

Chicago Alternatives to 911: Behavioral Health Services

The resources highlighted in this guide are community based, trauma-informed behavioral health services intended to support individuals and families experiencing a mental health challenge, substance abuse, or a domestic violence concern. Before dialing 911, consider seeking assistance and support from these partners, many of which have presence in your community and are ready to serve and meet your needs alongside you! Unless otherwise specified, services are offered for free, regardless of insurance status.

Mobile Crisis Response



Lutheran Social Services of Illinois

LSSICConnect: (833) 610-LSSI (5774)

One call gets you connected to the Behavioral Healthcare you need. **Crisis Counselors are available 24/7** and can come to you!

Service Area: North: Howard Ave, East: Lake Michigan, West: Austin Ave, South: I-290.

Response Time: within 90 minutes.

Languages: English, Spanish, and Polish with access to a language translation line for all languages.



24/7 Response: (773) 769-0205

Crisis Services & 24-hour Crisis Intervention. SASS (Screening, Assessment and Support Services) for Children, Adolescents and Adults. Community-Based and Outpatient Therapy.

Service Area: North: Howard Ave, East: Lake Michigan, West: Harlem Ave, South: Mercy Hospital/26th St.

Response Time: within 90 minutes.

Languages: English and Spanish, with access to a language translation line for all languages.

Mental Health + Substance Abuse Resources

Lutheran Social Services IL (LSSI)

LSSI's Welcoming Center: (773) 561-5809

Mental health clinic for adults (18+) that offers counseling, case management, and psychiatric appointments. Telehealth services are available.

5215 N. California Ave. Suite F101, Chicago, IL.

Walk-in hours: Monday through Friday, 8am to 7pm

Eligibility: for adults, 1st visit is free

Addiction Treatment Center - Kenmore - (833) 610-LSSI

Medical Detox provides a safe place for adults to withdraw from alcohol or opiates under the care of a physician and 24-hour/day nursing staff.

5517 N. Kenmore Ave. Chicago, IL 60640

Hours: 8:00am - 9:30pm, 7 days a week

Eligibility: for adults, 1st visit is free

Visit [LSSI.org/crisishelp](https://www.lssi.org/crisishelp) for more information

Rincon Family Services

The Living Room Program - (773) 564-9070

Provides a comfortable and safe, non-clinical space to adults (18+) that are experiencing a mental health challenge. Recovery Support Specialists (RSS) will assist Guests in de-escalating the presenting challenge, establish short-term goals that respond to their specific situation and that are achievable; educate Guests on coping skills, and develop wellness plans to include other resources that may be available in the community at large.



3710 N. Kedzie Ave. Chicago, IL 60618

Hours: Monday through Friday, 10am to 6pm.

Walk-Ins or Calls Welcome, services available in English/Spanish

Health Alternative Services (H.A.S.)

The Living Room Program - (773) 235-5100

The Living Room is a safe, calming alternative to the emergency room when someone is experiencing emotional stress - whether they're feeling scared, angry, anxious, sad, or they just need someone to talk to. Guests can get help from master's level clinicians and trained Certified Peer Recovery Support Specialists.



5001 W. Fullerton Ave. Chicago, IL.

Hours: Monday through Friday, 1pm - 9pm.

Walk-Ins or Calls Welcome, services available in English/Spanish

Habilitative Systems, Inc. (HSI)

Urban Behavioral Health Services Institute - (773) 745-2677

Crisis Staffing Outpatient Program - (773) 745-2620

Community Mental Health Center with peer recovery support, mental health outpatient, substance use prevention and intervention, medication assisted treatment service referrals.



6845 S. Western Ave. Chicago, IL. / 4133 W. Madison St. Chicago, IL.

Hours: Monday - Friday, 8:30am - 4:30pm / Monday - Friday 9am - 5pm.

Services primarily in English.

Human Resources Development Institute, Inc. (HRDI)

Roseland Community Triage Center - (773) 291-2500

Mental health crisis assessment, substance use screening, referrals for treatment, case management. Medication Assisted Treatment available at: 340 E. 51st St; 8000 S. Racine Ave; & 33 E. 114th St.



200 E 115th St (115th & Indiana Ave.) Chicago, IL.

No appointment needed, 24 hours/day, 365 days/year. Services primarily in English, with access to a language interpreter line.

Renaissance Social Services

The Renaissance Living Room - (312) 350-2784

Provides a safe, home-like atmosphere serving as an alternative to hospitals or the police when you're having a mental health crisis or just too stressed and overwhelmed to cope. Talk with a trained recovery support specialist - a person with lived experience in mental health challenges. Rest and re-group, build a plan, connect to other community resources. Free and confidential.



4835 W. Chicago Ave, Chicago, IL.

Hours: 7 days a week, 8am to 12am.

Walk-ins welcome. Call or text number above, or chat online at renaissancelivingroom.org.

Bobby E. Wright (BEW) Comprehensive Behavioral Health

Westside Community Triage & Wellness Center - (773) 745-2610

Crisis Help Line - (833) 413-4257

An oasis of wellness to provide mental health and substance abuse crisis assessment, trauma therapy/counseling, mobile crisis intervention, court/fitness diversion, direct linkage to care via a warm hand-off, and Wellness Center services: housing, food, employment, and stress management.



4133 W. Madison St. Chicago, IL

No appointment needed, 24 hours/day, 365 days/year. Services primarily in English.

Intake locations for BEW Outpatient Behavioral Health services - (773) 722-7900: 5090 W. Harrison St., 5002 W. Madison St., & 5816 W. Division St.

Mental Health + Substance Abuse Resources

Advocate IL Masonic Medical Center

24/7 Crisis Response Line - (773) 296-5380

Crisis intervention, behavioral health assessment & psychosocial support.

**Crisis Response Team, Emergency Department -
836 W. Wellington Ave Chicago, IL**

24 hours/day, 7 days/week.

First Access Outpatient Behavioral Health Clinic - (773) 296-3612

Outpatient crisis support & services including individual/group therapy, medication management & case management services.
COVID-19 precautions: services are offered virtually. Call for intake & to schedule an appointment.

913 W. Wellington Ave, 2nd Floor, Chicago, IL 24 hours/day, 7 days/week.

Hours: Monday through Friday, 10am to 4pm.

Eligibility: In-network for Blue Cross, Aetna, Cigna, and UnitedHealthcare and for Medicaid plans: Blue Cross ICP, Meridian, County Care, and Youthcare.



IL Dept of Human Services (IDHS)

**Crisis and Referral Entry Services (CARES) 24 Hour Hotline
(800) 345-9049**

Screening, Assessment and Support Services (SASS) for Children, Adolescents and Adults. Services available in Spanish and other languages.

Eligibility: Under 18 on Medicaid or uninsured, 18+ must have Medicaid.

Service Area: Statewide, the hotline will refer to local behavioral health

Domestic Violence Resources

Illinois Domestic Violence Hotline - (877) 863-6338

If you or someone you know is in imminent threat of physical harm, please call 911. The IL Domestic Violence Hotline is available 24/7, 365 days a year via phone call, text, or online chat. Trained Victim Information and Referral Advocates are prepared and ready to provide crisis safety planning and referrals to emergency housing and support services (e.g., transportation, shelter, legal advocacy, etc.) to victims of domestic violence in Illinois. In addition, Advocates can provide information and local resources to concerned family and friends. Advocates are prepared to provide support in English, Spanish, Arabic, Polish, and Creole, and have access to a language line that covers over 240 languages



Additional Resources



To locate additional resources, Erie Family Health Centers has partnered with NowPow to provide a central, user-friendly tool to find support nearest you - visit erie.health/gethelp and enter your address to begin your search!

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1ST WARD ALDERMAN
Daniel La Spata

This resource guide was compiled by 1st Ward Alderman Daniel La Spata's Office

For questions or feedback regarding this guide, contact Danny Castañeda at danielcastaneda@the1stward.com, (773) 904-8958, or

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