

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

April 20, 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** – 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](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](#).
- 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](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](#).

## **Testing**

**Q:** Where can I find the status of a designated testing site?

**A:** Please visit the State of Illinois' Coronavirus (COVID-19) Response site, [coronavirus.illinois.gov](https://coronavirus.illinois.gov), for information regarding testing sites, hours of availability, and criteria to be tested. Please note that hours of operation are subject to change due to test availability. This website will be updated periodically as more testing sites become operational.

## **COVID-19 Response**

**Q:** Which state officials make-up the Governor's COVID-19 response team?

**A:** The Governor's COVID-19 response team is led by IDPH and IEMA working in close coordination with the Governor's senior staff and other agency leaders.

## **Higher Education**

**Q:** Is there any guidance for University of Illinois students who have to pay rent at their off-campus apartments, but are not currently living there since school courses were canceled?

**A:** The University of Illinois Urbana-Champaign created guidance for those students and their families regarding off-campus housing. For additional information, please click [here](#). The University of Illinois system is also establishing a \$36 million financial aid fund to help students who are experiencing greater need due to the COVID-19 pandemic. You can read more about that initiative [here](#).