

You are not alone.

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

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

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

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

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

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



Important Telephone Numbers

Illinois Department of Children and Family Services (DCFS)

www.state.il.us/dcfs

24-Hour Child Abuse Hotline:

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

TTY: 1-800-358-5117

DCFS Advocacy Office for Children and Families:

1-800-232-3798

Illinois Department on Aging

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

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

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

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

State of Illinois
Department on Aging
One Natural Resources Way, #100
Springfield, Illinois 62702-1271
www.illinois.gov/aging

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

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

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State of Illinois

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

Grandparents and Other Relatives Raising Children



Who can help in Illinois?

Illinois Department of Children and Family Services

www.state.il.us/dcf

Child Abuse Hotline:

1-800-252-2873

1-800-358-5117 (TTY)

Report suspected child
abuse and neglect

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

Ask questions about DCFS programs
and services

Advocacy Office for Children and Families:

1-800-232-3798

TTY: 1-800-513-4980

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

Illinois Department on Aging

www.illinois.gov/aging

1-800-252-8966

1-888-206-1327 (TTY)

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

To report suspected elder abuse/neglect

24-Hour Adult Protective Services

Hotline:

1-866-800-1409

1-888-206-1327 (TTY)

Illinois Department of Public Health

www.idph.state.il.us

1-800-526-4372

1-888-547-0466 (TTY)

Immunizations:

1-800-526-4372

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

www.cityofchicago.org/aging

1-312-744-4016

1-312-744-6777 (TTY)

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

Illinois Department of Human Services

www.dhs.state.il.us

1-800-843-6154

1-800-447-6404 (TTY)

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

Illinois Department of Healthcare and Family Services

www.hfs.illinois.gov

All Kids

www.allkids.com

1-866-255-5437

1-877-204-1012 (TTY)

Child Support

www.ilchildsupport.com

1-800-447-4278

1-800-526-5812 (TTY)

Illinois State Board of Education

www.isbe.state.il.us

1-866-262-6663

School enrollment and
special education issues