

Illinois Court-Based Rental Assistance Program Toolkit

Frequently Asked Questions (FAQs) - Legal Aid Mediation Services

Disclaimer: Information included in this document will be updated on a regular basis when applicable.

1. What is Eviction Help Illinois?

Eviction Help Illinois is a state-funded network of legal aid and mediation service providers ready to help Illinoisans impacted by the eviction crisis. The goal is to keep people in their homes while also preventing foreclosures on rental property.

Eviction Help Illinois connects renters and housing providers/ landlords to rental assistance, legal information, and mediation services where available. Legal aid attorneys are available to advise represent tenants should eviction proceedings move forward.

Services are funded by a partnership between the Illinois Housing Development Authority and the Illinois Equal Justice Foundation.

2. How can tenants across Illinois access free legal services from Eviction Help Illinois?

- Call **855-631-0811** to talk with a legal aid professional and decide your next steps
- Visit evictionhelpillinois.org to chat with a virtual assistant
- Text “**Eviction Help**” to **844-938-4280 (English)** or **844-938-4289 (Spanish)**

All services are available in English and Spanish.

3. How can housing providers/ landlords across Illinois access Eviction Help Illinois services?

Housing providers/ Landlords can access free legal information and chat with a virtual assistant at evictionhelpillinois.org.

4. Who are the legal aid partners in the Eviction Help Illinois network?

- Catholic Charities Legal Assistance (provides legal advice across the state, including Cook and Lake Counties. No restrictions on immigration status)
- Land of Lincoln Legal Aid (serves 65 counties in central and southern Illinois)
- North Suburban Legal Aid Clinic (serves residents in Lake and northern Cook County)
- Prairie State Legal Services (serves 36 counties in northern and western Illinois)
- University YMCA (serves immigrant populations in Champaign County)

*Please note that all referrals should be made to the hotline, text, and website information listed above rather than to the individual organizations listed here.

5. Are legal aid providers present during the eviction call in my courthouse?

Legal aid organizations have a regular presence at the eviction call only in certain Circuit Courts. This is subject to change as case volume increases in certain courts. For the most updated information, please call Eviction Help Illinois at 855-631-0811.

6. Why include mediation in Eviction Help Illinois?

Mediation is an opportunity for landlords and tenants to resolve issues with the help of a knowledgeable and neutral person.



7. Is mediation an option in my Court?

Eviction Help Illinois-funded court-based mediation services are available in the following counties: **Alexander, Champaign, Cook, Jackson, Johnson, Kane, Kankakee, Macon, Massac, Pope, Pulaski, Saline, St Clair, Union, Williamson, and Winnebago.**

Eviction Help Illinois-funded mediation programs are available in the 1st, 6th, 16th, 17th, 20th and 21st Judicial Circuits.

Additional court mediation services are offered in **Lake, Madison, and Rock Island Counties.** Other mediation programs are in formation. For the most updated information, please call Eviction Help Illinois at **855-631-0811**

8. Who are the mediation partners in the Eviction Help Illinois network?

- **Center for Conflict Resolution** provides training for mediators in eviction mediation programs.
- **Dispute Resolution Institute** provides a combination of onsite and virtual eviction mediation services in the 1st, 6th, and 20th judicial courts.
- **Resolution Systems Institute** provides onsite/virtual hybrid mediation services in the 16th Circuit and virtual mediation programming in the 17th and 21st Circuits.

9. Can legal aid and mediation programs help with court-based rental assistance applications?

Eviction Help Illinois partners can refer interested landlords and tenants to the Illinois Housing Development Authority Court-Based Rental Assistance Program online portal.

