

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 which group to contact for specific information or a particular service, please call **DuPage County Senior Citizen Services, (630) 407-6500, or Toll-Free**

at **1-800-942-9412**. They will help identify your need(s), 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(s) available, eligibility and cost.

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 Citizen Services** will guide you through the application process either by phone or a home visit.

Some applicants may be denied service(s) due to program guidelines. An inquiry to the agency denying the service(s) 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 service, please call **DuPage County Senior Citizens Services**.



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