

Financial & Food Frequently Asked Questions

As of June 11, 2020

Food Resources to Help Me Stay At Home

- **FoodShare or Pandemic EBT Benefits Can Now Be Used to Purchase Food Online**
Starting May 21, 2020, people who receive FoodShare or Pandemic EBT (P-EBT) benefits will be able to order and purchase food on Amazon's and Walmart's websites using their QUEST or P-EBT card. At this time, only Amazon and Walmart are authorized to accept online payments in Wisconsin; however, other retailers may become authorized.
Purchasing Process: When purchasing food on Amazon's and Walmart's websites, choose an EBT card payment option and enter the card details. The PIN will be required each time at check out. Amazon and Walmart provide more information about the purchasing process on their websites. Delivery: Amazon delivers across the state and offers free shipping on eligible orders over a certain dollar amount. Walmart delivers to certain locations or offers pick up at the store. Both Amazon and Walmart may charge a delivery fee in some cases. Delivery fees cannot be paid with QUEST or P-EBT cards; they must be paid with another form of payment. Other Purchasing Options: Some grocery stores offer other options to help people purchase their food safely and easily. For example, people can order their food online or over the phone, choose an EBT card payment option, and swipe their QUEST or P-EBT card when they pick up their order, either curbside or in store. Check with their local grocery stores to see what options they offer.
- **Local grocers** may offer special shopping hours or delivery service. Call store directly for this information.
- **Meals on Wheels:** Available to persons age 60+ who have difficulty preparing nutritious meals on a regular basis. All persons age 60+ who are practicing social distancing are considered homebound, another requirement for meals.
- **Food Pantries** are maintaining regular schedule and providing drive through service only.
- **Senior Farmers Market Voucher Program** – Contact the ADRC of Chippewa County for information about how to get \$25 worth of vouchers for free produce. 715-726-7777

Grocery Shopping & Delivery Help:

- **New Freedom volunteers 1-800-228-3287** will pick up ordered groceries and medications and deliver to Chippewa County residents age 60+ or adults with a disability or parents with a child that has a disability. No charge to qualified households.
- **Ready Ride Taxi 715-864-2409** (For Chippewa and Eau Claire counties): Will pick up and deliver groceries, meals, etc. Will also help folks order who can't do online
- **Brooms, Mops and More 715-456-6950:** Can run errands, light meal preparation, transportation (hourly cost + mileage).
- **Kwik Trip:** Depending on your location, delivery service may be available but all stores will provide a drive up option.

What transportation options are available?

- **New Freedom Transportation** will begin providing medical, nutrition, and non-life essential rides beginning the week of June 15th. Call 1-800-228-3287 for information.
- **Aging & Disability Resource Center** provides transportation coordination for persons age 60+ or persons with a disability who are not on Medical Assistance and require a ramp equipped vehicle for transport. Call 715-726-7777.

How can I connect with my family and friends using conference calls or videos?

<https://www.freeconferencecall.com/>

<https://www.freeconference.com/>

<https://www.zoom.us/>

<https://tools.google.com/dlpage/hangoutplugin>

https://www.uberconference.com/?_bt=410594939039&_bk=uberconference

Conference NOW: <https://conferencenowapp.com/>

FaceTime (iPhone) <https://apps.apple.com/us/app/facetime/id1110145091>

Google Duo (Android) <https://duo.google.com/about/>

What resources are available for seniors or family caregivers who are socially isolated and need companionship or a check-in call?

- **Check In Chippewa County:** Connecting volunteers with individuals who would like a regular “check in” phone call. For more information on volunteering or receiving a call contact Pauline at 715-726-7816 or email pspiegel@co.chippewa.wi.us.
- **Comprehensive list of Virtual events:** <http://wisconsinicaregiver.org/virtual-events-for-caregivers>
- **Friendship Line:** <https://www.ioaging.org/services/all-inclusive-health-care/friendship-line>
- **AARP Friendly Voices:** 1-888-282-0145 or <https://aarpcommunityconnections.org/friendly-voices/> to request a call for you or a loved one.
- **Alzheimer’s & Dementia Alliance of Wisconsin:** 1-888-308-6251 Non-emergency helpline Monday through Friday 8:30-4:30. Leave a message during other times.
- **Alzheimer’s Association:** 1-800-272-3900 Non-emergency helpline 24/7. Bilingual staff or translation service available plus online chat service.
- **The Alzheimer's Association WI Chapter is now offering a phone in support group** for family members of loved ones living in a healthcare facility.
 - Fridays from 10:00 am - 11:30 am
 - To register, please call 800.272.3900. Once registered, you will receive connection instructions.
- **SAGE National LGBT Elder Hotline:** 1-877-360-LGBT (5428) Available 24/7, English and Spanish with translation in 180 languages.

Financial Resources to Help Get Through COVID-19

- **Economic Impact Payments (Stimulus Checks):** To check the status of your stimulus check go to <https://www.irs.gov/coronavirus/economic-impact-payments>. Frequently asked questions about the the checks: <https://www.irs.gov/newsroom/economic-impact-payments-what-you-need-to-know> or <https://www.irs.gov/coronavirus/economic-impact-payment-information-center#receiving>. The IRS now has a hotline for general stimulus questions. The number is 1-800-919-9835.
- Use the IRS online tools to check the status of your payment or to provide bank account information for direct deposit. It is important to use the appropriate portal: [Get My Payment](#) (for people required to file a tax return) or [Non-Fileers: Enter Payment Info Here](#) (for people not required to file a tax return). For those who will file 2019 taxes but have not yet done so and want to update their bank account info, they should use the [Get My Payment](#) portal. Once the payment is scheduled to go out, changes can no longer be made using the online portal.

Which Payments Will be Mailed?

- People who do not have a bank account
- People who filed a return for 2018 or 2019, and owed taxes, or refund was not sent by direct deposit, or if bank account where refund was sent is closed.

Does someone who has died qualify for the Payment? *(updated May 6, 2020)*

- No. A Payment made to someone who died before receipt of the Payment should be returned to the IRS by following the instructions about repayments. Return the entire Payment unless the Payment was made to joint filers and one spouse had not died before receipt of the Payment, in which case, you only need to return the portion of the Payment made on account of the decedent. This amount will be \$1,200 unless adjusted gross income exceeded \$150,000.

What should I do to return the Economic Impact Payment?

- **If the payment was a paper check:**
 1. Write "Void" in the endorsement section on the back of the check.
 2. Mail the voided Treasury check immediately to the appropriate IRS location listed below.
 3. Don't staple, bend, or paper clip the check.
 4. Include a note stating the reason for returning the check.
- **If the payment was a paper check and you have cashed it, or if the payment was a direct deposit:**
 1. Submit a personal check, money order, etc., immediately to the appropriate IRS location listed below.
 2. Write on the check/money order made payable to "U.S. Treasury" and write 2020EIP, and the taxpayer identification number (social security number, or individual taxpayer identification number) of the recipient of the check.
 3. Include a brief explanation of the reason for returning the EIP.
 4. Wisconsinites should send the money to:
Fresno Refund Inquiry Unit
5045 E Butler Avenue
Mail Stop B2007
Fresno, CA 93888

- **FoodShare Benefits:** Check your Foodshare balance (QUEST Card). Benefits for many households have been increased for a couple of months so you may have more funds to purchase food.
- **Car Insurance Refunds:** Check out this article about car insurance companies offering relief <https://www.usatoday.com/story/money/cars/2020/04/16/coronavirus-relief-how-get-your-car-insurance-refunds/2990448001/>
- **Mortgage Relief:** Work with your financial institution. Do not skip payments without talking to your financial institution. <https://www.npr.org/2020/03/19/818343720/homeowners-hurt-financially-by-the-coronavirus-may-get-a-mortgage-break>
- **Energy Assistance:** The Division of Energy Services is making the following change to the processing of WHEAP applications:
 - Beginning Monday March 30th, applications being submitted will now be processed based on a one-month income eligibility. For example, if Joe applies for Energy Assistance on 04/02/20, Joe will only need to provide information on his March household earnings (earned and unearned).
 - Applications can be completed via **PHONE** 715-726-7840, M-F 8-4:30 OR by **MAIL** <http://homeenergyplus.wi.gov/docview.asp?docid=28799&locid=25> (print and send to Chippewa County Human Services, 711 N. Bridge Street, Chippewa Falls, WI 54729 or fax to 715-726-783)
 - Chippewa County Human Services is closed to the public at this time
 - Applications for 2019-2020 the Home Energy Plus Program year will be accepted through ~~May 15, 2020~~ **September 30, 2020!**
- **Temporary Suspension of Evictions and Foreclosures:** This period has ended. Evictions are difficult for both landlords and tenants. Most landlords will work with tenants so you are encouraged to make payment plans. If you are age 60+ and feel you have been wrongfully evicted, you can contact your county's ADRC Elder Benefits Specialist. Chippewa County phone number is 715-726-7777.

Consumers with questions or issues related to landlord-tenant agreements can contact DATCP's Consumer Protection Hotline at 1-800-422-7128 or DATCPHotline@wisconsin.gov or file a complaint online at www.datcp.wi.us

- **Temporary Suspension of Utility Disconnection & Late Fees:** Governor Evers issued emergency order #11 that allows utility companies to suspend disconnection and late fees. Order remains in effect as long as the Public Health Emergency Executive Order remains in place. <https://evers.wi.gov/Documents/COVID19/EMO11-PSCRuleSuspensions.pdf>

I need phone and internet service but can't afford it?

- **Public Service Commission (PSC)** has an Internet and Phone helpline for Wisconsin consumers. 1-608-267-3595 (leave a message).
- **Wisconsin Public WiFi Location Map** displays public WiFi locations where citizens can go to use WiFi when it is not available at home and while also maintaining social distancing. <https://maps.psc.wi.gov/Apps/PublicWiFiLocations/index.html>

- **Internet Service Provider Offers:** Several providers are offering free or low-cost internet access options in response to COVID-19 health emergency. Contact them directly to learn about options available to you. For a list of providers and their offers, go to: <https://psc.wi.gov/Pages/Programs/BroadbandEmergencyInternetResources.aspx>

I am struggling to complete my renewal with Great Rivers Consortium. What can I do?

All FoodShare, HealthCare (Except SeniorCare), W-2 and ChildCare will have their March renewal/review dates extended 3 months from their current certification period. Your renewal must be completed no later than June 2020. April renewals will also be extended. More information will be forthcoming.

Will I qualify for unemployment benefits if the coronavirus (Covid-19) caused my employer to shut down operations?

Wisconsin unemployment benefits are available to individuals who are unemployed through no fault of their own. If an employer must shut down operations and no work is available, individuals may be eligible for unemployment if they meet the monetary criteria and the weekly eligibility criteria. This is also the case if an employer shuts down production.

Unemployment COVID-19 Public Information

Frequently asked questions about the COVID-19 Coronavirus and Wisconsin Unemployment Benefits for [claimants](#) and [employers](#).

- [Am I required to search for work during the COVID 19 pandemic?](#)
- [Will I qualify for unemployment benefits if the coronavirus \(COVID-19\) causes my employer to shut down operations?](#)
- [My hours have been reduced, am I still eligible to apply for UI benefits even though I still have a job?](#)
- [If I impose a self-quarantine because of the coronavirus, will I be eligible for unemployment benefits?](#)
- [If I am in mandatory quarantine because of suspicion of having the coronavirus, will I be eligible for unemployment benefits?](#)
- [If I am ill because of the coronavirus and unable to work, will I be eligible for unemployment benefits?](#)
- [Is the coronavirus considered a disaster, and can I receive Disaster Unemployment Assistance?](#)
- [I am required to attend a re-employment services session but I don't want to go to a public location until COVID-19 has run its course. What do I do?](#)
- [What if I am required to participate in a re-employment session and do not complete it online, via phone or otherwise?](#)
- [Is there still a "waiting week" for those applying for unemployment insurance?](#)
- [Will filing for unemployment benefits negatively affect my immigration status?](#)

I have heard that I have until July 15 to file my taxes, is that true?

Yes, the Federal and Wisconsin Tax Day is moved from April 15 to July 15. All taxpayers and businesses will have this additional time to file income taxes and make payments without interest or penalties.

What about the Wisconsin Homestead Tax Credit?

For most claimants, the deadline for filing a 2019 Schedule H or H-EZ is April 15, 2024. If you are a taxpayer with a fiscal taxable year (one ending on a date other than December 31), your deadline for filing Schedule H or H-EZ is 4 years, 3 1/2 months after the end of the fiscal taxable year to which the claim relates.

If I qualify for homestead credit for years prior to 2019, can I file a homestead credit claim for those years? Homestead credit claims for prior years can be filed up until the filing deadline for each year's claim:

Claim Year	Filing deadline
2018	April 15, 2023
2017	April 15, 2022
2016	April 15, 2021
2015	April 15, 2020

Note: If any due date falls on a Saturday, Sunday, or legal holiday, use the next business day. The deadlines for 2014 and prior year homestead credit claims are past and claims for those years cannot be filed.