

## At a Glance

Metropolitan Family Services DuPage has served families in the DuPage community since 1930.

### Families Served in Your Community

Each year, more than 8,000 families and individuals receive direct services that build on their strengths and abilities; thousands more benefit from our social policy and advocacy efforts.

### Staff

A comprehensive array of services are offered by more than 70 professionals including licensed clinical social workers and counselors, case managers, mental health professionals and early childhood educators. Services are available in Spanish.

### Funding

Funding comes from a mix of sources including foundations, generous individuals, businesses, local, state and federal government agencies, schools and the United Way.

### Partnerships

Metropolitan Family Services works collaboratively with community residents, area service providers and other community stakeholders. A Community Board provides vital input and advocates for services that respond to the needs of families and the community.

For more information call 630.784.4800 or visit [www.metrofamily.org](http://www.metrofamily.org)



## 150 Years of Amazing Strength

*Since 1857,*

*Metropolitan Family Services*

*has been a voice for families.*

*A voice that speaks for those*

*who need compassionate counsel*

*and supportive services.*

*In Chicago and suburban communities*

*we provide programs*

*for every family member –*

*from young children to older adults.*

*And we champion social policies*

*that protect them.*

*Because for 150 years,*

*we have never stopped believing in*

*the amazing strength of families.*

## Metropolitan Family Services

*150 years of amazing strength*

### DUPAGE

**MAIN OFFICE**  
222 East Willow Avenue  
Wheaton, Illinois 60187  
630.784.4800

**INFORMATION AND REFERRAL SERVICES**  
630.784.4800

**IN-HOME SENIOR RESPITE**  
630.784.4875

**ARLINGTON HEIGHTS OFFICE**  
3325 North Arlington Heights Road  
Suite 300-C  
Arlington Heights, Illinois 60004

**EAST DUPAGE OFFICE (FAMILY AND YOUTH)**  
135 South Palmer Drive  
Suite 202  
Elmhurst, Illinois 60126

**ELMHURST OFFICE (SENIOR SERVICES)**  
Elmhurst City Hall  
209 North York Road  
Elmhurst, Illinois 60126  
630.833.1353

**SUZANNE KNUEPFER GUEST HOUSE FOR SENIORS**  
375 South West Avenue  
Elmhurst, Illinois 60126  
630.653.2397

**NAPERVILLE OFFICE**  
600 South Washington  
Suite 302  
Naperville, Illinois 60540

**SOUTH DUPAGE OFFICE**  
1999 West 75<sup>th</sup> Street  
Suite 201 & 202  
Woodridge, Illinois 60517

**TREASURE HOUSE RESALE SHOP**  
497 Pennsylvania Avenue  
Glen Ellyn, Illinois 60137  
630.469.6907

### HEADQUARTERS

One North Dearborn  
Chicago, Illinois 60602  
312.986.4000  
[www.metrofamily.org](http://www.metrofamily.org)

**EMPLOYEE ASSISTANCE NETWORK**  
312.663.5600  
800.905.0994

**LEGAL AID BUREAU**  
312.986.4200

### CITY CENTERS

**CALUMET**  
235 East 103<sup>rd</sup> Street  
Chicago, Illinois 60628  
773.371.3600

**MIDWAY**  
3843 West 63<sup>rd</sup> Street  
Chicago, Illinois 60629  
773.884.3310

**NORTH**  
3249 North Central Avenue  
Chicago, Illinois 60634  
773.371.3700

**SOUTHEAST CHICAGO**  
3062 East 91<sup>st</sup> Street  
Chicago, Illinois 60617  
773.371.2900

### SUBURBAN CENTERS

**EVANSTON/SKOKIE VALLEY**  
820 Davis Street  
Suite 450  
Evanston, Illinois 60201  
847.425.7400

**SOUTHWEST**  
10537 South Roberts Road  
Palos Hills, Illinois 60465  
708.974.2300

DEAF AND HARD OF HEARING CALLERS, DIAL 711 RELAY.

[WWW.METROFAMILY.ORG](http://WWW.METROFAMILY.ORG)

No one will be denied service because of inability to pay. Medicare or eligible private insurance may cover full or partial cost of service. Metropolitan Family Services does not discriminate in admission to programs or in employment. If you feel that you have been discriminated against, you have the right to file a complaint with the Metropolitan Family Services Human Resources Department at 312.986.4050 or the Illinois Department of Human Rights at 312.814.6216.

DUPAGE

## Metropolitan Family Services

*150 years of amazing strength*



## Amazing Strength

For 150 years, Metropolitan Family Services has been a voice for families in Chicago's city and suburban communities. With compassionate counsel and services for families struggling to overcome incredible challenges, Metropolitan makes a difference in each individual's life.

Metropolitan's credentialed staff members include social workers, lawyers and educators, working together to ensure families receive the support and resources needed to help them reach their potential.

With a community focus, Metropolitan is able to constantly adapt to help with evolving issues. Seven centers in the city and suburbs offer open, inviting spaces for children and adults to receive services tailored to their concerns:

- Nurturing children to help them realize their promise.
- Addressing mental health needs of children, teens and adults.
- Providing counseling services that build on family strengths and capacity.
- Supporting young parents to be the best parents they can be.
- Offering families care options for aging relatives.
- Intervening in the deadly cycle of family and neighborhood violence.
- Connecting clients with community resources.

## Programs and Services

### Fostering Mental Health and Well-being

#### *Counseling and Mental Health*

Counseling, case management and psychiatric services for families and individuals of all ages provide needed guidance while focusing on positive change and growth. Services build on individual and family strengths and capacity for change while addressing behavioral problems, special needs and difficult life situations. Programs include:

- Family, couple and individual counseling
- Children and youth counseling
- Specialized services for adoptive families
- Intensive services to stabilize families and children

### Nurturing Children, Youth and Their Families

#### *Child and Youth Development, School-based Services*

Services help strengthen children's relationships with families and counteract high-risk behaviors. Improving problem-solving and academic skills help youth navigate developmental milestones and lead toward making healthy choices. Related programs include parenting education and support services for children, helping families to function at the highest possible level as well as:

- *MetroMentors*, inspiring youth in local neighborhoods
- Early childhood education
- Partnerships with schools
- Mental health services in schools

### Advocating for Families and Communities

#### *Social Policy, Community Development*

Social Policy advocates at state and federal levels to help implement legislation to strengthen families. Policy solutions focus on issues such as child support, payday loan reform and affordable housing. In addition, community development initiatives create partnerships that help Chicago-area communities in areas of planning, coalition building and public education.

### Developing Community Partnerships

#### *Community Development*

To increase DuPage community's capacity to sustain healthy families, activities include community assessment and planning, community leadership development and resource mobilization.

### Strengthening Employee Support Systems

#### *Employee Assistance Network*

Customized counseling programs and management consultation services are provided to help employees at all levels create a healthy balance in their lives and be more productive on the job.

### Enhancing Quality of Life for Older Adults and Their Families

#### *Services for Older Adults and Their Families*

Programs for older adults and their caregivers help them better cope with the challenges and stresses of aging and caring for an aging family member. Services provided include:

- Individual, family and group counseling
- Caregiver counseling and consultation
- Caregiver education and training
- Grandparents raising grandchildren support
- Overnight senior respite at the Suzanne Knuepfer Senior Guest House
- In-home respite for caregivers caring for elderly adults

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