



24/7 HOTLINE: 630-469-5650
605 E Roosevelt Rd, Wheaton, Illinois 60187
www.metrofamily.org/FSSofMFSD | 630-221-8290

FAMILY SHELTER SERVICE RESALE SHOPS

Central Store
1512 N. Naper Blvd., Suite 172
Naperville, IL
Phone: 630.955.9599

South Store
1131 Fairview Ave
Westmont, IL
Phone: 630.241.7268

*Serving
all DuPage
Communities*

Transforming lives by offering help and hope to those affected by domestic violence

GET HELP FOR DOMESTIC ABUSE

Domestic violence is a dangerous and destructive pattern of behavior that can leave victims and their children shattered by the trauma they've experienced. Domestic abuse can take many forms: physical and sexual violence, as well as mental, emotional and even financial abuse. No individual or community is immune to this behavior, which affects one in three women and one in five men.

Family Shelter Service of Metropolitan Family Services DuPage (FSS of MFSD) provides confidential assistance at no charge to adults and children. Because each situation of domestic abuse is different, FSS of MFSD has developed a wide variety of programs to help individuals heal from these experiences and create a life of safety and independence.

HOTLINE

A LIFELINE TO HELP: 630-469-5650

Many victims of domestic violence connect with advocates through our confidential 24-hour crisis hotline. A hotline advocate works with each caller's specific situation and assists in providing options that are unique to that caller.

- Assess the caller's safety, to develop a plan the caller feels comfortable carrying out
- Identify the support systems and resources available
- Connect the caller to community resources as needed
- Access to FSS of MFSD services
- A compassionate, listening ear to provide support they may not have received before

EMERGENCY SHELTER

A safe haven for survivors of domestic violence and their children, regardless of age, race, gender, gender identity or ability

It may not be safe to stay with friends or family members, either because the abusive partner is aware of these locations, or because the victim has become so isolated from a support network that there is no place to go for help.

Shelter provides a safe, supportive environment for survivors and their children to heal physically and emotionally.

- Life skills coaching and ongoing workshops based on client needs
- Group programs, including parenting skills and domestic abuse education
- Advocates are available 24/7 for support, encouragement, and assistance
- Residents develop a plan with their advocate to outline goals and needed steps, including safe housing, employment, childcare, transportation, legal protection

PREVENTION PROGRAM

Learning about healthy relationships

The prevention team provides education to engage the entire community in creating a culture where violence is not tolerated. Our prevention educators have designed comprehensive, age-appropriate teaching tools addressing healthy and unhealthy relationships. We offer this program in organizations across DuPage, and it is incorporated into the curriculum of 65% of DuPage County high schools. Programming is available to:

Middle Schools • High Schools • Colleges • Teen Groups • Faith Communities • Parent Education Groups • Community Organizations

SUPPORTIVE SERVICES

Healing from the trauma

We seek to break the isolation of domestic violence and deepen our clients' knowledge about its effects. FSS of MFSD provides comprehensive services to domestic violence victims through individual and group services for both adults and children. Clients receive case management, emotional support, and safety planning, as well as referrals to community resources as they begin to rebuild their lives.

SERVICES (offered in English and Spanish):

Walk-In Services • Welcome Group • One-on-One Sessions • Domestic Violence Education Group • Individual and Family Support Groups

COMMUNITY-BASED SERVICES

Taking our message of hope and healing into the community

FSS of MFSD advocates provide domestic violence trainings to other local agencies to help them learn how to best support their clients who are affected by abuse. By meeting with their clients individually, and offering

domestic violence education classes and support groups at partnering locations, we bring the message of hope and healing directly to survivors, wherever they are.

ORDERS OF PROTECTION

Enhancing access to justice

At the DuPage County Courthouse, FSS of MFSD advocates provide information about available legal remedies and assist with applications for Orders of Protection.

- An Order of Protection (OP) is a court order, issued by a judge, designed to protect victims of domestic violence. It tells the respondent (the individual accused of abuse) what they can or cannot do. It is enforceable in all 50 states.

Victim advocates follow up on every police-reported incident of domestic abuse in DuPage County to check on victim safety and to provide referral information.

To speak directly with a court advocate, please call 630-407-8813. To start an OP prior to visiting with the court advocates, visit: www.illinoisprotectionorder.org

TRAINING AND WORKSHOPS

Developing allies for stopping violence in our community

Want to learn more about the dynamics of domestic violence, and how you or your organization can become an ally for stopping violence in your community?

Our team of educators and advocates provide educational programs tailored to your needs, offering workshops from one hour in length to the Illinois Certified Domestic Violence Professional Board Certified 40-hour Training program.

A FULL SPECTRUM OF SERVICES

As of April 1, 2019, Family Shelter Service has merged with Metropolitan Family Services DuPage

Our clients' needs increasingly involve intersections between domestic violence and other social issues such as education, mental health, addiction and physical health, requiring a coordinated response.

Metropolitan Family Services DuPage is a family service/mental health agency serving some of DuPage County's most vulnerable children and families. Through early childhood education, parent education, family therapy, psychiatric and mental health services for all ages, and services for older adults and their caregivers, Metropolitan "Mpowers" individuals and families to learn, to earn, to heal and to thrive.

SUPPORTING FAMILY SHELTER SERVICE

- **Make a monetary donation or bequest**
Your donation to FSS of MFSD provides life-changing services that enable our clients to lead safer lives. When you support FSS of MFSD, you're helping individuals in your own community.
- **Support our Family Shelter Service Resale Shops**
These resale shops provide FSS of MFSD with a revenue stream, and offer clients the opportunity to shop free of charge to replace the things they have had to leave behind.
- **Volunteer your time and talents**
Our Volunteer Program recruits, trains and places volunteers in appropriate and rewarding positions. For more information about volunteering, visit www.metrofamily.org/FSSofMFSD

IF YOU ARE ABUSED:

- Call 911 if you feel you are in immediate danger. When calling for help, never discuss your situation when the abuser is present.
- Call the FSS of MFSD 24/7 hotline from a safe location: **630-469-5650**



NEW NAME, SAME PROMISE

Since 1976, Family Shelter Service of Metropolitan Family Services DuPage (FSS of MFSD) has provided emergency and crisis services for DuPage County residents experiencing domestic violence. Each year, the organization touches the lives of more than 20,000 people, providing emergency shelter, counseling, case management, 24-hour hotline, community outreach, court & victim advocacy and prevention education.

In 2019, it merged with Metropolitan Family Services DuPage, expanding its capacity to reach more domestic violence survivors in DuPage County and creating a seamless continuum of supportive services.