



Community and Social Services Resources

Arlington Heights Memorial

LIBRARY ▶

Many community and social services are available in the Arlington Heights area for people in need. The listings below include many organizations, though not all, that provide help for residents.

Village of Arlington Heights Services

Village of Arlington Heights Health and Human Services:
847-368-5790 | healthmail@vah.com

Social Services Department | 847-368-5791

Connects residents with resources including counseling subsidy, financial assistance, C.A.P. and Park District scholarships, holiday assistance, disability and resource referrals.

Abuse and Neglect

Department of Children and Family Services (DCFS) | 800-252-2873 (ABUSE)

Report suspected abuse or neglect by parents and other caregivers in a position of trust or authority over the child.

Adult Protective Services (APS) | 866-800-1409

Protects adults ages 60 or older and people with disabilities ages 18-59. Report abuse, active neglect, passive neglect and self-neglect at this phone number.

Northwest Center Against Sexual Assault (CASA)

24/7 Confidential Crisis Line: 888-802-8890

Non-emergency line: 847-806-6526

Help for those who have been assaulted, including counseling, medical advocacy in emergency rooms and legal advocacy in police stations and courts.

WINGS: Breaking the Cycle of Domestic Violence

24-hour crisis line: 847-221-5680

Provides help for those dealing with domestic violence, including safe housing and services for families with or without children.



**If you are in physical or emotional distress
please call 911.**

Financial and Food Assistance

Village of Arlington Heights Social Services | [847-368-5791](tel:847-368-5791)

Short-term financial assistance with rent, utilities, holidays and more.

Catholic Charities Des Plaines

First, see if you qualify by using their online questionnaire: Rent, SNAP or Utility Assistance? *Then*, call [877-426-6515](tel:877-426-6515).

Northwest Compass Mt. Prospect | [847-392-2344](tel:847-392-2344)

Housing, food connection, coordinated entry for people who are homeless or at risk, financial and career coaching.

Salvation Army Des Plaines | [847-981-9111](tel:847-981-9111)

Emergency assistance, meals, food pantry and housing.

Townships

Call the township where you live to qualify for services.

Wheeling Township | [847-259-7730](tel:847-259-7730)

Financial assistance for qualifying residents, donations received and distributed, food pantry, seasonal giving programs, LIHEAP (Low-Income Home Energy Assistance Program), access to care, mobile dental clinic, public aid forms and assistance, and information and referral.

Elk Grove Township | [847-437-0300](tel:847-437-0300)

General assistance, emergency assistance, mobile dental clinic, LIHEAP and other help with utilities including heat, access to care intake, food pantry, information and referral.

Palatine Township | [847-358-6110](tel:847-358-6110)

Assistance may be available for eligible residents facing financial hardship making it difficult to provide necessities for themselves or their family members.

Housing

Coordinated Entry Point

To begin services, people who are experiencing homelessness (or are at risk) in suburban Cook County must call or go to an Entry Point walk-in center. [877-426-6515](tel:877-426-6515)

8:30 a.m.-4:30 p.m. Monday and Friday

8:30 a.m.-7:30 p.m. Tuesday, Wednesday and Thursday.

Northwest Compass is the closest walk-in center:

1300 W. Northwest Highway, Mt. Prospect | [847-392-2344](tel:847-392-2344)

9 a.m.-noon Monday-Friday, afternoons by appointment only.

Find a Housing Counselor

Enter your zip code and retrieve a list of HUD certified housing counselors in your area.

Illinois Housing Search | [877-428-8844 \(toll free\)](tel:877-428-8844) | [Dial 7-1-1 for TTY.](tel:7141)

Monday-Friday 8 a.m.-7 p.m.

A free, online resource for renters and property providers in Illinois. Search for affordable, accessible and market-rate housing that will fit your needs and budget. Please check back for new and updated listings often.

Housing Resources List of organizations that will help with different housing issues and needs.

Journeys: The Road Home | [847-963-9163](tel:847-963-9163) | 1140 E. Northwest Highway, Palatine
Open 8:30 a.m.-4 p.m., Monday-Friday. All new shelter clients must pre-register in advance in person. PADS Shelter Program; Hope Day Center; Service Area.

OMNI | [847-353-1500](tel:847-353-1500) | Buffalo Grove and Wheeling
Services for youth who have been locked out of their home, have run away from home or are homeless. Counseling services are available for youth and families, especially LGBTQ+ youth and youth with substance abuse issues. They also offer the SPARCS program for anxiety as well as family resources and family preservation help.

Salvation Army Des Plaines | [847-981-9111](tel:847-981-9111)
Shield of Hope program provides emergency shelter and helps families identify more stable living situations within two weeks.

Shelter, Inc. | [847-255-8060](tel:847-255-8060) 24-Hour Referral Line available 24/7/365
Provides emergency shelter and referral services to youth and adolescents.

Behavioral and Mental Health

VAH Social Services | [847-368-5791](tel:847-368-5791)
Counseling subsidy and resource referrals.

Ascension Alexian Brothers Behavioral Health Hospital Hoffman Estates
[855-383-2224](tel:855-383-2224) 24/7/365 Intake line.

Ascension Center for Mental Health Arlington Heights | [847-952-7460 ext. 7473](tel:847-952-7460)
Crisis intervention available 24/7/365. Scroll down on their website to Our Stand Out Services to learn more about services.

Kenneth Young Center Rolling Meadows | [847-524-8800](tel:847-524-8800)
Services for youth, adults and seniors including counseling; treatment, support and recovery services for those with serious mental illness and help for those in psychiatric crisis.
Drop-In Center Mt. Prospect | [847-621-2040 ext. 117](tel:847-621-2040)

Linden Oaks Behavioral Health at Northwest Community Hospital Arlington Heights
[847-432-5464 \(847-HEALING\)](tel:847-432-5464)

NAMI/Barrington | [847-496-1415](tel:847-496-1415) | info@namiba.org
NAMI provides support, education and advocacy for people with mental illnesses and their families.

SAMHSA Substance Abuse and Mental Health Administration

[800-662-4357](tel:800-662-4357) | findtreatment.gov

Provides resources to find help and learn more about mental health.

Senior Services

Arlington Heights Senior Center | [847-253-5532](tel:847-253-5532)

Recreational activities plus 8 senior service agencies are available including Catholic Charities and Northwest Community Hospital.

Arlington Heights Nurses Club Lending Closet | [847-797-5315](tel:847-797-5315)

Located at the Arlington Heights Senior Center. Loan durable medical equipment such as walkers, wheelchairs, canes, commodes and more. Arlington Heights residents only, no age limit. Open 10 a.m.–noon Tuesday through Friday.

Catholic Charities | [847-253-5500](tel:847-253-5500) | Home delivered meal program: [847-797-5350](tel:847-797-5350)

Services for seniors residing in Wheeling, Palatine, Barrington and Hanover Townships. Information and assistance, case management, elder abuse intervention, nursing home pre-screenings, chore services, advocacy, money management counseling and counseling referrals.

Elderwerks | [855-462-0100](tel:855-462-0100)

Free, not-for-profit organization that helps coordinate senior living and elder care solutions.

Kenneth Young Center Rolling Meadows | [847-524-8800](tel:847-524-8800)

Services for seniors residing in Elk Grove Township. Information and assistance, case management and additional services, including home delivered meals, are available.

Northwest Community Hospital [Community Resource Guide](#) and [Continuing Care Planning Guide](#)

Townships

Contact the township where you live for information about senior services.

Substance Use Disorder

CARE | [844-584-5254](tel:844-584-5254) ext. 812

The Village of Arlington Heights and various community partners formed the Community Addiction and Recovery Effort (CARE) to assist individuals who are battling with substance use disorder/addiction. CARE will assist all voluntary participants while considering their individual needs.

Kenneth Young Center-Substance Use Recovery

To initiate support, please call [847-524-8800](tel:847-524-8800) ext. 136

Please leave a voicemail message so a member of KYC's staff will return your call as quickly as possible. If there is a need for immediate assistance, please call our Recovery Department [224-229-7456](tel:224-229-7456). If this is an emergency, please call [911](tel:911).

Live4Lali | [844-584-5254](tel:844-584-5254) | 3255 N. Arlington Heights Road, Ste. 508, Arlington Heights
Recovery programs, substance-related grief/loss support, consultations with mental health professionals and other community services.

OMNI | [847-353-1500](tel:847-353-1500) ext. 1664

Help for adolescents and young adults including counseling, 24-hour crisis intervention, substance abuse prevention and treatment, family strengthening, juvenile justice services, youth development and community outreach services.

Transportation for Seniors and People with Disabilities

Arlington Heights Senior Center information on transportation for seniors.

Pace Arlington Heights-Rolling Meadows Call-n-Ride | [224-803-9277](tel:224-803-9277)

The Call-n-Ride service provides on demand transportation and includes scheduled stops at the Senior Center and other local destinations on weekdays between 6:10 a.m. and 6:30 p.m.

Connections to Care (Formerly Escorted Transportation Service Northwest) | [847-222-9227](tel:847-222-9227)

Provides rides to/from medical appointments.

Wheeling Township | [847-259-7743](tel:847-259-7743)

Senior/Disability Bus Service.

Elk Grove Township Dial-A-Ride | [847-437-0300](tel:847-437-0300)

Pace Bus

Pace ADA Paratransit Resource Center

North Suburban Paratransit Reservation Line [800-554-7599](tel:800-554-7599)

Information for New and Returning Riders

Transportation for People with Disabilities

Trip Planner [312-836-7000](tel:312-836-7000)