

Frequently Asked Questions (FAQs)

I submitted information at www.HelpIllinoisFamilies.com. Do I need to complete this application?

The www.HelpIllinoisFamilies.com website allows you to input pre-screening information. When programs are accepting applications, RPC reviews the pre-screening information. Based on this information, an RPC staff member will contact households that meet CSBG COVID-19 Relief Fund program guidelines and provide instructions on how eligible households can apply for assistance that may be available to meet their need.

Do I have to complete this application to receive LIHEAP power bill assistance?

No. If you are seeking LIHEAP power bill assistance please schedule an appointment with LIHEAP online at www.ccrpc.org/liheap/ or by phone at 217-384-1226.

If I complete and submit this application, will this application also apply as my application for LIHEAP power bill assistance?

No. In order to apply for LIHEAP, you must schedule an appointment with LIHEAP online at www.ccrpc.org/liheap/ or by phone at 217-384-1226.

I submitted an application (or received assistance) with another federally funded COVID-19 Relief program. Can I also apply for assistance through RPC's CSBG COVID-19 Relief program?

You are only eligible to receive funding for a specific type of assistance from one source of COVID-19 Relief federal funds. If you have received rent assistance from IDHA's Emergency Rent Assistance or Emergency Mortgage Assistance program, then you will not be eligible to receive rent or mortgage assistance from RPC's CSBG COVID-19 Relief program, but you may still apply for water, sewer, auto repair, and/or food assistance.

I have been impacted by the COVID-19 pandemic, but was able to pay my bills using savings or other means. Am I eligible for CSBG COVID-19 Relief assistance?

Financial aid payments are made on behalf of eligible applicants with past due bills. If you were able to meet your financial commitments and do not have a past due bill, you are not eligible for rent, mortgage, auto repair, sewer, or water bill assistance. You may apply for food assistance.

What happens to applications submitted without all documentation and/or after the deadline?

The applications will be discarded. Applicants will receive notification that the application was submitted incomplete and/or was not received by the deadline. If an additional application period is offered at a later date, applicants will be able to apply at that time.

My financial hardship is not related to the COVID-19 pandemic or it existed or occurred prior to the pandemic. Will this program provide me assistance? If not, is there other assistance for non-COVID-19 related financial hardships?

The CSBG COVID-19 Relief assistance is available to households who have been financially impacted directly by the COVID-19 pandemic. If your need for assistance is not a direct result of COVID-19, this program is not applicable to your situation. Following are alternative programs that are not COVID-19 specific that may be able to assist you during your time of non-COVID-19 related financial hardship.

Non-COVID-19 Rental Assistance - County-wide Rent Assistance program—please refer to the information listed on the RPC’s website: <https://ccrpc.org/programs/homeless-services/>.

Non-COVID-19 Water Bill Assistance - Please contact the Salvation Army at (217) 373-7825. Local churches are also known to help at times, but you must contact them directly to request funds.

Non-COVID-19 Power Bill Assistance - Schedule an appointment with LIHEAP online at www.ccrpc.org/liheap/ or by phone at 217-384-1226.