



CATHOLIC CHARITIES OF THE ARCHDIOCESE OF CHICAGO

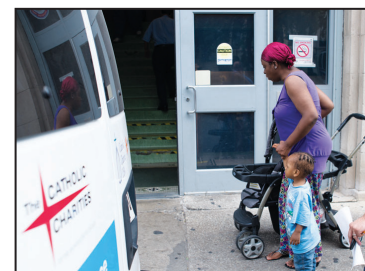
# Mobile Outreach

## Overview

The Mobile Outreach program provides services in the city of Chicago 24 hours a day, 7 days a week, 365 days per year through outreach teams dispatched to respond to non-life-threatening requests for assistance. The teams primarily assist low-income residents, typically either a single person or a single parent who has a higher likelihood of being homeless or unemployed. Nearly one third of the people assisted through Mobile Outreach are under the age of 18, with 30% of those children under the age of five.

## Services

- **Shelter Placement and Transportation:** Clients seeking shelter call Chicago's 311 system for assistance; Mobile Outreach Teams are then dispatched to a client's location such as local hospitals or police stations. Mobile Outreach teams may also be asked to relocate clients after initial shelter placement.
- **Well-being Checks:** A family member or concerned citizen calls Chicago's 311 system to request that a resident receive a well-being check; a Mobile Outreach team is then dispatched to the home to verify that the client is safe and well. The team makes note of successful contact or coordinates further with the Chicago Police Department if the team suspects a health or safety issue.
- **Delivery of Emergency Food Provisions:** Residents seeking emergency food provisions call Chicago's 311 system; Mobile Outreach teams are dispatched to deliver an Emergency Food Box. The Mobile Outreach Team interviews the client to determine more appropriate long-term supplemental food resources, such as food pantries, referral to Senior Services Home Delivered Meals program, etc.
- **Assistance for Victims of Fire and Other Disasters:** The City's Fire Department, Police Department and/or Office of Emergency Management and Communications may contact 311 to request that a Mobile Outreach team be dispatched to assist with relocating a client displaced due to a fire, flood, power outage, etc.
- **Homeless Outreach and Engagement Services:** Catholic Charities may be asked to dispatch Mobile Outreach teams across the city to canvass for homeless clients and offer shelter placement and transportation services.
- **Transportation in Extreme Weather:** Mobile Outreach teams may transport clients to City-operated Warming and Cooling Centers.
- **Transportation for Mass Care Operations:** Catholic Charities may be asked to support the city's efforts related to Mass Care Coordination, which may include but is not limited to mass relocation of impacted residents to temporary emergency shelters operated by the Red Cross.
- **Coordination of the Homeless Shelter Bed Management System:** a system of more than 3,500 available shelter beds across the City. Catholic Charities coordinates the system so that at any moment its Mobile Outreach teams know the availability of beds at any of the City's shelters.



## AGENCY SERVICES

Adoption  
 Child Development  
 Counseling  
 Domestic Violence  
 Emergency Assistance  
 Health Care  
 Homelessness  
 HIV/AIDS Awareness  
 Immigration/Naturalization  
 Legal  
 Maternity/Pregnancy  
 Nutrition  
 Refugee Resettlement  
 Senior Services  
 Senior Housing  
 Substance Abuse  
 Veterans Services

## PHONE:

**(312) 746-7213**

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CITY OF CHICAGO  
 DEPARTMENT OF FAMILY  
 AND SUPPORT SERVICES

## Mobile Outreach Volume

In 2013, Catholic Charities Mobile Outreach Program responded to more than 40,000 requests for service.

Approximately 70% of the service requests received are for Shelter Placement and Transportation Services, 20% of the requests are for delivery of Emergency Food Provisions, 7% of the requests are for Well Being Checks, and 3% of the requests are for all other services.

**For more information call: (312) 746-7213.**

## THE MISSION OF CATHOLIC CHARITIES

Catholic Charities fulfills the Church's role in the mission of charity to anyone in need by providing compassionate, competent and professional services that strengthen and support individuals, families and communities based on the value and dignity of human life. *In order to remain faithful to our mission, Catholic Charities is guided by these core values: Respect, Compassion, Competence and Stewardship.*