ANNOUNCEMENTS:
Updates specific for Easter weekend:

- ALL state parks are now closed
- ALL city parks are now closed through sunrise, Monday, April 13, 2020
- ALL AISD campuses (including tracks, playscapes, tennis/basketball courts, etc) are closed at least until sunrise, Monday, April 13, 2020

Austin/Travis Co

*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**, including mental health services, are available for safety and convenience.

**Parenting During COVID-19** | **Crianza de los hijos durante COVID-19**
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Thursday, April 9 @ 12pm [registration](#) | jueves, 9 de abril @ 7pm [registro](#)
Thursday, April 9 @ 7pm [registration](#) | viernes, 10 de abril @ 12pm [registro](#)

Medication: If financial assistance is needed, call 2-1-1; if you have a doctor, ask the doctor if any samples can be provided to help curb costs; pharmacies also have discount programs.

**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.
- FarmshareAustin piloting **curbside delivery service** (limited to 144 deliveries/week).
- 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

**Infant Formula/Baby Food, call:**
- Pediatrician for samples
- Neighborhood Center Helpline, **512-972-5133**
- WIC Office, **512-972-4942** or email: WIChelp@austintexas.gov

**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; if Customer Service says the installation fee must still be paid, request to speak with a supervisor.

Phone Services (details pending)

Education (EC & Pre-K-12)
Austin ISD (other ISDs, refer to Information for You and Your Family)
AISD closes campuses indefinitely. Meal delivery information here.

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

AISD digital access information here.

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
- Austin Diaper Bank

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 estos vecindarios podrán registrarse y obtener el plan Broadband Internet con una velocidad de carga y descarga de hasta 20 Mbps. Esta velocidad es suficiente para realizar videollamadas y transmitir contenido en HD.
- No será necesario firmar contratos ni alquilar equipos. Tampoco tendrán límites de datos y no se le cobrará ninguna tarifa de instalación.

Beneficios clave

- Para estudiantes y sus padres
  Con Internet en casa, los estudiantes pueden terminar su tarea, mirar videos educativos y hasta aprender a programar.

- Para conectarte con tus seres queridos
  Ya sea que chatee con tus amistades, salgas fotos para tu familia o compartas el video más reciente de YouTube, tu conexión a Internet de banda ancha te permite estar conectado con quienes te importan.

- Para quienes buscan trabajo
  El acceso a Internet te permite crear currículos, buscar empleo y aplicar a trabajos desde tu hogar.

¿Cómo determinamos las áreas de cobertura?

Creemos que más personas deben tener acceso a Internet rápido. Estamos incorporando al 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 Fiber.

Si quieres saber si eres elegible para obtener el servicio, consulta tu dirección en www.google.com/fiber/broadband
Google Fiber English

Broadband Internet for $15/month*

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.

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.

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