



# ICIRR

Illinois Coalition for Immigrant and Refugee Rights

## **Resources for Immigrants During the COVID- 19 Crisis**

*Recursos para Inmigrantes Durante la Crisis de COVID- 19*

[Para obtener el guía en español](#)

This comprehensive guide was created to address the needs of the immigrant and refugee community in the state of Illinois. If you are looking for resources in a different state please go to the following document [COVID-19 Resources for Undocumented Communities](#) or [Tangible Support for Undocumented Communities During COVID-19](#)

We will be updating this resource list as more information becomes available.

[SHAREABLE INFOGRAPHICS AVAILABLE ON ICIRR's FACEBOOK!](#) - Like and Share!

For questions or to share information that you would like to make available through this guide please contact Evelyn Venegas, Family Support Coordinator at [evenegas@icirr.org](mailto:evenegas@icirr.org)

**Service Providers:** We are asking that if you want to share your resources with us to list explicitly if the resources you provide are available to people regardless of immigration status!

### **EN ESPANOL:**

*Esta guía integral fue creada para abordar las necesidades de la comunidad de inmigrantes y refugiado en el estado de Illinois. Si está buscando recursos en un estado diferente, vaya al siguiente documento [COVID-19 Recursos para comunidades indocumentadas](#). Seguiremos actualizando esta lista mientras más información se haga disponible.*

*Si tiene preguntas o para compartir información que le gustaría hacer disponible en esta guía, por favor contacte a Evelyn Venegas, Coordinadora de Apoyo Familiar a [evenegas@icirr.org](mailto:evenegas@icirr.org)*

*Proveedores de Servicios: Le pedimos que si usted quiere compartir recursos y que los incluyamos en esta guía, que nos diga explícitamente si los recursos están disponibles a la comunidad sin importar estatus migratorio!*



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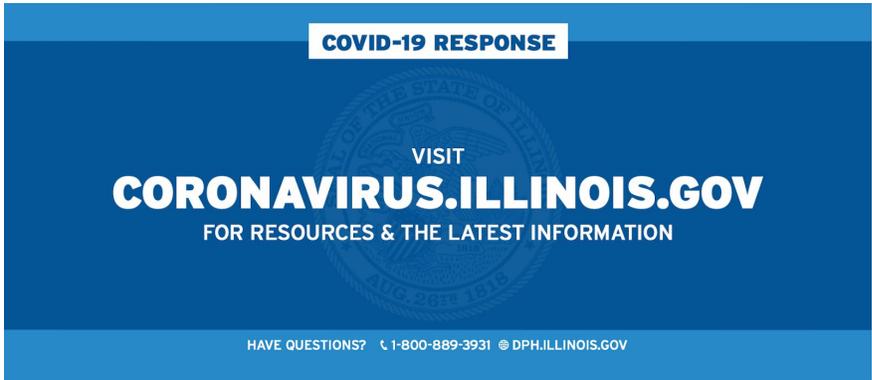
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## RESOURCES FROM THE STATE OF ILLINOIS

### Coronavirus Information

The State of Illinois has launched a website to disseminate information, resources and the latest updates on COVID-19. You can also call the coronavirus hotline at **1-800-889-3931**.

To visit the website please go to: [coronavirus.illinois.gov](https://coronavirus.illinois.gov)



### Public Benefits

Available to immigrants and refugees depending on certain criteria. For information on whether you or your family may qualify please call the Immigrant Family Resource Program (IFRP) Hotline at 1-855-IFRP-NOW (1-855-437-7669). While the hotline had recordings in multiple languages to provide information on public benefits, due to COVID-19, the **hotline will be staffed by a live intake worker Monday thru Friday from 9:30am to 4:30pm in 8 different languages:**

1. Spanish
2. Arabic
3. Chinese (Mandarin)
4. Korean
5. Polish
6. Russian
7. Vietnamese
8. English
9. Hindi and Urdu

You can apply for SNAP, cash and medical benefits online by going to [abe.illinois.gov](https://abe.illinois.gov) or by calling 1-800-843-6154

**VICTIMS OF TRAFFICKING TORTURE & OTHER SERIOUS CRIMES** → As of January 1, 2018, individuals who intend to file or have filed a U-Visa, T-Visa, and/or an Asylum application qualify for state funded public benefits, call the iFRP hotline for more information. **Does NOT count towards the Public Charge Test! Call the IFRP Hotline for more information.**

## Unemployment Insurance

*Please Note: We know many of you have had issues getting through to Illinois Department of Employment Security - IDES to apply for unemployment insurance. IDES has hired additional staff and expanded their business hours to address the situation. IDES recommends that even if you hear a busy tone to stay on the line. There will be an additional wait time once you are connected. **Online filing and claims applications will be unavailable every night from 8 p.m. to 10 p.m. for daily claims processing.***



Unemployment insurance is a state-operated insurance program designed to partially replace lost wages when you are out of work. **This is NOT a public benefit** and does not count as one for public charge purposes. DACA recipients are eligible to file for benefits as long as they have a current authorization to work. They can enter the card information during the claim filing process online ([www.IDES.Illinois.gov](http://www.IDES.Illinois.gov)), once the claim is filed they are asked to submit copies of the I-766 (work Authorization card) for further review. The individual needs to have proof of legal authorization to work during the base period that is

used to establish the unemployment claim.

[Learn how to file an Unemployment Insurance Claim HERE](#). If you have questions, please call (800) 244-5631

**Undocumented workers are not eligible for unemployment insurance, please visit the [Emergency Funds](#) section in this guide for resources.**

### What if my work authorization has expired?

If you do not have an unexpired authorization to work, then you are deemed to not be legally available to work and therefore not eligible for unemployment insurance. (Source: [Administrative Code](#))

### What if I'm temporarily laid off because the place where I work is temporarily closed because of the COVID-19 virus?

An individual temporarily laid off in this situation could qualify for benefits as long as he or 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 or she would be considered to be actively seeking work as long as the individual was prepared to return to his or her job as soon as the employer reopened. (Source: [IDES Website](#))

## State Funded Programs Focusing on Immigrant and Refugees

There are multiple state funded programs delivered by community organizations that primarily benefit the immigrant and refugee community. Please see below for more information.

**New Americans Initiative (NAI)**- If you or a family member is looking for legal assistance, application processing or to apply for naturalization or citizenship classes please visit [www.icirr.org/nai](http://www.icirr.org/nai) or call out NAI hotline at 1-855-NAI-2005 (1-855-624-2005).

**Please note that DACA renewal services are also provided through this program at little to no-cost to the participant!**

**Immigrant Family Resource Program (IFRP)**- For information on whether you or your family may qualify for public benefits or other types of assistance please call the Immigrant Family Resource Program (IFRP) Hotline at 1-855-IFRP-NOW (1-855-437-7669). While the hotline had recordings in multiple languages to provide information on public benefits, due to COVID-19, the **hotline will be staffed by a live intake worker Monday thru Friday from 9:30am to 4:30pm in 8 different languages:**

1. Spanish
2. Arabic
3. Chinese (Mandarin)
4. Korean
5. Polish
6. Russian
7. Vietnamese
8. English
9. Hindi and Urdu

**Illinois Welcoming Centers (IWC)** - One-stop centers to help immigrants and refugees navigate state agencies. For more information please [CLICK HERE](#).

**Access to Justice (A2J)** - Provides low-cost immigration legal services excluding naturalizations and DACA renewals. For more informations [CLICK HERE](#)

**Domestic Violence Hotline** - Information, Options, Counseling, Legal and Shelter Services Toll-Free. 24-hour. Confidential. Multilingual. Phone: 1-877-863-6338 TTY: 1-877-863-6339.  
***The courts are still open for Orders of Protection.***

## Other State Funded Programs

***ICIRR NOTE: Please bear with us we are looking for direct phone lines to access these services***

**Homeless Prevention Program (HP):** Designed to stabilize families in their existing homes, prevent homelessness for families and individuals, shorten the amount of time that individuals and families stay in a shelter, and prevent the need for costly long-term assistance. Funds are designated for 20 statewide Continuum of Care homeless organizations. Each CoC recommends non-profit agencies to administer the Homeless Prevention Program funding in their service areas.

Services may include:

- Rental/mortgage assistance not to exceed two months of specified rent/mortgage;
- Rental/mortgage arrearage not to exceed three months of specified rent/mortgage;
- Utility assistance with no specific time limitations;
- Utility arrearage with no specific time limitations;
- Rent/security deposit not to exceed two months of specified deposit; or
- Case management, which is the coordination of acquisition, delivery and use of program services.
- Supportive services directly related to the prevention of homelessness or repeated episodes of homelessness. Supportive services include, but are not limited to: advocacy, alcohol abuse, child care, counseling, education, employment, English as a Second Language, follow up, health, dental, HIV and Aids Related, housing location/inspection, legal/referral, outreach, mental health, substance abuse, and transportation services.

**Emergency and Transitional Housing Program (ETH):** Provides immediate emergency shelter, meals, transitional housing, and/or supportive services to approximately 40,000 homeless adults and children each year.

Services May Include:

- Overnight Shelter - Provides emergency sleeping accommodations for a period not to exceed twelve (12) hours. Access to food service for at least one (1) meal per day is required. In addition, case management, advocacy, and counseling services are required.
- Voucher Shelter - Provides for emergency shelter on a per diem basis at a nearby hotel, motel or similar facility when other overnight shelter is not available. Access to food services for at least one (1) meal is required. In addition, case management, advocacy, and counseling services are required.



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- Transitional Shelter - Provides a temporary residence for a period not to exceed twenty-four (24) months. Access to food and supportive services are required. Transitional shelters are permitted to charge fees for shelter services. Fees cannot exceed 30% of the adjusted household income in any one month and cannot be used as a source of match to E&TH funds. In addition, case management, advocacy, and counseling services are required.

### **Supportive Housing Program: (SHP)**

The Supportive Housing Program will deliver supportive services to low-income persons residing in permanent housing units, who are formerly homeless or at risk of becoming homeless; or to homeless persons residing in transitional facilities who are prepared to move into permanent housing as specified in the provider's program plan. The Provider must provide case management, advocacy, and counseling. The Supportive Housing Program Provider will adhere to requirements outlined in the Supportive Housing Statute, which is located at: 305 ILCS 5/12-4.5.

## **IMMIGRATION and USCIS INFORMATION**

### **USCIS Office Closures**

For up-to-date information visit the USCIS website at [www.uscis.gov](http://www.uscis.gov)

**Time Frame:** March 18th, 2020 until at least April 7th, 2020

#### **Offices Affected:**

- **Field Offices** → These are the offices where a person would go to get an interview with an immigration official from an immigration benefit such as for adjustment of status, naturalization etc. Naturalization ceremonies are also held at field offices.
  - USCIS domestic field offices will send notices to applicants and petitioners with scheduled appointments and naturalization ceremonies impacted by this closure.
- **Asylum Offices** → These are the offices where a person would go for their asylum interview with an immigration official.
  - USCIS asylum offices will send interview cancellation notices and automatically reschedule asylum interviews. When the interview is rescheduled, asylum applicants will receive a new interview notice with the new time, date and location for the interview.
- **Application Support Centers (ASC's)** → These are offices where you get your biometrics (fingerprints and picture) taken for the purposes of applying for an immigration benefit such as DACA, Naturalization, Green Card Applications.
  - Once USCIS resumes normal operations, USCIS will automatically reschedule Application Support Center appointments due to the office closure. You will receive a new appointment letter in the mail.

**Emergency Services:** USCIS will provide limited emergency services. Please call the [Contact Center](#) for assistance with emergency services. You can also dial 800-375-5283 (for people who are deaf, hard of hearing, or have a speech disability: TTY 800-767-1833) to access automated information through an interactive menu 24 hours a day, seven days a week. If you are outside the United States or a U.S. territory, you can call 212-620-3418

#### **What if I have a pending immigration application such as DACA, Citizenship or others?**

USCIS staff will continue to perform duties that do not involve contact with the public. However, if you were scheduled to appear for an appointment at an ASC or field office, your appointment will be rescheduled by the service.

## COVID-19 and Public Charge

The final public charge rule **will and will not** affect immigrants who are experiencing possible COVID-19 signs or symptoms and who need to seek medical treatment.

- USCIS announced Friday, March 13, 2020, that: “USCIS will neither consider testing, treatment, nor preventative care (including vaccines, if a vaccine becomes available) related to COVID-19 as part of a public charge inadmissibility determination... even if such treatment is provided or paid for by one or more public benefits, as defined in the rule (e.g. federally funded Medicaid).”
- The Illinois Department of Public Health has a statewide COVID-19 hotline and website to answer any questions from the public: **call 1-800-889-3931 or visit [IDPH.illinois.gov](https://idph.illinois.gov)**.
- For those seeking coronavirus (COVID-19) information in other languages, please refer to the resources World Relief link below, listed by source and then alphabetically by language, starting with English: <https://worldreliefdupageaurora.org/covid-19-resources>

[ILRC's Overview of Public Charge and Benefits](#) → This advisory provides a brief overview of public charge under the new rules, including public charge law generally, who is impacted, and what benefits are considered. To access please [CLICK HERE](#).

**Going to an Emergency Room at a Hospital:** If an individual has COVID-19 signs or symptoms, they should take the necessary steps to be tested and treated. This may include seeking care in an Emergency Department.

Immigrants who seek care at an ER may be eligible for **emergency Medicaid** and the hospital may ask the immigrant to apply for it. The public charge test does not consider the use or receipt of *emergency Medicaid*. That means that use or receipt of *emergency Medicaid* is not a negative factor in the public charge test.

- Emergency Medicaid eligibility criteria: Noncitizen who does not meet the federal qualifying Medicaid criteria:
  - Age 19 and older who meet all other factors of eligibility
  - Low-income uninsured immigrants who are ineligible for full Medicaid are the ones most likely to be eligible for emergency Medicaid and thus have their qualifying medical services paid for by the government.

However, not every immigration status qualifies for *emergency Medicaid*. Persons who are living in the U.S. temporarily are not eligible for emergency Medicaid because they do not meet the residency.

Those low-income uninsured immigrants who do not qualify for emergency Medicaid (for



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example, their income is too high) may still qualify for hospital charity care programs. Receipt of charity care is **not a negative factor** in the public charge test.

**Using Primary Care and Public Health Services:** If an individual has what medical guidance suggests is mild COVID-19 signs or symptoms, they should contact a healthcare provider, such as a federally qualified health center (FQHC), clinic or a community health center rather than going to an ER. For a list of clinics please see the [Health Care Access](#) section of this guide.

- Care provided by FQHCs or community health centers is not a negative factor in the public charge test.
- Services provided by public health departments is not a negative factor in the public charge test.
- Many primary care providers have set up medical assistance lines over the phone to answer questions prior to coming to the physical location.
- Here is an additional relevant resource from PIF: <https://protectingimmigrantfamilies.org/wp-content/uploads/2020/02/You-Have-Rights-Protect-Your-Health-Updated-February-2020-ENGLISH.pdf>



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## ICE AND COVID-19

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# ICE AND COVID 19

U.S. Immigration and Customs Enforcement (ICE) will temporarily adjust its enforcement posture beginning today, March 18, 2020. ICE Enforcement and Removal Operations (ERO) will focus enforcement on public safety risks and individuals subject to mandatory detention based on criminal grounds. ICE will not carry out enforcement operations at or near health care facilities, such as hospitals, doctors' offices, accredited health clinics, and emergent or urgent care facilities.

- Individuals should not avoid seeking medical care because they fear immigration enforcement.
- Remember: you have the right to remain silent, a phone call and to be presented by a lawyer.
- If you are witnessing ICE activity or have a loved one detained, there are networks of trained individuals to respond to ICE activity and support families

 To report ICE activity or if a loved one was detained please call the **Family Support Hotline: 1-855-435-7693**

## **OTHER RESOURCES**

### **Financial / Emergency Funds**

Below is a list of emergency funds available regardless of immigration status.

**Individual Emergency Grant Fund**- This is an income supplement for people who cannot afford necessary food, time, and supplies at this time. (link:[www.theworkerslab.com](http://www.theworkerslab.com) )

**Chicago Community COVID-19 Response Fund**: Fund is still in the works but would allow no profits in Chicago to provide monetary support to communities\* regardless of status. This is in collaboration with the City of Chicago, The Community Trust Fund and United Way.  
(link: <https://www.chicagocovid19responsefund.org> )

**Betancourt Macias Family Scholarship Foundation** - The Foundation is launching a GoFundMe fundraiser to raise funds to support undocumented families and individuals during these times of crisis. Please fill out this survey to apply for funds. The amount we can provide each person is based on the donations we receive and the amount of requests we receive.

#### **Chicago COVID-19 Hardship & Help Page**

This fund is open to any resident of Chicago regardless of status- all they need to do is sign up  
(link:<https://docs.google.com/document/u/2/d/1BrTcX0r5NXpeOzXtSlpf4WsvrQitU0lnE8qQEKZYQGM/mobilebasic?emci=c7a639b4-9368-ea11-a94c-00155d03b5dd&emdi=e49e36df-a168-ea11-a94c-00155d03b5dd&ceid=2637819> )

**CARE COALITION** - a grassroots, diverse partnership of social/civic organizations and neighbors serving as a CONNECTOR between residents who NEED CARE with those who can GIVE CARE. All races, faiths, and backgrounds are welcome!

Phone Hotline: 866-422-7320

<https://docs.google.com/forms/d/e/1FAIpQLSdLv5BT3SVLISbhL6WsgPUMgJhcjaYLD6llyJeBZFON9LbKYQ/viewform>

**Pilsen Solidarity Network COVID-19 Support Form** - Pilsen focused mutual aid form.

Español (Spanish): <https://forms.gle/cReuD6vtuBmKmoop9>

## Health Care Access

Important Notes:

- Consider calling the provider first and inquire about their procedures.
- Emergency Rooms do not ask patients for proof of citizenship.

[Healthcare Clinics for Immigrants and Refugees](#) -Interactive map of all of the health clinics in the state of Illinois. All of these are available regardless of immigration status and are low cost or free.

[Clinic Directory by the Illinois Association of Free and Charitable Clinics](#) → To access the directory please [CLICK HERE](#)

### CareLink

Cook County Health (CCH) system treats undocumented people living within the county of Cook, which includes the city of Chicago. CCH is a public health system with a strong charity program called CareLink, for people who are uninsured or undersinsured, including undocumented immigrants.

CareLink is accepted in all health clinics and hospitals within CCH. Those with CareLink do not have to worry about any medical bills.

List of CCH hospitals and primary care clinics

<https://cookcountyhealth.org/our-locations/>

<https://cookcountyhealth.org/patients-visitors/billing-insurance/>

### Charity Care/Hospital Financial Assistance

All public hospitals in Illinois are required to offer financial assistance to uninsured individuals who meet certain income requirements. If you are an uninsured Illinois resident and meet the income eligibility guidelines, you can apply for financial assistance for free or discounted care based on family size and income. Hospitals' financial assistance programs may apply only to the hospital charges.

Patient **must**:

- Be Uninsured
- Live in Illinois
- Have an income 200% federal poverty level or below



- Have applied for any discount or programs that they may be eligible for (such as Medicaid, etc)
- Received medically necessary health care services exceeding \$300 in any one inpatient admission or outpatient encounter

## Hospitals

Swedish Hospital → COVID-19 Hotline (staffed with trained clinicians). They will be available to answer your questions and offer assistance and the latest guidance.

Phone Number: 773-907-7700

NorthShore University Health System's hospital in Evanston → Hospital has been approved to provide testing.

## DuPage Health Coalition aka Access DuPage

[The DuPage Health Coalition](#) is a partnership of health partners including hospitals, doctors and leaders of community organizations. The Coalition strives to make healthcare more efficient and effective, making it easier for lower income families to receive high quality healthcare. We operate several programs – all designed to keep DuPage residents healthy, regardless of their ability to pay. We are working remotely to ensure all these programs continue as uninterrupted as possible.

[Access DuPage](#) – connects low income and uninsured DuPage County Residents to affordable health services. To be eligible for Access DuPage, you must:

- Be a permanent DuPage County resident for at least 60 days (this means that you live or intend to live in DuPage County year-round)
- Be over the age of 19
- Have a household income at or below 200% of the current federal poverty guidelines
- Not be eligible for health care programs such as (Medicaid, Medicare, employer-sponsored insurance, student health services, COBRA, SSI, Family Care, Veterans Benefits, etc.)

*The Health Department is the only place that is currently (as of 3/18/20) accepting applications, and they are being done over the phone. Call 630-682-7400 to set up an application appointment. We are working to provide orientations online. We are also extending the cards of those who were set to expire in March/April (may be extended depending on this situation).*

[Silver Access](#) – provides financial help to lower income families purchasing health insurance on the Affordable Care Act marketplace. This program is currently waitlisted, but if you are on the waitlist or enrolled we are providing orientations online.



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**DuPage Dispensary of Hope** – offers qualifying uninsured patients certain medications at no cost. The Dispensary of Hope is open. Please check the website to see the formulary and bring a valid prescription! Located at  
DuPage Care Center  
400 N County Farm Rd,  
Wheaton IL 60187

Another file with resources and information

[https://docs.google.com/document/d/1KnWBWIVZWHSKLdvaslxxBQ0j6mLPO\\_cbaJY8vWrVdSo/edit?ts=5e725dbf](https://docs.google.com/document/d/1KnWBWIVZWHSKLdvaslxxBQ0j6mLPO_cbaJY8vWrVdSo/edit?ts=5e725dbf)



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## Food Security

### Greater Chicago Food Depository:

- [Chicago Food Bank Pantry Locator](#)
- [Coronavirus Updates](#) → With a few exceptions, our network of 700 partner agencies and programs remains open. We recommend calling before you go to confirm program hours and requirements

### Chicago Public Schools:

Families can pick up free food boxes at any CPS school. Boxes contain three days worth of breakfast and lunch for every student in the household. Food-pick up is held outdoors. [Click here for CPS locations](#). If you need assistance: call 773-553-KIDS(5437) or email [familyservices@cps.edu](mailto:familyservices@cps.edu). (For more info click [here](#))

### [Lakeview Pantry's Response to Coronavirus \(COVID-19\)](#)

**Inner-City Muslim Action Network (IMAN)** is putting together food packets for families. If needed, they will also deliver.

2744 W 63rd St  
Chicago, Illinois 60629  
(773) 434-4626

**Catholic Charities** Chicago Casa Catalina at 47th and Ashland is hosting a food pantry on Tuesday and Thursday mornings. First-come, first-served.

### Outside of Cook County:

#### **Catholic Charities** Daybreak Center in Joliet

- 611 E Cass St, Joliet
- Shepherd's Table - Free bagged lunches to pick up outside the door

#### Catholic Charities Diocese of Joliet Mobile Food Pantries

- 3-20-20: St. Joseph Parish, 211 N. Center Ave., Bradley 10–11:30am
- 3-26-20: St. Mary Immaculate, 16529 IL Rte. 59, Plainfield 5–6:30pm
- 3-27-20: Our Lady of Mt. Carmel, 205 E. Jackson St., Joliet 10-11:30am
- More are being planned. Check out website or social media

<https://catholiccharitiesjoliet.org/>

- Other food pantries in Joliet:
  - St. John the Baptist Food Pantry



- please call 815-727-8481 or 800-782-7860 T
- 260 Division St Joliet
- Monday 9:00-11:30am only serves zip code 60435 and 60436
- St Patrick's Food Pantry
  - 710 W Marion St. Joliet
  - Monday 9:00-11:30am serves only 60436 zip code
- Forest Park Community Center
  - 1017 Woodruff Rd Joliet
  - Serves whole community First come first Serve lines start forming at 12:15 Hours Monday 1:00pm-2:00pm and Thursday 1:00pm-2:00pm
- Salvation Army Joliet
  - 300 Third Ave Joliet
  - Serves Community Hours Monday 12:00pm-3:00pm
- Warren-Sharpe Community Center
  - 454 S Joliet, Joliet
  - Serves community ID required Hours Tuesday 10:30am-2:00pm
- Spanish Community Center
  - 309 N Eastern Ave, Joliet
  - Serves community ID required first time you need to register. Hours Tuesday 11:30am-2:00pm
- Will County Baptist Temple
  - 625 McDonough St, Joliet
  - Serves community Hours Sunday 11:00-12:30pm and 7:00-8:30pm and Wednesday 7:00pm-8:00pm
- Lively Hope Church of God
  - 308 N Midland, Joliet
  - Serves the community 3rd Monday 1:00pm-3:00pm (open this Monday)
- Will County Center for Community Concern
  - Address: 2455 Glenwood Ave. in Joliet IL 60435 Phone: (815) 722-0722
  - Hours: 8:00am -2:00pm
- Fellowship Bible
  - 122 Morris St Joliet
  - Only serves 50 families. You are required to sign up and put on the waiting list. Id required.
  - Hours 1st and 3rd Thursday of month 10:00am-12:00pm NOT OPEN THIS THURSDAY
- Lebanon Dist. Layman Ministry
  - 402 Singleton Place, Joliet
  - Serves community Hours only 4th Saturday of the month 9:00-11:00am NEXT OPEN DATE IS 3/28 id required



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## Feeding America

<https://www.feedingamerica.org/find-your-local-foodbank>

- Some Chicago area stores will be implementing select service hours dedicated to minimizing crowds to allow them priority. More information here:  
<https://www.nbcchicago.com/news/local/chicago-area-grocery-stores-offer-hours-for-seniors-to-shop-without-crowds/2238830/>
- Peoples Resource Center – Wheaton/Westmont \*Pre-packed boxes\*
  - [Peoplesrc.org](http://Peoplesrc.org)
  - Anyone in Dupage County is eligible regardless of immigration status
  - 630-682-5402- Call for hours and address
- West Suburban Community Pantry – Woodridge \*Pre-packed boxes\*
  - [Wscpantry.org](http://Wscpantry.org)
  - 630-512-9921- Call for hours and address
- Loaves and Fishes Community Services – Naperville \*Pre-packed boxes\*
  - [Loaves-fishes.org](http://Loaves-fishes.org)
  - 630-355-3663
- Immigrant Solidarity DuPage
  - Provides support to all regardless of immigration status in the DuPage area
  - <https://www.facebook.com/groups/183327965556/permalink/10163136742795557/>
- DuPage County schools are offering some services. Details in  
<https://www.sased.org/parent-covid-19-resources>

## Elderly (65+)

**For My Block** → Open to any senior regardless of status- just need to sign up. This program delivers food and sanitary supplies to seniors

- Senior Viral Response <https://www.formyblock.org>

**COVID-19 Resources for Legal Assistance Programs Serving Older Adults** → The Administration for Community Living (ACL) and the National Center on Law & Elder Rights (NCLER) have a new resource, [Legal Assistance for Older Americans & COVID-19](#), for legal assistance programs to use while adjusting their policies and procedures to ensure the safety of their staff and their older adult clients. This document adds to the other [FAQs and new resources that ACL has published](#) for the aging and disability networks.



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**[The Alzheimer's Association® 24/7 Helpline](#)** → Through this free service, specialists and master's-level clinicians offer confidential support and information to people living with the disease, caregivers, families and the public. Hotline is available in English and Spanish.

**[Gap Funds Available for those living or caring for someone with Dementia.](#)** → Supportive assistance provided by Family Services of Lake County. Funding is limited and is available on a first come/first serve basis. No income requirements or restrictions! Program ends June 30, 2020. Contact Linda Magad 847-432-4981 or via e-mail at [lmagad@famservice.org](mailto:lmagad@famservice.org)

## **Housing, Utilities, Internet Access and Consumer Protection**

***Housing Resources*** → Please refer to the [Other State Funded Programs](#) section of this guide.

**[City of Chicago Rental Assistance](#)** → Available to all residents of the City of Chicago, including DACA and undocumented communities. Residents should apply for rental assistance at one of the Community Service Centers listed in the webpage. Applicants must bring proof of income and evidence of eviction due to:

- Court Order to Vacate (foreclosure or eviction)
- Domestic Violence
- Fire or Flood
- Temporary loss of Income

### **Will County**

- MorningStar Mission Ministries' Shelter is accepting women and families
  - 815-722-5780
  - 350 E Washington St, Joliet

### **DuPage County**

- Family Shelter Service
  - Domestic Violence 24 hour hotline
  - Domestic Violence Shelter
  - <https://www.metrofamily.org/fsofmsfd/>

## **CONSUMER PROTECTION**

**Price Gouging:** Report an issue of inflating prices on essential goods (water, disinfectant wipes or toilet paper to Attorney General Kwame Raoul's Office



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Please report these issues by filing a complaint with the [Attorney General's Office](#) or can call:

## In English

- (800) 386-5438 (Chicago, limited Polish speaking too)
- (800) 243-0618 (Springfield)
- (800) 243-0607 (Carbondale)

## In Spanish

312-814-3444

## UTILITIES

[Illinois Commerce Commission](#) → ICC has ordered all public gas, electricity, water and sewage utilities in the state of Illinois to cease disconnections and waive late fees until May 1, or until the state of emergency is lifted. This order does not apply to municipal-owned utilities or cooperatives, but several of those have decided to institute similar policies. Find a list of non-municipal Illinois utilities [here](#).

[Xfinity Internet Services](#): Until further notice, all Xfinity WiFi Public Hotspots are now open to everyone on the “xfinitywifi” SSID. Non-Xfinity subscribers need to accept Terms and Conditions to access the network and repeat when requested to continue to receive free unlimited access. <https://wifi.xfinity.com/>

## Children Services / Emergency Childcare

[EMERGENCY CHILDCARE FROM MARYVILLE ACADEMY](#) → Crisis Nursery Helpline at 773-205-3637. They serve children birth to six.

**How long can a child stay at the Crisis Nursery?** → Children can stay from 24 to up to 72 hours in one stay. Families may use the nursery for up to 30 days in a year.

[Emergency Child Care for Communities & Providers \(OECD link\)](#): A dedicated helpline has been created so Child Care Resource and Referral Agencies (CCR&Rs) can help connect essential workers' families to emergency child care. Call toll-free (888) 228-1146.

**Immigration status isn't a requirement for families accessing child care, and emergency child care is no different.** However, a provider, particularly home providers, must be legal residents to receive reimbursement from the state under the Child Care Assistance Program (CCAP). **Neither parents nor children are required to give social security information to be eligible for CCAP as well.**

- For residents in Cook County, Illinois Action for Children (IAFC) has launched a temporary text messaging service to answer Child Care Assistance Program (CCAP) questions during IAFC's office closure.
  - Text: 312-736-7390 Monday through Friday between 8:30 AM-5:00 PM. Priority will be given to first responders, health care workers, and essential workers to help them find and pay for child care.
- [GOECD - Child Care Closures: A Letter to Families](#)

### ACTIVITIES FOR CHILDREN

- **Internet Access:** Free access to Spectrum Broadband and Wi-Fi For 60 Days For New K-12 and College Student Households  
(For more information, click [here!](#))
- **Books:** Free access to L'il Libros worksheets for kids  
(For more information, click [here!](#))
- **PBS:** Starting Monday, March 16, students in Pre-K through 12th grade will have the opportunity to access free, educational PBS daytime programming designated for each grade level weekdays  
(For more information, click [here!](#))



- **Math programs:** MIND Research Institute is offering no cost access to a free math instructional program for students in grades K-8  
(For more information, click [here!](#))
- **Books and online learning experiences:** Scholastic offers free, online learning experiences for kids of all ages. (For more information, click [here!](#))
- <https://www.acesconnection.com/blog/resources-for-supporting-youth-and-family-mental-health-while-at-home-during-the-coronavirus-pandemic>
- <https://www.sased.org/parent-covid-19-resources>
- <https://www.stemfinity.com/Free-STEM-Education-Resources>

For Childcare Providers:

For Chicago Early Learning Centers operating in a Chicago Public School setting are suspended for two weeks starting 3/16/2020. The Chicago Department of Family & Support Services (DFSS) said that funding will remain available for all early learning and childcare agencies while their operations are temporarily interrupted. Click [here](#) for more information.

- YWCA Metro Chicago
  - Childcare assistance available <https://ywcachicago.org/>

## Non- Immigration Legal Services

- Prairie State Legal Services:
  - If you are not a current client, but need legal help, you may:
    - Fill out an online application at <https://www.pslegal.org/psls-apply-online.asp>.
    - Call your local office. To find your local office, visit [www.pslegal.org/offices](http://www.pslegal.org/offices).
  - Fair Housing Project (for residents of Lake, McHenry, Winnebago, Boone,
  - Peoria or Tazewell Counties): 855-FHP-PSLS (855-347-7757)
  - Legal Help for Homeowners Project (Foreclosure): 888-966-7757
  - Older Adult Help Line (Seniors 60 years and older): 888-965-7757
  - Low Income Tax Clinic: 855-TAX-PSLS (855-829-7757)

## Family Services

- Catholic Charities of the Diocese of Joliet
  - Immigrant Support Program
    - Serves DuPage, Will, Kankakee, Ford, Grundy, Iroquois, Kendall counties
    - (Very) limited financial assistance for basic needs and for immigration fees that go to US Dept. of Homeland Security (DACA renewal, naturalization, green card, etc)
    - Provides referrals and education for other services and information about immigration
    - Contact Laura Bohorquez, [lbohorquez@cc-doj.org](mailto:lbohorquez@cc-doj.org), 630-519-6533
  - Aging and Disability Services



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- Face-to-face and group services are suspended but all other services are available. Some basic needs assistance for seniors is also available
- <https://catholiccharitiesjoliet.org/services/aging-disability-services/>

## Workers Rights

[Workers Rights Manual](#) → Arise boasts the most comprehensive workers' rights publication in the state of Illinois. Our Worker Rights Manual is free, in print and downloadable form, in [English](#), [Spanish](#), and [Polish](#), and written at an 8th grade reading level.

## Mental Health and Related

NAMI Chicago Helpline at 833-626-4244

Anxiety and Depression Association of America online anonymous peer support groups  
<https://adaa.org/adaa-online-support-group>

Online Anxiety support groups:

<https://www.verywellmind.com/best-online-anxiety-support-groups-4692353>

Crisis counseling line: <https://www.samhsa.gov/find-help/disaster-distress-helpline> - multilingual hotline for crisis counseling for those dealing with natural or human-caused disaster - 800-985-5990 (press 2 for Spanish)

Free panic disorder hotline - information and support

<https://www.mentalhelp.net/anxiety/panic-attack-hotline/> 1-800-64-panic (72642)

Suicide prevention lifeline 1-800-273-TALK (8255) <https://suicidepreventionlifeline.org/>

National Domestic Violence Helpline <https://www.thehotline.org/> 800-799-7233

Substance Abuse Helpline (SAMHSA): 1-800-662-HELP (4357)

<https://findtreatment.samhsa.gov/>

[Teen Line](#): 1-310-855-HOPE (4673) or 1-800-TLC-TEEN (1-800-852-8336) "This helpline allows teens in crisis to connect with other teens who understand what they're going through."



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The service can also be reached by texting “TEEN” to 839863

<https://teenlineonline.org/talk-now/>

National Sexual assault crisis line:

<https://www.rainn.org/about-national-sexual-assault-telephone-hotline> 800.656.HOPE (4673)

## Employment

- YWCA Metro Chicago
  - Our Workforce Team will be also available to link you to employment opportunities. Please contact us at [jobs@ywcachicago.org](mailto:jobs@ywcachicago.org)

[https://mcusercontent.com/fff884130511830182b4e1913/files/94f604d5-0eb9-412f-98d3-d0f35db807b8/Job\\_Leads\\_03.09.2020.pdf](https://mcusercontent.com/fff884130511830182b4e1913/files/94f604d5-0eb9-412f-98d3-d0f35db807b8/Job_Leads_03.09.2020.pdf)

## Other Resources Not Vetted by ICIRR.

This is a list of links to other databases that have not been vetted by ICIRR to offer help to community members regardless of status.

[Chicago Covid Resources](#) - Google sheet document for Chicago Based Resources, this sheet is divided in multiple tabs:

- Financial Assistance
- Direct Goods/Services
- Job Links
- Health and Harm Reduction
- Mutual Aid

[COVID-19 South Side Community Resource Guide](#) - Website that provides information of particular relevance to South Siders, including information about unemployment benefits, public health, elder care, emergency food assistance, housing and tenants rights, and more.