

UNEMPLOYMENT

FILING FOR UNEMPLOYMENT

You DO NOT have to go anywhere in person to do this.

- Apply online – www.ides.illinois.gov
- Call the hotline – 800-244-5631
- COVID-19-related unemployment Q&A - <https://www2.illinois.gov/ides/Pages/COVID-19-and-Unemployment-Benefits.aspx>

The governor has stopped the “waiting week” for UI benefits temporarily during this crisis. The federal stimulus package will reportedly expand eligibility for UI benefits once it is signed into law -- we will update as this expansion becomes official.

Here is the info you need to gather for your unemployment benefits application:

- Drivers' License
- SS# - yours
- SS# - of youngest dependent or spouse
- Dates of Employment for last 18 months – beginning and ending dates (month and year) of each
- Beginning and last day worked of most recent job including # of days worked and # of weeks worked
- Mother's maiden name
- City of birth

There have been issues with applying online -- here is the latest from IDES about them:

IDES is aware of the system issues many are experiencing that have led to frustrations during this stressful and uncertain time.

We have taken several steps to improve the performance and abilities of the website to handle the bandwidth of increased traffic, including moving the website to a new hardware infrastructure and increasing web capacity. We will continue to monitor and improve its functions and capabilities.

In the meantime, here are some tips to help you get through the system and file your claim online:

- Avoid peak hours and file before 10am and after 3pm
- Use a tablet, laptop, or desktop computer
- Do not use a smartphone
- Have your personal information ready, available, and accurate
- Help free up the call center queues and avoid calling about the status of your claim

IDES is doing everything possible to support our customers. We ask for your patience, understanding, and cooperation as we rise to meet the exceptionally high volume of traffic while working as quickly as possible to serve each customer's needs.

FOOD ASSISTANCE

APPLYING FOR MEDICAL CARD / SNAP / TANF

You DO NOT have to go anywhere in person to do this. Remember that there is not a lookback period for SNAP benefits – if you suddenly have no income, you often qualify right away.

- Apply online - <https://www.dhs.state.il.us/page.aspx?item=33698>
- Call the hotline - 800-843-6154

OTHER HELP WITH FOOD

- School districts around the area are offering pick-up lunches, and sometimes also breakfasts, at various locations while schools are closed. Check with your child's school district.
- Extensive list of area food pantries is available here: <https://www.hsidn.org/area-food-pantries>

UTILITIES

LIHEAP ENERGY ASSISTANCE

- Funds are still available.
- No face-to-face appointments at this time.
- Call the Crosswalk Office in West Frankfort for information on how to apply – (618) 937-3581

AMEREN ILLINOIS

- Ameren has suspended all disconnections for non-payment and all late payment fees.
- If you cannot pay your energy bill, you should call 800-755-5000 to discuss your options – it's best to do this before your bill is late, if possible.

WATER BILLS

Check with your water department to see if they are offering to waive late payments if you are affected economically by this crisis.

VERIZON WIRELESS

When a Verizon customer is experiencing hardships because of COVID-19, from March 16, 2020 to May 13, 2020, Verizon will waive late fees, and will not terminate service to a customer who's been impacted by the events involving the Coronavirus. If our customers are experiencing a hardship, they should contact Verizon to discuss their situation and available options. Phone number is 800-922-0204

AT&T WIRELESS

We won't terminate service of any wireless, home phone or broadband residential or small business customer due to an inability to pay their bill as a result of the coronavirus pandemic – and we're waiving late payment fees for those customers.

CRICKET WIRELESS

We're committed to keeping our customers connected to family, friends and the latest information. Beginning March 14, we will waive reactivation fees for customers who are affected by the COVID-19

pandemic. Cricket customers who are affected by the COVID-19 pandemic should call Cricket customer care at 1-800-CRICKET (274-2538) or 611 from their Cricket phone if they need this reconnect fee waived.

STRAIGHT TALK

Can't find any info at this time.

SAFELINK PHONES

Free cell phone plans for low-income individuals. You can call 1-800-SafeLink (723-3546) to enroll, or enroll online at safelinkwireless.com.

RENTAL HELP

The governor has suspended evictions in every county in Illinois.

HEALTHCARE RESOURCES

APPLYING FOR MEDICAID

You DO NOT have to go anywhere in person to do this.

- Apply online - <https://www.dhs.state.il.us/page.aspx?item=33698>
- Call the hotline - 800-843-6154

HEALTH INSURANCE QUESTIONS

The Illinois Department of Insurance has released an FAQ about health insurance coverage and COVID-19 - <https://insurance.illinois.gov/Newsrsls/2020/03/COVID-19-FAQ.pdf>

CONCERN ABOUT COVID-19

Please don't give any customers any medical advice. Send them to these resources. It's OK to stress that the latest guidance from the CDC is to call your healthcare provider before going to a medical facility (unless you have a true emergency).

- Latest from the CDC - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Southern Illinois Healthcare COVID-19 Hotline – 844-988-7800
- SSM Health – Virtual COVID-19 evaluations - <https://www.ssmhealth.com/coronavirus-updates>
- Heartland Regional Medical Center COVID-19 Hotline - 888-543-2786

MENTAL HEALTH HELP

Spero Counseling & Wellness Center counselors are seeing clients through phone and video sessions. Call (618) 242-6944.

Centerstone Illinois counselors are also seeing clients through phone and video sessions. Call (855) 608-3560.

Centerstone Crisis Hotline - (855) 985-0911

Both of these agencies take Medicaid/Medical Card and other health insurance.

STAY AT HOME ORDER QUESTIONS

The State of Illinois has answered frequently asked questions here:

<https://www2.illinois.gov/sites/coronavirus/FAQ/Pages/Stay-At-Home-FAQS.aspx>

Common question we have been seeing and being asked:

What if I am unsure whether my business should be open or closed?

Essential businesses will remain open during the Stay at Home order to provide services that are vital to the lives of Illinoisans. Those businesses include, but are not limited to, pharmacies, certain government offices, day care centers that provide care for the children of essential employees, and restaurants providing take-out meals. If you work for an essential business, you should continue to practice social distancing and should stay at home outside of work hours. If you believe your business is nonessential but are still being asked to show up to work, you may discuss with your employer. Businesses and employees with questions can call the Department of Commerce and Economic Opportunity COVID-19 hotline at [1-800-252-2923](tel:1-800-252-2923) or email CEO.support@illinois.gov.

TRANSPORTATION

So far, the area mass transit services have been considered essential services and have been operating on normal schedules.

DRIVER'S LICENSES/ID CARDS/VEHICLE REGISTRATIONS

Expiration dates for driver's licenses, identification (ID) cards, vehicle registrations and other transactions and document filings will be extended for the duration of the disaster proclaimed by Governor Pritzker and 30 days after the disaster ends.

Illinois Secretary of State COVID-19 FAQ:

<https://www.cyberdriveillinois.com/special/covidfaq32020.pdf>

STATE OCCUPATIONAL LICENSING

The state of Illinois has extended the deadlines for renewing many professional licenses, as well as relaxed other requirements. If you have a state license for your occupation, you should contact the agency that regulates your license for more information.

INCOME TAX DEADLINES

Both the federal tax filing deadline and the state of Illinois tax filing deadline have been extended to July 15.

SMALL BUSINESS RESOURCES

- Small Business Administration Disaster Loans - <https://disasterloan.sba.gov/ela/>

- State small business Q&A - <https://www2.illinois.gov/sites/coronavirus/FAQ/Pages/Business-FAQ.aspx>
- The state is waiving some fees related to sales tax filing for many restaurants and bars, info from the Illinois Department of Revenue here - <https://www2.illinois.gov/rev/research/publications/bulletins/Documents/2020/FY2020-23.pdf>
- Illinois small business emergency loan fund for downstate businesses - Applications available 3/27 - <https://www2.illinois.gov/agencies/DCEO>
- Illinois downstate small business stabilization grants - Applications available 3/27 - <https://www2.illinois.gov/agencies/DCEO>
- Hospitality emergency grant program for hotels, bars and restaurants - Applications due 4/1 - <https://www2.illinois.gov/dceo/Pages/default.aspx>

WHO'S HIRING?

The following employers have said they are hiring temporary employees nationwide:

- Walmart <https://careers.walmart.com/>
- Aldi <https://careers.aldi.us/>
- Kroger <https://jobs.kroger.com/>
- Sam's Club <https://careers.walmart.com/>
- Domino's Pizza <https://jobs.dominos.com/dominos-careers/>
- CVS <https://jobs.cvshealth.com/>
- Pizza Hut <https://jobs.pizzahut.com/>
- Dollar General <https://careers.dollargeneral.com/>

Area employers hiring now:

- Walgreens Distribution Center - <https://jobs.walgreens.com/search-jobs/Mt%252E%20Vernon%2C%20IL/1242-19097/4/6252001-4896861-4241773-4245169-4245152/38x31727/-88x90312/25/2>
- Gilster Mary Lee - <http://www.gilstermarylee.com/employment>
- Southern Illinois Healthcare (Not just allied health jobs) - <https://www.sih.net/careers>
- SSM Health (Not just allied health jobs) - <https://www.ssmhealthcareers.com/>
- Heartland Regional Medical Center - (Not just allied health jobs) - <http://www.heartlandregional.com/heartland-regional-medical-center/employment>
- 4SiWi - Need people with some IT/computer experience, but can train - (618) 997-7494 - ask for Ceci Uban
- Rides MTD - Jobs posted 3/24 for Drivers (will train) and Mobility Management Specialist (in office) - <https://www.ridesmtd.com/about/careers/>
- Prairie Living at Chatauqua (Carbondale) - Community Assistant job posted 3/24 - <https://www.indeed.com/jobs?q&l=Marion%2C%20IL&sort=date&vjk=5e95fd1b945cffffa>
- Heritage Woods of Benton - Community Assistant job posted 3/24 - <https://www.indeed.com/jobs?q&l=Marion%2C%20IL&sort=date&vjk=ee444425725fff25>

- Heritage Woods of Mount Vernon - Community Assistant job posted 3/24 - <https://www.indeed.com/jobs?q&l=mount%20vernon%2C%20il&sort=date&vjk=25c7c4cc784c3315>
- RC Beverage - Truck Loader (Marion) - Job posted 3/24 - <https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=9206&clientkey=6E349394FD22C11A3DFFF0BE594E47AC>
- Circle K (Benton) - Customer Service Reps - Job posted 3/24 - https://circlek.wd3.myworkdayjobs.com/en-US/CircleKStoreJobs/job/Store-4701223-Benton-IL/Customer-Service-Representative--Full-or-Part-Time_R60662
- Baumann Property Company (Marion) - Part-time Property Manager - Job posted 3/24 - <https://www.indeed.com/jobs?q&l=marion%2C%20il&sort=date&vjk=5fe3ffbf1d25e5b9>
- Banterra Bank (Marion) - ATM Card & Fraud Operations Specialist - Job posted 3/24 - <https://www.banterra.com/index.cfm/careers?gnk=job&gni=8a78839f70e54f2501710c9c1b466da1&gns=Indeed+Free>
- LHC Group (Mt. Vernon) - CNAs/LPNs - Jobs posted 3/24 - <https://lhcgroupp.com/career-seekers/>
- Lutheran Social Services (Vienna) - Child Welfare Assistant - Job posted 3/25 - <https://www.jobs.net/jobs/lssi/en-us/job/United-States/Child-Welfare-Assistant-Case-Aide/J3M3VH6C0GY8XQY382X/?idpartenaire=20006>
- Walgreens (Carbondale) - Temporary Customer Service Associate - Job posted 3/25 - <https://jobs.walgreens.com/job/-/-/1242/15819353?codes=Indeed>
- South Central Transit (West Frankfort) - Bus Driver (will train) - Job posted 3/25 - <https://www.indeed.com/jobs?q&l=marion%2C%20il&sort=date&vjk=28b134b3ddd63f2f>
- South Central Transit (Mount Vernon) - Assistant Supervisor - Job posted 3/25 - <https://www.indeed.com/jobs?q&l=mount%20vernon%2C%20il&sort=date&vjk=8672a28a9f4b4801>
- IESO (Murphysboro) - Human Resources Manager - Job posted 3/25 - <https://www.cyberdriveillinois.com/special/covidfaq32020.pdf>
- CEMOR Facility Services (Mount Vernon) - Housekeeping (Part-time) - Job posted 3/25 - <https://www.indeed.com/jobs?q&l=mount%20vernon%2C%20il&sort=date&vjk=b382ae96cb4b77db>

Area staffing agencies:

- Hire Level (Extra Help), (618) 993-9675, hirelevel.com
- Priority Staffing Group, (618) 969-8800, www.prioritystaffinggroup.com
- StaffQuick, (618) 998-8200, staffquickjobs.com
- Manpower, (618) 457-0414, www.manpower.com
- ProLogistix, (618) 241-9620, www.prologistix.com
- Unified Staffing, (618) 244-1554

Other options to be a contract delivery person on a part-time basis:

- Instacart Grocery Delivery <https://shoppers.instacart.com/>
- Door Dash Food Delivery <https://www.doordash.com/dasher/signup/>
- Grubhub Food Delivery <https://driver.grubhub.com/>