

SENIOR SERVICES RESOURCE DIRECTORY

**14th Edition
2012**

**Senior Services
421 N. County Farm Road
Wheaton, Illinois 60187**

**(630) 407-6500
1-800-942-9412 (Toll-Free)**

**(630) 407-6502 (TDD)
*Telephone Device for the Deaf***

(630) 407-6501 (Fax)

**<http://www.dupageco.org/seniorsvcs>
e-mail: seniorsvcs@dupageco.org**

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Senior Services
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Discrimination Policy

DuPage County Community Services does not discriminate in admission to programs or activities in compliance with the Illinois Human Rights Act; the U.S. Civil Rights Act; Section 504 of the Rehabilitation Act; the Age Discrimination Act; the Age Discrimination in Employment Act; and the U.S. and Illinois Constitutions. If you feel you have been discriminated against, you have a right to file a complaint. For information, contact the Director of the Department of Community Services, 421 N. County Farm Road, Wheaton, Illinois 60187.



DuPage County

DANIEL J. CRONIN

COUNTY BOARD CHAIRMAN

DEPARTMENT OF COMMUNITY SERVICES

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(630) 407-6600

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June, 2012

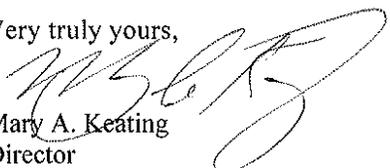
The 14th edition of the **Resource Directory** has been published as a service to DuPage County residents, their families, social services agencies and concerned citizens to provide an easy reference to services and benefits available for older adults. We hope that you will find this directory informative and useful.

We would like to express our appreciation to the agencies that responded to our request for updated information, and to the staff from Senior Services and Community Development, whose hard work and expertise are evident throughout this directory. Please inform our office if you are aware of any changes or updates that may be beneficial to older adults.

Inclusion in the Resource Directory does not imply endorsement by DuPage County Community Services. Due to space limitations and policy considerations, the **Directory** does not include all agencies and/or services. **Senior Services** maintains an extensive information system of additional resources and encourages inquiries.

It is the sincere desire of **DuPage County Community Services** that this directory will fill an important need in the community, providing resources that will enable individuals to make informed choices related to the issues of aging.

Very truly yours,


Mary A. Keating
Director
DuPage County Community Services


Mary Lee Tomsa
Administrator
Senior Services

Directories can be picked up free of charge by seniors and their caregivers Monday through Friday between 8:00 A.M. – 4:30 P.M. at the address listed below, or it can be viewed on the Internet at **www.dupageco.org**. Due to rising mailing costs, a postage donation of \$5.30 is requested prior to the directory’s mailing. Donations to support the printing of the directory are also welcome. Mail your check made payable to “DuPage County Community Services”, along with your request to:

DuPage County Community Services
Senior Services
421 N. County Farm Road, Wheaton, IL 60187

e-mail: seniorsvcs@dupageco.org

APPLYING FOR SERVICES

This directory contains the names, addresses, websites, and telephone numbers (Toll-Free whenever possible) of organizations that offer assistance to older adults and their families. A brief description of each organization outlines the services they provide. If you are not sure who to contact for specific information or a particular service, please call **DuPage County Senior Services, (630) 407-6500, or Toll-Free at 1-800-942-9412**. They will help identify your need, arrange services if possible, or refer you to an agency that can provide the appropriate assistance. The following questions may help you determine the service available, eligibility guidelines and if there are costs involved.

1. What services do you offer?
2. What are the eligibility requirements?
3. Are there any fees?
4. How do I apply? By phone, mail, e-mail, or in person?
5. If I am homebound, can someone come to my home to explain services or assist with the application process?
6. What documents are needed to apply for the service(s)?
7. How long will it take before I am notified of my eligibility?
8. When will service(s) begin?

If you have an application that's difficult to complete, call the provider agency. If they are unable to provide the help you need, **DuPage County Senior Services** will guide you through the application process either by phone or a home visit.

Some applicants may be denied service due to program guidelines. An inquiry to the agency denying the service may provide an explanation of your ineligibility, explain appeal procedures, offer guidance on future eligibility or refer you to other helpful services. If you feel you have been wrongly denied for a government service or benefit, please call **DuPage County Senior Services**.



**NEED ASSISTANCE?
Call Senior Services
(630) 407-6500
1-800-942-9412**