



223 South Randolph Street ▪ Macomb, Illinois 61455

## PRESS RELEASE

---

CONTACT: Jamie Roth, Public Relations Manager  
Western Illinois Regional Council (WIRC)  
Office: (309) 837-3941, ext. 131  
Email: [jamie@wirpc.org](mailto:jamie@wirpc.org)  
Website: [wirpc.org/newsroom](http://wirpc.org/newsroom)

### FOR IMMEDIATE RELEASE:

### WIRC & CAA STILL PROVIDING SERVICES DURING COVID-19 OUTBREAK

**Macomb, Illinois, March 24, 2020** – During the Coronavirus (COVID-19) outbreak, Western Illinois Regional Council (WIRC) and Community Action Agency (WIRC-CAA) staff want to assure the public that they are still providing many of their services to the community; however, they have implemented new procedures out of concern for the health and safety of their clients and employees.

Until further notice, the WIRC & CAA front lobby is closed to the public. Employees are available to answer questions via telephone between 8:00 a.m. and 4:00 p.m., Monday through Friday.

Clothing Center - closed effective immediately until further notice. Donations cannot be accepted during the temporary closure. For more information about the Clothing Center, call (309) 837-2997.

Community Development – for assistance, call (309) 837-3941 between 8:00 a.m. and 4:00 p.m., Monday through Friday.

Food Pantry – curbside pickup only until further notice. Clients should call (309) 837-2997 when they arrive to pick up their food. WIRC-CAA staff will ask for the client's name and give their meat choices. Then CAA staff will bring the food items out to a table that is located just outside of the main entrance. Clients are asked to either stay in their vehicle or keep a distance of 6 feet away from the table during this process. The food pantry, 223 South Randolph Street, Macomb, is open between 8:00 a.m. and 4:00 p.m. on Tuesdays, Thursdays, and Fridays. Those who are interested in applying for the Food Program should call (309) 837-2997.

LIHEAP - applications are still being taken for the Low Income Home Energy Assistance Program. This program helps income-eligible individuals in Hancock, Henderson, McDonough, and Warren counties with paying their winter energy bills. Instead of meeting face-to-face, applicants will submit their application materials via mail. WIRC-CAA staff will contact applicants via phone. Due to the Coronavirus, LIHEAP Coordinator Beth Carson says this season's program deadline has been extended to June 30, 2020. Carson cautions that while some electricity vendors are putting a temporary hold on disconnection notices, she strongly advises that anyone interested in applying for the program do so

--MORE--

as soon as possible. Those who have not applied for the program since October 1, 2019 should call WIRC-CAA at (309) 837-2997 to apply for energy assistance.

Tri-County Resource and Waste Management Council's Regional Recycling Center - closed effective immediately until further notice. Drop offs cannot be accepted during the temporary closure. For more information about the Regional Recycling Center, call (309) 331-4782.

Victim Services - staff will continue to provide services to survivors of domestic and/or sexual violence, although face-to-face interactions will be limited. Scheduled counseling appointments will temporarily be held over the phone. WIRC-CAA Victim Services Director Naomi Taylor says that advocates and counselors will continue to assist survivors with filing Orders of Protection, Civil No Contact Orders, hospital advocacy, emergency shelter, and/or creating safety plans on a case-by-case basis. Staff asks that clients adhere to the CDC guidelines during any direct interaction. For more information, call the domestic violence business line at (309) 837-6622 or the sexual violence business line at (309) 836-2148. Anyone in crisis who needs to speak with a counselor immediately is asked to call the 24/7 free and confidential crisis hotline at (309) 837-5555.

WIRC apologizes for any inconvenience these changes may cause, and wants to emphasize that temporary closures are in place out of concern for the safety of their clients and employees.

For more information about WIRC and its programs, call (309) 837-2997, visit [wirpc.org](http://wirpc.org), or find them on social media.

###