

Frequently Asked Questions:

The information below is being provided to assist residents by informing them of some resources available at this time. It is by no means an exhaustive list. If you have other questions or need additional resources, please do not hesitate to reach out to our Social Services department at 847-437-0300. We will continue to see clients by appointment.



What if I can't pay my utility bills this month? Will my services be disconnected?

ComEd states, "We care about our employees, contractors, and customers and our efforts will ensure that we are prepared to manage potential impacts from the spread of COVID-19 as we monitor the developments closely. We're here to help customers through financial hardship. We're suspending disconnects for customers unable to pay their bills and waiving new late payments Charges through at least May 1st. We'll be working with customers on a case-by-case basis to establish payment arrangements and identify energy assistance options to address their specific needs."

"If you have previously been disconnected for a non-safety issue and are at home without power, please contact our Customer Care team so that we can work to try to get you reconnected safely."

Call [800-334-7661](tel:800-334-7661) M-F from 7 a.m. to 7 p.m.

Nicor's Response: "In recognition that the evolving landscape surrounding the new coronavirus (COVID-19) may cause financial hardship for its customers impacted by employment changes or business slowdown, Nicor Gas voluntarily has suspended service disconnections for non-payment, effective immediately for both residential and commercial customers through May 1."

What can I expect from my other utility companies?

Comcast: The cable giant is offering free access to its Xfinity WiFi hot spots for everyone, including non-subscribers, for the 60 days. It's also providing unlimited data to its customers for no extra charge and is not disconnecting internet service or charging late fees for customers who say they can't pay their bills. The company is also providing 60 days of free basic internet service to new customers

AT&T: The cable, phone and media giant is suspending the termination of wireless, home phone or broadband service when customers can't pay their bills because of coronavirus disruptions. The company is also waiving related late fees.

Verizon: Verizon said it is waiving late fees and suspending service termination for customers "negatively impacted by the global crisis."

T-Mobile: The mobile phone service provider is providing unlimited data to all current customers who have plans with data for the next 60 days. It will also provide additional data to mobile hotspot users.

What if I'm temporarily laid off because the place where I work is temporarily closed because of the COVID19 virus?

An individual temporarily laid off in this situation could qualify for Unemployment benefits as long as he/she was able and available for and actively seeking work. Under emergency rules IDES recently adopted the individual would not have to register with the employment service. He/she would be considered actively seeking work as long as the individual was prepared to return to work as soon as the employer reopened. Apply online at www2.illinois.gov/ides

My work closed. Now what?

In addition to applying for unemployment benefits with the Illinois Department of Employment Services (IDES) at www2.illinois.gov/ides, please call the Elk Grove Township Employment Support Center at 224-222-0935 for assistance with your search (see attached)

I'm a tipped worker and getting reduced hours. Are there additional financial resources available to me?

Yes. There is free cash assistance to restaurant workers, delivery drivers and other tipped workers and service workers who are seeing their income decline during this disaster, or aren't able to work because of quarantines or other health concerns. One Fair Wage has an emergency fund. To apply, visit:

<https://ofwemergencyfund.org/help>

With limited or reduced financial resources, where can I go to get extra help with food for my family?

See our attached Food Pantry list. PLEASE CALL pantries before visiting pantries as some hours may be adjusted. Find a few pantries near you and visit a different one each week (since most pantries allow monthly usage). If your income has been greatly reduced or your job eliminated, please visit www.dhs.state.il.us to apply for SNAP benefits (food stamps/LINK card).

I'm waiting for my Social Security Disability Hearing. What can I expect?

SSA is closing most field offices effective immediately. Also, the hearings offices are also closed effective Tuesday March 17. Some hearings will continue to be done telephonically. You will be notified by mail of changes to your hearing.

Will there be a disruption of Social Security Checks for seniors or persons with disabilities?

At this time, there is no indication that there will be any disruption. Checks are automated and banks are to remain open.

What if I can't pay my mortgage?

If you are having trouble paying your mortgage, your first step should be to seek out a legal advocate, according to the National Consumer Law Center. From there, you can send hardship letters to lenders, like your mortgage company, to see what your options are. Many companies are waiving late fees and making payment arrangements.

What if my Vehicle registration or Driver's License is about to expire?

Due to the coronavirus pandemic, all offices affiliated with the Illinois Secretary of State, including driver's license branches, will be closed through March 31. Driver license and plate expiration dates will be extended one month, so no one needs to worry in the short run about driving on expired license or license plates. Secretary of State Jesse White is also calling on federal officials to extend the Oct. 1 deadline for Real ID, which will be required for air travel. Customers are encouraged to take advantage of these online services at cyberdriveillinois.com:

- obtaining a duplicate driver's license or ID card
- renewing a vehicle registration
- obtaining a driver record abstract
- renewing a standard driver's license with the Safe Driver Renewal program
- filing Business Services documents, such as incorporations and annual reports

What if I don't have transportation or need to take the bus?

- To help stop the spread of COVID-19 and limit operator-passenger interaction, Pace will implement a temporary "Quick Board, Safe Board" policy and **waive fare collection** on fixed route bus and ADA paratransit service beginning Thursday, April 9, and lasting the duration of the Governor's Stay at Home order.

You can search your route here: <http://www.pacebus.com/sub/schedules/>

-Choose to search by "Community" and choose the city you wish to search

See the updated information on your route before you ride here:

http://www.pacebus.com/sub/schedules/route_notices.asp

- Elk Grove Township offers a free Senior (55+) and Disabled bus service to take residents on up to one round-trip per day anywhere within the township boundaries. Call our offices at 847-437-0300 to find out more or sign up.

What if I need emotional support to help with stress related to the COVID-19 pandemic?

- Illinois launched a program called "Call4Calm" where IL residents can text **TALK** for English or **HABLAR** for Spanish to 552020 and be contacted by a Mental Health Professional, free of charge. The texter will remain anonymous and only need to provide their first name and zip code to be connected with a mental health professional in your area. This service is available 24 hours 7 days a week.
- In addition, the phone number can be used to seek help and guidance on other critical issues during the pandemic. Residents can text keywords like "unemployment," "food," or "shelter," according to the governor's office, and they will receive additional information in response.

Will I receive a stimulus check?

Stimulus checks are automatic for most taxpayers. No further action is needed by taxpayers who filed tax returns in 2018 and 2019 and most seniors and retirees.

Go to the IRS website here if:

You did NOT file taxes in 2018 or 2019 (Enter in your information

You would like to check your check status

You need to update your direct deposit information or change your mailing address

<https://www.irs.gov/coronavirus/economic-impact-payments>

Helpful websites for other FAQ through the State IL:

- General FAQ: <https://coronavirus.illinois.gov/s/faqs>
- Stay at Home FAQ: <https://coronavirus.illinois.gov/s/stay-at-home-faqs>
- Unemployment FAQ: <https://coronavirus.illinois.gov/s/unemployment-faqs>
- Food Services FAQ: <https://coronavirus.illinois.gov/s/food-service-faqs>
- Healthcare FAQ: <https://coronavirus.illinois.gov/s/healthcare-faqs>
- Education FAQ: <https://coronavirus.illinois.gov/s/education-faqs>



CARES Act Unemployment Benefits Expansion Package

April 7, 2020

The federal government recently passed the Coronavirus Aid, Relief, and Economic Security (CARES) Act, legislation that will address the dramatic economic crisis brought on by COVID-19, which includes the following federally funded unemployment benefits expansions:

- **Federal Pandemic Unemployment Compensation (FPUC)**

FPUC provides an additional \$600 per week for individuals receiving regular unemployment benefits, PUA, PEUC, or extended benefits if they are triggered under Illinois law, beginning March 29, 2020 and concluding the week ending July 25.

FPUC has been implemented and began disbursement of payment to those certifying beginning April 6, 2020.

- **Pandemic Emergency Unemployment Compensation (PEUC)**

PEUC provides an additional 13 additional weeks of federally funded unemployment benefits for individuals who have exhausted their regular unemployment benefits.

- **Pandemic Unemployment Assistance (PUA)**

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).

While these new expansions will financially help unemployed Illinoisans in the months to come, not everyone will be eligible for all the benefits contained in the package, and some benefits will not begin immediately.

Please do not call to inquire about these new federal programs. Our employees are processing applications for current benefits. Further details about the new federal programs and how to apply will be made available once they have been finalized.



How will this affect Illinois unemployment benefits?

Individuals receiving unemployment benefits beginning the week of March 29, 2020, will receive an additional \$600 each week above what they would receive in regular unemployment benefits until the week ending on July 25, 2020. Pursuant to the federal legislation, this \$600 will not be retroactively applied to unemployment claims that arose prior to March 29, 2020. In many cases, individuals will also be eligible for more weeks of unemployment above the 26 weeks provided under regular unemployment rules. Both of these benefits will be applied automatically if you qualify.

What do I do if I have already received my maximum benefits?

Some individuals who have received their entire 26 weeks of regular unemployment benefits may be eligible for more weeks of benefits under the stimulus package. If you have exhausted your benefits, or you are close to exhausting your benefits, we are finalizing the process to continue benefits under the stimulus package. Details will be available as soon as we have received further guidance from the US Department of Labor.

I am self-employed. Do I qualify under the new federal unemployment program?

Under regular unemployment rules, the incomes of self-employed workers, freelancers, and independent contractors are not subject to unemployment taxes and so typically these individuals are not eligible for unemployment benefits. The stimulus package creates a new, temporary program to help people who lose this type of work as a direct result of the current public health emergency. IDES will provide information about how to apply for this benefit as soon as it is finalized. Please do not apply at this time.

Thank you for waiting to apply until further details are available. This will allow our employees to address the large volume of claims for those individuals who are eligible under current benefit programs.



Dear Stakeholders,

We're exploring every avenue we can to provide extra support for Illinoisans right now and to make it easier for people who need food assistance. This week, all of Illinois' Supplemental Nutrition Assistance Program (SNAP) recipients will begin receiving the maximum benefit amount. Between April 8th and April 20th, all eligible SNAP recipients will see their first additional funds if they are not currently receiving the maximum benefit.

This will impact more than 450,000 Illinois households. The additional funds are intended to help Illinoisans obtain food and support for their families during the COVID-19 pandemic. The maximum SNAP benefit amounts will be implemented for April and May. It is not known at this time whether these extended maximum payments will continue beyond May.

Increased benefits will be automatically loaded onto SNAP recipients' Link cards, and there is no need for anyone to re-apply, to visit an office, or to call. All new applications authorized in April will also receive the maximum allotment for their household size.

The federal Families First Coronavirus Response Act gives states the option to provide SNAP households with the maximum SNAP allotment, which is based on household size. SNAP households not currently receiving the maximum allotment will receive additional SNAP benefits to bring their allotment amount to the maximum. Households already receiving the maximum benefit will not receive additional benefits.

Maximum amounts per household size are as follows:

Number in SNAP household	Maximum benefit
1	\$194
2	\$355
3	\$509
4	\$646
5	\$768
6	\$921
7	\$1,018
8	\$1,164
Each additional person	Add \$146

Illinois SNAP recipients receive their benefits at different times each month, so increased SNAP benefits will be loaded on different dates for SNAP recipients.

I hope this change brings meaningful relief to families across Illinois who need it the most, right now. The IDHS team continues to hold all of our friends and partners in our thoughts as we journey through this unprecedented time together.

Sincerely,
 Grace B. Hou
 Secretary, IDHS

Local Food Pantries

Name of Pantry	Address	Phone #	Hours open	Service Area/ Requirements	Frequency
Catholic Charities	1717 Rand Rd. Des Plaines	847-376-2100	Tuesday, Thursday 10am-12pm & 1pm-3pm Wednesday 10am-12pm & 1pm-6pm	MUST live in North or Northwest Suburbs; Bring proof of residency (either ID or utility bill)	1x/month
Elk Grove Presbyterian Church	600 E. Elk Grove Blvd. Elk Grove Village	847-437-2878	Thursday 1pm-2pm & 7pm-8pm	Must be Elk Grove VILLAGE resident and screened through Marty Velar/Elk Grove Village Community Service office. (847) 357-4120	Every 2 weeks
Elk Grove Township	2400 S.Arlington Hts Rd. Arlington Heights	847-437-0300	Monday, Tuesday, Thursday 9:00am-3:45pm	Must Live in Elk Grove Township and bring Photo ID and Current Utility Bill.	1x every calendar month
Harvest Bible Chapel	1051 Rohlwing Rd. Rolling Meadows	847-398-7005	Saturday 10am-12pm	Cook County. Bring ID	1x/month
Living Hope Church	777 Meacham Road Elk Grove Village	847-985-6446	Thursday 11:45am to 12:15pm Doors open 11:30am	Clients choose a lottery number and are seen in random order according to lottery numbers pulled.	1x/Week
Lutheran Church of the Cross	2025 S. Goebbert Rd. Arlington Heights	847-437-5141	Tuesdays 9am-12:30pm	Must live in Arlington Heights, Des Plaines, Elk Grove, Mt. Prospect, or Rolling Meadows. ID, Proof of residence in served Community, Address, phone number in Family	Every 2 weeks
Northwest Compass	1300 W. Northwest Hwy. Mount Prospect	847-392-2344	Mon., Tues., Thu: 9am - 4pm Wed: 9am-7pm Fri: 9am-12pm Closed 12-1pm for lunch	PLEASE call for appointment. 7 Townships in Northwest Suburbs of Cook County: Barrington, Elk Grove, Hanover, Maine, Palatine, Schaumburg and Wheeling	1x/month
Salvation Army Food Pantry	609 W. Dempster Des Plaines	847-981-9111 ext. 104	Thursday 9am- 11:45am; 1:00pm-2:45pm	Residents of Des Plaines, Mt Prospect, Elk Grove Village, Arlington Heights, Rosemont. Must have ID and proof of residency.	1x/month
St. Edna Catholic Church	2525 N. Arlington Hts Rd. Arlington Heights	847-398-3362	Mon, Wed, and Thu: 1pm-4pm Sat 9am-12pm	Bring ID (if homeless PADS ID)	2x/month

Local Food Pantries

Name of Pantry	Address	Phone #	Hours open	Service Area/ Requirements	Frequency
St. Nicholas Episcopal Church	1072 Ridge Ave Elk Grove Village	847-439-2067	1st & 3rd Wednesdays 4pm-6pm	Supplement food - available to all	As often as needed
Trinity Charities Inc.	927 Plum Grove Rd. Schaumburg	847-264-4660	Saturday: 10am -1pm; Thursday: 4pm-6pm	Photo ID	As often as needed
Willow Creek Community Church Care Center	67 E Algonquin Rd. South Barrington	224-512-2600	Mon-Thurs: 10am-12:30pm, 6:30-7:30pm Saturday:8:30-10:30am Sunday: 1:30-3:00pm	Photo ID Proof of your address, current within 30 days—most recent utility bill, , bank statement, etc.	1x/month
The Bridge Community Church	946 E. Thacker St Des Plaines	847-297-2525	Saturday: 11am-1pm (end time varies)	No requirements	1st and 3rd Saturday of every month
The Bridge Community Church	302 E. Euclid Ave Prospect Heights	847-297-2525	Saturday: 11am-1pm (end time varies)	No requirements	2nd and 4th Saturday of every month



NEED HELP DURING COVID-19?



Call

312.341.1070

OR



Apply Online

**Monday to Friday
between 8 AM and 4:30 PM**

(Phone intake may close early
depending on volume of calls)

www.legalaidchicago.org

**24 Hours a day
7 Days a week**

Employment

EXAMPLES:

Sick Leave & Unemployment Insurance

Health Information

EXAMPLES:

Medicaid, All Kids, Medicare (D) Extra Help

Benefits

EXAMPLES: TANF, SSI, Veterans Benefits

Food Access

EXAMPLES:

SNAP (Food Stamps) applications and budgeting

Utilities

EXAMPLES: Shut offs, stolen service issues

Debt Collection & Consumer Scams

EXAMPLES:

Wage garnishment, Bankruptcy, Loans

Housing

EXAMPLES:

Eviction, Foreclosure,
Housing Choice Voucher issues

Domestic & Sexual Violence

EXAMPLES:

Orders of Protection, Civil No Contact Orders,
Custody & Visitation

¿NECESITA AYUDA DURANTE COVID-19?



Llame al
312.341.1070

lunes a viernes
de 8 a.m a 4:30 p.m.

(La línea telefónica puede cerrar temprano dependiendo del volumen de llamadas)



Solicite servicios
en línea

www.legalaidchicago.org

24 horas al día
7 días a la semana

Asuntos de Empleo

POR EJEMPLO:

Licencia por enfermedad y
Seguro por Desempleo

Información para la salud

POR EJEMPLO:

Medicaid (seguro médico), All Kids (seguro médico para menores) Medicare (D) Extra Help (Beneficio adicional para gastos de medicamentos recetados)

Beneficios de Bienestar Publico

POR EJEMPLO:

TANF (dinero en efectivo), SSI (Seguridad de Ingreso Suplementario), Beneficios para Veteranos

Acceso a alimentos

POR EJEMPLO: SNAP (cupones de alimentos), solicitudes y presupuestos

Servicios públicos

POR EJEMPLO: Terminación de servicios, asuntos de robo de servicios públicos

Cobro de Deudas y Estafas al Consumidor

POR EJEMPLO:

Embargos de Salarios, Bancarrota, Préstamos

Vivienda

POR EJEMPLO:

Desalojamiento, Ejecución Hipotecaria, Asuntos de Vales de Elección de Vivienda

Violencia Domestica y Abuso Sexual

POR EJEMPLO:

Ordenes de Protección, Ordenes Civiles de Prohibición de Contacto, Custodia y Visitación



Senior Shopping Hours

Here is a list of stores with adjusted hours for “Senior Only” shopping amid the COVID-19 Pandemic., updated 3/25/20.

Dollar General – Seniors may shop during the first hour of opening.

- Closing one hour early to restock and sanitize.

The Fresh Market – Seniors and at-risk individuals can shop from 8am-9am Monday-Friday.

Jewel – Tuesday and Thursday 7 a.m. to 9 a.m. for senior citizens, pregnant women, immunocompromised individuals and other at-risk groups to shop.

Mariano’s – Seniors 60+ may shop from 6am-8am every day.

Stop & Shop – Seniors and those with weakened immune systems may shop from 6am-7:30am every day.

Target – Seniors and those with underlying health conditions may shop for the first hour every Wednesday.

- Closing at 9pm for restocking and sanitizing.

Walmart – Seniors 60+ may shop every Tuesday one hour before the store opens to the general public.

- Hours adjusted to 7am-8:30pm daily to allow for enhanced cleaning.

Whole Food - Seniors 60+ may shop one hour before the doors open to the general public.

- Stores will also be closing up to two hours early to give staff more time to restock shelves and sanitize.