

We all have experienced difficult times throughout typical transitions in life—when children are born, raising teenagers or taking care of elderly parents. We also experience crisis that aren't always as predictable—the loss of a loved one, violence in relationships or being a victim of a crime. During these periods, the fears and emotional strains which may appear can often be more upsetting than the incidents themselves. It is at these moments that a social worker may be of assistance.

### **THERE IS NO FEE FOR THIS SERVICE.**

Referrals are made by police officers, fire fighters or community development personnel who have had contacts with individuals or families experiencing social, psychological and/or behavioral problems. Schools, hospitals or community agencies who encounter individuals with problems of a high risk nature may also at times make referrals.

### **SITUATIONS WHICH MAY CAUSE PERSONAL AND FAMILY CONCERN:**

Domestic violence, child abuse/neglect, family conflicts, alcohol/drug problems, geriatric problems, mental and physical illness, emotional problems, runaway/delinquency, missing persons, victims of crime, grief or loss and indigence.

## **SERVICES**

### **❖ CRISIS INTERVENTION**

The social workers are available to assist in a variety of crisis situations that may occur within the Village of Streamwood. The social workers are available to provide support, assessment, short term counseling, education, recommendations and referrals. Additionally, referrals are provided for short and longer term counseling after an assessment is done.

### **❖ SHORT TERM COUNSELING**

The social workers are available to do short term counseling (6-10 sessions) at no cost to those residents that meet the assessment requirements. They do not provide long term counseling for those chronically mentally ill or those needing clinical intervention that would require long term therapeutic work.

### **❖ GENERAL DOMESTIC VIOLENCE SERVICES**

In general, the social workers are here to offer intervention. They provide treatment of violence assessment, education on domestic violence and the legal system, referrals for shelter, legal assistance, transportation to court if necessary and shelter or alternative safe place to victims of domestic violence.

### **❖ COURT ADVOCACY**

The social workers are trained advocates and are able to assist victims of domestic violence by providing information about the Illinois Domestic Violence Act, orders of protection, courts and the police process. The social workers are available to accompany victims to court, assist in completing the paperwork necessary to obtain a court order of protection, and provide transportation when needed.

### **❖ VICTIMS OF CRIME ADVOCACY SERVICES**

The social workers are available to all victims of crime for immediate support services, information, education and orientation of the court system, and referrals to appropriate agencies for short/long term counseling services.

### **❖ INFORMATION & REFERRALS**

Services can sometimes extend beyond the ability and control of the Streamwood Police Department. When this occurs, appropriate referrals will be made to accommodate the residents in need of further assistance after an assessment either on the phone or in person is done.

**Who Do I Contact?**

To access information and referrals, contact either one of the Police Department's Social Workers-a message can be left on their confidential voicemail:

**Nicole Rodriguez, MSW**  
630-736-3721

**Kelly Baxter, LSW**  
630-736-3744

You may also contact the Streamwood Police Department 24 hours a day at 630-736-3700 and have your call forwarded.



Police Report # \_\_\_\_\_

Officer Name: \_\_\_\_\_

Officer Star # \_\_\_\_\_

Notes:

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The Social Services Program is a professionally staffed section of the Streamwood Police Department, funded by the Village of Streamwood.

# Social Services Program



## Streamwood Police Department

Village of Streamwood