

Frequently Asked Questions

What do I do if I think my rights have been violated in housing, employment or another area?

The United States government and the State of Illinois have identified several protected classes in terms of Fair Housing and Human Rights. The classes for Fair Housing are: Race, Disability, Color, Familial Status (families with children), National Origin, Age, Religion, Marital Status and Sex. The Illinois Department of Human Rights also includes: ancestry and military status. The areas covered by this law include employment, real estate transactions, access to financial credit, availability of public accommodations, freedom from sexual harassment, freedom from discrimination based on citizenship status in employment. If you believe that your rights have been violated in one of these areas, call (815) 987-5711 and we will review your complaint and assist you in filing a formal complaint when appropriate.

How do I enroll in an asset building program?

Community Services offers several opportunities for building assets. These assets include first time homeownership, small business start up and higher education. Asset building accounts provide matched funds for each dollar the participant saves. Call 987-5711 for more information.

Who is eligible for emergency financial assistance?

Community Services provides funds to families and individuals in certain situations to address emergency needs. These needs include, but are not limited to items such as prescription assistance, car repair and housing assistance. Due to limitations set by funders and the demand for these services it is not possible for us to help everyone. Eligibility is determined on a case by case basis, however, there are certain prerequisites that all applicants must meet. These are:

- ✓ Income eligibility, below 125% of poverty level
- ✓ Must demonstrate an ability to be self-sufficient after assistance
- ✓ Must have experienced a temporary crisis beyond their control such as a medical emergency, lay-off from employment, etc.