



## NEWS RELEASE

For Immediate Release  
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### TEMPORARY SERVICE ARRANGEMENTS

Cook County, IL – In an official statement from Harold Rice, Jr., President & Chief Executive Officer, CEDA announced a temporary suspension of services. “We at CEDA continue to follow the rapidly changing developments with COVID-19. As information continues to evolve, we are committed to taking preventive measures to reduce the risk to our communities while providing the essential services you depend on. With recent developments, we have made the difficult, yet most socially responsible decision to temporarily modify our services. Although CEDA is not a government agency, following guidance from the Centers for Disease Control and Prevention, Illinois Governor J.B. Pritzker, Chicago Mayor Lori Lightfoot and Cook County Board President Toni Preckwinkle and Federal Partners and with the welfare of our clients and staff in mind, **we will modify services with the public effective Thursday, March 19, 2020.**”

Details of the temporary service arrangements can be found by visiting their website at [www.cedaorg.net](http://www.cedaorg.net) and are detailed below:

#### **CEDA’s Call Center will temporarily be unavailable.**

**Energy Services:** Currently enrolled PIPP Participants will continue to receive their monthly benefit. If you applied for the one-time Direct Vendor Payment (DVP), you can check the status of your application [www.illinoisliheap.com/status](http://www.illinoisliheap.com/status). CEDA will not accept NEW applications at this time. To receive announcements when NEW applications will be accepted, text CEDA to 313131. Our utility partners are taking action to help customers at this time by imposing a moratorium on service disconnections and waiving new late payment charges. If you have further questions about your bill or if the household is disconnected, please contact your utility company directly. All Furnace repair and replacements are suspended at this time.

**Home Weatherization:** Applications and in-home services will be suspended. To receive announcements when NEW applications will be accepted or when in-home services will resume, please contact us at [wxcustomerservice@cedaorg.net](mailto:wxcustomerservice@cedaorg.net) to ensure you are alerted on all future updates.

**Family Support and Community Engagement (FsACE):** Services are suspended. Current customers will continue to receive case management services. Please contact your local office, information available on our website at [www.cedaorg.net/find-services/family-support-and-community-engagement/](http://www.cedaorg.net/find-services/family-support-and-community-engagement/).

**Housing Services:** Please contact our team for support by visiting us at <https://www.cedaorg.net/find-services/housing-services/>.



**Women, Infants & Children (WIC):** Services have been modified to reduce participant flow, improve safety, and achieve social distancing. Please call or email the clinic. You can find a list of our offices, along with additional resources on our website [www.cedaorg.net/find-services/women-infants-and-children/](http://www.cedaorg.net/find-services/women-infants-and-children/). Please check it frequently to learn up to date information.

**Census 2020:** We encourage everyone to participate in the Census. Just answer a few simple questions online, by phone or by email! Learn more by visiting us at [www.cedaorg.net/census2020](http://www.cedaorg.net/census2020).

**Events:** ENGAGE Harvey Workshops scheduled for March 25<sup>th</sup>, March 31<sup>st</sup> and April 4<sup>th</sup> will be rescheduled for a later date. In addition, staff attendance at all events and conferences have been suspended. Please reach out to our team when you are ready to reschedule.

Mr. Rice continued, "We ask that you reach out to the service providers above. Our hope is that in choosing this course of action, we encourage people to take care of themselves and others, especially those that may have underlying medical conditions and for whom public spaces can be particularly challenging. We plan to keep up to date with all local and national developments and are fully prepared to adjust in whatever way best supports our visitors and staff."

In closing, CEDA encouraged clients to remain safe, "Please help us in limiting the spread of COVID-19. Through these unprecedented times, our focus remains on providing you with safe and reliable services. We will continue to communicate with our community and will open to the public when it's safe to do so. Please take care of yourselves and others" Harold Rice, Jr.