



Community Action Partnership of Lake County

Communication Update:

COVID-19 and Unemployment Benefits

Unemployment benefits may be available to some individuals whose unemployment is attributable to COVID-19. IDES recently adopted emergency rules to try to make the unemployment insurance system as responsive to the current situation as possible.

[COVID-19 and Unemployment Benefit FAQ](#)

[Federal Stimulus and Unemployment FAQ](#)

Illinois Department of Employment Security (IDES) Important Information:

Online filing and claims applications will be unavailable every night from **8 p.m. to 10 p.m.** for daily claims processing. Thank you for your patience.

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 (File Online):

- Those with last names beginning with letters **A-M** will be asked to file their claims on Sundays, Tuesdays, or Thursdays.
- Those with last names beginning with letters **N-Z** will be asked to file their claims on Mondays, Wednesday, Fridays.
- Saturdays will be available for anyone to accommodate those who could not file during their allotted window.

Call Center Filing Schedule:

- Those with last names beginning with letters **A-M** will be asked to call on Tuesdays and Thursdays between 7:30am – 6pm.
- Those with last names beginning with letters **N-Z** will be asked to call on Mondays and Wednesdays between 7:30am – 6pm.
- Fridays (7:30am – 6pm) will be available for anyone to accommodate those who could not file during their allotted window.

The day or time of day in which a claim is filed will not impact whether you receive benefits or your benefit amount. Additionally, claims will be back-dated to reflect the date in which a claimant was laid-off or let go from their job due to COVID-19.

Note: *The days in which you can file a claim may be different from the days in which you are asked to certify.*

To file your claim over the phone, you can call 1-800-244-5631.

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Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



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