COVID-19 Resources

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.

Austin/Travis Co updated orders, in effect through 11:59pm on May 8, 2020.

When leaving one's residence, all persons over the age of ten (10) shall wear some form of covering over their nose and mouth, such as a homemade mask, scarf, bandana or handkerchief, except when:

I. Alone in a separate single space, whether indoor or outdoor;
ii. In the presence only of other members of one’s household or residence whether inside or outside the residence,
iii. When doing so poses a greater mental or physical health, safety or security risk,
iv. When engaged in Outdoor Activity as defined by Section 6(b)(iii) below; or
v. For consumption purposes.

Parents and Guardians of children under 10 shall be responsible for appropriately masking children when outside their residence.

Decreased Parking Access at Parks (Effective April 14, 2020)
Parking for downtown parks, district parks and neighborhood parks is reduced to discourage crowding. Residents can use the PARD parkviewer app to see which parks are affected.

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.

Find a Community Health Center | Austin Child Guidance Center COVID-19 Resources (Spanish)

Family Eldercare Lifetime Connections Without Walls (55+)
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
- Austin Public Health Rental Assistance, phone 512-972-5780
- 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
Emergency Food Access online map

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

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.

Austin Public Health Utility Assistance, phone 512-972-5780

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](https://www.googlefiber.com/austin/)). Residents should call in to see if eligible; ph [866-777-7550](tel:8667777550)

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.

**Austin ISD Technology Delivery & School Bus WiFi Locations**

Cell Phone Services: [AT&T](https://www.att.com), [Verizon](https://www.verizon.com), [T-Mobile](https://www.t-mobile.com), [MetroPCS](https://www.metropcs.com)

**Education (EC & Pre-K-12)**

Austin ISD (other ISDs, refer to [Information for You and Your Family](https://www.austinisd.org/home/default.aspx?tabid=27285))


**Resources**

- **Learning At-Home**
- **Action for Healthy Kids:**
  - [Healthy Activities to do at Home](https://www.austinisd.org/home/default.aspx?tabid=28822)
  - [COVID-19 Resources: School Closures](https://www.austinisd.org/home/default.aspx?tabid=28822)
  - [Host an Every Kid Healthy Week event](https://www.austinisd.org/home/default.aspx?tabid=28822)
  - [Game On Activity Library](https://www.austinisd.org/home/default.aspx?tabid=28822)
- Teachers: [CATCH Health at Home](https://www.austinisd.org/home/default.aspx?tabid=28822); follow [Google Classroom access instructions](https://www.austinisd.org/home/default.aspx?tabid=28822)

*AISD digital access information [here](https://www.austinisd.org/home/default.aspx?tabid=28822).*

**Early Childhood**

[Texas Health and Human Services](https://www.dhhs.texas.gov) (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](https://www.capmetro.org) is operating on a reduced schedule, effective March 18; [MetroAccess](https://www.capmetro.org/metroaccess) service still intact.

**Resources**

If you lost a job due to COVID-19, file for unemployment (UIB) [online](https://www.unemployment.texas.gov) or by phone (800-939-6631).

**Other online resources:**

- [COVID-19 Austin Area Response](https://www.austindps.org/coronavirus/austin-area-response)
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

Beneficios clave
- Para estudiantes y sus padres
  Con internet rápido, los estudiantes pueden terminar sus tareas, ver videos educativos y hasta aprender a programar.
- Para conectarse con los seres queridos
  No se necesita estar en la misma ubicación y compartir el mismo wifi, ni para ver los últimos eventos de los niños o para comunicarse con amigos y familia.
- Para que el imagen
  El acceso al internet permite crear curriculados, buscar empleo y aplicar a trabajos desde su hogar.

¿Cómo determinamos las áreas de cobertura?
Creemos que más personas deben tener acceso a Internet rápido. Estamos incorporando el plan Broadband a las residencias de las áreas con menor acceso tecnológico. Usamos los datos públicos de la Comisión Federal de Comunicaciones (FCC) y el Censo de los Estados Unidos. Los residentes de estas vecindades también son elegibles 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

Descripción del plan
- El nuevo plan Broadband Internet está disponible para residentes de vecindarios con conectividad limitada.
- Por $15/mes, los residentes de estas vecindades 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 videos llamadas y transmitir contenido en HD.
- No se necesita firmar contratos ni arreglar cuotas. También tendrás límites de datos y no se te cobrará ninguna tarifa de instalación.

Google Fiber Google Fiber
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 that 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