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.illinois.gov/dcfs

24-Hour Child Abuse Hotline:

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

Illinois Relay: 711

DCFS Advocacy Office for Children and Families:

1-800-232-3798

Illinois Department on Aging

1-800-252-8966
711 (TRS)

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

State of Illinois
Department on Aging
One Natural Resources Way, #100
Springfi eld, Illinois 62702-1271
ilaging.illinois.gov
Senior HelpLine:
1-800-252-8966, 711 (TRS)

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, 711 (TRS).

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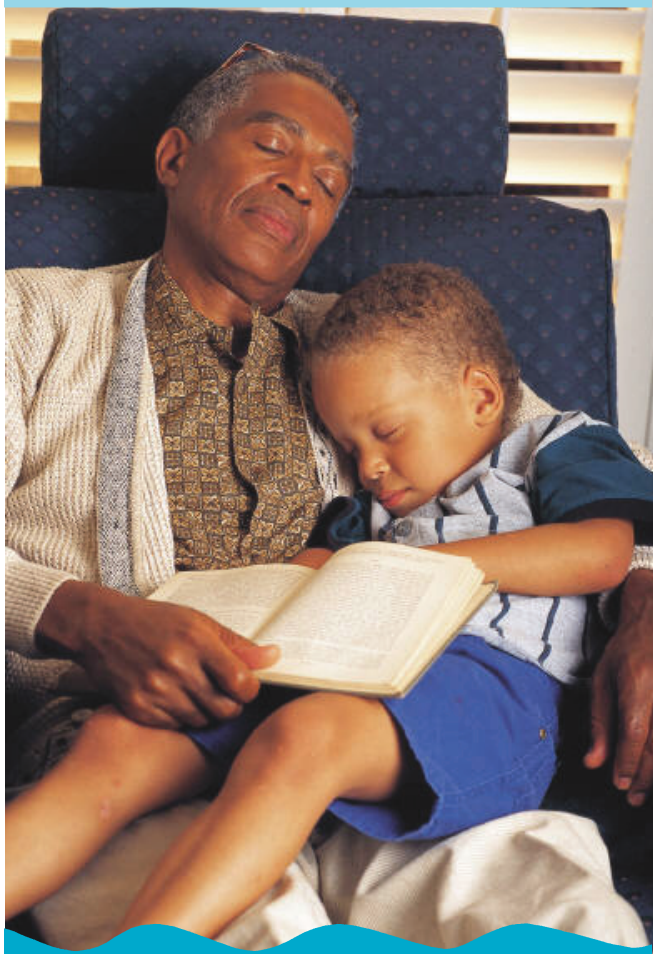
State of Illinois
Department on Aging
Department of Children and Family Services
Department of Human Services
Chicago Department of Family and Support Services

Grandparents and Other Relatives Raising Children



Who can help in Illinois?

Illinois Department of Children and Family Services

www.illinois.gov/dcfs

Child Abuse Hotline:

1-800-252-2873
711 (TRS)

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

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
711 (TRS)

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

Illinois Department of Public Health

www.dph.illinois.gov
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.hfs.illinois.gov/hfs/childsupport
1-800-447-4278
1-800-526-5812 (TTY)

Illinois State Board of Education

www.isbe.net
1-866-262-6663

School enrollment and special education issues