

Governor's Office Daily COVID-19 Q & A

April 16, 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** – for those who missed their application window.
- 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) – for those who missed their call window.

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](#).

Meat Packing and Food Processing

Q: Smithfield pork producers is closing for two weeks under quarantine. The company has stated that this will cause a decline in pork production and supply. Have there been any conversations about the Illinois supply chain on meat packing plants and other food processing?

A: The Governor's Executive Order deemed agriculture and food production to be essential, while mandating that those operations comply with social distancing requirements. As a result, the State's food supply is strong. There is no shortage of pork products in Illinois for consumers, and there will be no shortage as a result of the Smithfield temporary closure.

Stimulus

Q: What if an individual does not have a traditional bank account or have internet access to review the IRS website?

A: If you have filed your 2019 tax return and you did not receive a refund via direct deposit, your payment will be mailed to the address on file for you. This is generally the address on your most recent return or as updated through the United States Postal Service (USPS). For those that do have access to the internet, additional information for tax related questions can be found on IDOR's [webpage](#).

Unemployment

Q: Would beauticians be considered "self-employed sole proprietors"?

A: Yes, beauticians are considered self-employed sole proprietors.

ISBE

Q: What if a school district has a question regarding special education?

A: ISBE developed guidance regarding special education, which is available at www.isbe.net/Documents/School-Closure-SpED-Guidance.pdf.

Business Compliance

Q: Are building security systems contractors considered to be essential?

A: Yes. Building security systems contractors are deemed critical trades under Section 12(h) of the Stay-at-Home [Executive Order 10](#), and as extended by [Executive Order 18](#), as they ensure the safety of residences, Essential Activities and Essential Businesses and Operations. Businesses and employees with questions can call the Department of Commerce and Economic Opportunity COVID-19 hotline at 1-800-252-2923 or email CEO.support@illinois.gov.

Q: Is safety towing of damaged or disabled vehicles an essential operation?

A: Yes. Towing damaged or disabled vehicles from public roadways is necessary for essential travel. Businesses and employees with questions can call the Department of Commerce and Economic Opportunity COVID-19 hotline at 1-800-252-2923 or email CEO.support@illinois.gov.

Other

Q: Is there any financial assistance available for veterans with disabilities or retirees?

A: In response to COVID-19, additional aid has not been made available specifically to veterans through the Federal legislative packages. The Illinois Department of Veterans' Affairs is always available to assist veterans in need of assistance. For specific questions on available programming and services, you can go to their [website](#) or fill out the [Stand Up and Be Counted Form](#) for IDVA to contact you. Another option is to call 800-827-1000 to speak with your federal Department of Veterans' Affairs regional office.