

HUMAN SERVICES

Important City Numbers

Human Services	(779) 348-7170
Homeless Hotline	(844) 710 -6919
Abandoned Cars (Streets)	(815) 966-2900
Abandoned Cars (Property)	(779) 348-7160
Graffiti	(779) 348-7261
Police Non-Emergency	(815) 966-2900
Potholes	(779) 348-7260
Snow Hotline	(779) 348-7260
Special Events	(779) 348-7660
Trash Collection	(815) 965-2489
Traffic Signals	(779) 348-7179
Traffic Signs	(779) 348-7178
Unsafe Buildings	(779) 348-7159
Water Issues	(779) 348-7152

Report an Issue/Service Request

Do you need to report a pothole, graffiti, weeds violation, or a traffic signal outage? Our Service Request portal allows you to submit that information online. You can either create an account or log in as a guest. Visit our website at www.rockfordil.gov.

Community Action Agency

The City of Rockford Human Services Department is the designated public Community Action Agency for Winnebago and Boone Counties. Community Action Agencies exist to break the cycle of generational poverty and to mitigate the immediate effects of poverty on individuals, families and neighborhoods.

As a Community Action Agency, the Human Services Department provides services to individuals, families and neighborhoods in Rockford, as well as in greater Winnebago and Boone Counties. This is accomplished by addressing systemic, community and individual factors. Key strategies include provision of direct services, partnering, collaborations and advocacy. Community Services including Community Health & Prevention, Housing Programs and Energy Programs.

2020 Stats

- Assisted 65 domestic violence survivors with temporary safe housing when the shelter was full. Also helped 8 of these survivors move to new, safer housing and helped 3 survivors relocate to another state, where they had a support system of family or friends.
- Allocated almost \$1 million in Cares Act funding towards housing insecurity for low income residents.
- Provided rental assistance to 320 families, mortgage assistance to 25 families, deposit assistance to 36 households and assisted 39 people in relocation.
- 6 staff members spent 8 hours at night each month during the pandemic doing street outreach to monitor and support the homeless population.
- Subgranted \$1.5 million in homeless funds to community partners, including Shelter Care Ministries, Carpenter's Place and Rosecrance.

HUMAN SERVICES

Frequently Asked Questions

What types of housing assistance do you offer:

We provide:

- Rapid Rehousing – Assists persons who are literally homeless (living on the streets or in shelters).
- Homeless Prevention – Assists persons who have experienced a short term crisis beyond their control with rent or mortgage assistance to remain housed.
- Condemnation Relocation – Assists persons whose housing has been condemned with one month payment of rent at a new location.

What if I know someone who is homeless or living in an unsafe living situation?

If you know someone who is homeless and living on the streets or in an unsafe living situation, please call the Homeless Hotline at Community Action at 1.844.710.6919 and press 5 – or stop in our office during office hours at 555 N. Court St. Suite 301, Rockford.

What programs do you offer that promote community health?

We offer specific programs and resources to address food insecurity and assistance with prescriptions, if necessary. Many of our services improve community health because a lack of housing, food, education and social support all negatively impact health outcomes.

We offer a summer food program, which provides nutritional lunches and snacks at a variety of community sites during the summer when youth up to 18 years old don't have access to the school lunch program. We also offer a grant program for community gardens.

Do you offer energy assistance programs for those struggling to pay their bills?

The Weatherization Program enables eligible low-income homeowners to receive a free energy audit and upgrades to make the home more energy efficient to help save on their energy costs.

The Emergency Furnace Program helps eligible homeowners with furnace repair or replacement if the heating system is non-operational or has been red-tagged by the utility company.

LIHEAP (Low Income Home Energy Assistance Program) provides energy assistance for residents in which a benefit is paid directly to the utility companies on behalf of eligible households.

The ComEd Hardship Program provides an additional payment toward the electric bill of a ComEd resident with household incomes up to 250% of the federal poverty level who can prove a hardship such as job loss, documented illness, military deployment, senior or disability hardships, among others.

How has the pandemic affected your work?

Our services never shut down due to COVID. We had to undertake many mitigation steps to keep us safe at work including redesigning workspaces, rotating staff schedules, regular disinfection and limiting face to face exposure to customers. We were able to quickly adapt to COVID protocol, resulting in more persons housed and more LIHEAP applications taken than pre-COVID. Despite the fact that homelessness rose throughout the country as a result of COVID we have been able to keep our numbers stable and even decrease some homeless populations. The Weatherization team's safety protocol helped us increase the number of households assisted with emergency furnace. In fact, our LIHEAP Program is now identified as one of the top performing agencies in the state.