Austin/Travis County

Coronavirus Disease 2019 (COVID-19) is the best online resource. For additional information or questions, call 3-1-1 (512-974-2000). Information is available in ASL + 8 additional languages. If a language is not listed, residents need to call 3-1-1.

Telehealth

Healthcare providers are encouraging those who are experiencing flu-like symptoms to first use mobile apps or visit websites set up for a COVID-19 response. Telehealth resources are available for safety and convenience.

Services for Uninsured

CommUnityCare Health Centers launched a hotline to triage uninsured Travis County residents experiencing coronavirus-like symptoms (COVID-19). **HOTLINE: 512-978-8775** At this time the hotline is available 8am-5pm.

Housing

● [Austin’s Homeless Strategy](#)
● [HACA Resident Support Center](#)
● Texas Apartment Association Renters Resources ([English](#) & [Spanish](#))
● [Austin Tenants Council](#) is providing remote services at this time. Clients with rental housing concerns, tenant-landlord disputes, or fair housing concerns should call ATC’s administrative line at 512-474-7006 for further information. Clients may also find more information on their website.
● [Texas RioGrande Legal Aid](#) office is closed but are taking calls, phone **888-988-9996**

Food Access

Use Central Texas Food Bank [Find Food Now](#) to locate food pantries and/or a hot meal.

Texas School Meal Finder

Austin ISD Meal Distribution

Food Delivery:
Good Apple Foods (60+): Go to Stay Home, Stay Healthy website to complete and online form in either English or Spanish. You can also call 737-228-3558; if no answer, leave a message, all calls returned.

Capital Metro/HEB: MetroAccess customers can opt-in for grocery delivery

Meals on Wheels: Distribution sites are closed and daily meal deliveries have been suspended; click here for more details.

HEB Senior Support Line; Phone: 833-397-0080

Faith-based Food Pantries

- St Vincent de Paul @ 900 W Braker Ln - Food pantry, Sat 9a-12p
- St Mark UMC @ 601 W Braker Ln, Food pantry for residents in 78753 & 78757 (will have to prove address); hours M 5p-7p and W/F 10a-12p
- North Austin Christian Church; Monday, 6:30pm-8pm (bring bags)
- Gethsemane Lutheran; Tues 1:30p-3:45p

Utilities

City of Austin suspended all utility (water & electricity) disconnects due to inability to pay; contact Customer Care at 512-494-9400 with questions. Customers currently without utilities should reach out to 512-494-9400 for help.

Texas Gas Service

In order to lessen any financial hardship the Coronavirus (COVID-19) pandemic may have on our customers, we are temporarily suspending disconnects due to nonpayment through April 15. We offer a variety of options to make payments or set up alternative payment plans. If you are facing financial difficulties, please contact us to discuss short-term payment extensions and long-term payment assistance.

- Self-service phone system at 800-700-2442
- Customer service representatives (available M-F, 7a-7p CST) at 800-700-2443

Internet Access

Google Fiber has a low-cost internet product available in parts of SE Austin, it’s called Broadband (Spanish & English flyers). Residents should call in to see if eligible; ph 866-777-7550

Charter offering free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households.

Phone Services (details pending)

Education (EC & Pre-K-12)

Austin ISD (other ISDs, refer to Information for You and Your Family)


Resources:

- Learning At-Home
- Action for Healthy Kids:
  - Healthy Activities to do at Home
  - COVID-19 Resources: School Closures
  - Host an Every Kid Healthy Week event
  - Game On Activity Library
Teachers: CATCH Health at Home; follow Google Classroom access instructions

Early Childhood
Texas Health and Human Services (HHS) provides guidance to the 17,000 regulated child care operations throughout Texas, including new screening requirements for staff and visitors, as it continues to monitor updates concerned with coronavirus, or COVID-19.

Transportation
Capital Metro is operating on a reduced schedule, effective March 18; MetroAccess service still intact.

Resources
If you lost a job due to COVID-19, file for unemployment (UIB) online or by phone (800-939-6631).

Other online resources:
- COVID-19 Austin Area Response
- CONNECTATX

Ideas/Solutions
Do you have an idea, solution, concerns, and/or question? Email resources@goaustinvamosaustin.org. Thank You!
ATTENTION HACA RESIDENTS:

HACA has created a Resident & Client Support Center phone number to provide you with information, referrals and a friendly ear as our community adjusts to change during the City of Austin’s coronavirus restrictions on public gatherings.

HACA RESIDENT & CLIENT SUPPORT CENTER:

(512) 588-8298
MON-FRI 8AM-5PM

For additional help, you can email residentsupport@hacanet.org. Your property manager is also available by phone. You’ll find their phone number, as well as Community Development support numbers, by scanning the QR code on the right or going here: https://bit.ly/CallHACA
Broadband Internet por $15/mes*

**Descripción del plan**
- El nuevo plan Broadband Internet está disponible para residentes de vecindarios con conectividad limitada al Internet.
- Por $15/mes**, los residentes de esos vecindarios pueden registrarse y obtener el plan Broadband Internet con una velocidad de carga y descarga de hasta 25 Mbps. Esta velocidad es suficiente para realizar videollamadas y transmitir contenido en HD.
- No será necesario firmar contratos ni pagar equipos. Tampoco tendrás límites de datos y no se te cobrará ninguna tarifa de instalación.

**Beneficios clave**
- **Para estudiantes y sus padres:** Con Internet abierto, los estudiantes pueden terminar sus tareas, revisar videos educativos y hasta aprender a programar.
- **Para conectarse con sus seres queridos:** Tu nuevo plan de Google Fiber permite disfrutar de videollamadas, subir fotos para la familia o compartir tus momentos recientes de YouTube, siempre que estés conectado.
- **Para quienes buscan trabajos:** Accede al Internet para preparar currículos, buscar empleo y aplicar a trabajos desde tu hogar.

**¿Cómo determinamos las áreas de cobertura?**
Creemos que más personas deben tener acceso al Internet rápido. Estamos incorporando el plan Broadband a los residentes de las áreas con menor acceso tecnológico. Usamos los datos públicos de la Comisión Federal de Comunicaciones (FCC) y del Censo de los Estados Unidos. Los residentes de estos vecindarios también son aptos para obtener todos nuestros planes de fibra.

Si quieres saber si eres elegible para obtener el servicio, consulta tu dirección en [www.google.com/fiber/broadband](http://www.google.com/fiber/broadband).
Broadband Internet for $15/month

Plan Overview
- Broadband Internet is a new plan for residents in neighborhoods with low rates of Internet connectivity.
- For $15/month, residents in these neighborhoods will be automatically eligible to sign up for Broadband Internet with up to 25 Mbps upload and download speeds. That’s fast enough to make video calls and stream HD content.
- There’s no application process, no contracts, no equipment rental, no data caps, and no construction or installation fees.

Key Benefits
- For students and their parents:
  With the Internet at home, students can finish homework, watch educational videos, and even learn to code.
- For connecting with loved ones:
  Whether you’re video chatting with friends, uploading photos for family, or just sharing the latest YouTube video, Broadband Internet lets you stay connected to what matters.
- For job seekers:
  Access to the web makes it possible to create resumes, do employment searches and apply for jobs from home.

How we determine eligibility and coverage areas
We believe that more people should have access to fast Internet. We are auto-qualifying residents for the Broadband plan in areas of low connectivity we serve in Austin, determined using publicly available data from the U.S. Census and Federal Communications Commission (FCC). Residents in these neighborhoods are also eligible for all of our Fiber plans.

To see if you’re eligible, check your address at www.google.com/fiber/broadband.