

COVID-19: AUSTIN INFORMATION AND RESOURCES

This document was prepared by the Office of Austin City Council Member Greg Casar.

For the most recent updates from the City of Austin, please click [here](#).

For information from the Center for Disease Control, please click [here](#).

This document is a collection of information and resources regarding COVID-19 in Austin, TX and is being updated regularly. For further questions, call 3-1-1.

[HAGA CLIC AQUÍ PARA VER EN ESPAÑOL](#)

SOCIAL DISTANCING

At this time, **social distancing is key.**

- Social distancing is for everyone, not just those with risk factors (examples of high risk individuals include those who have had contact with an individual who has tested positive, have a compromised immune system, or are age 60+)
- Stay home if you're sick, but also, work from home as much as is possible for your situation.
- Minimal physical contact—we should all avoid places and situations where you cannot stay 6 feet away, or at least arm's length, from other people.
- Wash your hands for at least 20 seconds and avoid touching your face with unwashed hands.
- Wipe down frequently touched surfaces (like your phone).
- Even if you do not feel symptoms, or are a younger person who is less at risk, we should all assume we are carriers of the virus and act accordingly to protect our neighbors. We're all in this together!
- [Why outbreaks like coronavirus spread exponentially, and how to "flatten the curve"](#) - *Washington Post, March 14, 2020*

HEALTHCARE

If you're feeling sick

Healthcare providers are encouraging all patients experiencing flu-like symptoms to first use mobile apps or visit websites that have been set up for COVID-19 response. For your safety and convenience telehealth resources are available.

Before scheduling an appointment with your healthcare provider or walking into a clinic, urgent care center or hospital it is recommended that you use one of these or similar services listed below.

- Telehealth with [Baylor Scott & White](#).
 - Visit their website or to install the app on your mobile device, simply text BETTER to 88408 to have it sent to your phone. No appointment is needed.
- Telehealth with [Ascension](#).
 - Visit their website to download the app. Use the code HOME for a \$20 cost per visit, and no appointment is needed.
 - Ascension Texas has established a COVID-19 hotline 1-833-919-1680, available 6 a.m. – midnight. The hotline is staffed by registered nurses who will respond to public questions and implement the most up-to-date screenings and protocols to guide

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- Visit their website to sign-up for a free account.
- Telehealth with [TelaDoc](#).
 - Visit their website to set-up an account or download their app. The cost of a Teladoc visit depends on your health plan, with everyday care costing less than \$49.
- Telehealth with [HeyDoc](#).
 - Visit their website to download the app. A visit on HeyDoc costs the patient between \$10 and \$50.

CommUnity Care <https://communitycaretx.org/health-education/coronavirus-information.html>

- Uninsured/no doctor with possible COVID-19 symptoms? Call the COVID-19 Hotline at **512-978-8775** for guidance. This number is for **all** Travis County residents with COVID-19 symptoms **who don't have insurance or a doctor**. Do this rather than directly going to a clinic or hospital.
- Established CommUnityCare Patient, call 512-978-9015 for an appointment.
- CommUnityCare patients can order their **prescription to be mailed by calling 512-978-9011**.

- This is a free service for CommUnityCare patients. Central Health Southeast Health and Wellness Center at 2901 Montopolis Drive also offers curbside pickup (30-day supply) if prescriptions by mail is not an option. Pharmacy Days/Hours are Monday – Friday; 8 a.m. – 5 p.m.

- Effective Monday, March 23, 2020, health care services at the following clinics will be suspended indefinitely:
 - Austin OB Manor-1408 Shadowglen, Hwy 290, Ste. 302, Manor
 - Austin OB Riverside- 2410 E Riverside Dr., Ste. G-2, Austin
 - Carousel Pediatrics May's Crossing-1201 S. IH-35, St 303, Round Rock
 - Del Valle Health Center-3518-A FM 973, Del Valle
 - Dove Springs Integral Care-5015 South IH-35, Austin
 - Hornsby Bend Health Center-1412 Hunters Bend Road, Austin
 - Manor Health Center-600 W Carrie Manor St, Manor

Drive-Thru Testing

There is no on-demand drive up testing at this point. Currently, you need to be screened and directed there before this kind of testing is recommended.

Texas Department of State Health Services - <https://www.dshs.texas.gov/coronavirus/>

If you need help finding a doctor or accessing medical care, dial 2-1-1, then choose Option 6 or call toll-free at 877-541-7905 or visit www.211texas.org. Hours: 7:00 a.m. – 8:00 p.m., 7 days per week.

Central Health Medical Access Program (MAP) Eligibility -

<https://www.centralhealth.net/covid19/>

- As of Monday, March 23rd, in-person interviews for Central Health's Medical Access Program (MAP) have been suspended.
- All interviews will be conducted by telephone. The phone number is 512-978-8130 between 8 a.m. – 5 p.m. Monday through Friday.
- MAP applications may also be downloaded from www.centralhealth.net/covid19 in English and Spanish, completed, and submitted to Central Health in the following ways:
 - By Mail: Medical Access Program, PO Box 300489, Austin TX 78703
 - By Fax: 512-776-0457

coverage will be given priority.

Texas Health and Human Services

[COVID -19 Mental Health Support Line](#)

- If you or someone you know is feeling overwhelmed by the covid-19 pandemic, help is available. Speak with a mental health professional for help dealing with anxiety, depression, stress, grief or worry 24/7.
- Call the toll-free COVID-19 Mental Health Support Line at 833-986-1919

Austin ISD

- [Virtual Care for Kids](#) - All AISD families have access to telehealth through our partnership with Virtual Care for Kids. You can see a provider from the comfort of your home using a laptop, desktop computer, iPhone, Android phone, or tablet. Additionally, this service is currently waiving copays for AISD families. To take advantage of these services you must first register at my.austnisd.org To be seen by a provider, visit <https://urgentcarekids.com/pediatric-telemedicine-for-kids/?gclid=Cj0KC...>
 - For more information on Virtual Care for Kids telehealth in Austin ISD visit <https://urgentcarekids.com/aisd/>.
- Vida Clinic - Our school based mental health partner, Vida Clinic, is offering teletherapy services to the Austin ISD community beginning Wednesday, Mar. 18. These services will allow adults and students to access quality mental health services right from their own homes. To learn more or schedule services, contact our Vida Clinic Care Team at 512-518-2209 or by email at vidacare@vidaclinic.org.

FOOD

Central Texas Food Bank - <https://www.centraltexasfoodbank.org/>

Emergency Relief Food Distributions

- All distributions are operating as a **drive-thru** with pre-packed **boxes that will be loaded directly into your vehicle's trunk**. Please allow appropriate space in your trunk before arriving at the distribution.
- The emergency food box contains approximately 28 pounds of food items such as peanut butter, brown rice, canned tuna or chicken, fruits, vegetables, frozen protein and more (actual contents may vary). Each household will be limited to one box. TRAVIS COUNTY DISTRIBUTIONS:

- **Wednesday, April 15** from **9am to 11am**

- **LBJ High School** 7309 Lazy Creek Dr. Austin, TX 78724

- **Tuesday, April 21** from **8:30am to 9:30am**

- **Creedmoor Elementary** 5604 FM1327 Creedmoor, TX 78747

- **Wednesday, April 22** from **8:30 to 10:30**

- **Eastside Memorial High School** 1012 Arthur Stiles Rd Austin, TX 78721

■ **ACC Riverside Campus** 1020 Grove Blvd. Austin, TX 78741

- **Tuesday, April 28** from **9:30 to 10:30**

- **Santa Barbara Catholic Church** 13713 FM 969 Austin, TX 78724

- Call the Distribution Programs Hotline for Schedule Updates: (512) 684-2559

[Austin ISD Food Services during School Closures](#) (starting March 23) -

→ [MAP of all meal locations](#)

- Austin ISD is now authorized to **provide meals to parents for their child — even when the child is not present — provided they have one of the following forms of documentation at the point of meal service.**
 - Official letter/email from school that shows children as enrolled
 - Individual student report cards
 - Attendance record from Parent Portal of school website
 - Birth certificate for children not in school
 - Student ID cards

- Meals are available **Monday-Friday in more than 70 locations**
 - Each child may receive one breakfast and one lunch meal, daily.
 - No meals will be provided for parents/caregivers

- Curbside Meal sites
 - Monday-Friday from 11 a.m. to 1 p.m
 - Families are advised to stay in their cars and not enter buildings during meal pick up.
 - Families who walk/bike/bus will still be able to receive food

- [Bus Delivery Sites](#)
 - Monday-Friday at the sites and approximate times listed [here](#).
 - Austin ISD school buses will visit each of the sites for 15-20 minutes for meal distribution.
 - Please arrive at the sites 10 minutes before bus arrival and line up 6 feet from the door of the bus and 6 feet from each other.

Austin Voices for Education and Youth (April 1-13)

Wednesday, April 15th, 2020

- Webb Middle School, Family Resource Center Portable
 - 601 E. St. John Ave, 78753 @ **10:30 a.m.**

Wednesday, April 22nd, 2020

- Dobie Early College Prep, Family Resource Center Portable
 - 1200 E Rundberg Ln, 78753 @ **8:30 a.m.**

Monday, April 27th, 2020

- Navarro Early College High School, Family Resource Center Portable
 - 1111 Fairfield Dr., 78758 @ **4:00 p.m.**

Food Pantries and Diapers (April 1st-15th)

Covenant Food Pantry

- Every Wednesday 4-6:30 p.m.
- 4410 Duval Rd., Austin, TX, 78727

Neighbor to Neighbor

- Every Tuesday, Wednesday & Friday 9am-2pm
- 1941 Webberville Rd., Austin, TX, 78721

Round Rock Area Serving Center

- Monday-Friday 10am-4pm | Saturday 9am-12pm
- 1099 E Main St., Round Rock, TX, 78664

Reveal Resource Center

- Monday 6-8pm | Tuesday 9am-12pm
- 1150 S. Bell Blvd, Cedar Park, TX, 78631

Brighter Days Food Pantry

- Every Wednesday 6-8 p.m. | Senior hours: Tuesday 1:30-2:30 p.m.
- 300 Crystal Falls Pkwy, Leander, TX, 78641

Hill Country Community Ministries

Mobile Food Pantry

- What to Expect: 12pm to 2pm
 - It will be a drive thru. Stay in your car and they will place the food inside for you.
 - You can Visit only one distribution per week. HCCM will ask for your information at each distribution.
 - Please Present a form of ID
- Locations: these locations will be open from March 30 to May 11
 - Monday - Bethany United Methodist Church, 10010 Anderson Mill Rd, Austin, TX 78750
 - Tuesday - Good News United Methodist Church, 1610 E New Hope Dr, Leander, TX 78641
 - Wednesday - Rockpointe Church - Liberty Hill, 170 Co Rd 214, Liberty Hill, TX 78642
 - Thursday - Rockpointe Church - Leander, 1070 Co Rd 177, Leander, TX 78641
 - 1st & 3rd Saturday - Life Church, 1393 E Woodview Dr, Leander, TX 78641

Grocery Stores

- HEB - <https://newsroom.heb.com/heb-news/articles/h-e-b-is-ready-and-here-for-texas/>
 - Limiting hours from 8am to 8pm
 - Free HEB Curbside Pick-Up - <https://www.heb.com/static-page/heb-curbside-delivery>

Hope Food Pantry Delivery

- If you know of anyone who is experiencing a food crisis due to the COVID-19 pandemic, please direct them to the resource “Stay Home, Stay Healthy grocery delivery program.” Fill out the survey [here](#).

Mobile Pantry

- If you need food, go to any of these mobile points:
<https://www.facebook.com/reporteaustin/photos/a.254449568071604/1386942488155634/?type=3&theater>
- Central Texas Food Bank programs are essential services that are exempt from the Shelter in Place restrictions.
- All distributions are operating as a drive-through service where a pre-packed box is placed directly into the trunk of your vehicle. Please free up space in the trunk of your vehicle before reaching the listed locations.

School Meal Finder Map - <https://schoolmealfinder.hoonuit.com/>

This searchable map shares locations and hours of meal services at local schools and learning education agencies.

Use this map to identify emergency food resources and meal sites near you, and find information about hours of operation, etc. You can also find information about emergency food and other services at www.connectatx.org. Information will be updated twice per day. To include additional sites or report incorrect information, please contact Samantha Night (Samantha.Night@austintexas.gov)

- Find Maps at this link: https://www.google.com/maps/d/u/0/viewer?hl=en&ll=30.26654751058733%2C-97.59684972167969&z=11&mid=1SmbkjEYxpoSUP_s93cbu0Ru2RLsHZrC6&fbclid=IwAR1m6N2F0K118DY7DJpRiLFerB8BIUjiSS4rrT0htvnMXLEyOeWXODkwIBQ

Austin Public Health

The Neighborhood Services Unit (of Austin Public Health) is providing emergency food delivery to Travis County residents who have no other means to get food. The number is **512-972-5133**.

HOUSING

JP Court Information

JP Courts are currently not holding eviction hearings or issuing writs of possessions **until after May 8th**, but you should still pay your rent if you can. The City of Austin passed an ordinance and the Mayor issued an order that impact commercial and residential landlords and tenants. More information below.

Lock-outs: Your landlord can change your locks for non-payment, but they must give you notice in advance and let you know how much you owe. If your landlord locks you out, they must let you know where you can get the key. They must give you the key even if you have not paid rent. If they do not give you a key, you can go to JP Court to get a writ of re-entry so you can get back into your apartment.

Mayor's Order Impacting Commercial and Residential Landlords and Tenants -

<http://www.austintexas.gov/edims/document.cfm?id=337860>

- Landlords may NOT give tenants a "Notice to Vacate" from now until May 8, 2020. State law requires landlords to give a "Notice to Vacate" before they file for an eviction.
- Landlords may NOT remove a tenant's property or change their locks for non-payment of rent from now until May 8, 2020.
- Landlords may NOT take property from a residential tenant's dwelling unit to hold for non-payment of rent from now until May 8, 2020.

Notice of Proposed Eviction and Time to Remedy Ordinance

<https://www.austintexas.gov/edims/document.cfm?id=338086>

This ordinance does not waive the requirement to pay rent. Instead, this ordinance applies **when a tenant is unable to pay rent on time because the tenant lost wages, income, or revenue or incurs delinquent payments due to the local disaster** from now until May 8. Learn more about it [HERE](#).

BASTA Tenants Rights Information - <https://sites.google.com/bastaaustin.org/basta-covid-19-resources/home>

- BASTA Eviction Process One-Pager ([En](#)) ([Sp](#))
- BASTA Subsidized Housing One-Pager ([En](#)) ([Sp](#))
- BASTA Late Fees One-Pager ([En](#)) ([Sp](#))
- Letter to Notify Your Landlord ([En](#)) ([Sp](#)) *more specific ones available [here](#) for subsidized housing

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- [Travis County Family Support Services Division](#) (512) 267-3245
- [Catholic Charities of Central Texas](#) (512) 651-6100

Legal Resources

- Texas RioGrande Legal Aid, legal aid resources for low income families: <https://www.trla.org/covid19-main>
- Volunteer Legal Services: Pro bono legal services for low income families and individuals <http://www.vlsoct.org/covid-19/>
- Texas Law Help: Know Your Rights information <https://texaslawhelp.org/>
- Austin Tenants Council: Provides information on tenants rights: <https://www.housing-rights.org/>

Homeowner Mortgage Forbearance

Impacted homeowners should contact their lenders to request a forbearance. The federal government, which backs the majority of mortgages, has implemented some protections against foreclosures. You should contact your lender to find out what your options are.

Federally-backed Mortgages

- FHA: https://www.hud.gov/program_offices/housing/sfh/nsc/qaho0121
- Freddie/Fannie: <https://www.fhfa.gov/Homeownersbuyer/MortgageAssistance/Pages/Coronavirus-Assistance-Information.aspx>

UTILITIES

Austin Energy and Austin Water - <https://austinenergy.com/ae/about/news/news-releases/2020/city-of-austin-suspends-utility-disconnects-amid-covid-19>

- Austin Energy and Austin Water has suspended disconnections due to non-payment. Anyone who is currently disconnected and needs to be reconnected should call [512-494-9400](tel:5124949400).
- Both City of Austin Utilities Payment Centers are closed as of March 18. [Click here to learn more about other ways customers can pay their utility bill.](#)
- City of Austin Utilities provide Customer Assistance Programs to help customers facing temporary and long-term financial difficulties, as well as serious medical problems, who participate in certain state, federal, or local assistance programs.
- Displaced families and individuals may be eligible for utility Customer Assistance Program Discounts that include waivers from electric and water customer charges, and discounts on electrical and water volume usage charges. To inquire about eligibility, visit the [Austin Utility CAP website](#) or call the Customer Care Call Center at 512-494-9400.
- In addition, City of Austin Utilities provides assistance to customers who are having financial difficulties and are unable to pay their utility bill due to unexpected emergencies. The [Financial Support Plus 1 Program](#) partners with local churches and nonprofits to screen applicants, determine eligibility, and arrange for funding to be applied to the customer's utility account. For more information about qualifying and through which community service agency you are eligible, go to the [Financial Support Plus 1 website](#), or call Customer Care at 512-494-9400.

Public Utility Commission of Texas

- The COVID-19 Electricity Relief Program temporarily keeps Retail Electric Providers in the parts of Texas open to customer choice from disconnecting electricity for customers who can't pay their whole bill because of serious financial troubles caused by COVID-19. If you or

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- [Electricity FAQ](#)
- [Water and Sewer FAQ](#)

Gas

- The following gas companies have suspended gas disconnections due to non-payment:
 - [Atmos Energy](#)
 - [CenterPoint Energy](#)
 - [Texas Gas Service](#)

Trash and Recycling

- The City of Austin has waived all extra trash fees until further notice. Given the unprecedented situation, we understand most households will be generating extra trash and we want to make these uncertain times easier for all.
- Help protect the health and safety of staff, please remember to bag and tie all trash to keep it contained.
- Use a BPI-certified compostable bag or paper bag for compost. Do not bag recycling.

Internet and Phone

- AT&T, Verizon, T-Mobile and others have [pledged](#) to not disconnect broadband and phone services, waive late fees for non-payment due to COVID-19, and provide free wi-fi hotspots for 60 days starting March 13, 2020.
- Spectrum
 - [Free internet for 60 days](#) to households with K-12 or college students who don't already have a Spectrum subscription.
 - It is also opening its Wi-Fi hotspots for public use.
 - To enroll, call 1-844-488-8395. Or for more information, click [here](#).
- AT&T
 - The [Access program from AT&T](#) provides discounted Internet access. Access from AT&T is temporarily:
 - Offering two months of free service to new Access customers who order by April 30, 2020. \$5/mo or \$10/mo thereafter, depending on your speed.
 - Expanding eligibility based on income² and to households participating in National School Lunch Program/Head Start
 - Waiving all home internet data overage fees

TRANSPORTATION

Capital Metro - www.CapMetro.org/COVID19/

- CapMetro will implement **free fares for all customers throughout April**.
 - Fare-free service will help social distancing by eliminating the need for customers to show their pass, pay the operator or use the farebox. It also speeds boarding and reduces crowding at vehicle entrances. The goal is to protect operators and customers from close physical proximity and to support customers that use our service to perform essential duties.
 - The fare-free period is not meant to encourage any additional ridership. Customers are reminded to use transit for essential trips only during the Stay Home-Work Safe shelter-in-place period.
 - MetroAccess customers will still be required to show a valid ID before boarding.
- Most MetroBus and MetroRapid services are operating their normal Sunday schedules. For detailed route information, visit our [Schedules and Maps](#) and select an individual route page.
- Beginning Monday, March 30, most MetroExpress routes will suspend service temporarily.

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for Leander customers. It will operate Saturdays between Leander and Lakeline Stations.

- Some MetroFlyer routes are operating reduced versions of their weekday schedules.
- Night Owl routes are not operating.
- The on-demand Pickup service operates weekdays between 10 a.m. and 6 p.m.
- Customers are advised to board the bus using the rear door to comply with social distancing advisories and to protect our operators. Those using wheelchairs and other mobility devices may use the front door.
- MetroAccess service operates with service boundaries mirroring our adjusted schedules.
- UT Shuttle service will not operate while the shelter-in-place order is in effect.
- A few other routes will operate their normal weekday schedule. Those exceptions are:
 - [Route 214 Northwest Feeder](#)
 - [Route 228 VA Clinic](#)
 - [All Round Rock routes](#)
 - [Route 491 Allandale](#)
 - [Route 492 Delwood](#)
 - [Route 493 Eastview](#)
 - [Route 990 Manor/Elgin Express](#)

Texas Department of Motor Vehicles - <https://www.txdmv.gov/covid-19>

All TxDMV offices will be closed to the public for in-person transactions as of the close of business on March 18. Services and support will continue to be provided by mail, email, and phone while in-person services are unavailable. Customers may continue to renew their registration online at www.TxDmv.gov. At this time, TxDMV continues to fill online registration sticker requests and process all other online services.

- Vehicle Registration, Vehicle Titling, and Disabled Parking Placard Requirements
 - Temporary extension to obtain initial registration, renewal of registration, vehicle titling, and renewal of a permanent disabled parking placard.
 - Temporary extension for an individual with an expired 30-day temporary permit to obtain another permit or Texas registration.
 - Temporary waiver applies to vehicle owners in all Texas counties. It is in effect until 60 days after TxDMV notifies the public that normal vehicle registration, vehicle titling and related services have resumed. The 60-day period will be the same for all counties.
 - <https://gov.texas.gov/news/post/governor-abbott-waives-certain-vehicle-registration-titling-and-parking-placard-regulations-in-texas>

FAMILY SERVICES

Childcare for Essential Workers

- Workforce Solutions has launched the [local application](#) for essential worker childcare (subsidized for eligible workers for at least 3 months)
- [State of Texas: Frontline Childcare](#) website allows parents who are essential workers to search for available childcare near their home or work, and it displays a map of licensed childcare centers, licensed homes, and registered homes. It shows each facility's operating hours, along with the number of open seats for each age group at the facility.

Austin Diaper Bank

- Diaper Pick-up day for families
 - Friday 9:30am to 11:00 am
 - Austin Diaper Bank warehouse at 8711 Burnet Road, Building B
- Sizes 1- 6 Available
- 25 Diapers per a child

SAFE

www.safeaustin.org

SAFEline continues to answer the phone for people that are facing violence and abuse, or just need good parenting tips. | 24-hr SAFEline - Call: 512.267.SAFE (7233) | Text: 737.888.SAFE (7233) | SAFEline chat

Asian Family Support Services of Austin

<https://www.afssaustin.org/>

If you have been impacted by domestic or sexual violence, AFSSA provides language assistance, safety planning, counseling, and other services services. All services are free of charge. Call their hotline at 1-877-281-8371.

Integral Care

<https://integralcare.org/en/covid-19-update/>

If you or someone you know is experiencing a mental health crisis, please call our 24/7 Crisis Helpline at 512-472-HELP (4357). We'll listen to you and support you without judgement. You can also Text TX to 741741 to connect to the [Crisis Text Line](#). Crisis Text Line provides free, 24/7 crisis support via text. Integral Care is open however, as of March 18th, we moved as many services as possible to telehealth or telephone communications.

- Updates for Adult and Children Mental Health Services:
 - For urgent mental health care, our Psychiatric Emergency Services is open. Individuals should call 512-472-4357 before arrival so we may complete a brief health screening.
 - Address: 1165 Airport Blvd., Second Floor, Austin, TX 78702
 - Hours: Monday – Friday, 8am to 10pm; Saturday, Sunday and Holidays, 10am to 8pm
 - All Counseling and program services are being provided by telephone or telehealth, unless a face to face visit is necessary and arranged by appointment.
 - All medication and physician services are being provided by telephone or telehealth, unless a face to face visit is necessary and arranged by appointment.
 - All medication assisted therapy (medicine distributed at our clinics for drug and alcohol treatment), individuals should access treatment as usual.
- Updates for All IDD Services:
 - All service coordination is being provided by telephone or telehealth, unless a face to face visit is necessary and arranged by appointment.
 - All testing services will be provided face to face. Individuals should call 512-483-5800 before their scheduled visit. They will complete a brief health screening before testing.

AGE of Central Texas

<https://ageofcentraltx.org/index.php/activities-caregivers-and-care-recipients-can-share-at-home/>

Virtual activities and resources for caregivers and care recipients can share at home

Texas RioGrande Legal Aid

<https://www.trla.org/family-law-faq>

Family Law Under COVID-19: Family Violence, Child Support, Visitation, and Other Questions

Texas Advocacy Project

- Statewide Free legal services for survivors of domestic violence, sexual assault, and stalking.
- Services are operating normal hours.
- Both phone and virtual face-to-face legal consults available.

Just Mind

- Affordable Counseling in Austin – From Free to \$100 per Session
- This is a comprehensive guide that was put together with the input of over 2,000 therapists in Austin.
- Find the list [here](#)

Austin ISD Mobile WiFi

- Austin ISD students who live at the locations below can access free WiFi on their school computers (not on personal devices), weekdays starting April 8, 8am-2pm.
- *At school locations, remain in your cars, if possible, or stand at least six feet apart and follow social distancing guidelines.*
- **Network:** Kajeet SmartBus **Password:** smartbus (all lowercase)
- See bit.ly/aisdmobilewifi for step-by-step login instructions.

North Locations:

- 8800 & 8900 N. IH-35 (Avesta & Capella Apartments)
- 5701 Johnny Morris Rd. (Pecan Park Mobile Homes)
- 7000 Decker Ln. (Huntington Meadows Apartments)
- 1601 E. Anderson Ln. (Creekwood Apartments)
- 1901 E. Anderson Ln. (Avesta Apartments)
- 1044 Norwood Plaza (Paddock at Norwood Apartments)

South Locations:

- 10701 & 10505 S IH-35 (Onion Creek Apartments & Bridge at Asher Apartments)
- 1601 E. Slaughter Ln. (River Ridge Community)
- 815 W. Slaughter Ln. (Trails at the Park)
- 8405 Old Bee Cave Rd. (Southwest Trails Apartments)

Mobile WiFi will also be available at the following schools:

- Uphaus Early Childhood Center
- Metz Elementary

[Communities in Schools Central Texas](#)

- Communities in Schools (CIS) is currently providing the following supports during school closures:
 - Virtual case management with students to provide connection, emotional support and needs assessment.
 - Providing referrals to available community resources, and helping families navigate the various basic needs, academic, health and other community systems of support available to them.
 - Providing emergency financial assistance for families impacted by COVID-19.
- The CIS Central Office is closed, but the CIS team is working remotely and will be responding to emails (info@ciscentraltexas.org) and phone calls (512-462-1771).

EMPLOYMENT

Disaster Assistance Loans - <https://www.sba.gov/funding-programs/disaster-assistance>

- Small businesses, private non-profits, homeowners, and renters experiencing financial losses due to COVID-19 can now apply for emergency financial assistance through the U.S. Small Business Administration (SBA)

payroll, accounts payable and other bills that cannot be paid because of the disaster's impact.

Unemployment Benefits - [Texas Workforce Commission](#)

- If your employment has been affected by the coronavirus (COVID-19), apply for benefits either online at any time using [Unemployment Benefits Services](#) or by calling TWC's Tele-Center at **800-939-6631**
- **Effective immediately**, TWC asks that Texans use their area code to find their proposed call and access times listed below. See below chart for recommended call and access times:

Area Code of Applicant	Suggested Call Time
Area Codes Beginning with 9	Mon-Wed-Fri 8:00 a.m.-Noon
Area Codes Beginning with 3, 4, 5,6	Mon-Wed-Fri 1:00 p.m. - 5:00 p.m.
Area codes Beginning with 7, 8	Tues -Thurs-Sat 8:00 a.m. - Noon
Area codes Beginning with 2	Tues-Thurs-Sat 1:00 p.m. -5:00 p.m.

- Texans will not be penalized for a delay due to call or user volume. Claims for individuals affected by COVID-19 are eligible to be backdated. Staggering claims will provide help to reduce frustrations for many Texans and provide better access to needed services.
- TWC will investigate why you lost your job and mail a decision explaining whether you are eligible for unemployment benefits.
- Note: Extended Benefits (EB) and Disaster Unemployment Assistance (DUA) are not available at this time.

Workforce Solutions Capital Area

Visit <http://www.wfscapitalarea.com/> or call 512-485-3792 for assistance in finding work.

- Workforce Solutions (WFS) has created a job board for jobs still hiring, job seekers can find this information [here](#).
- Employers seeking resources to avoid layoffs, should visit the [main page](#) for contact information and other resources available by WFS.
- WFS has links to rapid response services and unemployment insurance through TWC.

New Paid Leave Requirements

- A new federal law enacted in response to the coronavirus crisis creates a temporary right to paid leave. However, not all employers are required to provide the leave and not all employees will be eligible for it. These fact sheets provide an overview of the rights and requirements in this new law.
- [American Federation of State,County and Municipal Employees \(AFSCME\), AFL-CIO Fact Sheet](#)
- [Workers Defense Project](#)

Goodwill Central Texas

Goodwill is currently providing job help services virtually. Anyone interested in Goodwill services can call our intake line 512-637-7580.

Texas Comptroller of Public Accounts

- Assistance to businesses that are struggling to pay the full amount of sales taxes they collected in February.

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options for remaining in compliance and avoiding interest and late fees on taxes due. We strongly encourage you to use our online tools, [tutorials](#) and [other resources for tax services](#), and establish 24/7 account access on [Webfile](#).

Other Resources

- [Bartender Emergency Assistance Program](#)
- [Aunt Bertha](#) is a database of social service nonprofits for various needs.

EDUCATION

Public Schools

- **Austin ISD** - <https://www.austinisd.org/covid19/communications>
 - Closed from March 23 (after spring break) to May 4th
 - Resource for caretakers, students, and teachers to access ideas for learning and enrichment opportunities
 - Access the Learning At-Home Site [here](#)
- **Del Valle ISD** - <https://www.dvisd.net/coronavirus/>
 - Closed from March 23 (after spring break) to May 4th
- **Round Rock ISD** - <https://roundrockisd.org/coronavirus/>
 - Closed from March 23 (after spring break) to May 4th
- **STAAR Testing** - <https://gov.texas.gov/news/post/governor-abbott-waives-staar-testing-requirements>
 - Canceled for the 2019-2020 school year.

Colleges and Universities

- **Austin Community College** - <https://www.austincc.edu/coronavirus>
 - Extended spring break through March 29
 - Online/hybrid classes begin March 30
- **University of Texas** - <https://coronavirus.utexas.edu/>
 - Extended spring break through March 29
 - Online classes begin March 30 through the end of the spring semester
 - Students living on campus must move out by March 30, with an exception for students who do not have another option.
 - If you need a computer, login with your EID to fill out the [Student Emergency Fund](#)
 - Find more Technology support in this [PDF](#)
 - Learn more about ZOOM@ UT Austin [here](#)
- **Huston Tillotson University** - <https://htu.edu/coronavirus-preparedness>
 - Extended spring break through March 29
 - Online classes begin March 30
 - Residence halls closed beginning March 15
- **St. Edwards University** - <https://www.stedwards.edu/news-center/alerts>
 - Online classes begin March 30
- **Concordia University** - <https://www.concordia.edu/resources/ctx-safety/coronavirus-info.html>
 - Extended spring break through March 29
 - Online classes begin March 30

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- Reading
 - [Free children's books](#)
 - [Spanish Children Stories](#)
 - [International children's library](#)
 - [Austin Public Library-ebooks & more](#)
 - [Free e-books from the New York Public Library](#)
 - [Read-aloud animated books](#) (1 month free trial)
 - Math
 - [Free educational games](#) (varied grade levels)
 - [Math activities](#)
 - Science
 - [Free STEM videos and lessons](#) (Elementary/Middle school)
 - [Smithsonian Science Webcasts](#)
 - All subjects
 - [Free projects-Scholastic](#) (varied grade levels)
 - [Share my lesson](#)
 - [TED-talk educational videos list](#)
 - [Free self-paced quizzes](#)
 - [Ocean School](#)-inquiry-based learning
 - Language-learners
 - [Fun English games](#)
 - [Games to learn English](#)
 - [English 4 kids](#)
 - [Book narration in different languages](#)
- [Links to learning experiences online 1](#) (no log-in required)
 - [Links to learning experiences online 2](#)
 - [Education companies offering free subscriptions/trials--List 1](#)
 - [Education companies offering free subscriptions/trials--List 2](#)
 - [Educational sites List 3 \(more details\)](#)
 - [Anti-Oppressive/Anti-Racist Home School Options](#)

Virtual Tours

- [National Parks](#)
- [Museums and Galleries](#)
- [Arts & Culture Tours by Google](#)

Music/Arts

- [How to draw tutorials](#)
- [How to access 15 Broadway Plays/Musicals online](#)

CITY OF AUSTIN SERVICES

<http://austintexas.gov/news/modifications-city-operations-due-covid-19>

(effective March 15-30)

Essential City Services

- There will be no changes to essential city services including public safety, trash, recycling, and compost pick up, Austin Water service, Austin Energy service, and transportation services.

Austin Public Libraries

Austin Parks Department

- All pools, golf courses, tennis centers, athletic programs, recreation centers, and cultural centers are closed.
- Camps and spring break activities will happen 3/16 through 3/18 and be suspended following the completion of activities Wednesday. Additionally, meal services for kids and seniors will continue.
- Austin Animal Center is closed.

HOMELESSNESS SERVICES

Comprehensive living document that is tracking homelessness services can be found here:
https://docs.google.com/document/d/1SSLjrNBi7TWvpisfZ5PNIXUjQU_5A9ecoxvmH9DHycM/edit

Texas Harm Reduction Alliance

<https://www.harmreductiontx.org/>

The Texas Harm Reduction Alliance provides overdose prevention and harm reduction supplies to people experiencing homelessness and using drugs. We are suspending our outreach efforts at this time, but are still committed to getting people supplies. Need supplies? Call us at 512-580-0580 and we can arrange a drop-off, or come by the drop-in center at 1909 E. 381/2 St. Suite C.

MORE WAYS TO HELP

Donate to your favorite service provider. Below are a few:

- Donate protective gear Now until Saturday 3/28. [Click here](#) to learn more or call 512-825-8211
- [Central Texas Food Bank](#)
- [Austin Voices for Education and Youth](#)
- Asian Family Support Services of Austin's [Crisis Fund](#)
- Foundation Communities's [Emergency Assistance Fund](#)
- Supporting workers, creatives, and small businesses
 - [Stand with Austin](#)
 - [Banding Together](#)
 - www.ilostmygig.com
 - [T3 Think Tank](#)
 - [One Fair Wage Workers Fund](#)
 - [National Domestic Workers Fund](#)
 - [Restaurant Workers Community Fund](#)
- Donate to the City of Austin's Customer Assistance Program (CAP) on your utility bill- This provides aid for low-income customers in the areas of financial assistance, weatherization, education and case management on behalf of the City of Austin.

CENSUS INFORMATION

- Online and phone services have opened up! Everyone should be receiving an invitation this Friday, March 20th. You can complete the online form without your special ID by just using your address. You can find more information [here](#).
- Due to COVID-19 no personal contact will be made. Follow up census packets will be dropped off at the door.

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- [Governor Abbot Executive Order Implementing Essential Services and Activities Protocols-issued March 31, 2020](#)
 - Directs all Texans to minimize essential gatherings and in-person contact with people who are not in the same household
- [Governor Abbott Executive Order Relating to COVID-19 Preparedness and Mitigation-issued March 19, 2020](#)
 - Limits social gatherings to 10 people, prohibits eating and drinking at restaurants and bars while still allowing takeout, close gyms, ban people from visiting nursing homes except for critical care and temporarily close schools. (effective midnight Friday March 20th through midnight April 3)
- [Governor Abbott Declares State of Disaster In Texas Due To COVID-19](#) (effective March 13)

Austin Mayor and Travis County Judge's Orders

- [City of Austin Ordinance and Mayor's Order Impacting Tenants and Landlords-Issued March 26th](#)
- [Stay Home-Work Safe Order by Mayor Adler-Issued March 24th, 2020](#)
 - Orders that all individuals currently living within the City of Austin shelter at their place of residence except as allowed by this Order. (Effective as of 11:59 p.m. on March 24, 2020, and continuing until April 13, 2020)
- [Order of Control for Mass Gatherings and Critical Infrastructure \(Austin\) – March 21, 2020](#)
 - To the extent possible, retail establishments, including grocery stores, to establish controls to require a minimum of six feet of distance between people in lines outside stores like requiring shopping carts in between people, placing markers on the floor, using drive-thrus, limiting the number of customers in a store at a time, etc.
- [Order of Control for Bars, Restaurants, and Gatherings \(Austin\)- March 17, 2020](#)
 - Prohibits gatherings of 10 or more people (with exceptions), closes bars and dining areas in restaurants, suspends City deadlines, punishable up to \$1000 or 180 days in jail (effective March 17, noon to May 1)
- [Order by the County Judge of Travis County- March 17, 2020](#)
 - Prohibits gatherings of 10 or more people (with exceptions), closes bars and dining areas in restaurants, suspends City deadlines, punishable up to \$1000 or 180 days in jail (effective March 17, noon to May 1)
- [Food Establishment Rules- issued March 13, 2020](#)
 - Increases food handling safety standards (effective March 13 to July 12)
- [Orders of Control Measures for Healthcare Facilities- issued March 13, 2020](#)
 - Increases control measures for Healthcare Facilities (effective March 13)
- [Orders of Control Measures for nursing homes, assisted living and other long-term care facilities- issued March 11, 2020](#)
 - Increases control measures for vulnerable population (effective March 11)

Texas Supreme Court and the Criminal Court of Appeals (effective March 13 - May 8) -

<https://www.txcourts.gov/media/1446056/209042.pdf>

Texas Supreme Court on Evictions (effective March 19 - April 30) -

<https://www.txcourts.gov/media/1446345/209052.pdf>

- No trial, hearing, or other proceeding may be conducted, and all deadlines are tolled, until after April 30, 2020.
- No execution of the writ of possession until after May 7, 2020.
- New filings may be accepted, but no service of citation until after April 30, 2020.

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after May 8, 2020.

- No eviction settings (both residential and commercial) will be held until after May 8, 2020. No writs of possession will be issued by a Justice Court until May 13, 2020.
- No warrants due to failing to appear or for violating a promise to appear to a Justice Court for a traffic/Class C citation, cite-and-release charge, or a summons will be issued until June 15, 2020.
- In order to alleviate the threat of COVID-19 in County Jails, the Justices of the Peace temporarily suspended active warrants for all misdemeanor Class C offenses from their courts, until May 8, 2020.

Williamson County JP Courts (effective March 17 - May 11) - <http://williamson-county.org/justice-of-the-peace-courts-limited-to-essential-proceedings>

- All scheduled court proceedings, except for “essential court proceedings” prior to May 11, 2020 will be reset to another date. Each court will be in contact with litigants. This includes all civil cases, criminal cases, evictions, miscellaneous hearings, and jury trials.
- Citations with an appearance date prior to May 11, 2020 have been extended to May 31, 2020. No warrants due to failing to appear from March 13, 2020 to May 31, 2020 will be issued.

Austin Municipal Court (effective March 17 - May 8) -

<http://www.austintexas.gov/department/municipal-court>

- All court dockets are cancelled. Cases that are set on dockets will be rescheduled after May 8th; individuals will be notified by mail of their new court date.
- All due dates will be extended until May 8th.
 - Initial appearance dates (as indicated on citation)
 - Payment dates (payment plans, extensions, etc...)
 - Deferral dates (driving safety course, other deferrals)
 - Community Service

Downtown Austin Community Court (DACC) (effective March 15 - March 30) -

<http://www.austintexas.gov/article/dacc-coronavirus-information>

- **DACC Community Service Program** - In recognition of current public health concerns for transmission of Coronavirus, DACC Community Service Program will not be operating from Sunday, March 15, 2020 through Sunday, March 29, 2020. Contact DACC at 512-974-4879 if you need an extension of time to complete your court ordered community service. DACC Community Service Program is currently scheduled to resume on Monday, March 30, 2020 at 7:30 am.
- **DACC Court Operations** - In recognition of current public health concerns for transmission of Coronavirus, DACC court cases will be automatically reset to after Friday, May 1, 2020 and a notice will be sent with the new appearance date. If you need to resolve a warrant, contact DACC at 512-974-4879 to request your warrant be cancelled and your case set on a docket. DACC Court Operations is currently scheduled to resume on Wednesday, April 1, 2020 at 8:00 am (subject to change).

Travis County Civil and Family Courts (effective March 16 - April 13)

<https://www.traviscountytexas.gov/images/docs/emergency-order-covid-19.pdf>

- In response to the State of Disaster declared by the Governor and the growing concerns with regard to COVID-19 and to protect the due process rights and public health of all residents, the Travis County Civil and Family courts are suspending in-person non-emergency hearings until April 13, 2020. This Order effectively includes all jury trials, all non-jury trials and non-essential hearings in the family and civil courts. This Order does not include Juvenile Court matters.

Temporary Restraining Orders, family-violence protective orders, writs, etc.

Travis County Criminal Courts (effective March 14 - May 8) -

<https://www.traviscountytexas.gov/images/courts/Docs/criminal-courts-emergency-order-covid-19.pdf>

- The Criminal Courts of Travis County, Texas, having received the Orders of the Supreme Court and Court of Criminal Appeals of the State of Texas, and in compliance thereof, will be resetting all scheduled out of jail court appearances to be held in the County Courts-At-Law and Criminal District Courts until after 05/08/2020. There will be no summonses for jury service issued for jury trials to take place prior to 05/08/2020, and no jury trials will be held during that time period. Special case settings arranged by parties, emergency hearings, mental health and related hearings, protective order cases, and, non-contested docket settings and appearances for in-jail cases will continue, unless further notification is given to indicate otherwise, or, if those types of cases have been reset by the agreement of the parties. Counsel must contact each Court by email or by phone to obtain the individual reset dates for those cases for which this is applicable. Contact information for each Court is available at <http://www.traviscountytexas.gov/courts/criminal>.
- The Travis County Criminal Courts will resume operations on May 8, 2020, unless otherwise notified.