



2101 South Veterans Parkway
P.O. Box 19255
Springfield, IL 62794-9255

Resource Directory Fact Sheet

Consumer Services/Report Fraud

Adult Protective Services

This program assists people age 60 and older and persons with disabilities aged 18-59, living in the community, who are victims of abuse, neglect and financial exploitation. To report suspected abuse, exploitation or neglect of an older person, call the statewide, 24-hour Adult Protective Services Hotline: 1-866-800-1409. For deaf and speech-impaired communication over the telephone, dial Illinois Relay at 711.

Identity Theft

For information about how to protect yourself from identity theft or what to do if your personal information is stolen, contact the Office of the Attorney General Identity Theft Hotline at 1-866-999-5630 or visit illinoisattorneygeneral.gov. Individuals with hearing or speech disabilities can reach us by using the 7-1-1 relay service.

Illinois Long-Term Care Ombudsman Program

The Illinois Long-Term Care Ombudsman Program (LTCOP) is a resident-directed advocacy program that protects and improves the quality of life for residents in a variety of long-term care settings. To contact an Ombudsman, call the Illinois Department on Aging Senior Helpline at 1-800-252-8966, email Aging. SLTCOPProgram@illinois.gov, or find the Regional Long-Term Care Ombudsman Program in your area at ilaging.illinois.gov.

Social Security

For information about Social Security programs and to see if you qualify, call 1-800-772-1213 or visit ssa.gov.

Social Security Retirement Benefits

Social Security retirement benefits are based on a person's lifetime earnings. A person may begin receiving Social Security benefits as early as age 62 for a reduced benefit. Full retirement age is 65 for people born before 1938.

Social Security Disability Insurance

Social Security disability insurance pays monthly benefits to workers no longer able to work due to illness or impairment expected to last at least a year or result in death within a year. Benefits are based on past earnings and paid to the worker's dependent family members.

Supplemental Security Income (SSI)

Supplemental Security Income (SSI) is designed to help people age 65 or older, blind or disabled, who have little or no income.

Energy Assistance Programs

Low-Income Home Energy Assistance Program (LIHEAP)

The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income people pay for their heating and cooling bills. The amount is determined by income, household size, fuel type and location. For information, contact a local office, (listed at <https://dceo.illinois.gov/communityservices/utilitybillassistance>) or call the Help Illinois Families Call Center at 1-833-711-0374.

Illinois Home Weatherization Assistance Program

The Illinois Home Weatherization Assistance Program (IHWAP) assists in the form of labor and supplies, cash and tax rebates for homeowners who want to make home improvements designed to reduce energy consumption. For more information, visit <https://dceo.illinois.gov/communityservices/homeweatherization.html> or call the Office of Community Assistance at the Illinois Department of Commerce at 217-785-2533.

Tax Relief and Incentive Programs

For more information on the following programs, call the Illinois Department of Revenue at 1-800-732-8866 or 217-782-3336, or TDD at 1-800-544-5304 or visit tax.illinois.gov.

General Homestead Exemption

This exemption is for residential properties occupied as the primary home of the owner or lessee with an equitable interest in the property and an obligation to pay the property taxes.

Homestead Improvement Exemption

This exemption is limited to the fair cash value added to the homestead property by any improvement, up to an annual maximum of \$75,000 in market value. The Homestead Improvement Exemption continues for four years from the date the improvement is completed and occupied.