

POC is here to help during this time of crisis due to the COVID-19 pandemic.

For over 25 years, Partners for Our Communities has been present providing essential services to all members of our community. We are with you now and we will be there in the future. If you have questions and are looking for assistance, please reach out.

Por mas de 25 anos, Partners for Our Communities ha estado presente proveyendo servicios esenciales a todos los miembros de nuestra comunidad. Estamos con ustedes ahora, y estaremos en el futuro. Si usted tiene preguntas o est 6 buscando ayuda, favor de llamar.

English: Monday to Friday 10 am to 1 pm: 847-776-9500

Espanol: lunes a viernes de 10am a 1 pm: 847-847-4475

COVID-19 EMERGENCY RESOURCES

FOOD RESOURCES -

1. Solve Hunger Today: A list of upcoming mobile pantry distributions found [here](#) .
2. Feeding America <https://www.feedingamerica.org/find-your-local-foodbank>
3. Check out <https://www.chicagosfoodbank.org/find-food/>
4. **Fill out SNAP online:** (food stamps) form online. ABE hotline for assistance at 1-800-843-6154. <https://abe.illinois.gov/abe/access/>
 - a. Note: The Families First Coronavirus Response Act was passed on March 18th. If you are currently an Able Bodied Adult Without Dependents, living in Cook or DuPage Counties, you will not be subject to work requirements to receive SNAP benefits while the state of emergency is in place. If you have questions regarding, please contact the IL Department of Human Services/SNAP at 844-600-7627.
5. WIC: Clients are asked to call in to their case managers for assistance in obtaining services. Local offices for WIC can be obtained via this [pdf](#).

Food Pantries:

1. NW Compass: Mon to Fri 9am to 12 am. All welcome. 1300 W Northwest Hwy, Mt Prospect, IL 60056
[\(847\) 392-2344](tel:(847)392-2344)
2. All Saints Food Pantry : Community Resource Center at 1585 Rand Road, Palatine, IL 60074. Saturdays 9am to 11 am
3. Palatine Township Food Pantry: 721 S. Quentin Road Palatine, IL 60067 Mondays 1:30PM – 6:30 PM
and Thursdays 11:30 AM to 4:30 PM. 847-358-6700
4. Harvest Bible Chapel: 1051 Rohlwing Rd, Rolling Meadows, IL 60008 HOURS: Saturdays: 10:00 am - 12:00 pm (847) 398-7005
5. Hands of Hope: 5700 Bartels Road, Hanover Park, IL 60133. Tuesdays 4pm to 7 pm (630) 671-1570
6. St. Colette: 3900 Pheasant Drive, Rolling Meadows, IL, United States (773) 247-3663
7. NORTHWEST COMPASS, INC.: 1300 W Northwest Hwy, Mt Prospect, IL 60056 (847) 392-2344 x415
8. Wheeling Township: 1616 N. Arlington Heights Road, Arlington Heights, IL 60004
847-259-7730.
9. Project Hope, St. Anne's Church: 320 East Franklin, Barrington, IL 60010
10. St. Vincent de Paul St. Francis: 135 S. Buesching Road, Lake Zurich, IL 60047
11. Vernon Township Food Pantry: 3050 N Main Street, Buffalo Grove, IL 60089
12. Alpine Chapel: 23153 W. Miller Road, Lake Zurich, IL 60047
13. St. Marcelline Church: 822 S. Springinsguth Road, Schaumburg, IL 60193
14. Roselle Community Food Pantry: 206 Rush Street, Roselle, IL 60172

15. Hanover Township Pantry: 7431 Astor Ave, Hanover Park, IL 60133
16. Itasca Food Pantry: 336 W Center Street, Itasca, IL 60143

HOUSING –

1. **The Cook County Sheriff's Office has suspended all court-ordered evictions for the next 30 days AS OF MARCH 14.** The suspension is in response to an order from the Office of the Chief Judge issued late Friday evening. No one, regardless of legal citizenship or not, can be evicted at this time across Illinois.
 - a. If you are being harrassed for rent, tell the landlord that you know that you cannot be evicted at this time.
 - b. Ask for a payment plan.
 - c. Ask that the landlord stop calling or visiting to request payment. If the landlord continues to call or visit, call 911 as this is harrassment. NOTE: You must first tell the landlord to stop calling or visiting in order for this to constitute as harrassment.
2. Palatine Township: Access application forms at <https://palatinetownship-il.gov/departments/general-assistance/> Appointments are via webcast to limit the person to person contact. Borders are: East - Wilke Road; West - Huntington Road; North - Lake Cook Road; South - Central Road. 847-358-6700
3. Wheeling Township: 847- 259-7730
4. Homeless Prevention: Rental; Mortgage and Utility Assistance Program: <https://www.dhs.state.il.us/page.aspx?item=30360> Undocumented households can apply for emergency Rental Assistance in Cook County
5. Alliance to End Homeless Suburban Cook: <http://www.suburbancook.org/>

6. Case-management for Homeless/ Shelters:
<https://www.journeystheroadhome.org/hope-day-center.html>
7. Northwest Compass: 1300 W. Northwest Highway . Mount Prospect, IL 60056.
847 392 2344. Email: info@northwestcompass.org
8. CEDA: Please contact by visiting [here](#) or emailing housing@cedaorg.net
9. Salvation Army: 721 S. Quentin Road, Palatine 847-358-6700
10. St. Vincent Depaul: <https://stvincentdepaulchicago.org/home/assistance-and-services/>
11. Jewish Child and Family Services: 855.275.5237

RENTERS RIGHTS:

1. Legal Aid Chicago: (312) 341-1070
2. Open Communities 990 Grove St #500, Evanston, IL 60201 **Phone:** (847) 501-5760
info@open-communities.org.

UTILITIES:

1. [Illinois Commerce Commission](#) 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](#).
2. [Comed](#) has suspended disconnects for residential and commercial customers unable to pay their bills and are waiving new late payment charges through at least May 1st. Comed will work with customers on a case-by-case basis to establish payment arrangements and will offer flexible payment plans to customers who indicate either an impact or hardship as a result of COVID-19. ComEd Residential Special Hardship Program:
<https://www.comed.com/MyAccount/CustomerSupport/Pages/ResidentialHardship.aspx>

3. [People's Gas](#) has suspended shut offs for residential and business customers, unless unsafe conditions exist. People's Gas is also waiving new late payment charges. If customers are having difficulty paying their bill, People's Gas will work with them to arrange a payment plan or discuss financial assistance options. Customers can call (866) 556-6001.
4. [NicorGas](#) has suspended service disconnections for non-payment, effective immediately for both residential and commercial customers through May 1st.
5. LIHEAP- Light and Gas assistance: Illinois Residents *Undocumented Households can apply for: Share the Warmth Program*
https://accel.peoplesgasdelivery.com/home/share_warmth.aspx

UNEMPLOYMENT INSURANCE:

1. Undocumented workers are not eligible for unemployment insurance. However, they can sign up for disability benefits if injured at work. SSDI at:
<https://secure.ssa.gov/iClaim/dib>
2. **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), 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.
3. [Learn how to file an Unemployment Insurance Claim HERE](#). If you have questions, please call (800) 244-5631.

In order to process the extremely high volume of unemployment benefit claims due to COVID-19, IDES has implemented the following schedule for those filing claims online and over the phone:

Online Filing Schedule: Online filing and claims applications will be unavailable every night from 8 p.m. to 10 p.m. for daily claims processing.

- Last names beginning with letters A-M can file their claims on Sundays, Tuesdays, or Thursdays.

- Last names beginning with letters N-Z can file their claims on Mondays, Wednesday, Fridays.
- Saturdays will be available for anyone.

Call Center Filing Schedule: 7:30 am to 6 pm

- Last names beginning with letters A-M can call on Tuesdays and Thursdays
- Last names beginning with letters N-Z can call on Mondays and Wednesdays
- Fridays will be available for anyone

Free/Low Cost Internet:

Various broadband providers and mobile carriers offer free or low-cost access in response to the COVID-19 pandemic. The National Digital Inclusion Alliance has information on providers and programs offering free or low-cost broadband. Please visit the DCEO website for more information. <https://www2.illinois.gov/dceo/ConnectIllinois/Pages/LowCostBroadband.aspx>

1. **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/>

Financial Assistance for Undocumented:

1. Workers Lab: [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)
2. [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 received and the amount of requests received.
3. [CARE COALITION](#) - Phone Hotline: 866-422-7320

Mental Health Services:

1. NAMI: <http://www.naminorthwestsuburban.org/>: Phone: 847-899-0195 Email: naminwsub@gmail.com
2. Anxiety and Depression Association of America online anonymous peer support groups: <https://adaa.org/adaa-online-support-group>
3. Online Anxiety support groups: <https://www.verywellmind.com/best-online-anxiety-support-groups-4692353>
4. 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)
5. Free panic disorder hotline - information and support <https://www.mentalhelp.net/anxiety/panic-attack-hotline/> 1-800-64-panic (72642)
6. Suicide prevention lifeline 1-800-273-TALK (8255) <https://suicidepreventionlifeline.org/>
7. National Domestic Violence Helpline <https://www.thehotline.org/> 800-799-7233
8. WINGS Domestic Violence hotline:24 Hour Hotline: (847) 221-5680
9. Substance Abuse Helpline (SAMHSA): 1-800-662-HELP (4357) <https://findtreatment.samhsa.gov/>
10. [Teen Line](https://teenlineonline.org/talk-now/): 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. The service can also be reached by texting "TEEN" to 839863 <https://teenlineonline.org/talk-now/>
11. National Sexual assault crisis line: <https://www.rainn.org/about-national-sexual-assault-telephone-hotline> 800.656.HOPE (4673)