

Governor's Office Daily COVID-19 Q & A

April 15, 2020

Helplines and Webpages

General Resources and a list of Executive Orders: visit coronavirus.illinois.gov

PPE Equipment:

- Donations: PPE.donations@Illinois.gov
- To Manufacture PPE in Illinois: ima@ima-net.org

Small Business Assistance:

- Essential Business inquiries: contact 1-800-252-2923 or 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.
- 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](#).
- IDFP 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
- To volunteer: visit serve.illinois.gov or email 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](#).

Testing

Q: What are the details of the Markham drive-thru testing site?

A: People experiencing symptoms of COVID-19 can go to the Markham location for a preliminary symptom screening. A test is not guaranteed, but based on the symptoms presented by the individual, medical personnel on-site will determine whether the symptoms warrant a test. The testing site is located at 3824 W. 159th Place, Markham, IL. This location is currently open from 8 am to 4 pm, 7 days a week, but please note that those hours and days are subject to revision depending on the number of tests available. The operation of the site is being overseen by IEMA in coordination with IDPH.

Alternate Care Facilities

Q: What is the cost of the hospital purchases?

A: The hospitals were “taken” pursuant to the Governor’s authority as outlined in the Illinois Emergency Management Act. These hospitals are being deemed as Alternate Care Facilities. Just compensation is being determined via legal negotiation.

Long Term Care + PPE

Q: Can Alden, a long-term care facility, join into the opportunity to get bulk rate PPE moving forward? The costs associated with PPE and other increases during this time is causing an incredible crush on whatever slight reserves they may have had. Also, do long-term care facilities have access to any federal stimulus money?

A: Long-term care facilities should follow their traditional PPE request protocol through their local health departments. All facilities that received Medicaid fee-for-service reimbursements in 2019 are eligible for portion of the CARES ACT funding.

Mental Health Helpline

Q: How can local counseling agencies get involved in the "Call4Calm" program?

A: The Department of Human Services (DHS) currently has the necessary capacity to assist individuals that call or text the "Call4Calm" program. However, we welcome local counseling agencies to support the promotion of the Call4Calm program.

Education

Q: Public Schools have been authorized to offer online instruction via driver education, but private schools remain mandated to meet face to face. Will the Governor allow private driver's education schools to use online instruction for students?

A: ISBE does not interpret [Executive Order 5](#) as applying to private driver's education schools. ISBE does not have oversight authority over private driver's education schools.

Business Compliance

Q: Are third-party vendors in grocery stores, i.e. a cell phone kiosk in a Costco store considered essential?

A: [Per Executive Order 10](#), and as extended by [Executive Order 18](#), cell phone repair is considered essential to allow individuals to work from home and communicate with their employer, friends, and family members. Standalone kiosk located in an essential business, selling a non-essential item (e.g. beauty products) should not continue operating beyond minimum business operations.

For more information contact DCEO's helpline at **1-800-252-2923** or CEO.support@illinois.gov

Economy

Q: What is the fiscal impact of COVID-19 to the State of Illinois?

A: The Illinois Comptroller’s Office (IOC) released a chart to demonstrate the expenditures from state sources only and have been processed through the IOC. A coordinated COVID-19 tracking procedure for all state agency payments will be implemented to ensure that all expenditures and refunds are easily classified. The daily amounts may be changed to include additional payments or refunds as they are identified, and as federal funds are received and spent.

To view the expenditures visit: <https://illinoiscomptroller.gov/covid19-information/>.

Response Fund

Q: How do eligible entities access the COVID 19 response fund for grants?

A: Currently, the two largest COVID-19 Response Funds in Illinois are only making grants available to nonprofits and local community foundations across the state. Foundations and nonprofits will be able to assist local residents by providing much needed services and supplies.

For additional information on grantees to date, visit the [Illinois COVID-19 Response Fund](#) or the [Chicago COVID-19 Response Fund](#) webpages.

Broadband

Q: What is the State's effort to improve Broadband access?

A: Illinois launched its [Drive-Up Wi-Fi Hotspot Map](#) as part of a multi-agency effort to improve Broadband access in the State. The publicly available hotspots indicated on this map are available for remote learning and other uses at this time.

To view the programs available near you, visit the [DCEO website](#).