SOCIETY OF ST. VINCENT DE PAUL
Saint Thomas the Apostle Catholic Church, Crystal Lake Conference
Onboarding Workbook and Resource Guide
June 3, 2025



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I. Society of St. Vincent de Paul Background (https://ssvpusa.org/about-us/history/)

I. The Beginnings of the Society of St. Vincent de Paul: In the midst of the political, social, religious, and economic turmoil of early 19th century France, the Society of St. Vincent de Paul originated. As a young student at the Sorbonne, Antoine Frédéric Ozanam was appalled by the conditions he saw in Paris. At a student meeting, another student challenged Ozanam and other practicing Catholics, admitting that while the Catholic Church had done much good work in the past, he could not see what good the Church was doing currently. On April 23, 1833, his 20th birthday, Ozanam invited five other students to a meeting, where they founded the first Conference of Charity to assist the poor. This Catholic lay organization was intended to help members increase in holiness by loving service to those in need. The six students chose Emmanuel Bailly, a married layman, as their first president. Shortly thereafter, they changed their name to the Society of St. Vincent de Paul in honor of their patron saint.

2. The Society of St. Vincent de Paul in the United States: Just 12 years after its founding in France, the Society of St. Vincent de Paul established roots in the United States. On November 20, 1845, the United States Society of St. Vincent de Paul was established in St. Louis, Missouri at the Basilica of St. Louis, King of France, popularly called "The Old Cathedral."

   Several people were instrumental in the Society's growth and development in the U.S., including Father John Timon, an American Vincentian priest from Pennsylvania who brought copies of the Rule of the Society of St. Vincent de Paul from Dublin, Ireland, to St. Louis. Timon spoke with various people about the Society's work with the poor, including Bishop Peter Richard Kenrick. Kenrick asked Father Ambrose Heim, known for extraordinary zeal and ministry with the poor, to establish the Society of St. Vincent de Paul and be its spiritual advisor. Father Heim became known as "The Priest of the Poor."

   The Conference was formally recognized by the Society's International Council in Paris on February 2, 1846, and would never have opened without the dedicated laypeople who accepted the initial invitation to become members and serve the poor. With nearly 90,000 Vincentian volunteers serving their communities, today's Society of St. Vincent de Paul works in 4,428 parish-based Conferences across the United States. Our founding activity, still practiced today, is the face-to-face Home Visit, in which Vincentians visit the homes of those they serve, to identify both immediate and longer-term needs, including emergency assistance with utilities, rent, food, and clothing.

3. The Society of St. Vincent de Paul Mission: The Mission of the Society of St. Vincent de Paul is "a network of friends, inspired by Gospel values, growing in holiness and building a more just world through personal relationships with and service to people in need." Volunteerism, therefore, is the heart of the Society of St. Vincent de Paul and our work helping neighbors in need.

4. The Vincentian Vocation: The vocation of the Society's members, who are called Vincentians, is to follow Christ through service to those in need and so bear witness to His compassionate and liberating love. Members show their commitment through person-to-person contact. Vincentians serve in hope.

II. St. Thomas the Apostle Conference

1. St Thomas the Apostle Conference Roster and Roles SVDPStThomastheApostleCrystalLakeRoster20230105.xlsx

2. St Thomas the Apostle Conference ByLaws Bylaws-StThomastheApostleCrystalLake20221027final.docx

3. St. Thomas the Apostle Meeting Schedule/Location: The St. Thomas Conference meets at 7pm on the 1st and 3rd Wednesday monthly at the Oak Street church.

4. SVdP NorthEast District Council Roster NE ROSTER 10-08-24.docx

5. New Member Admission Process/Checklist (Society of St. Vincent de Paul Member Handbook)

In order to determine if God is calling them to become a Vincentian, a prospective new member with the approval of the Conference, will be welcomed as a guest at a Conference meeting and will be given a copy of the Rule and the Member Handbook. They will also be invited to attend an Ozanam Orientation. A prospective new member, due to their involvement in the Society's work, may be invited or may convey an interest in becoming a Vincentian as an Associate Member:

"**Associate Members** are those affiliated with the Society by formal action of the Conference or Council with which the member will be joined. Associate Members include those who sincerely and publicly accept the Society's Rule but may or may not belong to the Catholic Church and may or may not attend Conference meetings or engage in the works of the Society on a regular basis. Associate Members are kept informed of the developments and activities of their immediate groupings, as well as the general progress of the Society, particularly in the local area or diocese. They are invited to attend the general meetings and special observances of the Society and to participate in its charitable activities."

A prospective new member who may be invited or interested in becoming a Vincentian as an Active Member will be given a period of candidacy and discernment during which they will observe the Conference and participate in its activities:

"**Active Members** are those who participate regularly in the prayer life, meetings, and charitable activities through personal contact with the poor of the Vincentian Conference. An Active Member accepts the Rule and Statutes of the Society, belongs to the Catholic Church, and is received as a Vincentian brother or sister… Only Active Members hold office in the organization."

The Admission Process for Active Membership includes a discernment period of 6-8 weeks; conference members will share their lived experiences related to the member handbook with prospective members; the candidate will make at least two home visits with different conference member; the spiritual advisor will lead the candidate in prayerful discernment; finally, the candidate will meet with the President to discuss their experience and if they discern that they have a Vincentian Vocation, request to become an Active Member. The Conference will take formal action by a resolution to accept the candidate into Active membership.

New Member Checklist:

- Receive and read Member Handbook,
- Attend Conference meetings,
- Accompany experienced home visitors on Home Visits,
- Meet with the Spiritual Advisor to learn more about Vincentian Spirituality,
- Be commissioned as a new member,
- Learn about available opportunities for training and formation offered at the Council or by the Region,
- Attend Ozanam Orientation within one year of joining,
- Sign up to receive the weekly SVDP newsletter at https://bit.ly/1GKXYJ6,
- Explore the National SVDP website at https://members.ssvpusa.org/,
- Enjoy your journey of growing in faith, friendship, and service!

III. Intake Process

1. Check Google Voice for new voicemails at least 2 times a day and attempt to assign lead within 24 hours.
2. Verify correct spelling and address for FIN after listening to VoiceMail via call or text (Google Voice).
3. Open ServWare and go to View tab, select Files/Links>Intake Folder>Intake Team Links.docx
   a. Place FIN address in Parish Boundary Search box and "Submit"
   b. Click in colored box on page for pop-up with parish information for that address. (St Thomas parish boundary is shown in light YELLOW/beige).
4. Search to see if existing neighbor.
   a. Under dropdown View, go to District neighbors.
   b. Search by name, telephone number, and address to rule out not in data base.
5. If existing neighbor, select "New Request".
   a. If needed, update demographic information by selecting "blue pencil" to right of Neighbor's name, change information, and then SAVE, hit New Request again.
   b. **Check bottom of Neighbor page for "Neighbor" and "Alert" notes!!!
6. If new neighbor:
   a. Under dropdown Neighbors, "Add Neighbor"
   b. Enter demographics: Name, Phone Number, Address, Language (if known)
   c. If Homeless, enter current address if applicable; ie Crystal Lake motel, Super 8, PADs, etc. or just homeless if not in temporary housing
   d. Press "Save"

If FIN lives within St. Thomas boundaries:

1. Go back to "Neighbors" page with demographics and create "New Request"
2. Determine next lead in rotation and select that person in "Assigned to" dropdown
3. Enter information regarding needs of FIN in the "Request Notes" and place your initials after that request
4. Press "Save"
5. Text Lead to check availability and let them know you have assigned a FIN. Give them name to check information in ServWare, and any other specifics you feel necessary.
6. Text or call FIN (via Google Voice or if using your own messaging service, start with *67, followed by FIN number) and provide them with first name of LEAD, ask them to unblock their phone, and expect a call or text from that lead to arrange a visit to their home.

If FIN does not live within our boundaries, refer to correct conference:

1. Go back to "Neighbors" page and create a "New Request" and under "Assigned to" select your name as lead.
2. Under "Status" dropdown, select "Completed".
3. In "Request Notes", specify assistance request in this space and put in your initials at end
4. Next, Check "Phone" under visit details, then "Visit Complete"
5. Under Visit Notes, state FIN informed that he resides in _____conference and give their phone number to seek assistance.

6. Look below for Referral Information box and check "Referred to Conference", then add name of parish in adjacent box.
7. In "Referred From" dropdown, add St. Thomas the Apostle SVdP Crystal Lake
8. In "Referral Information" add a brief description of FIN's needs.
9. Click SAVE
10. Call or text FIN (through Google Voice) to explain that St. Vincent de Paul works through different parishes. Our work is divided by address, and they live within the boundaries of _____conference and give them that conference's phone number to call for assistance.

If the FIN is Unhoused, but <u>currently</u> in our boundaries:

1. Check through ServeWare under our Neighbors and District Neighbors to see if the FIN has been served in the past and change demographics to reflect current address and phone number if needed. Add "New Request", assign lead, and let lead know if FIN has been helped by other conference so they can review their notes.
2. Also check to see if FIN is "Red-flagged". The district president assigns red flags to homeless that seek assistance from multiple conferences and assigns them to one conference for all requests. Refer to that designated conference if needed.
3. If Unhoused/homeless are New to SVdP, "Add Neighbor" as above.
4. If they give a current address of Crystal Lake Motel, our conference assists them.
5. If address is PADs, refer to Holy Apostles; Holiday Inn-SS Peter and Paul; Super 8 Motel (Crystal Lake)- St. Elizabeth Ann Seaton; Warp Corp-St. Mary's Woodstock.

For FINS speaking Spanish Only:

1. May contact Ana (Intake team member) at 815-245-2886 for assistance if needed.
2. Call Irene at St. Thomas (815-356-0860) and ask her to obtain any information you need from the FIN if she is available.
3. Assign Maria Schultz or Fernando Martinez as leads as they are bilingual.

Notes:

- On Sunday, change over to next Intake person and let them know last FIN and Lead assigned.
- If FIN does not live in St. Thomas boundaries, but is a current parishioner, "Add Neighbor" and assign a lead.
- If a FIN calls from the New Addiction and Recovery Center for assistance, check to see that the Sober Living house he/she will be placed in is either at 4612 Tile Line Road or 131 Ellsworth Street locations which are in our conference area. If so, add "New Neighbor" and assign lead. If not, refer to appropriate conference based on address.
- St. Mary's Woodstock services Hebron if the FIN lives between Alden Road and Route 47. If the FIN lives west of Alden Road they are in Harvard's district. Marengo services Harvard at this time. If the FIN lives east of Route 47 they are referred to Spring Grove.
- If William Lovell calls, let Ralph know to call him. We do not speak with William. If Debra Dart calls, make "New Request" and assign to Paul. Make sure to notify him via text or call.
- The Arch Diocese of Chicago SVdP phone number is 773-779-6700, extension 102 to request conference numbers outside of our Diocese.
- Be aware of the St. Thomas Christmas Tree Giving program as a resource for FINs around the holidays.

IV. Home Visits (See Appendix A for all Home Visit Forms)

1. Home Visit Overview

The Vincentian encounter with a Friend in Need (FIN), most often in the home, is the heart of our Vincentian mission and ministry. Those new to a home visit will receive training and observe home visits as a Home Visit Assistant (HVA) prior to becoming a Home Visit Lead (HVL). Even if the Vincentian ministry role does not include home visits, ALL Vincentians engage in the Vincentian encounter and must understand the importance of evolving competencies that strengthen our presence and relationship, living our virtues and serving all of God's people without judgment. Below is an overview of the Home Visit steps.

a. HVL and HVA introductions to FIN
b. Ask FIN if they are familiar with SVDP and how they were referred to SVdP Society
c. Provide history of SVDP Society (mission, funding, boundaries)
d. Allow them to share their story. Ask "What can we help you with today" Or "What is your greatest concern at this time?"
e. Help to prioritize needs based on expense due dates for utilities, housing, medical, etc. Obtain copies or take pics of bills to provide to Treasurer.
f. Confirm who lives in the home with them. (Relationship to FIN, age)
g. Offer to say a Prayer with them.
h. Forms to be completed/reviewed:
    * Resource Guide
    * Authorization to Release Information
    * Promissory Note (as needed)
    *Personal Budget Form (as needed)
    *Clothing Request Form for Little Christopher's Resale Shop (as needed)
i. Advise FIN your estimated plan for financial assistance and when they can anticipate your follow up phone call.

2. Home Visit Procedure VisitationProcedureSTtA_2023v1.docx
3. Home Visit Guidelines SVdP St. Thomas the Apostle - Home Visit Guidelines.pdf - All Documents
4. Monetary Limits MonitaryPolicySTtA2023V1.docx
5. SVdP W9 Policy Rockford Council W9 Procedure.Revised 10.11.2022.docx

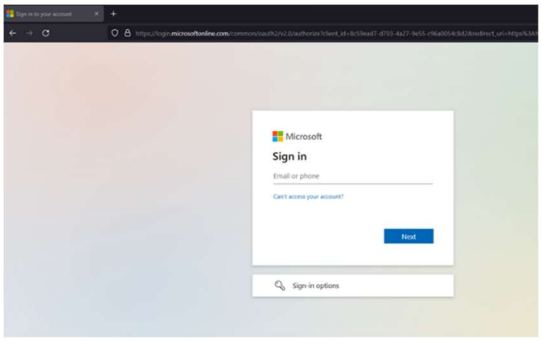
Print and bring on home visit as needed

6. Home Visit Prayers – Before Visit, With FIN, After Visit SVdP St. Thomas the Apostle - HVPrayer202304.pdf - All Documents
7. Home Visitor Worksheet (FIN Information/Assessment) St Thomas the Apostle SVdP Society Home Visitor Worksheet.docx
8. List of Community Resources SVdP St. Thomas the Apostle - SVdP Resource List.pdf - All Documents
9. Budget Worksheet SVdP St. Thomas the Apostle - budget2023.pdf - All Documents
10. Promissory Note Promissory Note..docx
11. Confidential Release Form Confidential Release Form.docx

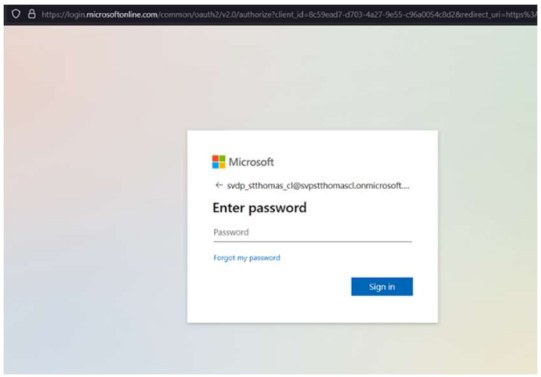
V. Technology: Google Voice and Logging into Microsoft 365

1. Google Voice: The St. Thomas the Apostle Conference uses Google Voice for incoming phone requests. FINs will call the St. Thomas Conference at 779-800-6742 and leave a message regarding their need, address, and contact info. The Intake Lead will use Google Voice to listen to messages. Google Voice can also be used to return phone calls and send text messages. To set up Google Voice:
    a. Download Google Voice on your cellphone.
    b. Log in using these credentials:
        1. Username: StThomastheApostleSVdP@gmail.com
        2. Password: Ozanam1831
    c. Voicemail pin - 1831
    d. Google Voice Settings tips:
        1. Turn off" Screen calls". Eliminates a pre-message from Google voice and confuses caller about when to leave message.
        2. Turn on "Do not disturb" diverts calls into Voicemail immediately.

2. Our Conference uses a Microsoft 365 account for access to Teams and Sharepoint. We were approved for a Microsoft grant for non-for-profit organizations and have 35 licenses without cost. We can add up to 300 licenses as needed without cost.
    a. Create your “mymicrosoft” account.
    -Go to: https://myaccount.microsoft.com/ and Type in your email address: *xxxxxx*@svpStThomasCL

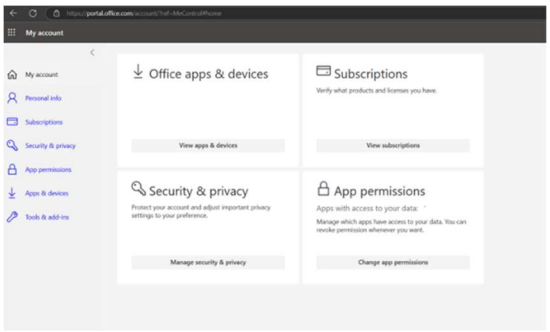


-Enter Password. You will be prompted for new password on first logon.

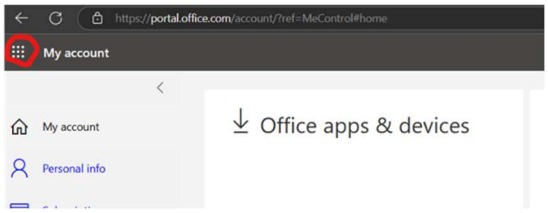


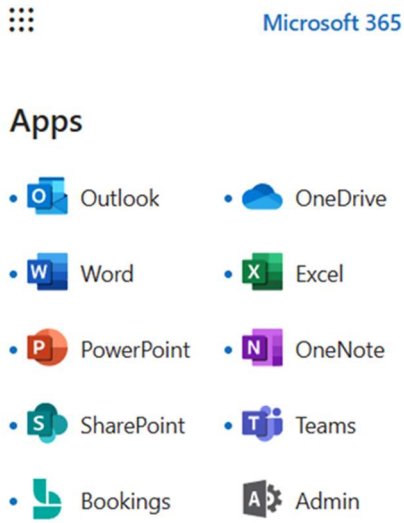
-You maybe prompted to setup authenticator. Follow instructions for adding authenticator on your smart device. Link for instructions: Authenticator instructions.

-Once logged in. You will get to your landing page. You can change personal information here.

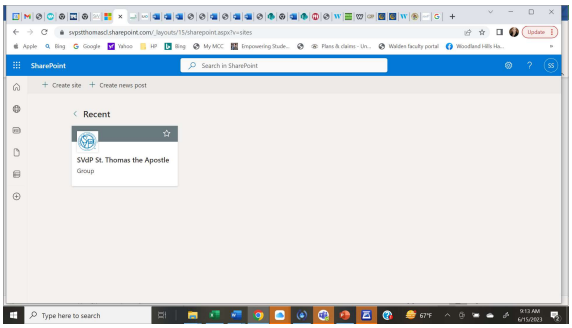


-To see your Microsoft apps, click the square of dots in the upper left corner with label "My Account" next to it. Your Apps will display.

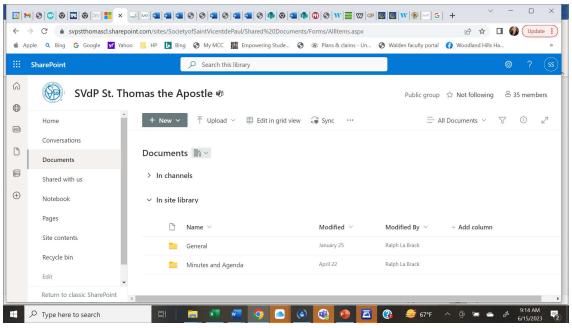




b. Click on Teams to schedule or join a Conference meeting.
c. Click on SharePoint to access documents and select SVdP St. Thomas the Apostle Group.



Navigate to the desired folder and document.



VI. Documentation in ServWare https://www.servware.org/security/login

ServWare is a web-based application that is designed to support St. Vincent de Paul (SVDP) conferences by providing a secure, easily accessible location for conference members to document SVDP activities. ServWare maintains a database of clients for whom our conference has helped, and tracks requests, the assistance provided, referrals to community organizations, and client request history.

Documentation in ServWare begins with Intake, when the client request and demographic information (name, address, phone, reason for request) is entered and assigned to a Home Visit Lead or referred to another Conference if the client lives outside the St. Thomas the Apostle boundaries. The Home Visit Lead will document the home visit date/time, visit notes and status. Upon completion of the request, the Home Visit Lead will complete documentation of the home visit and resolution and change the request status from open to closed.

1. Login: The Conference President or designee will provide new members with a login username and password. After logging in the first time, the member will be prompted to change their password.
2. Home Screen: After logging in, the member will see the Home Screen with a Conference Calendar of scheduled home visits as well as lists of recent neighbors, recent home visits, and statistics – all are linked to these pages by clicking on the client name.
3. Menu Options: At the top of the Home Screen are tabs for Neighbors, Requests, Milage/hours, Reports, Finance and Admin.
4. To open a new request: Select Neighbor, click on request next to the client name or add a

new neighbor, then click request. Enter the demographic information and assign the request to a Home Visit Lead. Click Save prior to exiting.

5. To document a visit: Click on the client name from the home page list of recent neighbors or locate the client on the Request tab. Enter visit information and be sure to click Save prior to exiting.
6. Training: At the top right on the screen, click on your username, then select Help and Support to access training videos.

VII. Resources (See Appendix B for Resource Forms saved in Sharepoint) *Resources with additional information in the People in Need Resource Directory are marked with an asterick.

1. People in Need Resource Directory www.mchenry.edu/pin (see links for English and Spanish)
2. Kane County Resource Guide SVdP St. Thomas the Apostle - Kane County Resource-Guide (1).pdf - All Documents
3. Housing
    a. Rental assistance for large amounts for past due rent in McHenry and Kane counties is through the Court Based Rental assistance program through the IHDA Illinois Housing Development Authority. The only applicants that are being assisted by this program are people who are in eviction court. https://www.illinoishousinghelp.org/cbrap\ One of the navigators for this program in McHenry and Kane county is Consumer Credit Counseling. illinoiscccs.org. Contact for this program will be Maria Vazquez in Woodstock office 815-338-5757 mvazquez@illinoiscccs.org. Contact Maria at once to get entered into the system for assistance. This must be done before the second court appearance.
    b. *Housing Authority for Rental Assistance, Utility Assistance, Section 8 Program, and LIHEAP www.mchenrycountyhousing.org
    c. Illinois Housing Help https://www.illinoishousinghelp.org/
    d. Rent/Mortgage Assistance/Eviction Steps TwosheetRentMorg202304
4. Utilities
    a. NiCor
    b. ComEd
5. Healthcare
    a. **Suicide Prevention**: dial 988
    b. **United Way/Resources**: dial 211
    c. **McHenry County Helping Numbers** svdppinhelpnumbers2024
    d. **McHenry County Crisis Line**: 1-800-892-8900 https://www.mc708.org/service/mchenry-county-crisis-line-linea-directa-de-crisis/
    e. McHenry County Naloxone Access Sites McHenry County Naloxone Access Sites
    f. McHenry County Warming Shelter information https://www.uwmchenry.org/2024-warming-center-information - Available to McHenry County residents when temps/wind chill 15 degrees or less. Call PADS# 815-759-7133, MUST CALL BEFORE 10PM for emergency shelter: they provide heated shelter in local motels with possibly shared rooms, Super 8, Crystal Lake Motel.
    g. **National Alliance on Mental Illness (NAMI)** https://namimch.org/ NAMI provides direct support/recovery support to people over the age of 18 living with a mental health diagnosis and support to their family, caregivers and friends. They also provide education and training on suicide prevention and youth/adult mental health first aid training.
    h. ***Senior Services Associates**: https://seniorservicesassoc.org/
    Senior Services Associates, Inc. is a non-profit agency dedicated to sustaining and improving the quality of life for individuals age 60 and older, the disabled and their caregivers by providing access to the social services they need. We are dedicated to preserving their independence, promoting mental and physical well-being and protecting their rights and dignity. Our agency can provide additional services to

improve the senior's quality of life including: Home Delivered Meals, Friendly Visiting, Transportation, and we can assist the senior in applying for prescription assistance programs, Property Tax Exemptions and more.

i. ***Senior Care Volunteer Network**. https://scvnmchenrycounty.org/ Volunteers help us achieve our mission by providing services such as transportation to life critical, life-sustaining as well as life-enriching destinations, friendly visits, minor home repairs, yard work, and shopping *all at absolutely no charge to the senior*.
j. ***Elderwerks Senior Resource Directory** 2021-2022 Elderwerks Senior Resource Directory.pdf
k. **Willow Creek Care Center Dental and Vision Clinic** www.carecenter@willowcreek.org
l. **Lake County Center for Independent Living** – for those living with disabilities (covers McHenty County). Help locating affordable homes, food pantries, home modications, transportation personal assistance services, insurance answers, and healthcare. Also provide free vision loss services for those over 55, including assistive technology devices. www.lccil.org or 847-949-4440
m. ***Home of the Sparrow**: https://www.hosparrow.org/ Provides Transitional Shelter, Affordable Housing and Rapid Re-Housing combined with Supportive Services that address the core issues of homelessness. Home of the Sparrow serves single women, pregnant women and women with children. Approximately 93 percent of the women we serve have experienced domestic violence at some point on their journey. Other reasons for homelessness include unforeseen housing or financial crisis, a death in the family, or a medical emergency.
n. **Domestic Violence / Economic Crisis** (Elgin,IL) https://www.crisiscenter.org/
o. **Cultivating Health Ministries** info@mcchm.org Access to diabetes screening, health education, resources, and health care services in McHenry County churches.
p. **Medication**:
    i. Help Paying for Prescription Drugs AmerCancerSPrescDrugAssit20230518.pdf
    ii. Help for Prescription Drug Costs (see appendix)

6. Legal/Credit Counseling
    a. **Prairie State Legal Services** www.pslegal.org
    b. **Willow Creek Care Center Legal Services** www.carecenter@willowcreek.org
    c. **Illinois Legal Aid** https://www.illinoislegalaid.org/get-legal-help
7. Homelessness
    a. **Community Resources Day at Willow Creek Crystal Lake**. Hosted at Willow Crystal Lake every Friday, 10am-2pm (Except 11/25, 12/30. For 2023: 3/31, 6/30, 7/7, 9/29, 11/24 and 12/29). Services are being offered from all over the county and are free to all in need! For more information contact Julie at julie.davis@willowcreek.org
    b. **Compassion 4 Campers**: Provides essential gear and supplies to the unhoused population of McHenry County who must spend all or part of a month camping or sleeping in vehicles or vacant spaces. Gear is distributed on the 1st and 3rd Fridays od each month between 10am-2pm at the Community Resources Days at Willow Creek Crystal Lake (100 S. Main St)
    c. ***McHenty County PADS** www.pioneercenter.org Provides emergency shelter and support services.

d. ***National Call Center for Homeless Veterans** 877-4AID-VET
e. **WarpCorp** **https://www.warpcorps.org/** 815-985-6525: Provide camping supplies, food/hygiene/clothes to homeless; Have van to get homeless to Community Resource Day, and to medical or other important appointments when they have no transportation; For those with transportation, their outreach center is in the Woodstock Train Depot and is open Mon-Thurs from 10a-2pm. They help coordinate services with other McHenry County agencies as well. They allow homeless to use their address to get license, or apply for jobs, housing, etc. Homeless/Outreach supervisor is Andrew 815-999-0297

8. Food Pantries
   a. Crystal Lake Food Pantry
      i. Pantry Share Program on Mon, Wed, and Sat 10am-12pm – open to all
   b. **Willow Creek Care Center Food Store** www.carecenter@willowcreek.org
   c. **Grafton Food Pantry** www.graftonfoodpantry.org
   d. **FISH of McHenry Food Pantry** https://www.fishofmchenry.org/about-us.html
9. Unplanned Pregnancy Support/Diapers and other support
   a. ***1st Way Life Center** www.mchenry.edu/pin (Page 5)
10. Clothing and Household Items
   a. ***Little Christophers' Shoppe** LittleChristopherVoucher20231012V1.docx
   b. ***Blessing Barn** www.BlessingBarn.org The Blessing Barn holds a monthly give-away on the first Saturday of every month. All items are offered at no cost to our recipients, which is made available through the generous donations of the community. The hours are from 9am to 12pm. There will be no check-ins after 11:30am so that you will have adequate time to shop. If the weather is bad, please check our Facebook page or call ahead to see if we will be open. We ask that you make arrangements for someone to watch your children while you are at the barn. New to Blessing Barn? Registration is easy and can be completed during your initial visit. There are no fees to register and shop. You will not need to provide any documentation during registration. Items available: Clothing, Shoes, Coats, Household items, Kitchenware, Baby items, Toys, Games, Movies, Books, Pictures. The Blessing Barn is located at 8310 Railroad St. in Crystal Lake.
   c. **Verlo Mattress**, McHenry. The owner also owns the Crystal Lake store, but the orders are processed in McHenry. Call McHenry store and identify yourself as being with SVdP St. Thomas in Crystal Lake. After clarifying where you want the invoice to be sent, you can place the order for a full-size set with frame. Verlo will deliver directly to the FIN. Provide contact info for the FIN. The price for a full-size mattress and box spring is $391. The frame is $45. For bedding, we buy pillows from Kohl's on sale and also mattress pads from them. Sheets and pillowcases come from various thrift stores in the area. SVdP delivers the bedding directly to the FIN, and Verlo delivers the actual bed. We do not supply head and foot boards. The owner of Verlo is Ray Westman.
   d. **Willow Creek Care Center Clothing Store** www.carecenter@willowcreek.org
11. Social Service/ Faith Community Organizations
   a. **Salvation Army** www.salarmycl.org
   b. **Good Samaritan Ministries** www.gsmcl.com
   c. Evangelical Free Church

d. ***Catholic Charities** www.rockforddiocese.org
e. **Service League** – Do not give to FINs- Only SVdP can contact the Service League on Behalf of the FIN. Email to outreach@slcrystallake.org or call 815-261-4590. The Service League only helps Crystal Lake residents. They will help people in need once per calendar year with a $200 - $500 limit. They have a monthly budget and once that amount is reached, they cannot help others until the next month. They only work with agencies, so do not have the FIN contact them directly.

12. Vocation/Job Search/Grants
    a. ***McHenry County Workforce Network** mchenrycountyworkforce.com
    b. ***Illinois Department of Employment Security, Veterans Employment & Training** www.illinois.gov/ides/individuals/Pages/Veteran_Services/aspx Employment services for veterans and transitioning military service members
13. Transportation
    a. ***MCHENRY COUNTY MCRIDE DIAL-A-RIDE**: mcride@mchenrycountyil.gov As a dial-a-ride program, MCRide service is a coordinated countywide paratransit service, and vehicles do not travel in a fixed route each day. **Riders schedule their trips in advance** and the vehicle provides curb-to-curb service from the rider's desired pick-up and drop-off destinations. MCRide is a shared-ride service, so vehicles may make stops for other passengers. Drivers cannot escort you to/from your door or carry your packages. To reserve a trip on MCRide **call 1-800-451-4599** or use **711** for the Illinois Relay Service**.** Reservations can be made **Monday-Friday from 5:30 a.m. to 6:00 p.m.** and Saturday-Sunday 8:30 a.m. – 4:00 p.m. (Because of low staff levels on the weekends, call takers can only make same-day trip reservations on Saturday and Sunday. Reservations for Saturday, Sunday or Monday trips can be made on Fridays.
    b. **Pace**: Pace runs multiple fixed bus routes (www.pacebus.com) throughout McHenry County, All Pace buses and Metra trains are ADA accessible.
14. Car Repair
    a. **Ron's Service**: 351 W Virginia St, Crystal Lake, IL 60014 815-459-4433
    b. **Willow Creek Care Center CARs Ministry** www.carecenter@willowcreek.org
15. Burial/Funeral
    a. **Conference Guidelines-Funeral Expenses** SVDP funeral expenses ver 6 061423.docx
16. Government Benefits
    a. Social Security Disability
    b. Medicare / Medicaid
    c. Health Exchange
    d. Food Stamps/LINK Card www.abe.illinois.gov
    e. School Hot Lunch Program

Appendix A: Home Visit Forms from Sharepoint

Intake and Home Visit Process

Calls for assistance are made to the St. Thomas the Apostle SVdP Conference phone number. Friends in Need (FINs) will leave a voice mail message including their name, address, phone number, email address, and reason for the call.

Intake Team Role

Within 24 hours, a member of the **Intake Team** will use Google Voice to listen to the message and then take the following steps:

1) Screen the request to ensure that the FIN resides within church boundaries. If outside the St. Thomas boundaries, notify the appropriate SVdP Conference and inform the FIN that the SVdP conference for their area will be calling them.
2) Document the request and preliminary information from the voicemail message into ServWare, assigning a Home Visit ID using the format: YYYY-####. The first four digits (YYYY) for the current year followed by a dash and the next four digits (####) being the Home Visit ID starting with 0001 and progressing one number for each. If the request was deferred to another SVdP Conference, document that information.
3) Determine which Home Visit Lead (HVL) will be assigned to follow-up with the FIN based on a sequential order of assignments, availability, and the FIN's history working with a specific HVL. Send an email or text message to the assigned HVL including the FIN name, address, phone number, and reason for the call as well as the ServWare Home Visit ID.

Home Visit Team Role

Before the Visit:

1. Once an email/text message is received assigning a request for assistance and a home visit, the HVL will gather available information by listening to the Google Voicemail message and accessing ServWare for information on past requests and home visits, if any. Read all FIN home visit files to ensure that you understand everything that has been advised and tried in the past. It helps to start with the first file and work forward, especially if you are not the original Home Visitor. Make notes regarding specific questions you want to clarify - to see if the friend has followed through on the previous advice that was given. They may have extenuating circumstances of why they didn't, but it is important to find out. If the FIN has had a home visit within one year, another home visit is not required, and follow-up may be done by phone.
2. Be honest with yourself and make sure that you are mentally and emotionally prepared to deal with the visit, if not, do not be afraid to recommend that another HVL make the visit. Sometimes we just need to step back and let a fresh set of eyes look at the situation.
3. The HVL will call the FIN within 24-48 hours or as soon as possible to gather other pertinent information needed to complete the Home Visit Intake Form, and to schedule the home visit. The HVL will confirm the FIN's address, gate code to apartment (if needed), general directions to the apartment once in the complex (it can get confusing in apartment complex parking lots), and to give other resources to the friend (i.e., food pantry numbers and other churches to contact if necessary). This will give the FIN time to call other resources if needed while waiting for the home visit. Before ending the call, the HVL will confirm the appointment time and date.
4. The HVL will email/text the Home Visit Assistant (HVA) with the home visit appointment time and date and confirm that the HVA is available.
5. The HVL will confirm that the Home Visit ID was assigned and documented in ServWare prior to the home visit taking place.
6. The HVL and HVA will prepare everything needed for the home visit, which may include Walmart gift cards, gas gift cards, prayer cards, a church bulletin, and a resource list.
7. The HVL and HVA will meet, pray together before beginning the visit, and discuss how the visit will be handled and specific things to observe and remember.

During the Visit:

There must **always** be two people on a home visit. The HVL and HVA will arrive at the visit together. A good guideline for the visit is as follows:

1) Introduce yourselves and give the FIN the Walmart or gas gift cards, if needed. Make sure the environment is positive for the visit.
2) Open with something like: Where did you hear about us? Their answer will provide an opportunity to tell them a little about the Society of St. Vincent de Paul (our mission, funds, etc...)
3) Let them tell their story- don't worry about the home visit form questions at this point (you can be jotting notes but focus on listening).
4) Gather any additional information you need (birth dates, income, expenses, etc.) to complete the home visit intake form and determine the level of assistance needed.
5) Help the FIN to prioritize. Provide the resource list and any plan for follow-up (calls, etc...). Explain what assistance you may be able to provide. Remember, do not promise them any assistance above the team limit during the visit. Write a detailed list for them of what they need to do and remember to copy the list into the comments section of the database (ServWare) so we will be able to follow-up if they call back in the future. When a friend has been visited several times, the more detailed the comments we give, the better we will be able to serve them in the future. Before leaving ensure that the friend understands what is expected for them to do- go over the list.
6) Close with a prayer- inviting them to lead as well. Some of the most beautiful prayers are led by the FIN themselves. Remember to thank them for the opportunity to come into their home.
7) Remember the following based on The Rule of the Society of SVdP:

- *From the moment you enter the home, work toward establishing a relationship. Start from the understanding that it is difficult for anyone to ask for help and that may make them hesitant to share their needs with you. If your demeanor is that of Christian sincerity, they will sense that, and you will gain their trust.*
- *Be non-judgmental- accept the person as is. Lifestyle and bad choices may impact decisions about how to help but should never impair our vision of the person as a Child of God.*
- *Listen and be attentive to the FIN's story. The key is to listen more than speak. Remember that the people you are visiting are under considerable stress and may be facing eviction, having utilities shut off, or going through a major medical crisis.*
- *Help the friend focus on their immediate needs. Help them prioritize.*
- *Try to create an atmosphere of self-help. We empower our friends to develop a solution(s) to their problem(s). We help them become part of the solution. We are not there to "fix" their problems.*
- *Highlight what they have done to help themselves (positive behaviors) and encourage them to continue.*
- *Remember, providing friendship, support, love, and concern is more important than financial assistance. Our mission is to bring the love of Christ to our visitors!*

After the Visit:

1. The HVL and HVA will debrief, determine what level of assistance is needed and next steps based on the St. Thomas SVdP conference Monetary Policy.
2. The HVL and HVA will determine whether this family is a candidate for the Thanksgiving/Christmas Program
3. The HVL and HVA will close with a prayer.
4. The HVL will contact the President for approval of financial assistance, if needed, based on policy, by writing an email which includes:
    a. *Complete Home Visit ID (YYYY-####):*
    b. *Identify the amount needed and specify what it is to be used for (e.g., rent, car, electricity).*

c. *Indicate the total amount the friend owes for the bill. Include amounts of any late fees (e.g., COA electric bill has a $1400 balance, with $260 due on the payment plan April 5th).*
d. *Identify what other sources the friend has explored for funding and the results obtained.*
e. *Have we previously offered financial assistance to this friend? If so, list the dates of the assistance and the amount and purpose each time.*
f. *Describe the friend's situation that has led to this need.*
g. *Specify the time frame in which the funding is needed (e.g., pending eviction, utility disconnect dates).*
h. *Explain how the extra assistance will assist the friend in getting out of the current situation and include efforts the friend is making to be able to avoid a similar crisis in the future.*

5. The HVL or HVA will follow-up with appropriate agencies as needed (i.e., apt manager, utility companies, etc...).
6. The HVL or HVA will Update documentation in ServWare with initial information as soon as possible (best if completed within 24 to 48 hours). Follow-up information can always be added later. Remember to record the proper amount of time in minutes and the milage for the visit (calls before visit, travel time to visit x2, visit itself x2, phone calls after the visit, completing database/emails for EA approval, check writing/mailing). It is important to truly reflect the number of hours that are spent for the service that we do. If after making a visit, the HVL feels strongly about not following up with the FIN anymore, for whatever reason, then make sure to annotate this in ServWare comments section.
7. If co-pay/twinning is a possibility (i.e., member of another parish), the HVL will notify the conference President. Do not call the parish yourself.
8. The HVL will notify the Treasurer and/or check writers for necessary checks and deliver/mail them.
9. The HVL or HVA will contact the FIN to provide information about our assistance and for closure. Be careful when letting the friend know when they can be assisted again- the idea is for them to be able to become independent of assistance. We should never offer them a timeframe to call back.

Confidentiality:

- Trusting relationships develop between Conference members and the persons we serve. People who come to the Society have a right to expect the conference to use the information about them constructively on their behalf. This means protecting information against improper disclosure and, only with their consent, sharing pertinent information with agencies or others as the situation warrants.
- The only appropriate place to share such information is at the Conference meeting. Members should not divulge details to their family or friends or publicize even general information that might identify the person(s) helped. When discussing a case with another Society member, be mindful of where you are (to ensure privacy).
- When recording information- be careful to record only what is essential to serve them and be mindful of personal opinions.
- Permission to share personal information:
  - Verbal permission- people needing help with basics such as food, utilities, rent, etc. We should always ask the friend for their permission to call and talk with other agencies regarding their situation.
  - Written permission- people who have more personal complications may need a written permission form (COA release form, etc.).
  - Release of Information without informed consent- only in rare circumstances, such as when people pose a genuine threat to themselves or others.

Home Visit Guidelines

During the Home Visit

- From the moment you enter the home, work toward establishing a relationship. Start from the understanding that it is difficult for anyone to ask for help and that may make them hesitant to share their needs with you. If your demeanor is that of Christian sincerity, they will sense that, and you will gain their trust.
- Be non-Judgmental - accept the person as is. Lifestyle and bad choices may impact decisions about how to help but should never impair our vision of the person as a Child of God.
- Listen and be attentive to the friend's story. The key is to listen more than speak. Remember that the people you are visiting are under considerable stress and may be facing eviction, having utilities shut off, or going through a major medical crisis.
- Help the friend focus on their immediate needs. Help them prioritize.
- Try to keep from enabling the friend - create an atmosphere of self-help. We empower our friends to develop a solution(s) to their problem(s). We help them become part of the solution. We are not there to "fix" their problems.
- Highlight what they have done to help their selves (positive behaviors) and encourage them to continue.
- Remember, providing friendship, support, love and concern is more important than the financial assistance. Our mission is to bring the love of Christ to our visitors!
- A good guideline is:
  1) Introduce yourselves and give them the Vincent's Closet bag of household items. Make sure the environment is positive for the visit.
  2) Open with something like: Where did you hear about us? Their answer will provide an opportunity to tell them a little about the Society of St. Vincent de Paul (our mission, funds, etc...)
  3) Let them tell their story- don't worry about the casefile questions at this point (you can be jotting notes but focus on listening).
  4) Gather any additional information you need (birthdates, income, expenses, etc...).
  5) Help them prioritize, if needed, create a list together. Give them the resource list and any plan for follow-up (calls, etc...). Explain what assistance you may be able to provide. Remember, do not promise them any assistance above the team limit during the visit.
  6) Close with a prayer - inviting them to lead as well. Some of the most beautiful prayers are led by the friend themselves. Remember to thank them for the opportunity to come into their home.

Monetary Guidelines

Assistance to a person in need

The following guidelines have been established for our conference when we are called upon to make home visits. There are maximums shown regardless of family size. In addition, there is a list of items, functions, or types of expense that we will not consider. All specified dollar amounts exclude the value of any food cards and/or gas cards issued.

Monetary Limitations

We will cover certain expenses incurred up to Team per visit approval limit at $250, the President's approval limit at $750, and any financial assistance above $750 would require approval of the St. Thomas SVdP conference members and up to $1,600 per Fiscal Year which runs 10/1 through 9/30. If an additional amount is needed, the Home Visitor will email the designated personnel stated in the home Visitation Procedure with an explanation of the extenuating circumstances necessitating the request for their approval.

Covered Expenses

Association Dues
Cable/Internet
Car Payments -up to $400 per year
Car Repairs - up to $400 per year if the car is necessary to finding/maintaining employment.
Cell Phones
Child Care
Mortgage Payment
Moving Expenses- up to $200, 1 time per year
Prescriptions
RCIA I Religious Education
Rent
Utilities -Electric, Gas, Home Telephone, Trash Removal, Water & Sewer
Security Deposits for Housing

Expenses Not Covered

Charge Cards
Lessons
Tuition - Depends on Circumstances
*Note: If the Home Visit Team feels this should be covered, it needs to be approved by the people designated in the Home Visitation Procedure.

Methods

The Home Visit team is empowered to authorize payment of delinquent or upcoming bill payments, using the Guidelines presented above. They are expected to properly research and offer referrals to other agencies for assistance. If they believe that additional assistance is needed from our Conference, over and above the Guidelines of $1,600, the request needs to be submitted to Extended Assistance

Committee (President, Vice-president(s), Treasurer, Secretary, or any designee approved by this group). The request will then be reviewed by membership at a Conference meeting.

In the event of an emergency, with payment being required prior to receiving approval at a Conference meeting, the Extended Assistance Committee (President, Vice-president(s), Treasurer, Secretary, or any designee approved by this group) will vote whether or not to authorize payment which exceeds the Guideline limit of $1,600. The item will then be brought up at the next Conference meeting.

The presentation should be brief, but include a short recap of the situation, amount of assistance provided during the past twelve months, additional amount(s) requested, and reasons why he/she feels the exception is warranted. Individual Conference members may offer any additional guidance they believe is necessary. A majority vote either for or against the requested exception to the Guidelines will determine the action to be taken. This information should be noted on the Case Record and/or Follow-up Visit forms.

One member of the Home Visit team should maintain a copy of the "CONFIDENTIAL Case Record • Client Details" form or enter all required input into ServWare. Their responsibility is to determine the number of visits and total amounts of monetary assistance excluding gas and food cards that have been provided to each of their "Persons in Need" during a twelve-month period.

Twinning REQUESTS • We will respond to Twinning requests as generously as our current treasury funds will allow. When a Twinning request is received, if the amount is for $200 or less, we will automatically honor the request without further approval. If the request is for more than $2, the President will forward the request information to the Board for their input and approval. The membership will be advised of any Twinning activities at the next Conference meeting.

DISASTER RELIEF: We will participate in Disaster Relief assistance. The amount will be determined by a review of our treasury funds and a vote by our active membership at a Conference meeting.

REIMBURSEMENT FOR LEADERSHIP MEETINGS - REGIONAL CONFERENCE: The Conference will pay the Registration fee and mileage at $.30 per mile for attendees up to a maximum total Conference outlay of $800 depending on the funds available. Historically anyone who wishes to attend these types of meeting should be permitted to do so. If the Conference does not have enough funds for reimbursement, the request should then be made to District and then to the Council levels.

PRAYER BEFORE A VISIT:

Father, we ask you to provide all that we need as we do the work you have given us to do. Fill our hearts with your love, help us to listen with compassion and to speak with kindness and confidence.

Jesus, we pray for the grace to go with out our preconceived judgments so that we can be true peacemakers. Stir in us the fire of your love and guide us with discernment. Fill our hearts with wisdom, generosity and kindness.

Holy Spirit, inspire us with joy and patience. Be at work in us so that we will bring good news to the downcast, healing to the brokenhearted, hope to the destitute, love and compassion to all who are suffering.

PRAYER WITH THE FAMILY:

God, our Father, thank you for this visit and the opportunity to meet with *(Names).* Lord you know each of us. You knew us from the day we were born, you know our hearts, our needs, and everything about us. You told us that you will never leave us or forsake us. You ask us to seek, and ye shall find, knock and the door will be opened, ask and it shall be given. We are all asking today for each of our needs, some spoken and some in our hearts. And so we pray together: Our Father…

Please Lord, walk with us and give us your strength in our worries and difficulties. Amen

PRAYER AFTER THE VISIT:

Thank you Lord for all the blessings you have given us today. We ask you to continue to bless the ones we have visited, please inspire them to trust in you and come to you for their needs. We pray *(names of each person and specific needs).* We pray that our work may be continued by your Vincentian servants and completed by your grace, in the spirit of St. Vincent de Paul and Blessed Frederic Ozanam, Amen.

St Thomas the Apostle SVdP Society Home Visitor Worksheet

SVdP General Information

Case Number_____ **Date**_____

Home Visitor Team_____

Home Visitor Trainee(s)_____

Time Spent_____ **Miles Traveled**_____

Friend in Need General Information

Head of Household Name (First and Last, Male/Female, Birth Year)_____

_____

Other Adults in Residence (First and Last, Male/Female, Birth Year)_____

_____

Status (Circle) **Married** **Divorce** **Living Together** **Separated** **Single**
Abandoned **Widow/Widower** **Other:**_____

Employment Status (Circle) **Employed** **Unemployed**

Children in Residence:

Last Name	First Name	Birth Year	Male/Female

Address_____

_____

Email Address_____

Phone Number_____

Vincentian Outline for Assistance

Please use the following charts and note space to facilitate discussion with your Friend in Need.

General Circumstances on how we got to this position:

Did a major event occur bringing on hardship? (unemployment, major vehicle maintenance, significant medical event)

Is the hardship brought on by budgeting constraints? (see income verses expense table)

Expense	Amount	Income	Amount
	Total:		**Total:**

General Notes:

Specific Action for the Treasurer

Name of Organization the check will be written for:_____

Account Number (if applicable):_____

Amount:_____ Due Date:_____

Special Instructions:



SVdP Resource List.pdf

BUDGET FORM

MONTHLY INCOME		
Wages		
Social Security		
Disability		
Food Stamps		
Child Support		
Other		
TOTAL INCOME		
MONTHLY EXPENSES		
Rent/Mortgage		
Car Payment		
Car Insurance		
Electricity		
Water		
Gas		
Phone		
Cable/Internet		
Childcare		
Food		
Car upkeep (gas, maintenance)		
Prescriptions		
Other		
Other		
TOTAL EXPENSES		

TOTAL INCOME MINUS TOTAL EXPENSES

ACTION PLAN:

SOCIETY OF ST. VINCENT DE PAUL

St. Thomas the Apostle, Crystal Lake Conference

Promissory Note

To Whom It May Concern:

The Society of St. Vincent de Paul (SVdP) Conference of St Thomas the Apostle Catholic Church has agreed to assist in providing funds as outlined below once the total needed amount has been guaranteed. Please use this Promissory Note as proof of this agreement and work with the holder of this letter in reaching their target amount.

Client Name (s): _____ Date of Letter: _____

The Promissory Note will remain active for 14 days from the date above and will be considered null and void after 14 days.

Promissory Amount: _____ Payable to: _____

Self (amount client can pay)	$ _____
St. Thomas the Apostle SVdP	$ _____
Other: _____	$ _____
Other: _____	$ _____
Other: _____	$ _____
Total Needed:	$

_____

Instructions to Client:

1. Take this letter to other agencies or to other places where you may get help, such as family, friends, charitable organizations.
2. Fill in the amount that you can obtain from each source until you have lined up the total funds needed.
3. Return this completed form to the SVdP Home Visitor who will then work with the St. Thomas the Apostle SVdP Treasurer to submit funds directly to the Payee.

Client Signature: _____

SVdP Home Visitor Signature: _____

SOCIETY OF ST. VINCENT DE PAUL AUTHORIZATION FOR RELEASE OF CONFIDENTIAL INFORMATION

St. Thomas the Apostle, Crystal Lake Conference

In consideration of the services to be undertaken or rendered on my behalf by the Society of St. Vincent de Paul, its members, agents or affiliated organizations (hereinafter referred to as "SVdP"), I, the undersigned _____, hereby authorize SVdP to receive, from any and all sources, and to release to any person or organization, any confidential information regarding me which may be necessary or useful to SVdP in relation to the services to be rendered. I hereby release SVdP from all liability in any way related to the receipt and/or release of said confidential information. I further understand that the release of this information does not guarantee that assistance will be provided, but that without such information my case cannot be presented to the Conference/ Council for consideration.

_____	_____
"SVdP"	Date
_____	_____
"Undersigned"	Date

Appendix B: Resource Forms from Sharepoint

Health/Wellness (Salud y bienestar)

1.	1st Way Life Center	815-385-2999
2.	Aunt Martha's Woodstock	708-747-8111
3.	Northwestern Medicine Hospital Huntley	224-654-0000
4.	Northwestern Medicine Hospital McHenry	815-344-5000
5.	Northwestern Medicine Hospital Woodstock	815-338-2500
6.	Community Health Partnership of IL	815-943-4339
7.	Family Health Partnership Clinic	779-220-9300
8.	Informed Choices (Pregnancy Center)	815-455-0965
9.	Journey Care	847-381-5599
10.	McHenry Community Health Center	815-363-9900
11.	McHenry County Health Department Clinic	815-334-4500
12.	Medicaid – IL Department of Human Services	815-338-0234
13.	Poison Control	800-222-1222
14.	Genoa Pharmacy McHenry	815-344-3263

Job/Career (Empleo/Carrera)

1.	Illinois Department of Employment Security	800-244-5631
2.	McHenry County College Career Services	815-455-8566
3.	McHenry County Workforce Network	815-338-7100

Legal (Legal)

1.	Illinois Lawyer Referral Service	800-922-8757
2.	McHenry County Dept. of Court Services	815-334-4400
3.	McHenry County Mental Health and Drug Courts	815-334-4913
4.	McHenry County Public Defender	815-334-4170
5.	Prairie State Legal Services	815-344-9113
6.	State's Attorney of McHenry County	815-334-4159

Mental Health/Psychiatric (Psiquiátrico y salud mental)

1.	Association of Individual Development	847-931-2340
2.	Amita Health Alexian Brothers Behavioral Health	847-882-1600
3.	Amita Health Behavioral Medicine (ages 12-18)	855-383-2224
4.	Aunt Martha's Woodstock	708-747-8111
5.	Northwestern Medicine Behavioral Health Woodstock	800-765-9999
6.	Community Health Partnership of Illinois	815-943-4339
7.	Greater Family Health	815-363-9900
8.	Independence Health & Therapy	815-338-3590
9.	Horizons Behavioral Health	815-455-7100
10.	Mathers Clinic	815-444-9999
11.	McHenry County Crisis Services	800-892-8900
12.	Pioneer Center	815-344-1230
13.	Psych Express	815-527-7300
14.	Rosecrance McHenry County	815-363-6132
15.	Samaritan Counseling Center	847-382-4673
16.	Thresholds	815-338-8324

Financial (Financiero)

1.	Consumer Credit Counseling Services	815-338-5757
2.	McHenry County Social Security Administration	877-405-7828

Senior Citizen Services (Mayores y servicios)

1.	Elderwerks Educational Services	855-462-0100
2.	Independence Health & Therapy	815-338-3590
3.	Senior Care Volunteer Network	815-455-3120
4.	Senior Services Associates, McHenry Office	815-344-3555
5.	Crystal Lake Office	815-356-7457

Substance Use Disorder (Servicios para la tercera edad abuso de sustancias)

1.	Alano Club	815-455-0906
2.	Alanon/Alateen (self-help for family members)	815-459-6190
3.	Northwestern Medicine Behavioral Health Woodstock	800-765-9999
4.	Connect to Recovery	779-220-0336
5.	Gateway for Alcohol and Drug Treatment	877-505-4673
6.	Live 4 Lali	844-584-5254
7.	New Directions Addiction Recovery Services	779-220-0336
8.	Northern Illinois Recovery Center	855-786-1978
9.	Rosecrance McHenry County	815-363-6132

Brain Injury (Lesión cerebral traumática)

1.	Independence Health & Therapy	815-338-3590
2.	Neuroclinic and Assessment	815-344-1999
3.	Northwestern Medicine Neuro-Rehabilitation Center	815-356-2700

Veterans (Veteranos)

1.	Illinois Dept. Of Veteran Affairs	815-338-9292
2.	Lake County Veteran & Family Services Foundation	847-986-4622
3.	McHenry VA Outpatient Clinic	815-759-2306
4.	Veterans Assistance Commission	815-334-4229
5.	Veterans Path to Hope	815-321-4673

Other/ Don't Know Where to Turn (Otros/ ¿No sabes a donde ir?)

1.	McHenry County Dial-A-Ride Services	800-451-4599
2.	McHenry County Emergency Management Agency	815-338-6400
3.	McHenry County Government Center	815-334-4000
4.	McHenry County Mental Health Board	815-455-2828
5.	Not-For-Profit Resources	815-344-4483
6.	Regional Office of Education	815-334-4475

HELPING NUMBERS

McHENRY COUNTY

NATIONAL CRISIS LINE: **9-8-8**
MCHENRY CO. CRISIS LINE (24/7 ASSISTANCE): **1-800-892-8900**
WARM LINE (Peer and Family Support): **1-866-359-7953**
NON-EMERGENCY COMMUNITY HELP LINE: **2-1-1**
GET HELP – DOWNLOAD **MCHELP** APP ON YOUR SMARTPHONE!

Abuse/Neglect (Abuso y negligencia)

1.	CARE Center (Sexual Assault Services)	815-671-4004
2.	Child Advocacy Center of McHenry County	815-334-9597
3.	DCFS hotline	800-252-2873
4.	Adult Protective Services Hotline	866-800-1409
5.	McHenry County Crisis Line	800-892-8900
6.	IDHS/Inspector general (Adult with disabilities abuse)	800-368-1463
7.	Senior Services	815-356-7457
8.	Turning Point Inc.	815-338-8081

Advocacy/Help/Support (Apoyo, ayuda y soporte)

1.	CARE Center (Sexual Assault Services)	815-671-4004
2.	Child Advocacy Center of McHenry County	815-334-9597
3.	CSRA (Child Support Recovery Act)	800-447-4278
4.	Dept. Of Human Services – Developmental Disabilities (Client Assistance Hotline)	800-843-6154
5.	Farmworkers & Landscapers Advocacy Project	888-451-3527
6.	Illinois Guardianship and Advocacy Commission	815-987-7657
7.	Jail Brakers	224-422-7431
8.	Lake County Center for Independent Living	847-949-4440
9.	McHenry County Mental Health Board	815-455-2828
10.	NAMI of McHenry County	815-308-0851
11.	Office of Civil Rights	312-866-2359
12.	Options & Advocacy for McHenry County	815-477-4720
13.	PFLAG Help Line	630-415-0622

Autism Services (Servicios de autismo)

1.	Alexander Leigh Center for Autism	815-344-2522
2.	Options & Advocacy for McHenry	815-477-4720
3.	Talk About Curing Autism (TACA)	855-726-7810

Child & Adolescent Services (Servicios para niños y adolescentes)

1.	Big Brothers Big Sisters of McHenry County	815-385-3855
2.	CASA (Court Appointed Special Advocates)	779-994-4398
3.	Community Action Agency Head Start	815-338-8790
4.	4-C: Community Coordinated Child Care	815-344-5510
5.	DCFS (Dept. of Children and Families)	800-232-3798
6.	National Center for Missing & Exploited Children	800-843-5678
7.	National Runaway Safeline	800-786-2929
8.	Partnering for Prevention	224-241-2192
9.	Pioneer Center Centralized Intake	815-759-7204
10.	Rosecrance	815-363-6132
11.	T.A.M.I. (Teenage Mothers Initiative)	815-344-1230
12.	Youth & Family Center of McH. Cty.	815-322-2357

Developmental, Mental and Physical Disabilities (Desarrollo, Discapacidades físicas y mentales)

1.	Child and Family Connections	815-477-4720
2.	Clearbrook	847-870-7711
3.	Dept. of Rehabilitation Services (DRS)	847-931-2360
4.	Equip for Equality	312-341-0022
5.	Independence Health & Therapy	815-338-3590
6.	Lake County Center for Independent Living	847-949-4440
7.	Neuropsych Association of Illinois	847-367-1611
8.	NISRA (Northern Illinois Special Recreation Assoc)	815-459-0737
9.	Options & Advocacy of McHenry County	815-477-4720
10.	Pioneer Center for Human Services	815-344-1230
11.	SEDOM (Special Education District of McHenry Co)	815-338-3622
12.	Service, Inc. of Illinois	815-741-0800

Domestic Violence (Violencia doméstica)

1.	A Safe Place Helpline	847-249-4450
2.	CARE Center (Sexual Assault Services)	815-671-4004
3.	Home of the Sparrow (Women & Children)	815-271-5444
4.	Turning Point	815-338-8081

Housing (Vivienda)

1.	Home of the Sparrow (Woman & Children)	815-271-5444
2.	McHenry County Housing Authority	815-338-7752
3.	McHenry County PADS – Homeless Shelter	815-344-1230
4.	Salvation Army	815-455-2769

Rent, Mortgage, Utilities and Eviction Assistance

4/12/2023, T. O'Hagan

GENERAL THEORY UNDERLYING DETERMINATION TO RENDER AID*

1) Aid is intended to deter homelessness & provide basic utilities.
2) Individual's financial need must have been caused by recent circumstances that were beyond their control to avoid.
3) Must demonstrate reasonable chance of returning to financial self-sufficiency in near future.

**Aid is not available for: Recovery Houses, Halfway Houses, Transitional Supportive Housing, Shared housing (i.e. rooming house), or convicted criminals.*

RENT ASSISTANCE

Primary Source - McHenry County Housing Authority (MCHA)
Assist with delinquent rent payments. Applications now available on-line. Computers available at Willow Creek 10am – 2pm ea. Friday, public library, some churches, and other non-profits.

Turnaround Time:* 1-2 days – Screening Doc. 2-3 days - Application & Support Documents. 2-3 days – check issued. TOTAL = 5-8 business days. **see eviction laws that make this an acceptable turnaround time.*

Income Limitation:* 200% (i.e. 2X) US Gov Poverty Level based on gross income. Cannot have exceeded this level for the last 30 days.
*See https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html

Residence: McHenry County for 60 days.

Documentation Required: 1) Written Lease. 2) "5-day notice" of eviction (see evictions sheet for details). 3) Photo ID. (see ID sheet for details) 4) Recent Check stubs or tax return or W2.

Unreasonably High Rent:* If the current rent is over the average in McHenry County for a similar apartment suitable for the family's size, rent aid will not be provided unless they are willing to move to more economical apartment. MCHA checks average rent in the area by comparing at least 3 other places before deciding what is "average". MCHA will help with security deposit & rent for new apartment.
**NOTE: There was a program that put people into any housing regardless of its cost. It only lasted about 18 months. When funds ran out, people were "stuck" in expensive housing.*

Moving to Economical Housing: MCHA will help with security deposit &/or rent for new apartment if:
1) FIN has a job showing they can afford rent thereafter.
2) They have a letter of intent from new landlord saying they are approved as a renter for a 1 year lease.

MORTGAGE ASSISTANCE

Above re: Rent Assistance generally applies to Mortgage Assistance. In addition, a mortgage statement is required. Aid not rendered if: Mortgage payments are over 4 months behind. 2023 max of $6,000.

UTILITY ASSISTANCE

McHenry County Housing Authority (MCHA) LIHEAP Program.

EVICTIONS* *Note: Only a judge can order an eviction.*

Eviction Steps & Time Line:

1) a) **5 Day Notice** to Tenant -or- 30 day notice if month to month lease.
   b) 10 day notice to cure violation of other terms of lease.
2) **Lawsuit** Filed by Landlord. Summons served to tenant at least 3 days before hearing.
3) **Summons & Complaint** Served to Tenant by Court. Hearing scheduled 7 to 40 days later.
4) **Court Hearing.** Held within 14 days.
5) **Eviction Order** issued by court. Done within 7 days.
6) **Final Notice Period.** 7 – 14 days

TOTAL DAYS = 43 days from date of 5 day notice (usually 60 to 90 days minimum)

~TIPS!

- Never recommend FIN ask landlord for a "5-Day Notice"
- Landlords have been known to provide fraudulent leases. Read carefully upon receipt.
- Verbal leases will not help us render assistance and agencies cannot help without one.
- If landlord allowed rent to be late more than 2 months, and they have not issued a 5 day notice, they will be deemed not interested in getting rent on time.

**See Renter's Handbook (latest is 2021 edition) * See Illinois Eviction Process Summary (2023 edition)*

LEGAL ASSISTANCE*

PRARIE STATE LEGAL

Closest office in Woodstock.

Variety of no cost legal services. Only help with "Civil" matters. Do not help with lawsuits that may result in monetary settlement for damages.

**Note: Attorneys are generally required to provide some free (pro-bono) work for their community. PSL has pro-bono attnys elsewhere to help with matters they cannot assist with.*

Fair Housing -- (855) 347-7757 Mon - Thurs 9am to 1pm

Eviction/MCHA/HOA -- (630) 580-3300 Mon - Fri 9am to 4pm

~ After Hours - (855) 631-0811 or evictionhelpillinois.org ~

Senior 60+ -- (888) 965-7757 Mon - Thurs 9am to 1:30pm

**See Prairie State Intake form. It will guide you to get info they'll need when FIN for makes contact.*

** See Prairie State – "Renters Handbook" *See flyers for more details.*

HOMELESS*

Pioneer Center/Pads McHenry IL 70 beds. 40 cap right now. Overnight only. 120 day max.

Home of the Sparrow helps women only. 30+ individuals/night. 25 houses and 3 apts in N. IL.

Turning Point – Women only. Woodstock.

More details are available in Homeless Guide via separate tab.

**Note: There is currently no daytime facility for homeless to warm, get food, etc. Willow Creek sponsors a "community day" each Friday from 10-2. This is not an adequate substitute for a day center available 7 days/week but it's all that's available.*

LITTLE CHRISTOPHER'S RESALE SHOP REQUEST FORM

St. Vincent DePaul Society, St. Thomas the Apostle

Date _____ (Expires one month from this date)

Client's Name: _____
Number of Family Members included in Voucher _____
If any members are under 18 please list gender and age

_____

Each family member is entitled to 3 outfits and one coat. An outfit consists of a dress or top & bottom. Nothing off the boutique rack. Voucher is limited to merchandise available at the store. Must be redeemed in one visit.

Additional clothing items requested per person (examples: shoes, boots, pjs, hats etc. Be specific):

_____

_____

Household items (sheets, blankets, dishes etc. be specific):_____

Person authorizing this request

_____
Signature of person receiving the items

_____
Store volunteer

_____

Little Chris volunteers: Please total the amount of items being donated (ignore sales tax). Attach a white store sales receipt or adding machine tape. Do not give client the yellow copy.



Help for Prescription Drug Costs.pdf