each year for specified family and medical reasons. Services available in Chinese, Korean, Polish, and Spanish.

**U.S. DEPARTMENT OF LABOR
OFFICE OF FEDERAL CONTRACT COMPLIANCE
230 South Dearborn Street, Suite 434 (60604)
(312) 596-7045; fax: (312) 596-7037
Website: www.dol.gov/eas/ofccp**

Office Hours: Monday-Friday 8am-4:30pm

Clientele: Open to the general public, particularly those persons who are employed by or seeking employment with employers who hold federal contracts

Fees: None

Walk-ins Accepted? Yes

Type of Service: Audits affirmative action programs of federal contractors. Enforces equal employment opportunity laws and Executive Orders applicable to federal contractors. Investigates class complaints of employment discrimination based on race, sex, religion or national origin. Also investigates individual complaints of employment discrimination based on disability or veteran's status. Services available in Spanish.

**U.S. DISTRICT COURT PRO BONO PANEL
219 South Dearborn Street, 20th Floor (60604)
(312) 435-5771; fax: (312) 554-8512
Website: www.ilnd.uscourts.gov**

Office Hours: Monday-Friday 8:30am-4:30pm

Clientele: Those financially unable to obtain adequate representation in civil matters

Fees: None

Type of Service: Assignments are by court order only. Provides court-appointed representation to parties in federal civil cases.

**U.S. EQUAL EMPLOYMENT OPPORTUNITY
COMMISSION**

500 West Madison Street, Suite 2000 (60661)

(800) 669-4000; fax: (312) 886-1168

Website: www.eeoc.gov

Office Hours: Monday - Friday 8:30am - 3:30pm.

Clientele: Open to the general public

Fees: None

Walk-ins Accepted? Yes, but appointments have priority

Type of Service: Processes, investigates and enforces employment discrimination complaints based on race, sex, national origin, religion, color, age, and disability. Mandarin, Polish and Spanish-speaking staff members are available.

PART III: BAR ASSOCIATION REFERRALS & SPECIAL PROJECTS

Bar associations are membership organizations for attorneys that frequently provide referral services for persons seeking attorneys and/or projects aimed at assisting indigent persons.

Please note that, unless otherwise noted, all agencies and offices listed are wheelchair-accessible.

CHICAGO BAR ASSOCIATION DEFENSE OF PRISONERS COMMITTEE 321 South Plymouth Court (60604) (312) 554-2000

Office Hours: Monday-Friday 9am-5pm

Clientele: Low-income persons appointed by the court

Fees: None

Walk-ins Accepted? No

Type of Service: This committee provides legal representation to low-income persons by court order only; all requests for appointment of attorneys must be made by a judge who is hearing the case or the presiding judge of the criminal division.

CHICAGO BAR ASSOCIATION IN-COURT LAWYER REFERRAL PROGRAM (312) 554-2001

Office Hours: Monday-Friday 9am-4:30pm

Clientele: Defendants in criminal court

Fees: Reduced rates

Type of Service: Lawyers are assigned to various criminal courts throughout Cook County to provide representation in felony/preliminary hearings, misdemeanor cases and traffic cases. Information is available at the above telephone number or a client may ask the judge if a Bar Attorney is available in the courtroom.

CHICAGO BAR ASSOCIATION LAWYER REFERRAL SERVICE

321 South Plymouth Court (60604)
(312) 554-2001; TTY: (312) 554-2055
Website: www.chicagobar.org

Office Hours: Monday-Friday 9am-4:30pm

Clientele: General public in Chicago and surrounding suburbs.

Fees: \$30 for the referral; legal fees arranged with private attorneys

Walk-ins Accepted? No

Type of Service: Attorney referrals made by telephone or internet. Referral to one attorney at a time is given. Spanish-speaking staff available for intake when calling; attorneys who speak a variety of foreign languages are available for referral.

CHICAGO COUNCIL OF LAWYERS
INDIGENT REFERRAL PANEL
750 North Lake Shore Drive, 4th Floor
(312) 988-6565; fax: (312) 654-8644

Clientele: Low-income persons (attorneys are appointed by the court)

Fees: None

Walk-ins Accepted? No

Type of Service: Provides legal representation to low-income persons by court order only; all requests for appointment of attorneys must be made by the judge who is hearing the case or the presiding judge of the criminal division.

COOK COUNTY BAR ASSOCIATION
LAWYER REFERRAL PROGRAM
39 South LaSalle, Suite 1117 (60603)
(312) 630-1157; fax: (312) 630-0983
E-mail: info@cookcountybar.org
Website: www.cookcountybar.org

Office Hours: Monday-Friday 11am-3pm

Clientele: Open to the general public

Fees: None for referral; legal fees arranged with private

attorneys

Walk-ins Accepted? No

Type of Service: Provides referrals to private attorneys. Also, provides legal clinics as well as several expungement summits each year.

LAWYER REFERRAL SERVICE

321 South Plymouth Court

Chicago, Illinois 60604

(312) 554-2141

Email: monicatorres76@yahoo.com

Website: www.hlai.org

Office Hours: 24-hour answering service (all referrals conducted via telephone)

Clientele: Open to the general public

Fees: None for referral; legal fees arranged with private attorneys

Walk-ins Accepted? No

Type of Service: Provides referrals to private English/Spanish-speaking attorneys with experience in every area of the law.

ILLINOIS STATE BAR ASSOCIATION

ILLINOISLAWYERFINDER.COM

P.O. Box 1330, Springfield (62705-1330)

(800) 922-8757

Website: www.illinoislawyerfinder.com

Service Hours: Monday-Friday 9am-4pm, except holidays

Clientele: See below. Available statewide.

Fees: \$25 initial consultation fee.

Walk-ins Accepted? No, telephone service only

Type of Service: ILLINOISLAWYERFINDER.COM refers persons to private practicing attorneys in their area for the type of legal problem they have. There is no fee for the referral. The attorneys are not legal aid, low income or pro bono. The referral entitles the caller to a 30-minute conversation either on the phone or in the attorney's office for a fee of not more than \$15, with no obligation. After the consultation, the attorney will

charge the client regular fees. It is up to the client to discuss fees with the attorney.

Clients must call personally. The caller is to provide their name and mailing address. A referral confirmation will be sent to the client and attorney. Referrals cannot be made for those who are incarcerated, in a hospital, or nursing home. The caller must be able to pay the attorney \$15 for the consultation at the time of appointment.

**LAKE COUNTY BAR ASSOCIATION
LAWYER REFERRAL SERVICE
7 North County Street, Waukegan (60085)
(847) 244-3140; fax: (847) 244-8259
E-mail: info@lakebar.org
Website: www.lakebar.org**

Office Hours: Monday-Friday 8am- 4:30pm
Clientele: Open to anyone who has a potential case in Lake County, residency in Lake County not required.
Fees: Legal fees arranged with private attorneys
Walk-ins Accepted? No
Type of Service: Provides referrals to private attorneys.

**NATIONAL LAWYERS GUILD
Westtown Community Law Office
2502 W. Division Street (60622)
(773) 278-6706; fax: (773) 278-0635
E-mail: mpwr2502@earthlink.net**

Office Hours: 9:00am – 5:30pm
Clientele: Open to the general public
Fees: Depends on case
Walk-ins Accepted? No, by appointment only
Type of Service: Criminal, domestic relations and civil rights. Provides referrals to lawyers on the Guild list for specified cases. Services available in French and Spanish.

NORTH SUBURBAN BAR ASSOCIATION
P.O. Box 731, Glenview (60025)
(847) 564-4800
Website: www.ilnsba.org

Office Hours: 24-hour referral service
Clientele: Open to the general public
Fees: \$25 for half-hour consultation; legal fees arranged with private attorney if the attorney is hired.
Walk-ins Accepted? No
Type of Service: Provides referrals to private attorneys.

NORTHWEST SUBURBAN BAR ASSOCIATION
800 East Northwest Highway, Suite 418
Palatine (60074)
(847) 221-2681; fax: (847) 221-2844
Website: www.nwsba.org

Office Hours: Monday-Friday 10am-3pm
Clientele: Open to the general public
Fees: \$25 referral service fee; legal fees arranged with private attorneys
Walk-ins Accepted? No, phone-in only
Type of Service: Provides referrals to private attorneys.

WEST SUBURBAN BAR ASSOCIATION
521 S. LaGrange Road #203, LaGrange (60525)
(708) 352-5678; fax: (708) 352.6543
E-mail: wsbalaw@aol.com

Office Hours: Monday-Friday 9am-4pm
Clientele: Open to any resident of the western suburbs
Fees: \$25 for initial half-hour consultation - prepaid Visa or MasterCard accepted; legal fees arranged with private attorneys
Walk-ins Accepted? No
Type of Service: Provides referrals to private attorneys, social service agencies or pro bono agencies as needed.
Wheelchair Accessible: No

PART IV: NON-LAWYER ADVOCACY PROGRAMS

The following listed programs are generally social service oriented programs which offer expertise in a particular area. While they may not have staff attorneys to represent individuals, they can provide some legal-oriented information counseling and/or referrals to attorneys specializing in that area.

Please note that, unless otherwise noted, all agencies and offices listed are wheelchair-accessible.

CATHOLIC CHARITIES

Immigration and Naturalization Services 651 West Lake, Suite 103 (60661) (312) 427-7078; fax: (312) 427-3130

Office Hours: Monday-Friday 8:30am-4:30pm

Clientele: People hoping to become legal permanent residents through a family member, VAWA, religious visas, or citizenship application.

Fees: We accept established donations

Walk-ins Accepted? No; consultations for information and appointments are from Monday-Friday 2:00pm-4:00pm only

Type of Service: Provides legal immigration counseling and assistance including family visa processing, VAWA, religious visas, naturalization (applying for U.S. citizenship), community information, consultation, or referrals if needed. Services available in Spanish.

Legal Assistance 651 W Lake Street (60661) (312) 948-6821; fax (312) 559-1530

Office Hours: Monday-Friday 8:30am-4:30pm

Clientele: The Legal Assistance and Resource Center (CCLA) will help anyone in need of legal assistance. The clients that contact LARC are often already receiving services from other

Catholic Charities programs. However, LARC is not limited to those who are already Catholic Charities clients

Fees: None

Walk-ins Accepted? In-person appointments scheduled as needed.

Type of Service: LARC assesses clients' legal needs and directs them to the appropriate resources, clinics and/or pro bono attorneys for timely service. LARC may also provide appropriate legal advice to clients.

Refugee Resettlement Program
651 West Lake Street (60661)
(312) 655-7856; fax (312) 879-0208

Office Hours: Monday-Friday 8:30am-4:30pm

Clientele: Refugees, parolees, and those seeking asylum

Fees: None.

Walk-ins Accepted? No; please call to make an appointment

Type of Service: The Refugee Resettlement Program provides comprehensive resettlement services to refugees from various regions of the world during their period of adaptation to a new environment, leading them to greater self-sufficiency. Services are available in Bosnian, French, and Spanish.

CENTER FOR CONFLICT RESOLUTION
11 East Adams Street, Suite 500 (60603)
(312) 922-6464; Fax: (312) 922-6463
E-mail: ccr@ccrchicago.org
Website: www.ccrchicago.org

Office Hours: Monday through Thursday 9:00am-5:00pm; Friday 9am-2:30pm; Mediations are generally scheduled Monday through Thursday at 9:30am and at 2:00pm, and on one rotating day each week from 4:00pm and 6:00pm. Also two Saturdays a month 9:30am-2pm.

Clientele: Open to the general public

Fees: In most situations, CCR services are free.

Walk-ins Accepted? No

Type of Service: Mediation services to area residents involved in disputes. The majority of cases mediated are civil in nature. Mediations may involve, but are not limited to, tenants and landlords, families, neighborhoods, juvenile offenders, the workplace, corporate, employment, construction, real estate, health care, church, school and community disputes. It is not necessary for cases to have legal issues and/or lawsuits pending. Spanish-speaking staff available. Performance-based Mediation Skills Training available for a fee.

**COMMUNITY COUNSELING CENTERS OF CHICAGO
QUETZAL CENTER**

2525 West Peterson Avenue (60659)

(773) 506-2525; fax: (773) 506-7134

E-mail: quetzalcenter@aol.com

Website: www.c4chicago.org

Office Hours: Monday-Friday 9am-5pm; evenings by appointment

Clientele: Adult and adolescent victims of sexual violence

Fees: None

Walk-ins Accepted? Yes

Type of Service: This court advocacy program is designed to assist victims of sexual assault and their significant others in negotiating the legal process. Advocates identify options, act as liaisons between police and State's Attorneys, answer questions and provide referrals. Community education and counseling for victims are also available. Spanish-speaking staff available.

FAMILY RESOURCE CENTER ON DISABILITIES

20 East Jackson Boulevard, Room 300 (60604)

(312) 939-3513; fax: (312) 939-7297

TTY: (312) 939-3519

Toll Free: (800) 952-4199 (non-local Illinois callers only)

E-mail: frcdtiil@ameritech.net

Website: www.frcd.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Open to the general public

Fees: Training sessions and consultations are free; small fees for publications

Walk-ins Accepted? Yes, though calling in advance is recommended.

Type of Service: Conducts weekly training sessions and community workshops on special education rights and advocacy for parents of children with disabilities. Programs stress positive parent participation in the educational programming for disabled children. Publishes newsletters, training manuals, fact sheets, and a variety of informational pamphlets. Special education consultation services also available on a sliding fee scale.

HEARTLAND ALLIANCE

VIOLENCE RECOVERY SERVICES

2106 W 35th Street, Chicago, IL (60609)

(773) 847-4417 fax: (773) 847-4942

Email: vrs@heartlandalliance.org

Website: www.heartlandalliance.org

Office Hours: Monday-Friday 8:30am-5pm, extended hours are available

Clientele: Individuals who have experienced domestic violence, sexual assault, or sexual abuse. Services are available for children, youth, and adults.

Fees: None

Walk-ins Accepted? Yes, although appointments are preferred.

Type of Service: Provides: case management, clinical counseling, support groups, legal advocacy, parent skills training classes, financial literacy and budgeting, systems advocacy, and community education. Services available in Spanish.

HORIZONS COMMUNITY LEGAL SERVICES

3656 North Halsted (60613)

(773) 472-6469; fax: (773) 472-6643

Office Hours: Weekdays 9am-5pm

Clientele: Lesbians, gay men, bisexuals, transgendered people, and people living with HIV or AIDS or victims of violent crime

Fees: None

Walk-ins Accepted? No

Type of Service: Provides legal consultation, referrals to attorneys and mediation services.

**HULL HOUSE DOMESTIC VIOLENCE COURT
ADVOCACY PROGRAM**

555 West Harrison, Room 2200 (60607)

(312) 325-9175; fax: (312) 325-9190

TTY: (312) 325-9191

E-mail: tzito@hullhouse.org

Website: www.hullhouse.org

Office Hours: Monday-Friday 8:30am - 4pm

Clientele: Victims of domestic violence who are interested in prosecuting their abuser. This includes all family and household members.

Fees: None

Walk-ins Accepted? Yes

Type of Service: This is a nonlawyer advocacy project operating in Cook County's centralized domestic violence court to assist individuals in obtaining Orders of Protection and in prosecuting abusive spouses, family members or lovers. Advocates work with key court personnel in court proceedings after charges have been filed against the abusive person(s). No divorce or child custody cases. We also have an advocate dedicated to work with the LGBT population. Services available in Spanish and English; translators available for other languages.

**ILLINOIS CITIZENS FOR BETTER CARE (ICBC)
ASSISTANCE LINE**

(312) 663-5120

Clientele: Open to the general public

Fees: None

Walk-ins Accepted? No

Type of Service: Provides resident and family-oriented information about nursing homes: information and assistance on nursing home selection, residents' rights, problem resolution, complaint filing, complaint follow-up and nursing home payment. Organizes and supports family councils. ICBC also publishes SMARTCARE, a guide for family members on getting decent nursing home care for their residents.

**INTERNATIONAL HUMAN RIGHTS LAW INSTITUTE
DEPAUL UNIVERSITY COLLEGE OF LAW
25 East Jackson Boulevard, Suite 800 (60604)
(312) 362-5919; fax: (312) 362-5923
E-mail: iharli@depaul.edu**

Office Hours: Monday-Friday 9am-5pm

Clientele: Victims of violations of international human rights

Fees: None

Walk-ins Accepted? No

Type of Service: Primarily engages in academic research, training programs, technical assistance, public and professional education, advocacy, and occasional participation in cases before international, regional, and foreign tribunals.

**THE MARJORIE KOVLER CENTER FOR THE
TREATMENT OF SURVIVORS OF TORTURE
1331 West Albion (60626)
(773) 381-4070; fax: (773) 381-4073 (attn: Kovler)
E-mail: kovler@heartlandalliance.org**

Office Hours: Monday-Friday 8:30am-5pm or by arrangement

Clientele: Survivors of torture (clients are seen without regard to immigration status)

Fees: None

Walk-ins Accepted? Calling for an appointment is preferred. Please call 773-381-4070 and ask to speak with a case manager.

Type of Service: Comprehensive mental health, medical, and case management services. This includes psychotherapy,

psychiatry, primary care, legal referral, case management referral, English language tutoring, cultural events, and more. The Kovler Center assists with asylum case documentation and forensic evaluation for clients who are engaged in treatment. We work very closely with the NIJC (National Immigrant Justice Center [see page 24]).

METROPOLITAN PLANNING COUNCIL
140 South Dearborn, Suite 1400 (60603)
(312) 922-5616; fax: (312) 922-5619
E-mail: info@metroplanning.org
Website: www.metroplanning.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Open to those interested in public policy affecting the growth of the Chicago region

Fees: None

Type of Service: Founded in 1934, the Metropolitan Planning Council (MPC) is a nonprofit, nonpartisan group of business and civic leaders committed to serving the public interest through the promotion and implementation of sensible planning and development policies necessary for a world-class Chicago region. MPC conducts policy analysis, outreach and advocacy in partnership with public officials and community leaders to improve equity of opportunity and quality of life throughout metropolitan Chicago.

METROPOLITAN TENANTS ORGANIZATION
2150 S Canalport, 2nd Floor (60608)
(773) 292-4980; fax: (773) 292-0333
Tenants' Rights Hotline: (773) 292-4988
E-mail: tenants-rights@tenants-rights.org
Website: www.tenants-rights.org

Office Hours: Monday-Friday 9am-5pm

Hotline Hours: Monday-Friday 1pm-5pm

Clientele: Open to the general public

Fees: None

Walk-ins Accepted? Yes, also by appointment at (773) 292-4980

Type of Service: Tenants Rights Hotline available to provide phone counseling in English and in Spanish to Chicago tenants. Legal referrals are provided if needed. Provides assistance on building-code enforcement and tenant organizing. Provides training seminars on tenant/landlord law and produces several publications. Publications are available in English and in Spanish.

MUJERES LATINAS EN ACCION

2124 West 21st Place (60608)

(773) 890-7676; fax: (773) 890-7650

E-mail: maria@mujereslat.org

Website: www.mujereslatinasenaccion.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Primarily monolingual Spanish-speaking persons living in the Chicagoland area.

Fees: None

Walk-ins Accepted? Yes

Type of Service: Mujeres offers a comprehensive array of social services including programs in domestic violence, sexual assault, homelessness prevention, youth crisis intervention, parenting training, children and teen after school activities, and leadership development. Spanish speaking staff available.

SOLUTIONS 4 CARE

7222 West Cermak Road, Riverside (60546)

(708) 447-2448; fax: (708) 863-3592

Email: dsitz@solutions4care.org

Website: www.solutions4care.org

Office Hours: Monday-Friday 8:30am-4:30pm

Clientele: Seniors of Cicero or Berwyn

Fees: None for clinics; a small fee for wills

Walk-ins Accepted? No, by appointment only

Type of Service: Operates a legal referral clinic staffed by the Legal Assistance Foundation of Metropolitan Chicago; a private attorney is available to draft wills. Services available in a variety of languages.

VIETNAMESE ASSOCIATION OF ILLINOIS

5110 North Broadway Street (60640)

(773) 728-3700; fax (773) 728-0497

Office Hours: Monday-Friday 9am - 5pm

Clientele: Vietnamese refugees and immigrants and other Uptown residents

Fees: \$10 - \$30 for immigration-related services

Walk-ins Accepted? Yes

Type of Service: Provides employment services and assistance in adjusting immigration status, services to Vietnamese youth and the elderly, women's health education, and assistance to refugee small businesses. Offers vocational training. Services provided in Vietnamese and English.

WOMEN EMPLOYED

111 North Wabash, 13th Floor (60602)

(312) 782-3902; fax: (312) 782-5249

E-mail: info@womenemployed.org

Website: www.womenemployed.org

Office Hours: Monday-Friday 9am-5:30pm

Hotline Hours: Job problems counseling hotline: Fridays 10am-12pm.

Fees: Hotline services are free.

Walk-ins Accepted? No

Type of Service: Provides free nonlawyer counseling by telephone to individuals who feel they are being discriminated against or treated unfairly on the job. Assists in determining whether the situation is unfair or illegal and offers solution options. Referrals to attorneys are made if requested.

YWCA LOOP
SEXUAL VIOLENCE AND SUPPORT SERVICES
360 North Michigan Avenue, Suite 800 (60601)
(312) 762-2761; fax: (312) 372-4673
Website: www.ywcachicago.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Any victim of sexual assault or incest

Fees: None

Walk-ins Accepted? No

Type of Service: This in-court advocacy program is designed to assist victims of sexual assault in negotiating the legal process. Advocates identify options, act as liaisons between police and State's Attorney, answer questions and provide referrals.

PART V: CIVIC ORGANIZATIONS

The following listed organizations are involved with civil rights and better government issues. They primarily take test cases and class action suits where the results will benefit a group of people as opposed to individuals.

Please note that, unless otherwise noted, all agencies and offices listed are wheelchair-accessible.

AMERICAN CIVIL LIBERTIES UNION (ACLU)
180 North Michigan Avenue, Suite 2300 (60601)
(312) 201-9740; fax: (312) 201-9760

E-mail: acluillofillinois@aclu-il.org *(We cannot accept requests for legal assistance by e-mail for confidentiality reasons. All intake must be done by mail, phone, or fax.)*

Website: www.aclu-il.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Open to the general public

Fees: None

Walk-ins Accepted? No, please make an appointment

Type of Service: Provides legal representation in civil liberties and civil rights matters, which present significant issues or affect a large number of people. Spanish-speaking staff available.

BETTER GOVERNMENT ASSOCIATION (BGA)

11 East Adams St., Room 608 (60603)

(312) 427-8330; fax: (312) 386-9203

E-mail: info@bettergov.org

Website: www.bettergov.org

Office Hours: Monday-Friday 9am-5pm

Clientele: Open to the general public

Fees: None

Type of Service: Watchdog organization which investigates complaints against governmental agencies, initiates class action suits in instances where findings benefit large groups of people,

and provides referrals for individuals to other clinics or governmental agencies when appropriate.

CITIZEN ADVOCACY CENTER
182 North York Road, Elmhurst, (60126)
(630) 833-4080; fax: (630) 833-4083
E-mail: cac@citizenadvocacycenter.org
Website: www.citizenadvocacycenter.org

Office Hours: Weekdays 8:30am-5pm and some evenings and weekends

Clientele: Residents of the western Chicagoland suburbs

Fees: None, but donations accepted

Type of Service: Dedicated to strengthening civic muscles through training in democratic tools, confronting abuse of government power, and promoting citizen awareness of efforts to resolve contemporary problems in the western and far western suburbs of Chicago.

ENVIRONMENTAL LAW & POLICY CENTER OF THE MIDWEST

35 East Wacker Drive, Suite 1300 (60601)

(312) 673-6500; fax: (312) 795-3730

E-mail: elpcinfo@elpc.org

Website: www.elpc.org

Office Hours: Monday-Friday 8:30am-5pm

Clientele: Environmental and community organizations

Fees: None

Walk-ins Accepted? No

Type of Service: ELPC is the Midwest's leading public interest environmental legal advocacy and eco-business innovation organization. ELPC's major program areas include: promoting clean energy development strategies that reduce environmental degradation by encouraging energy efficiency and renewable energy alternatives to nuclear and coal plants; promoting innovative transportation approaches, such as the development of a Midwest high-speed rail network, that will lead to cleaner air

and more jobs, and proposing “smart growth” alternatives to sprawl-inducing new road projects; and developing sound environmental management practices that protect and preserve natural resources and improve the quality of life in our communities. One of ELPC's premises is that environmental progress and economic development can be achieved together. ELPC's multidisciplinary professional staff includes 40 attorneys, M.B.A.'s, public policy advocates and communications specialists. ELPC was established in 1993 and has an annual budget of \$6 million. Please see ELPC's website for more information at www.elpc.org.

MEXICAN AMERICAN LEGAL DEFENSE AND EDUCATIONAL FUND (MALDEF)
11 East Adams Street, Suite 700 (60603)
(312) 427-0701; fax: (312) 427-0691
Website: www.maldef.org

Office Hours: Monday-Friday 8am-5pm

Clientele: Generally from the Latino and immigrant communities

Fees: None

Type of Service: MALDEF is a national nonprofit organization whose mission is to protect and promote the civil rights of Latinos in the U.S. Focuses on class-based law-reform work in the areas of education, employment, political access, immigrant rights, and public-resource equity. Utilizes community outreach, advocacy and, when necessary, litigation.

CITY AND STATE HOTLINE NUMBERS

City of Chicago Hotlines:

For inquiries regarding government programs, city services and non-emergency police reports (including aldermanic information, building code violations, consumer fraud, homelessness, and senior citizens) **Dial 311**

Outside of Chicago..... 312-744-5000

Chicago 24-Hour Hotline for the Hearing-Impaired (TTY)

..... 312-744-8599

Chicago Rape Crisis Hotline 888-293-2080

Domestic Violence Hotline 877-863-6338

Domestic Violence Hotline (TTY)..... 877-863-6339

State of Illinois Toll-Free Numbers:

Illinois Attorney General's Office

Crime Victims Assistance..... 800-228-3368

Consumer Fraud Hotline 800-386-5438

Disability Rights 312-814-5684

TTY 312-814-3374

Senior Citizen's Consumer Fraud Hotline 800-243-5377

Veterans' Rights Hotline 800-382-3000

Illinois Department of Children & Family Services

Adoption Information Center of Illinois 800-572-2390

Advocacy Office for Children and Families

(to register a complaint about DCFS) 800-232-3798

Child Abuse & Neglect Hotline 800-252-2873

TTY 800-358-5117

Day Care Information and Complaint Tracking

Foster Parent Hotline 800-624-KIDS

Missing Child Helpline..... 866-503-0184

Post Adoption and Guardianship 866-538-8892

Putative Father Registry 800-420-2574

Youth Hotline 800-232-3798

Illinois Department of Human Services

Child Support Action Line	800-447-4278
DHS Help Line:	800-843-6154
TTY:	800-447-6404
Fraud & Abuse Hotline.....	800-252-8903
Help Me Grow – Futures for Kids	800-323-4769
Medicaid Information	800-252-8635
Women, Infants and Children (WIC).....	800-323-4769

Illinois Department of Public Health

AIDS/HIV/STD Hotline.....	800-243-2437
Nursing Home Information & Abuse Hotline ...	800-252-4343
Poison Control Center	800-942-5969
Hearing Aid Action Hotline	800-545-2200

Other State of Illinois Telephone Numbers

Aging, Senior Assistance & Elder Abuse Hotline	800-252-8966
Citizens Utility Board	800-669-5556
Drug & Alcohol Abuse	800-662-4957
Energy Hotline.....	800-252-8643
Illinois Department of Commerce & Community Affairs	
Small Business Hotline	800-252-2923
Illinois Emergency Management Agency.....	800-782-7860
Illinois Housing Authority	800-942-8439
Illinois Relay Center (to use TTY when one party has a standard phone)	Dial 711
Occupational Safety and Health Act Hotline	800-321-6742
Secretary of State’s Office	800-252-8980
Toll-Free Directory Assistance	800-555-1212
Veterans Affairs	800-827-1000

LEGAL SERVICES GUIDELINES
Income Eligibility Standards
as of March 2009

<u>Size of Family Unit</u>	<u>Maximum Gross Income Per Month</u>	<u>Maximum Gross Income Per Year</u>
1 person	\$ 1,128.00	\$13,538.00
2 persons	1,517.00	18,213.00
3 persons	1,907.00	22,888.00
4 persons	2,296.00	27,563.00
5 persons	2,686.00	32,238.00
6 persons	3,076.00	36,912.50
7 persons	3,465.00	41,588.00
8 persons	3,855.00	46,263.00

For family units with more than eight members, add \$3,740 for each additional member in a family. Annual income is determined by multiplying current gross monthly income by twelve (12), or current gross weekly income by fifty-two (52).

NOTE: The Legal Services Income Guidelines (listed above) represent 125 percent of the federal poverty level for the given household size. In fact, guidelines may vary depending upon the circumstances surrounding a case. Contact specific organizations to determine their guidelines. The above figures do not apply to Alaska and Hawaii.

These Guidelines are subject to change by the Legal Services Corporation. **www.lsc.gov**

