

Frequently Asked Questions

On the Information & Assistance Home Page

1. How do I get a license plate sticker discount?

You have to be eligible for the Benefit Access Program. Eligibility requirements:

1. Age
 - you must be 65 years of age or older by December 31 of the current year; or
 - you must be 16 years of age or older and totally disabled before January 1 of this year.
2. Residency
 - you must live in Illinois at the time you file your application.
3. Income Limit: Your total income last year must be less than:
 - \$27,610 for a 1-person household (yourself only); or
 - \$36,635 for a 2-person household (yourself and your spouse, or yourself and one Qualified Additional Resident); or
 - \$45,657 for a 3-person household (yourself, your spouse and one Qualified Additional Resident, or yourself and two Qualified Additional Residents).

You can call us or walk in to apply. Bring your ID, proof of disability (if disabled), and amount of income received last year.

2. How do I get a free bus pass?

This is the same program as the license plate sticker discount (Benefit Access). See question #1 for eligibility requirements and how to apply.

3. Where can I go to get assistance to pay my utility bill?

Call your local community action agency or township office for assistance in paying your utility bill. For contact information, give us a call at 309-674-2071.

4. When are the Farmers' Market coupons available?

They are usually available at the beginning of July of each year. Call us for more information about this program to help you purchase fruits and vegetables at the local farmers' market. There is an age and income eligibility requirement.