



SPECIAL NOTICE

NEW Service Procedures and Referral Requirements

Beginning **Monday, February 5, 2024**, the following changes will take effect:

1. Hope's Front Door (HFD) will offer **both in-person and phone intake/pick-up services**. A client may choose either method to receive service.
2. All clients will go to HFD's 6th floor lobby whether to pick-up or to initiate in-person services.
3. For referral clients, referrals will now be valid for a client's service year period instead of 7 days. Referrals will not be needed for each visit. This applies to referrals received on or after 2/5/24 only. Going forward, referrals will need to be renewed each time a client starts a new service year. HFD will notify the client when a new referral is needed.

Referral Criteria:

- a. HFD's core service area is Darien, Downers Grove, Lisle, Westmont, Willowbrook and Woodridge. If a client is unhoused OR resides outside HFD's core service area but within DuPage County, a referral is required.
- b. The referral must be valid for the client's current service year and on file from a designated HFD referral partner before service can be provided.

Phone Intake/Pick Up Process

- **Call Hope's Front Door at 630-322-9803 x1 to complete your phone intake before coming to HFD to receive vouchers.**
- **At pickup, go to the 6th floor lobby and check-in with the HFD team member. Be prepared to show 2 forms of ID** (picture ID and a current utility bill or government document) before the items are disbursed.
 - Client must have a valid drivers license in order to receive a gas card.
 - For referral clients, the referral is the 2nd form of ID.

In-Person Services Process

- **Go to the 6th floor lobby and sign in with the HFD team member. Be prepared to show 2 forms of ID** (picture ID and a current utility bill or government document).
 - Client must have a valid drivers license in order to receive a gas card.
 - For referral clients, the referral is the 2nd form of ID.
- **The client will fill out an Information Sheet in its entirety.**
- **Service will be provided on a first come, first served basis.**

CLIENT HOURS

Monday, Wednesday, Thursday and Friday – 10:00am – Noon*
3rd Monday evening of the month – 4:30pm – 6:00pm*

*Last sign in for in-person services is 11:45am for morning hours and 5:45pm for evening hours.