

Chicago Shelter Placement and Resource Center (SPARC): Frequently Asked Questions December 2024

- **Is the Landing Zone closed?**
 - Yes. The Landing Zone (LZ) was permanently closed at 8 pm on December 19th, 2024. Warming busses were available overnight and transported any individuals who arrived overnight to the new 24/7 Chicago Shelter Placement and Resource Center (SPARC) on the morning of December 20th.
 - The State Intake center located next to the LZ is also closed.
- **Can people still call 3-1-1?**
 - Yes, anyone requesting shelter can continue to call 3-1-1.
- **What is the Shelter Placement and Resource Center (SPARC)?**
 - The new 24/7 Chicago Shelter Placement and Resource Center is a central access point for adults (18+) without children experiencing homelessness in Chicago to request shelter and receive basic services.
- **What are the hours and location?**
 - The SPARC is located at 2241 S. Halsted St. Chicago, IL 60608, and will be open 24 hours a day, 7 days per week.
- **Can families also be served at the SPARC?**
 - Families are encouraged to call 3-1-1 for shelter placement. Families needing a safe place to wait for shelter may go to the Shield of Hope (also known as EHARC) at 924 N. Christiana Ave for specialized supports and resources.
 - However, if families with children under 18, present at the SPARC, they will be helped to find their next step, which could include support calling 3-1-1, connection with the Shield of Hope, placement in shelter, or other services.
- **Can unaccompanied youth experiencing homelessness also be served at the SPARC?**
 - Youth are encouraged to call 3-1-1 to request shelter. Youth experiencing homelessness can request shelter at any DFSS youth drop-in center or walk-in to youth shelter for services.
 - However, if youth present for shelter at the SPARC, they will be supported in connecting to a youth shelter.

- **Is the SPARC only open to New Arrivals?**
 - No. The SPARC (as well as Shield of Hope/EHARC) serve all populations in need of shelter, regardless of where they were born or how long they have lived in Chicago, Illinois or the United States.
- **What resources are offered?**
 - Food, emergency items, essential care items (e.g., warm clothing, personal hygiene items, water, snacks, child supplies, etc.)
 - Support for identifying alternative housing arrangements
 - Outmigration support to reunite with friends and family in Chicago or another location
 - Shelter placement
 - A small number of overflow beds are available for people to wait overnight until shelter placement is complete.
- **Who should request shelter at the Shelter Placement and Resource Center (SPARC) and who should request shelter through the Salvation Army Emergency Homeless Assessment and Response Center (EHARC)?**
 - Anyone in need of shelter should call 3-1-1 to request placement.
 - Any adults 18+ without children, experiencing homelessness in the Chicago area, can receive services.
 - Families can go to The Salvation Army Shield of Hope Center (also referred to as EHARC) located at 924 N. Christiana for shelter placement.
- **Are there other ways to access shelter?**
 - Any person can dial 3-1-1 from anywhere in Chicago and request shelter. The Salvation Army processes shelter requests and will call requesters to follow up regarding placement.
- **Will SPARC accept donations of clothes and food?**
 - The SPARC is unable to accept donations at this time.
 - We encourage donors to support organizations that help people experiencing homelessness, new arrivals, and other communities in need.

- **How will staff at the SPARC serve people who speak a language other than English?**
 - There are Spanish speaking staff at the SPARC and other bilingual staff may be hired over time.
 - SPARC staff are able to use the Language Line, an interpreter service, to communicate with clients who speak a language different from them.
- **Who runs the SPARC?**
 - The Lead Delegate Agency at the SPARC is Franciscan Outreach. They are a long-time delegate partner in the DFSS Homeless system.
 - Other SPARC partners include New Life Centers, Catholic Charities, and The Salvation Army.
 - The Department of Family and Support Services has oversight of the SPARC.
- **How much does it cost to operate the SPARC? Who is paying for it?**
 - The One Shelter System and the SPARC are a joint effort between the City and State
 - The State of IL has contributed 6 million dollars to support the Shelter Placement and Resource Center (SPARC) through June of 2025.