Governor’s Office Daily COVID-19 Q & A

April 8, 2020

Helplines and Webpages

General Resources: visit coronavirus.illinois.gov

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

Business Assistance:
- Essential Business inquiries: contact 1-800-252-2923 or CEO.support@illinois.gov
- IL Small Business Assistance: email CEO.support@illinois.gov (DCEO) or click here.

Individual Assistance:
- Employee workplace rights complaints: contact the Attorney General’s Office at (844) 740-5076 or submit a complaint online.
- Unemployment insurance inquiries: call Claimant Services at (800) 244-5631.
- 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.

Other Resources:
- 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
- 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.
Medical Professional Licensure

Q: Will there be an alternative for applicants for a Clinical Professional Counselor license to complete the requirements to obtain their license?

A: IDFPR granted a Variance for Clinical Professional Counselor License Applicants to complete their live face-to-face supervision using real-time video or audio technology, as appropriate, rather than on site. When an applicant is providing services to a client, the supervisor should be available and prepared to offer assistance as needed. This variance expires July 31, 2020.

Census

Q: Why is it still important to complete the Census and be counted?

A: The Census determines how much federal funding Illinois gets for hospitals, education, roads, and other public services we all depend on — especially during emergencies. Illinois loses $35 million for every 1% of residents not counted in the Census.

Q: How can residents complete the Census while still practicing social distancing?

A: There are multiple ways you can complete the Census.

- You can visit: my2020census.gov and fill out the Census form online.
- You can fill out the Census form you received in the mail and return it – free of charge – to the US Census Bureau.
- You can call (844) 330-2020 to fill out the Census over the phone. They offer assistance in 59 non-English languages, including American Sign Language.

Q: What is the Census, and has it changed due to COVID-19?

A: Due to COVID-19 there has been a delay of United State Census Bureau (USCB) field operations, and the Census portal was extended from July 31st to August 14th. Mayors throughout Illinois and from other states are requesting that the Director of the USCB extend
the Census until September 30th to allow trusted messengers (post social distancing) to provide direct and in person Census education and outreach to people in their communities, especially the hard-to-count (HTC). Please see the Census timeline below:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
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<tbody>
<tr>
<td>USCB invitation to respond to 2020 Census</td>
<td>March 12-20th 2020</td>
</tr>
<tr>
<td>USCB reminder letter to complete census</td>
<td>March 16-24th 2020</td>
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<tr>
<td>USCB reminder postcard mailed</td>
<td>March 26th - April 3rd 2020</td>
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<tr>
<td>USCB reminder letter and paper questionnaire mailed</td>
<td>April 8th -16th 2020</td>
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<tr>
<td>USCB final reminder postcard mailed</td>
<td>April 20th - 27th 2020</td>
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<tr>
<td>USCB follow up by in person enumerator (door knocking)</td>
<td>May 28th -August 14th 2020</td>
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<tr>
<td>USCB delivers census count to President and Congress</td>
<td>December 2020</td>
</tr>
<tr>
<td>USCB delivers redistricting counts to States</td>
<td>By April 1st 2021</td>
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**Higher Education**

**Q:** Teachers have professional development (PD) requirements to complete in order to renew their licenses for a new five-year cycle. Since, many of these opportunities are being cancelled or postponed a year due to the coronavirus, the PD plans many of them made are in limbo. Is there a plan to extend the deadlines for renewing their license?

**A:** Illinois is investigating opportunities to provide temporary extensions of renewal dates of licenses and will provide more information about this issue as it becomes available.
Disability Centers

Q: What is the guidance for individuals with intellectual and developmental disabilities?

A: State Operated Developmental Centers, Intermediate Care Facilities for Individuals with Developmental Disabilities and Community Integrated Living Arrangements will continue to provide care. All in-home direct care staff are considered essential staff and should continue to support individuals in the home setting.

If you have any specific questions about your support and services, please reach out to your provider or Individual Service Coordination (ISC) Agency. To receive updated information on DDD services, please sign up for our email database, or to update your contact and service information, please visit ICDD.Illinois.gov.

Unemployment

Q: When will the Illinois Department of Employment Security (IDES) be allowing contractors, gig workers and the self-employed to apply for unemployment?

A: IDES is actively working to implement the recently enacted federal stimulus package as it relates to unemployment benefits. We understand that many people are eager for information about how this will impact their current and future unemployment benefits, particularly those who have not traditionally been eligible for benefits, including independent contractors and sole-proprietors. However, the stimulus package will take time to implement, and some of the unemployment benefits included do not begin immediately. Therefore, we ask that individuals who believe they qualify for unemployment benefits please wait to call our customer service center until the program has been fully implemented in order to allow our front-line employees to process the large increase in claims for regular unemployment benefits. If you believe you qualify under the new federal programs, you may apply for regular unemployment benefits online; however, you may receive a letter denying your application until IDES has fully implemented the new programs. Further details about these new federal programs, how to
apply, and eligibility requirements will be made available as soon as they have been finalized. Information will be accessible at IDES.Illinois.gov once available.

Business Compliance

Q: Are greenhouses/garden centers that sell vegetable plants in addition to flowers considered essential?

A: Garden stores and greenhouses can remain open for purposes of maintaining inventory, and to fulfill online and phone orders for pick-up or delivery only. 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 residential remodeling an essential business?

A: Yes, residential remodeling falls within Section 9 of the Executive Order 10 and as extended by Executive Order 18. However, residential remodeling companies must ensure social distancing compliance during their work. 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.