

2020

Village of Wheeling Human Services COVID-19 Resources



COVID-19 Information and Testing
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Domestic Violence
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COVID- 19 Information and Testing

According to the Illinois Department of Public Health: If you have symptoms of fever, cough, difficulty breathing, or decreased sense of smell or taste OR have traveled to/from China, South Korea, Italy, Iran, Japan, or Europe/United Kingdom OR had contact with a person confirmed for COVID-19 infection or a person under investigation (someone who has been tested for COVID-19 and is awaiting results) within the last 14 days OR attended large gatherings (250+ people), such as conferences or sporting events, with a confirmed case of COVID-19 or a person under investigation (someone who has been tested for COVID-19 and is awaiting results) within the last 14 days, please call your physician.

For a list of testing sites please [click here](#)

For further Test information [click here](#)

For information on how to protect yourself and others [Click here](#)

[Click here](#) for steps on how to help prevent the spread of COVID -19 if you are sick.

Caring for someone sick at home? [click here](#) for further information

How to keep your house clean and disinfected [click here](#)

[10 things](#) you can do to manage your COVID- 19 symptoms at home

Having trouble sleeping? [Sleep guidelines during the COVID-19 Pandemic](#) information from sleepingfoundation.org

How to make your own mask: [click here](#) for instructions

Running essential errands: [click here](#) to see how you can stay safe while running essential errands.

Food Assistance/ Financial Assistance

- Village of Wheeling Human Services Department 847-459-2606
- [Wheeling Township](#): 847-259-7730
- [St. Mary Parish](#): 847-541-1450
- [St. Edna's Catholic Church](#): 847-398-3362
- [Harvest Bible Chapel](#): 847-398-7005
- [Catholic Charities](#): 847-376-210

- [Northwest Compass](#): 847-392-2344
- [Salvation Army](#): 847-981-9111
- [Willow Creek Care Center](#): 224-512-2600
- [Feeding Illinois](#)- Greater Chicago Food Depository :773-247-3663

Illinois Department of Human Services—Application for Benefits Eligibility (ABE)

You can use ABE to apply on-line for healthcare, SNAP (food stamps), cash assistance and the Medicare Savings program with the state of Illinois. You can also apply for healthcare and SNAP over the phone by calling ABE Customer Call Center at (800)-843-6154

- [ABE Application for benefits and eligibility](#)
- [SNAP\(Financial assistance for food\) SNAP information](#)
- [TANF- Temporary Assistance for Needy Families](#)
- [AABD Cash – Aid to the Aged Blind and Disabled Cash](#)
- [MSP- Medicare Savings Program](#)

Health Insurance: [Get Covered Illinois](#)

Nationwide Resources

If you believe you may not be eligible for Medicaid, you may still be eligible for financial assistance to purchase private insurance through the [Federal Health Insurance Marketplace](#)

Unemployment

According to the Illinois Department of Employment Security, Section 2104 of the Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020 provides for a temporary emergency increase in unemployment compensation benefits, referred to as the Federal Pandemic Unemployment Compensation (FPUC) program. FPUC provides an eligible individual with an additional \$600 per week. For more information click on the links below

[COVID-19 Frequently Ask Questions and Unemployment Benefits](#)

To apply for unemployment benefits please visit: [Illinois Department of Employment Security](#)

Employment opportunities

- [Jobs at Jewel](#)
- [Jobs at Costco](#)
- [Jobs at Instacart](#)

- [Jobs at Amazon](#)
- [Jobs at Walmart](#)
- [Jobs at Target](#)
- [Jobs at Aldi](#)
- [Jobs at Dollar Tree](#)

Utilities

At the request of Gov. J.B. Pritzker and Attorney General Kwame Raoul, the Illinois Commerce Commission (ICC) on Wednesday, March 18, 2020 issued protections for all customers of private, investor-owned utilities during the COVID-19 (coronavirus disease) public health emergency.

The **ICC required** all private water, electric and natural gas utilities in Illinois to:

- Suspend service disconnections.
- Waive late-payment penalties.
- Implement temporary flexible credit and payment procedures to ensure all customers remain connected to essential utility service.

The moratorium on shut-offs and late fees will last until June 1, 2020, or until the Governor announces the end of the COVID-19 state of public health emergency. Please call or check the websites for the most up to date information.

- [Com Ed](#)
- [Nicor Gas](#)
[Safe Link Program](#)-Free cell phone service to individuals in programs like SNAP, Medicaid, Medicare, SSI or Section 8
Phone: 800-723-3546
- [Access Wireless Program](#): Government Lifeline Assistance Program- Free cell phone service to individuals in programs like SNAP, Medicaid, Medicare, SSI or Section 8
Phone: 800-464-6010:

Other

Resources specific to Bartenders and their Families [click here](#)

Resources specific for restaurant workers, delivery drivers and Uber/Lift drivers: [click here](#)

The Betancourt Macias Family Scholarship Foundation-Emergency funding opportunities for immigrant families impacted by COVID-19. Please visit :

<https://www.undocuscholars.com/>

Domestic Violence

The role of the Domestic Violence Helpline is being expanded in order to create a one stop access point for shelter needs. Victims may directly call the Helpline at 1-877-TO END DV (1-877-863-6338 voice or 1-877-863-6339 TTY) and be connected to shelter

through existing local domestic violence shelters or they will be connected to emergency shelter through available hotels and motels. Transportation assistance is being offered as well.

[WINGS](#): Breaking the cycle of Domestic Violence, 24 hour Hotline (847) 221-5680

[National Domestic Violence Hotline](#) For anyone affected by Domestic Abuse and needing support: (800)799-7233

[Connections for Abused Women and their Children](#) : empowering adults and their children with the skills they need to live a life that is free of fear and move forward on their healing journey.

[Chicago Metropolitan Battered Women's Network](#) : Advocating against Domestic Violence

Housing

[Shelter, Inc.](#)- Emergency housing for children and adolescents

[Connections for the homeless](#)- Essential services to people who are homeless

Mortgage Relief- [The National Fair Housing Alliance](#) has a summary of relief available to certain mortgage borrowers.

Sexual Abuse

[Why children are at risk of sexual exploitation during COVID-19](#)

[How to prevent Child Sexual Abuse](#) Illinois Department of Children and Family Services : (800) 252-2873 or (800) 358-5117 (TTY)

[Chicago Children's Advocacy Center](#) : Battling Abuse, Restoring Lives.

[Zacharias Sexual Abuse Center](#): 24 hours Support line (847) 872-7799

[Illinois Coalition Against Sexual Assault](#) ICASA Crisis Line (217) 753-4117

[National Sexual Assault Hotline](#) (800)656- HOPE (4673)

[Illinois Sexual Harassment and Discrimination Helpline](#) (877)236-7703

Mental Health & Substance Abuse

Stress and Coping during the COVID- 19 Pandemic, information from the CDC
[Click Here](#)

[Call4Calm](#) - a free emotional support text line, was created to serve Illinois residents “swimming in the stress and uncertainty” caused by COVID-19. To connect with a counselor, people can text “TALK” to 5-5-2-0-2-0 or text “HABLAR” to the same number for counseling in Spanish. Users will remain anonymous, and the state has partnered with mental health organizations to have counselors respond. Once a resident texts the hotline, they’ll get a call from a licensed counselor within 24 hours. People can also use the text line to get information on vital services. If you text “unemployment,” “food” or “shelter,” to the same number, it will send you information on those topics.

[Illinois Warm Line](#): Illinois Mental Health support line (866)359-7953

[National Alliance for Mental Illness \(NAMI\)](#) : Support services for anyone struggling with mental health conditions.

[Crisis Text Line](#) :The Crisis Text Line serves anyone, in any type of crisis, 24-hours a day. Text HELLO to: 741741. Trained crisis counselors will respond and help you.

[The Disaster Distress Helpline](#), 1-800-985-5990, 24/7, 365-day-a-year, toll-free, multilingual, and confidential crisis support service. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster. Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a crisis counselor.

[National Suicide Prevention Hotline \(24 hour\)](#) : (800) 273-8255

[Chicago Alcoholic Anonymous](#)

[Online meetings for Alcoholics Anonymous](#): This page will direct you to the Intergroup of Alcoholics Anonymous web page. Information for all formats offered, as well as days and times for AA meetings can be identified.

[ZOOM Help INSTRUCTIONS for online meetings](#)

Substance Abuse and Mental Health Services Administration ([SAMHSA](#))

National Helpline for Substance use issues and treatment referrals: 1-800-662-4357

[Illinois Helpline for Opioids & Other Substances](#) :If you or someone you know is suffering from an opioid use disorder or other substance use disorders, call the Illinois Helpline for Opioids and Other Substances at 1-833-2FINDHELP to speak with a trained professional for support and advice or to be directed to customized resources or visit [HelplineIL.org](#).

[SMART Recovery Online \(SROL\)](#) is an online community where individuals with addiction, their Family & Friends, and other specialized audiences can interact with SMART Recovery volunteers and each other to aid in overcoming addiction. SROL can be a meaningful resource for individuals who might not have access to local face-to-face meetings for a variety of reasons. All participation on SROL is anonymous and optional (encouraged, but not required). Our online community provides 24/7 access to recovery related resources so that you are able to find support when you need it.

[U.S. Department of Health & Human Services National Drug Helpline:](#)

Call (800) 662-HELP (4357)

[We Know The Feeling \(Problem Gambling\)](#) :If you or someone you know is suffering from gambling disorder, call 1.800.GAMBLER, text ILGAMB TO 53342, or visit [weknowthefeeling.org](#) to be connected to resources and treatment programs.

Veterans

[Coronavirus FAQ](#): What Veterans need to know according to the U.S. Department of Veterans Affairs

[Veteran's Crisis Line](#): 1-800-273-8255

Connect with the Veterans Crisis Line to reach **caring, qualified responders** with the Department of Veterans Affairs. Many of them are Veterans themselves. This free support is confidential, available 24/7, and serves all veterans, service members, National Guard and Reserve, and their families and friends.

[Online Chat Available](#):

Text: 838255

Support for deaf and hard of hearing: 1-800-799-4889

Legal Assistance

Available to Illinois residents who need legal assistance during the coronavirus pandemic.

- Coordinated Advice & Referral Program for Legal Assistance (CARPLS)- Hotline for legal information, advice and referrals for Cook County residents. Call 312-738-9200 or go to www.carpls.org
- Illinois Armed Forces Legal Aid- Free legal assistance for veterans, active service members, reservists and their dependents. Call 1-855-452-3526.
- Legal Aid Chicago- Call 312-341-1070 or go to <https://www.illinoislegalaid.org/get-legal-help> .

Youth/Children

[Coping with children during this pandemic:](#)

[Helping Children cope during and after a disaster](#)

[Talking to your children about Covid- 19 :](#)

CARES Line (24 hour) :If your child is at risk for harming themselves or others, or having a mental health crisis, call the 24 hour Crisis and Referral Entry Services (CARES) line to talk to a mental health professional. Call: 1 (800) 345-9049 TTY: 1 (773) 523-4504

[OMNI Youth Services Crisis and Counseling Team](#): 847-353-1500

- Telehealth Counseling Appointments-Counseling for teens, adults and families on your computer, phone or tablet. To schedule an appointment call 847-353-1500 ext. 1664.
- Outreach Services for families living in Wheeling and Prospect Heights Townships: Contact Maritza at 847-353-1600x1603

National Youth Suicide Hotline 1-877-968-8491

[Chat online:](#)

A free 24-hour crisis, support, and helpline for youth.

YouthLine is a peer-to-peer youth crisis and support service provided by [Lines for Life](#)—a non-profit dedicated to preventing substance abuse and suicide. YouthLine operates a national [helpline](#) that provides crisis support and referrals via phone, text, chat, and email. To discuss issues such as,

eating disorders, relationship or family concerns, bullying, sexual identity, depression, self-harm, anxiety and thoughts of suicide.

[Comcast- Free internet for needy families](#)
[\(855\) 846-8376 \(English\), \(855\) 765-6995 Spanish](#)

[Wheeling School District 21 Grab and Go Food Program](#)

[Homeschooling 101](#)

[Scholastic Learn at Home Program](#)

[Early Learning Academy: ABCmouse.com](#)

[Khan Academy-Academic Lessons and practice for all grade levels](#)

[National Geographic's kids](#)

[Indian Trails Public Library](#)

[Magic Keys: Illustrated children's stories for kids of all ages](#)

[Free Science, Technology, Engineering, Math and beyond \(STEM\) Resources](#)

[101 Ideas to keep kids busy](#)

[Resources for Art and Entertainment](#)

Pets

How to care for your Pet during the COVID-19 Pandemic

Pet Food Pantry:

- [Loaves and Fishes](#) – Naperville, IL 630-355-3663
- [Nina's Pet Food Pantry](#) (Young at Heart Pet Rescue) – Palatine, IL 847-529-2025

Pet Shelters/Adoptions

- [Young at Heart Senior Pet Adoptions](#)
- [Heartland Animal Shelter](#)
- [Friends of Scales Reptile Rescue](#)
- [Kay's Animal Shelter, INC](#)
- [Orphans of the storm animal shelter](#)

Helping You Manage Your Energy Bills

Your wellbeing is central to every decision we make at Nicor Gas. As the impacts of the coronavirus (COVID-19) continue to unfold, we are assessing the needs of our customers and communities to make sure we're providing all the support we can. If you're facing financial hardship due to COVID-19, we're here to help by connecting you to energy assistance, offering extended payment options and providing energy-saving measures.

LIHEAP Energy Assistance Funding (CARES Act)

The federal Low Income Home Energy Assistance Program (LIHEAP) helps those in need pay their heating expenses. The federally funded assistance helps manage costs associated with home energy bills, weatherization and more. Open enrollment for the 2020-2021 Low Income Energy Assistance Program (LIHEAP) year begins July 27 for all eligible customers. Additional funds may be available through the CARES Act.

For updates and additional information, call **877.411.9276** or visit liheapillinois.com.

Extended Payment Arrangements

To further assist our customers through the current effects of the COVID-19 pandemic, Nicor Gas is offering extended payment plan options up to 24 months for customers in need with no down payments.

These measures are designed to help customers avoid service disconnections and lower monthly payments by spreading out costs over time. Visit nicorgas.com to establish a payment arrangement online.

Energy Aide Program

The Nicor Gas Energy Aide program is administered by select local agencies. Eligible residential customers can receive an Energy Aide Grant up to \$250 toward their past due balance. This grant does not need to be paid back.

COVID-19 Special Assistance

A special program component is available for customers who were impacted by the COVID-19 pandemic. This program will run until December 31, 2020. If eligible, customer can receive a grant up to \$300 toward their past due balance.

To find an office near you, please visit nicorgas.com/energyassistance for a list of agencies.

Energy Assistance Resources

Sharing Program



Nicor Gas and our customers donate funding each year for the Nicor Gas Sharing Program, which is administered by the Salvation Army and offers bill payment assistance to residential customers in need.

Since the crisis began, Nicor Gas has worked with the Salvation Army to modify the eligibility criteria in order to assist more customers who may be experiencing

economic hardship during this time.

Eligible customers can receive a Sharing Grant up to \$350 or \$400, based on the account balance. To apply, contact a Salvation Army listed at nicorgas.com/energyassistance or call **773.205.3520**

211 Illinois

211 Illinois helps to connect customers to energy assistance resources in their local area to help them pay their bills. Contact 211 Illinois (dial 2-1-1) for a list of local resources and funding available for emergency assistance. Help is available 24/7. Visit Illinois211.org

Free Weatherization

Income-qualified households can receive weatherization assistance to save energy and money. Nicor Gas partners with Community Action Agencies and Community-Based Organizations to help income-qualified customers access affordable energy services and increase comfort in their homes. Free measures and upgrades may include:

- Air sealing
- Attic and wall insulation
- Furnace repair and replacement

Call **877.886.4239** or visit nicorgas.com/freeweatherization for more information.

Credit Counseling Assistance

If you or someone you know is having trouble paying bills, reach out to ClearPoint, a national, nonprofit credit counseling agency at **800.251.2227 (866.559.8198 for Spanish)** or visit credability.org. (Usted puede visitar la versión del español Idioma del sitio haciendo clic aquí.) nicorgas.com/energyassistance

Save Energy. Save Money.



Energy
Efficiency
Program

With the family spending more time at home these days, you're probably using more energy than normal. Now is the time to take control of your energy bills by taking these simple, convenient steps to maximize your savings without sacrificing comfort, style or convenience.



Tips for a More Energy-Efficient Home:

1. In the Kitchen

- Install a faucet aerator to conserve water
- Use the short wash cycle on your dishwasher, and wait to wash until you have a full load
- Keep the oven door closed while baking, and put lids on pans when cooking
- Use cold water with the garbage disposal. You'll save the energy used to heat the water, and it will keep grease and fats in solid form so they move more easily through the system

2. In the Attic and Basement

- Check the insulation levels in your attic. Consider adding more if you have less than 14 inches of insulation
- Clean or replace air filters for your furnace regularly
- Insulate your ducts and pipes with low cost fireproof insulation
- Install a water heater jacket to reduce up to 15% off of the costs of heating water by preventing energy loss
- Most families can safely lower the water heater temperature to 120 degrees Fahrenheit

3. In the Bathroom

- Use a low flow showerhead or get a shower timer to minimize your shower time to 4-5 minutes
- Take showers instead of baths
- Fix leaky faucets
- Install faucet aerators to conserve water

4. In the Laundry Room

- Wash clothes in cold water as much as possible
- Avoid overloading your dryer, or hang your clothes outside to dry
- Clean the lint filter after each use

5. Outside

- Consider a natural gas grill for convenience; there's no mess and no tank exchange
- Grill outside to reduce the heat in the kitchen
- Cover your pool and spa when not in use

6. Other Areas Throughout Your Home

- Install a smart or programmable thermostat to help regulate your home's temperature throughout the day
- Keep shades on the sunny side of the house open during the winter and closed during the summer
- Use weatherstripping around windows and doors to prevent air leaks
- Have appliances professionally installed and serviced according to the manufacturer's maintenance schedule

Free home assessments and energy-saving kits!

Our free home assessment includes installation of energy-saving products and a comprehensive report of efficiency recommendations tailored to your home. You can also order free water-saving and weatherization kits to be delivered to your door so that you can see even more savings.

For more ways to save, visit nicorgas.com/waystosave