

COVID-19 Emergency Resources

Developed by CountyCare's COVID-Response Taskforce

Last updated: 05/01/2020 2:34pm **New entries are highlighted below.**

Background: This list was developed to assist CountyCare members with resources that are available in Cook County, including food assistance, financial assistance, clothing, and others. This list is not meant to be fully comprehensive of all available community resources, but a starting point for CountyCare members who are experiencing a scarcity in food or other resources due to the COVID-19 outbreak. This resource sheet will be updated as new resources become available. If you need assistance from your care coordinator, please call us at 312-864-8200 to be connected. Please also call 312-864-8200 with any additional questions about your CountyCare benefits.

Shortcuts:

[Food](#)

[Home Delivered Meals- +60 Title III](#)

[CPS Meals](#)

[Food Pantries and Markets](#)

[Domestic Violence Resources](#)

[Transport](#)

[General Assistance](#)

[Internet Essentials](#)

[Resources for Immigrants and Refugees](#)

[Housing](#)

[Financial Assistance](#)

[Stimulus Checks](#)

[Workers' Rights Resources](#)

[Public Health Education](#)

[Masks](#)

[Toiletry Resources](#)

[Emergency Preparedness](#)




[Childcare](#)

[Mental Health](#)

[Pet Assistance](#)

***Please note if using PDF, embedded objects in "Program Description" will not open. Please navigate the website provided to find forms.**

COVID-19 Emergency Resources

Type	Resource	Region	Population	Address	Website	Contact Number	Program Description*
Food Resources							
Senior Meals	Salvation Army Free Senior Meals	City of Chicago	Individuals 60+	Midwest Food Bank/ Salvation Army		(312) 744-5000 (ask for senior box)	The caller will be asked for name, address, phone number. They will be given a confirmation number. Food will be delivered to their residence.
Senior Meals	Title III Home Delivered Meals	City of Chicago	Individuals 60+ who are homebound or otherwise isolated		City of Chicago: https://www.chicago.gov/content/dam/city/depts/fss/supp_info/SeniorServices/HDM/hdmpgminformation.pdf	seniormeals@cityofchicago.org 312-744-4016	Fill out Department of Aging HDM form and City of Chicago supplemental form for Title III meals and email or call to refer. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <small>Instructions for Title III DoA Form</small> </div> <div style="text-align: center;">  <small>DoA HDM Referral Form</small> </div> </div> <div style="text-align: center; margin-top: 10px;">  <small>City of Chicago HDM Supp Form</small> </div>
Senior Meals	Title III Home Delivered Meals- Age Options Services	Suburban Cook County and Illinois	+60	Various locations	https://services.ageoptions.org/	(708) 383-0258 (800) 699-9043	Title III Meals- on website click on "For MCO's: Home Delivered Meal Provider Locations" and input suburban address to connect with local Care Coordination to assess eligibility for program.


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Senior Meals	Midwest Food Bank/Salvation Army	Chicago	Chicago Seniors			(312) 744-5000 (ask for senior box)	Midwest Food Bank/Salvation Army (312) 744-5000 (ask for senior box) The caller will be asked for name, address, phone number. They will be given a confirmation number. Food will be delivered to their residence.
Food	Good and Cheap: Eat Well on \$4/Day				https://books.leannebrown.com/good-and-cheap.pdf		
Food	University of Chicago and the Greater Food Depository	South Side of Chicago	Individuals and Families living in the cited community areas: Douglas, Grand Boulevard, Greater Grand Crossing, Hyde Park, Kenwood, Oakland, South Shore, Washington Park and Woodlawn	Various location	www.chicagosfoodbank.org/find-food/	The University will use the dining facilities on campus to prepare meals that will be distributed in partnership with the Greater Chicago Food Depository to various locations within the University's nine-community footprint on the South Side	The University will use the dining facilities on campus to prepare meals that will be distributed in partnership with the Greater Chicago Food Depository to various locations within the University's nine-community footprint on the South Side

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Food	Food Assistance for Families	Chicago	CPS Students and Families	All CPS schools	https://cps.edu/oshw/Pages/HealthyCPS.aspx	773-553-KIDS (5437) or email familyservices@cps.edu.	Families with children that attend CPS can go to any CPS school and pick up a 3-day portion of meals for all children in the household.
Food	Food Delivery for CPS families	Chicago	CPS Students and Families	Delivery to families unable to attend	https://docs.google.com/forms/d/e/1FAIpQLSeC99Ohs-MYSyEAlz3Ubt3aZUSHyBARlqr8bAvzt1RTuoUAuw/view-form	773-553-KIDS (5437)	CPS is providing food delivery if families are unable to attend child's home school to pick up food. Please note that one form submission will result in one delivery and you should only submit one form per day. If you need an additional delivery, please fill out the form two days in advance of needing another delivery.
Food	The City of Evanston- Free meals for Children	Evanston, IL	Children <18	4 Evanston Park location	https://www.cityofevanston.org/Home/Components/News/News/3740/17	847-448-4311 Dial 3-1-1 if within Evanston.	Free cold breakfasts and lunches to youth ages 1 to 18 in Evanston. All five days' worth of meals can be picked up from locations cited on the website- Monday, March 30 from 1 p.m. to 4 p.m.

COVID-19 Emergency Resources

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Food	Suburban Cook County Meals for Kids	Suburban Cook	Children attending Suburban Cook County schools		https://docs.google.com/spreadsheets/d/1APoubvyw dnsKFb75sX-IrGzZKBkVp682XGhWKczyO Go/edit#gid=0		The link provided provides a list of all locations in Suburban Cook providing meals for children.
Food	Greater Chicago Food Depository	Chicago	All	Various	https://www.chicagosfoodbank.org/coronavirus-updates/		 GCFD Flyer
Food	Food Pantry	Cook County	All	316 Locations	https://www.chicagosfoodbank.org/find-food/?fwp_location_category=pantry		 Food Pantries-Cook County
Food	Older Adult Choice Market	Cook County	+65	10 locations	https://www.chicagosfoodbank.org/find-food/?fwp_location_category=older-adult-choice-market		 Older Adult Choice Markets
Food	Mobile Pantry	Cook County	All	19 locations	https://www.chicagosfoodbank.org/find-food/?fwp_location_category=mobile-pantry		 Mobile Pantry
Food	Soup Kitchen	Cook County	All	44 locations	https://www.chicagosfoodbank.org/find-food/?fwp_location_category=soup-kitchen		 Soup Kitchens

COVID-19 Emergency Resources

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Food	SNAP Assistance	Illinois	Individuals and Families		https://abe.illinois.gov/abe/access/		
Food	Illinois Department on Aging, Nutrition Project in Illinois	Illinois			https://www2.illinois.gov/aging/Resources/Documents/Nutrition_List.pdf		
Dedicated Shopping Hours for the Individuals +60							
Walmart: Customers ages 60 and older can shop every Tuesday an hour before stores open. Walmart pharmacies and vision centers will also be open during this time. March 24-April 28							
Mariano's: The grocer has set aside two hours daily — 6 to 8 a.m. — for seniors and those with underlying health conditions.							
Tony's Fresh Market: Senior priority shopping hours are in effect 7-9 a.m. on Tuesdays and Thursdays. Starting March 24.							
Jewel-Osco: Senior shoppers are being given priority on from 7-9 a.m. Tuesdays and Thursdays.							
Target: The first hour of shopping each Wednesday is reserved for the elderly and other vulnerable populations, such as those with compromised immune systems.							
Whole Foods: Customers age 60 and older can shop daily an hour before stores open to the general public. So, if a store opens at 9 a.m., for example, seniors have access at 8 a.m.							
Domestic Violence Resources							
Domestic Violence Remote Plan	Cook County State's Attorney	Cook County	Those experiencing domestic violence		https://www.cookcountystatesattorney.org/dv-covid19	(312) 603-1880	In the interest of public health and safety during this rapidly evolving situation, the Cook County State's Attorney's Office (CCSAO) worked in

COVID-19 Emergency Resources

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							collaboration with the Chicago Police Department (CPD), and advocates to create protocols for remote screening of domestic violence incidents where the offender is not present. Follow instruction on website
Housing	Women’s Shelters	Cook County	Women and Families		https://www.womenshelters.org/co/il-cook		
Hotline	Illinois Domestic Violence Hotline	Illinois	Individuals experiencing domestic violence			Illinois 24 hour hotline: (877) 863-6338	
Domestic Violence Services	Arab American Family Services	Cook County	Individuals experiencing domestic violence		http://arabamericanfamilyservices.org/domestic-violence-prevention-and-intervention-services/	24-Hr Crisis Line (708) 9457600	Arab American Family Services is a leading organization for eliminating domestic violence among the Arab and Muslim communities throughout Illinois.
Domestic Violence Services	Polish American Association		Individuals experiencing domestic violence		https://www.polish.org/en/slider-articles/588-covid-19	773-427-6333 773-427-6331, 773-427-6343	Domestic violence services for the polish community.

COVID-19 Emergency Resources

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Legal Aid	Ascend Justice	Cook County	Low income Individuals or families who experiencing domestic violence	555 W Harrison St Chicago, Illinois	http://www.ascendjustice.org/2020/03/16/covid-19-update/	(312) 971-5932 or intake@ascendjustice.org	Changes to Ascend Justice’s process for legal aid for those experiencing domestic violence during COVID-19 is outline on the website provided.
Legal Aid	Legal Aid Chicago	Chicago	Low income Individuals or families who experiencing domestic violence		https://www.legalaidchicago.org/get-help/how-do-i-apply-for-legal-aid/ apply online for assistance: https://www.illinoislegalaid.org/get-legal-help	312-341-1070 for intake screen by phone	
Transportation							
Transport	CCH Fleet Vehicles	Cook County	Individuals receiving care at Cook County Health facilities			312-864-RIDE	Only providing transportation for ED/hospital discharges or appt not able to be fulfilled via telehealth.
Transport		Cook County	CountyCare Members			630-403-3210	Rides for scheduled appointments only. Must be scheduled 72 hrs in advance
Transport	CTA/PACE Bus Cards	Cook County	CountyCare Members			Please contact Member Services at (312) 864-8200	Contact member services two weeks before your appointment to request public transportation passes.

COVID-19 Emergency Resources

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General Assistance							
General Assistance	Greater Bridgeport Mutual Aid	Volunteers helping residents in Bridgeport, Canaryville, Armour Square and Chinatown.			https://www.gbmachicago.org/	312-818-1393 Folks can call/text/email for assistance.	<p>**Please limit travel to essential appointments only!</p> <p>Request for Aid: https://www.gbmachicago.org/request/</p> <ol style="list-style-type: none"> 1. Grocery and Supply Drop Off (Please let us know if you need financial support) 2. Questions and Connections to Resources 3. Neighbor Support Check Ins 4. Digital Enrichment - for students during remote learning
Internet	Comcast Internet Essentials	Cook County	Low-income households who currently do not subscribe to Internet at home		https://www.internetessentials.com/		Internet Essentials is a program for families and other low-income households who currently do not subscribe to Internet at

COVID-19 Emergency Resources

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							home. Xfinity Internet customers are not eligible for Internet Essentials- \$9.95/month + tax
Resources for Immigrants and Refugees	Illinois Coalition for Immigrant and Refugee Rights- Resources for Immigrants During COVID-19 Crisis	Illinois	Immigrants and refugee community		https://docs.google.com/document/d/1_FkBlQh4AluGm3_rQAVBIHmDM-j5cxatvnloxElbmCc/edit#		Comprehensive guide of resources to address the needs of the immigrant and refugee community in the state of Illinois.
General Assistance	Red Cross	Chicago & Northern IL	Individuals and Families		https://www.redcross.org/local/illinois/chicago-and-northern-illinois/get-help.html	312-729-6258	
General Assistance	St. Vincent DePaul	Illinois	Individuals and Families		http://www.svdpusa.org/Stores/tabid/62/Default.aspx?state=IL#bop	773-779-6700	
General Assistance	Salvation Army	Cook	Individuals and Families			773-725-1100	
General Assistance	Catholic Charities	Cook	Individuals and Families	721 North LaSalle, Chicago	http://www.catholiccharities.net/	312-655-7500; 312-655-7700	

COVID-19 Emergency Resources

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General Assistance	2-1-1 (run by United Way)	Illinois	Those seeking assistance finding food, paying for housing bills, accessing free childcare, or other essential services		http://211.org/services/covid19	For assistance in Chicago/Cook County - 312-906-2350 For assistance in outside Chicago/Cook County- 211	
General Assistance	3-1-1	City of Chicago	All		https://311.chicago.gov/s/?language=en_US	3-1-1	311 is available in the City of Chicago for resources <i>Suburban cook is still offline as of 3/27</i>
Toiletry Resources							
Diapers	Friends Food Pantry of Sugar Grove	Cook	Families	51 Wheeler Road, Sugar Grove Illinois 60554		(630) 999-4000	
Diapers	Bundle of Joy Diaper Bank	Chicago	Families	1757 N. Cleveland	https://www.bundlesofjoydiaperbank.org/contact		The poor, unemployed, and other low income families from the city and

COVID-19 Emergency Resources

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				Avenue, Chicago			Cook County receive help from the non-profit. A free diaper program can help the working poor in Chicago as well as single mothers.
Diapers	Bundled Blessings Diaper Pantry	Cook County	Families	516 Church Street, Evanston, IL		847-864-6181 ext. 226 bundledblessings@outlook.com	
Diapers	Diaper Bank Partnership of Lake County	Lake County	Families	Box 535, Wauconda Illinois 60084		847-544-9568	
Toiletry Items	Food Pantry	Cook County	All	Varies based on location. Call pantry directly	https://www.chicagosfoodbank.org/find-food/?fwp_location_category=pantry	Contact pantry directly for paper product availability	availability varies please call individual pantries for confirmation.
Housing							
Housing Information	Legal Aid- Can I be Evicted during COVID-19?	Cook County	All		https://www.chicago.gov/content/dam/city/sites/covid/COVID%20eviction%20flyer%20final.pdf	312-341-1070	 Legal Aid- Eviction Susupeded info

COVID-19 Emergency Resources

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Emergency Housing	IDHS FY 20 Emergency Housing	Illinois	All	18 locations	https://www.dhs.state.il.us/page.aspx?item=98150		
Housing	Housing Stability Program Renaissance Social Services	Cook	Individuals/families experiencing homelessness		https://www.rssichicago.org/get-help	773-645-8900, ext. 102	
Housing	Transitional Living Program for Homeless Youth	Chicago	Youth (16-22) experiencing homelessness		https://www.benefits.gov/benefit/619	1-800-621-4000	The Transitional Living Program (TLP) provides homeless youth with stable, safe living accommodations for up to 21 months. The TLP provides services to help young people develop skills necessary to move to independence and life as healthy, productive adults.
Housing Grants	Housing Assistance Grants for COVID-19	City of Chicago	People who have either lost their jobs or had their hours/income reduced because of COVID-19 whose gross income was at or below 60% of the area median		https://www.chicago.gov/city/en/sites/covid-19/home/resources.html?#housing-assistance		To apply fill out the form below: https://forms.office.com/Pages/ResponsePage.aspx?id=qc02cC0GUUGBRJfdxW5wJ6DY83Xq2vZCuA8Qkr1ZCnhUQ0IKUFNXRFRXNDNZT0IQQTcwWUMwSE1HSi4u

COVID-19 Emergency Resources

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			income <i>before</i> the reduction in income				
Housing	Homeless Shelter Directory	City of Chicago	Individuals and Families experiencing homelessness		https://www.homelesshelptdirectory.org/cgi-bin/id/cityfoodbanks.cgi?city=Chicago&state=IL		
Financial Assistance							
Stimulus Checks	IRS: Economic Impact Payments		Refer to program description for eligibility			<p>Eligibility and FAQ: https://www.irs.gov/coronavirus/economic-impact-payment-information-center</p> <p>Non-filers registration: https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here</p>	<p>U.S. residents will receive the Economic Impact Payment of \$1,200 for individual or head of household filers, and \$2,400 for married filing jointly if they are not a dependent of another taxpayer and have a work eligible Social Security number with adjusted gross income up to:</p> <ul style="list-style-type: none"> • \$75,000 for individuals • \$112,500 for head of household filers and • \$150,000 for married couples filing joint returns

COVID-19 Emergency Resources

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							Filers will not have to do anything to receive check. Non-filers follow link to register and receive stimulus check.
Financial Assistance	Cash Assistance	Illinois	Individuals and Families experiencing poverty		https://www.dhs.state.il.us/page.aspx?item=29719		
Financial Assistance	IDES Unemployment Benefits	Illinois	Those unemployed during COVID 19 crisis				
Financial Assistance	The Emergency Fund	Illinois	Chicago area low income individuals and families experiencing crisis	208 S LaSalle, Suite 776 Chicago	https://allchicago.org/	312-379-0301; 866-286-1367	
Financial Assistance	Small Business Association-Disaster Assistance Loans	National	Small Business Owners		https://www.sba.gov/about-sba/sba-newsroom/press-releases-media-advisories/sba-provide-disaster-assistance-loans-small-businesses-impacted-coronavirus-covid-19	Call 1-800-659-2955 (TTY: 1-800-877-8339) or e-mail disastercustomerservice@sba.gov	

COVID-19 Emergency Resources

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Workplace Resources	Arise Chicago-COVID-19 in the workplace	Illinois			English: https://www.arisechicago.org/covid19_resources_resources Spanish: https://www.arisechicago.org/covid_19_spanish Polish: https://www.arisechicago.org/covid_19_polish	773-769-6000	Resources for Workers during COVID-19.
Emergency Preparedness							
Emergency Preparedness	Emergency Action Plan for individuals and families		Individuals and Families		https://www.cookcountypublichealth.org/communicable-diseases/novel-coronavirus/		English Version; see link for Spanish, Arabic, Chinese, and Polish translations.
Childcare							
Emergency Child Care	Governor's Office of Early Childhood Development	Illinois			https://www2.illinois.gov/sites/OECD/Pages/For-Communities.aspx	(888) 228 1146	To find emergency child care in your area, call (888) 228-1146 or visit COVID-


COVID-19 Emergency Resources

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							19 Emergency Provider Search.
Essential Worker Childcare	COVID-19 Prioritized Essential Workers Child Care Application	Illinois	Prioritized Essential Workers include those working in Health Care, Human Services, essential Government services (e.g. Corrections, law enforcement, fire department), and essential Infrastructure		http://www.dhs.state.il.us/OneNetLibrary/27893/documents/CoronavirusInfo/COVID-19-Child-Care-Application-4-3-2020.pdf		If you are prioritized essential work, complete the pdf form and submit to your local CCR&R. To find your local CCR&R, please visit: https://www.inccrra.org/about/sdasearch
Childcare	Sittercity: Free membership	Cook County	Parents working as first responders		https://www.sittercity.com/chicagoresponders		
Mental Health							
Mental Health Hotline	IDHS' Mental Health Division: Call4Calm	Illinois	All resident in Illinois		https://files.constantcontact.com/f1e178eb701/52334ca1-10cc-4c16-99c3-3ed1099d9f5a.pdf	Text "T A L K" to 552020, or for Spanish, "HABLAR" to 552020 Call4Calm is free to use, and individuals will remain	Individuals can also text 5-5-2-0-2-0, with key words such as "unemployment" or "food" or "shelter" and will receive information on how navigate and



COVID-19 Emergency Resources

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						anonymous. Once a resident sends a text to the hotline, within 24 hours they will receive a call from a counselor employed by a local community mental health center to provide support.	access supports and services.
Mental Health	Guided Meditation- UCLA Health		All		https://www.uclahealth.org/marc/mindful-meditations		Guided meditation series
Mental Health	CDC- Manage Anxiety & Stress		All		https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html		
Mental Health	Nami Helpline		All		https://www.namichicago.org/helpline	833-626-4244	Free and confidential Helpline is open seven days a week, staffed by clinicians and peers who can provide resources for mental health professionals and clinicians.

COVID-19 Emergency Resources

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Mental Health	Mental Health And COVID-19 – Information And Resources				https://mhanational.org/COVID19		
Mental Health	SAMSHA- Taking care of your mental health in COVID-19				https://www.samhsa.gov/sites/default/files/tips-social-distancing-quarantine-isolation-031620.pdf?mc_cid=87f848e5b2&mc_eid=b7a8fab474		
Public Health Education							
Protective Masks	CDC- Use of Cloth Face Coverings		All		https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html		<p>CDC website on wearing protective mask in public. Provides directions on constructing homemade masks.</p>  <p>DIY-cloth-face-covering-instructions.pdf</p>
Protective Masks	City of Chicago Mask Drive	City of Chicago			https://www.chicago.gov/city/en/sites/covid-19/home/citywide-cloth-mask-drive.html		<p>Chicago Together! Make a Mask, Give a Mask, Wear a Mask.” Beginning Saturday, April 25 through Saturday, May 16.</p>

COVID-19 Emergency Resources

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Protective Masks	Masks4Chi	City of Chicago		https://www.masks4chi.org/	Masks4Chi will work in collaboration with chowbus , participating restaurants, and community partners to provide 2 free masks with each order to Chicagoland residents. Masks will be available through May 3rd or while supplies last.		
Public Health Education	Discharge of High-Risk COVID-19	Illinois	Persons Under Investigation (PUI) or Confirmed Cases of COVID-19		www.chicagohan.org		 Discharge of COVID19 PUI/Confirm
Public Health Education	Lawndale Christian Center- Understanding COVID-19	City of Chicago	General public and Individuals in shelter environments				 Understanding COVID19
Pet Assistance							
Pet Food Assistance	Tree House Human Society: Pet Food Pantry	Chicago	Families with low income and a spayed/neutered pet	7225 N. Western Ave Chicago, IL 60645	https://www.treehouseanimals.org/programs/pet-food-pantry/	773-262-4000, ext. 101.	Tree House’s pet food assistance program provides free, supplemental cat food, and supplies when available, to individuals facing economic challenges. Individuals must be approved by

COVID-19 Emergency Resources

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							Tree House to receive assistance.
Pet Food Assistance	Anti- Cruelty Society: Friends who Care- Expanded	Chicago	Chicago area pet owners		https://anticruelty.org/friends	312-644-8338	<p>Chicago area pet owners who are experiencing difficulty providing for their companion animals due to medical or financial constraints are invited to sign up to receive a care kit. Limit two care kits per household. For example, if you have three cats, you may only receive two care kits.</p> <p>https://docs.google.com/forms/d/e/1FAIpQLSfxJeMWxt4qdYhm_tgtzCk_WpgpCq1eOpAZAUAEQOrPndIGg/viewform</p>
Pet Assistance	Rescue Chi	Cook County	Families with low income and a spayed/neutered pet		http://rescuechi.com/		<p>https://docs.google.com/forms/d/1LwNtXEscGLryhtSL47CprIC_6uEvAoiDFOWOA4wovpQ/viewform?edit_requested=true</p> <p>Cook County pet owners who need assistance,</p>

COVID-19 Emergency Resources

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							please fill out this form above or email info@rescuechi.com.
Pet Prescriptions	Brown Dog Foundation	Illinois			http://www.browndogfoundation.org/		
Pet Food Assistance	Best Buddies Pet Pantry	Cook County	Families with low income and a spayed/neutered pet		https://www.bestbuddiespetpantry.org/pet-food-distribution---.html		All pet food is provided on an "as available" basis and free of charge. Supplement amount may vary depending on supply on hand for 2 pets maximum per household