

Governor's Office Daily COVID-19 Q & A

April 30, 2020

Helplines and Webpages

General Resources and a list of Executive Orders: visit coronavirus.illinois.gov

PPE Equipment:

- Donations: PPE.donations@Illinois.gov
- To Manufacture PPE in Illinois: ima@ima-net.org

Small Business Assistance:

- Essential Business inquiries: contact 1-800-252-2923 or 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 please [click here](#).
- 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
- To volunteer: visit serve.illinois.gov or email dph.serveillinois@illinois.gov
- COVID-19 Symptom guidelines: visit DPH website, [click here](#).
- DPH map of testing sites: [click here](#)

Liquor Control Commission (ILCC)

Q: Will the ILCC issue guidance regarding pre-mixed liquor change under the new Executive Order?

A: No. The ILCC's guidelines will remain the same; the sale of pre-mixed cocktails not in their original container are not allowed. The guidelines authorize retail licensees, subject to local approval, to sell a "cocktail kit," which would consist of a non-alcoholic cocktail mix, and an alcoholic beverage in the sealed original manufacturer's container.

For more information, see the ["To-Go" Sales and Delivery of Premixed Cocktails](#) guidance.

Unemployment

Q: How many IDES case workers and contracted cases workers speak non-English languages? What are those languages?

A: The Department of Employment Security (IDES) has 112 employees who are in positions that require they speak a second language. These languages include Spanish, Polish and Mandarin/Cantonese. IDES is also contracting with a call center vendor to be phased in over the next week providing an additional 200 agents with 20 of them Spanish speaking. When someone calls us and they prefer to communicate in a different language, we utilize an outside vendor for translation services in practically every foreign language. This is done in a 3-way call format using an interpreter.

Q: If there are job openings at IDES, what is the hiring process? Is there a list of agencies that are hiring and what they are hiring for so we can publicize to constituents who may now be unemployed?

A: IDES and all other state agencies post their job openings on Work.Illinois.gov. The process to apply to posted positions varies for each job title and agency. Interested candidates should follow the specific instructions in each job posting. At a minimum, all non-state employees will have to complete a [CMS100 employment application](#). The individual should then follow the specific instructions in the job posting.

Essential Businesses

Q: Is the manufacturing of wooden pallets protected under any Executive Order?

A: Manufacturing is permissible if it contributes to an essential business or the supply line to maintain essential businesses. To better assess if the manufacturing effort meets those requirements, consider the following:

- What products is the manufacturer producing?
- Does the manufacturer currently have orders to supply an essential business, such as a restaurant, grocery store, or health care facility?
- Does the manufacturer currently have orders to supply firms or governments that are building or maintaining critical infrastructure, such as roads, railroads, airports, or electrical power plants?

If the manufacturer is supplying an essential business, the production of pallets is allowable. If you have specific questions or concerns about whether a business is “essential” under the Stay at Home order, please contact the Department of Commerce and Economic Opportunity’s COVID-19 hotline at 1-800-252-2923 or e-mail CEO.support@illinois.gov.

Q: Can cosmetology schools reopen if they have measures in place to protect the health and safety of students and staff?

A: Schools of Cosmetology are not allowed to provide in-person instruction at this time pursuant to [Executive Order 2020-32](#), the Illinois Department of Financial and Professional

Regulation (IDFPR) has issued a variance allowing these schools to teach certain courses online. You can read more about the variance on this [website](#).

Housing

Q: Are all evictions prohibited? Under what circumstances can a landlord evict their tenant?

A: [Under Executive Order 2020-30](#) and as extended by [Executive Order 2020-33](#), a person or entity may not commence a residential eviction action pursuant to or arising under 735 ILCS 5/9-101 et seq., unless a tenant poses a direct threat to the health and safety of other tenants, an immediate and severe risk to property, or a violation of any applicable building code, health ordinance, or similar regulation.

Q: Can the Governor amend the IL Condominium Property Act so that annual reports and meeting notices can be delivered by "technological means" instead of requiring paper delivery?

A: The Condominium Property Act contains a few relevant sections that allow for electronic delivery as long as it consented to by the unit owner and allowed for in the rules and/or bylaws.

- *See 765 ILCS 605/18(a)(9)(E).* The bylaws shall provide for at least the following: “that notice of every meeting of the board of managers shall also be given at least 48 hours prior to the meeting, or such longer notice as this Act may separately require, to: (i) each unit owner who has provided the association with written authorization to conduct business by acceptable technological means..”
- *See 765 ILCS 605/18(b)(6).* “notice of any membership meeting... may be sent, to the extent the condominium instruments or rules adopted thereunder expressly so provide, by electronic transmission consented to by the unit owner to whom the notice is given, provided the director and officer or his agent certifies in writing to the delivery by electronic transmission.”

- See 765 ILCS 605/18.4(s). The powers and duties of the board of managers shall include: “To adopt and amend rules and regulations (1) authorizing electronic delivery of notices and other communications required or contemplated by this Act to each unit owner who provides the association with written authorization for electronic delivery and an electronic address to which such communications are to be electronically transmitted.”

For additional information, see the DCEO FAQ section on condo ombudsperson visit:

<https://www.idfpr.com/CCICO/FAQ/CCIC%20Ombudsperson%20-%20FAQ%206%20Requirements%20For%20Meetings%20-%202012-20-2016.pdf>

Dental

Q: Has there been a determination on whether in-person requirements are still necessary in order to obtain a dental license? If so, where can one locate that information?

A: Due to the COVID-19 pandemic, dental students have not been able to complete portions of their exams requiring live-person testing. IDFPR has issued a variance that suspends the requirement of passage of the periodontal portion of the licensing examination for students completing or graduating from dental colleges or schools in 2020 and taking licensing examinations between the effective date of this Variance and December 31, 2020.