

# Governor's Office Daily COVID-19 Q & A

April 11, 2020

## Helplines and Webpages

General Resources and a list of Executive Orders: visit [coronavirus.illinois.gov](https://coronavirus.illinois.gov)

### PPE Equipment:

- Donations: [PPE.donations@Illinois.gov](mailto:PPE.donations@Illinois.gov)
- To Manufacture PPE in Illinois: [ima@ima-net.org](mailto:ima@ima-net.org)

### Small Business Assistance:

- Essential Business inquiries: contact 1-800-252-2923 or [CEO.support@illinois.gov](mailto:CEO.support@illinois.gov)
- State: [click here](#). Federal: <https://disasterloan.sba.gov>.
- Business insurance coverage: <https://mc.insurance.illinois.gov/messagecenter.nsf>.

**Unemployment Assistance:** IDES set the following guidelines for applicants:

- FOR ON-LINE APPLICATIONS, [click here](#). If your last name begins with letters:
  - **A through M** file your claim on **Sundays, Tuesdays, Thursdays**.
  - **N through Z** file your claim online on **Mondays, Wednesday, Fridays**.

**\*Saturdays** – anyone who missed their window can apply.
- FOR PHONE APPLICATIONS, call (800) 244-5631. If your last name begins with letters:
  - **A through M** call between 7:30am – 6pm on **Tuesdays and Thursdays**.
  - **N through Z** call between 7:30am – 6pm on **Mondays and Wednesdays**.

**\*Fridays (7am-6pm) & Saturdays (8am-noon)** – those who missed their window can call.

### Individual Assistance:

- Employee workplace rights complaints: (844) 740-5076 or submit a complaint [online](#).
- Resources for people with disabilities: visit [www.DDD.Illinois.gov](http://www.DDD.Illinois.gov).
- Consumer guidance on debts due and regulated financial sectors: [click here](#).
- Airbnb Housing opportunities for first responders and medical professionals: [click here](#).
- For insurance coverage guidance from the Department of Insurance, [click here](#).
- Medication Affordability Assistance: visit: <https://abe.illinois.gov/abe/access/>
- Illinois taxpayer information: visit DOR's [resource page here](#).
- Call4Calm: Text "TALK" to 5-5-2-0-2-0; for Spanish, text "HABLAR" to 5-5-2-0-2-0

### Other Resources:

- Federal Stimulus Package Unemployment Benefits Q&A: [click here](#).
- IDFPR list of licensees and consumers impacted by COVID-19: [click here](#).
- School related inquiries: visit <https://www.isbe.net/covid19>
- COVID19 cases by county: visit [dph.illinois.gov](http://dph.illinois.gov)
- To volunteer: visit [serve.illinois.gov](http://serve.illinois.gov) or email [dph.serveillinois@illinois.gov](mailto:dph.serveillinois@illinois.gov)
- COVID-19 Symptom guidelines: visit DPH website, [click here](#).
- Emergency Day Care Provider Search: visit <https://emergencycare.inccrra.org>
- To report price gouging: submit a complaint [online](#).

## **Statewide Telehealth/Mental Health Programs**

**Q:** Who is eligible for the statewide telehealth services hotline? How can I sign up?

**A:** A person is eligible if he/she is showing COVID-19 symptoms, or is at high risk for contracting the virus, but does not require emergency or inpatient care, and can be digitally monitored at home.

The OSF Hotline number is now available: **(833)673-5669**. More information can be found at [www.osfhealthcare.org](http://www.osfhealthcare.org).

**Q:** What services are provided through the telehealth services hotline?

**A:** Pandemic Health Workers (PHWs) will virtually visit recipients daily, deliver wellness kits that include essential tools to monitor their health, and follow-up over a 14-day period to ensure no further assistance is needed. Wellness kits will include items such as thermometers, pulse oximeters, blood pressure cuffs, and alcohol wipes.

**Q:** Where can I access the statewide mental health support hotline (Call4Calm) the Governor announced?

**A:** The Department of Human Services launched a free emotional support text line, for Illinois residents experiencing stress and mental health issues related to COVID-19.

Individuals who would like to speak with a mental health professional can text:

- For English services **text “TALK” to 5-5-2-0-2-0,**
- For Spanish services **text “HABLAR” to 5-5-2-0-2-0.**

\* 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 to access these services.

## **Unemployment**

**Q:** Will there be an extension for unemployment benefits to someone that has already exhausted their benefits?

**A:** **[Update]** The Federal Pandemic Emergency Unemployment Compensation (PEUC) provides an additional 13 additional weeks of federally funded unemployment benefits for individuals who have exhausted their regular unemployment benefits.

**Q:** What are the benefits for independent contractors, and self-employed proprietors under the Federal PUA?

**A:** The Pandemic Unemployment Assistance (PUA) provides a total of 39 weeks of federally funded unemployment benefits to individuals not typically eligible for unemployment benefits, including independent contractors and self-proprietors, but have become unemployed as a direct result of COVID-19.

This portion of the benefits expansion package has not yet been implemented. Further details about the program, how to apply, and eligibility requirements will be made as soon as they have been finalized at [IDES.Illinois.gov](https://www.ides.illinois.gov).

## **Firearms/ISP**

**Q:** Can the Governor issue an Executive Order stating that all expired FOIDS from the renewal date ISP is working on at present (may be October 2019 renewals right now) to expired FOIDS as of the current date are valid and shall be accepted as valid by all entities?

**A:** The Illinois State Police (ISP) is aware of concerns being expressed during this pandemic related to Firearm Owners Identification (FOID) and Concealed Carry License (CCL) expirations. ISP reminds FOID and CCL holders that their cards will remain valid during the renewal process once a renewal application is submitted. ISP is continuing to seek a legal remedy to address expirations during this time.

**Q:** Can Conceal Carry License holders renew their licenses without the class requirement, since classes are canceled due to COVID-19?

**A:** ISP is aware of concerns being expressed during this pandemic related to FOID and CCL expirations. ISP reminds FOID and CCL holders that their cards will remain valid during the renewal process once a renewal application is submitted. ISP is continuing to seek a legal remedy to address expirations during this time.

### **Food Shortages**

**Q:** Is there any help that can be provided to the Northern Illinois Food Bank and specifically individual food pantries to help them get more food?

**A:** The Greater Chicago Food Bank can provide assistance to nearby food pantries. For more information visit: <https://www.chicagosfoodbank.org/contact/>.

### **Illinois Housing Development Authority (IHDA)**

**Q:** Does IHDA have a help line for inquiries on their programs?

**A:** Yes. Please review the following:

- Online: [www.ihda.org](http://www.ihda.org) for current information and contacts for all active IHDA programs.
- Email: see our [Contact Us](#) page for key department contacts.
- Phone: for all general inquiries, call (312) 836-5200 to connected with the appropriate department.

**Q:** If I believe I may be unable to pay my rent, who should I contact?

**A:** There has been no suspension of rent payments for Chicago or the State of Illinois. This means tenants are still obligated to pay their rent per the terms of their lease.

IHDA encourages those struggling to make payments to reach out to a housing counselor. [HUD-approved counseling agency](#) can help you understand your options if you are in risk of falling behind on your rent.

**Q:** Does IHDA administer any rental assistance?

**A:** No, IHDA does not offer direct rental assistance. The Illinois Department of Human Services does offer a Homeless Prevention Program which includes rental assistance. For more information, [click here](#).

The Rental Housing Support Program provides rental assistance to extremely low-income households living in participating properties. Contact one of the [administering agencies](#) directly to apply.

The City of Chicago administers its own version of the Rental Housing Support Program. If you currently live in or are interested in living in Chicago and are in need of rental assistance, please contact the Chicago Low-Income Housing Trust Fund at: **(312) 744-0676**.

**Q:** Does the CARES Act mean I don't have to make my mortgage payment?

**A:** If you can pay your mortgage, pay your mortgage on time. If you are struggling to make your mortgage payments, or believe you may fall behind soon, you should contact your loan servicer now.

The Coronavirus Aid, Relief, and Economic Security (CARES) Act allows a borrower with a Federally-backed mortgage loan experiencing a financial hardship due, directly or indirectly, to the COVID-19 emergency may request forbearance on the Federally-backed mortgage loan, regardless of delinquency status.

The forbearance shall be granted for up to 180 days and shall be extended for an additional period of up to 180 days at the request of the borrower.

**Q:** When is the 2020 Low Income Housing Tax Credit (LIHTC) application due?

**A:** The submission date of the final applications has been extended to April 13, 2020 by 5:00 p.m.

- The new target Board date for 2020 LIHTC applications is July 17, 2020.
- Applications for 4% LIHTCs are being accepted on a rolling basis during the second and third quarters of 2020.

To view application documents visit: [Developer Resource Center](#). For more information, review the [FAQs](#).

**Q:** Are services through IHDA still available for Realtors & Partners?

**A:** Yes.

- Expect no service disruptions.
- All our programs are fully funded and available.
- All reviews are still being conducted in a timely manner.
- Please [contact us with any questions](#).