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Due to continual increase in cases of COVID-19 in the state, and the Executive Order from the Governor to “Shelter in Place”, Wheeling Township will be limiting in-person interactions between staff members and the public until further notice, to slow/limit the expected spread of the virus.

Township staff will continue to see during normal hours:

- *General Assistance clients by appointment only.*
- ***People who are in need of food, please do not leave, call the Township at 847-259-7730 or knock on the door someone will be available to help you. .***

Everyone is reminded to practice safe social distancing, keeping a length of six feet between individuals. Please stay at home if you are sick.

For questions, please call the Township 847-259-7730.



The information below is being provided to assist residents by informing them of some resources available at this time. It is not an exhaustive list. If you have other questions or need additional resources, please contact the General Assistance Department at 847-259-7730 or email GA@wheelingtowship.com.

Frequently Asked Questions:

What if I can't pay my utility bills this month? Will my services be disconnected?

ComEd states, "We care about our employees, contractors, and customers and our efforts will ensure that we are prepared to manage potential impacts from the spread of COVID-19 as we monitor the developments closely. We're here to help customers through financial hardship. We're suspending disconnects for customers unable to pay their bills and waiving new late payments Charges through at least May 1st. We'll be working with customers on a case-by-case basis to establish payment arrangements and identify energy assistance options to address their specific needs."

Nicor's Response: "In recognition that the evolving landscape surrounding the new coronavirus (COVID-19) may cause financial hardship for its customers impacted by employment changes or business slowdown, Nicor Gas voluntarily has suspended service disconnections for non-payment, effective immediately for both residential and commercial customers through May 1."

What can I expect from my other utility companies?

Comcast: The cable giant is offering free access to its Xfinity WiFi hot spots for everyone, including non-subscribers, for the 60 days. It's also providing unlimited data to its customers for no extra charge and is not disconnecting internet service or charging late fees for customers who say they can't pay their bills. The company is also providing 60 days of free basic internet service to new customers

AT&T: The cable, phone and media giant is suspending the termination of wireless, home phone or broadband service when customers can't pay their bills because of coronavirus disruptions. The company is also waiving related late fees.

Verizon: Verizon said it is waiving late fees and suspending service termination for customers "negatively impacted by the global crisis."

T-Mobile: The mobile phone service provider is providing unlimited data to all current customers who have plans with data for the next 60 days. It will also provide additional data to mobile hotspot users.

What is I'm temporarily laid off because the place where I work is temporarily closed because of the COVID19 virus?

An individual temporarily laid off in this situation could qualify for Unemployment benefits as long as he/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/she would be considered actively seeking work as long as the individual was prepared to return to work as soon as the employer reopened. Apply online at www2.illinois.gov/ides.

I'm a tipped worker and getting reduced hours. Are there additional financial resources available to me?

Yes. There is free cash assistance to restaurant workers, delivery drivers and other tipped workers and service workers who are seeing their income decline during this disaster, or aren't able to work because of quarantines or other health concerns. One Fair Wage has an emergency fund. To apply, visit: <https://ofwemergencyfund.org/help>

With limited or reduced financial resources, where can I go to get extra help with food for my family?

PLEASE CALL pantries before visiting pantries and some hours may be adjusted. Find a few pantries near you and visit a different one each week (since most pantries allow monthly usage). If your income has been greatly reduced or your job eliminated, please visit www.dhs.state.il.us to apply for SNAP benefits (food stamps/LINK card).

I'm waiting for my Social Security Disability Hearing. What can I expect?

SSA is closing most field offices effective immediately. Also, the hearings offices are also closed effective Tuesday March 17. Some hearings will continue to be done telephonically. You will be notified by mail of changes to your hearing.

Will there be a disruption of Social Security Checks for seniors or persons with disabilities?

At this time, there is no indication that there will be any disruption. Checks are automated and banks are to remain open.

What if I can't pay my mortgage?

If you are having trouble paying your mortgage, your first step should be to seek out a legal advocate, according to the National Consumer Law Center. From there, you can send hardship letters to lenders, like your mortgage company, to see what your options are. Many companies are waiving late fees and making payment arrangements.

What if my landlord wants to evict me because I haven't paid my rent?

According to the Circuit Court of Cook County, The Sheriff of Cook County shall cease execution of eviction orders relating to residential real estate from March 14th – April 14th. You can contact the General Assistance Department to inquire about Emergency Assistance to help with rent payments which are in arrears.

What is my Vehicle registration or Driver's License is about to expire?

Due to the coronavirus pandemic, all offices affiliated with the Illinois Secretary of State, including driver's license branches, will be closed through March 31. Driver license and plate expiration dates will be extended one month, so no one needs to worry in the short run about driving on expired license or license plates. Secretary of State Jesse White is also calling on federal officials to extend the Oct. 1 deadline for Real ID, which will be required for air travel. Customers are encouraged to take advantage of these online services at cyberdriveillinois.com:

- obtaining a duplicate driver's license or ID card
- renewing a vehicle registration
- obtaining a driver record abstract
- renewing a standard driver's license with the Safe Driver Renewal program
- filing Business Services documents, such as incorporations and annual reports