

COVID-19 Resources

Going into the holidays refer to [Austin Public Health](#), [El Buen Samaritano](#), and [ConnectATX | United Way for Greater Austin](#) for current resources as we update the COVID-19 Resources list.

[Austin/Travis County](#)

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[Education
\(Early Childhood & Pre-K-12\)](#)

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[Austin/Travis Co](#)

[COVID-19 Holiday Safety Guidance \(flyer\)](#)

[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 Orders](#)

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

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. [COVID-19 Health and Wellness Support Line](#), including mental health services, are available for safety and convenience.

Find a [Community Health Center](#) | Austin Child Guidance Center [COVID-19 Resources](#) | [Family Eldercare](#)

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](#)

- [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**
- **Eviction:** There is an eviction moratorium in place for Austin/Travis County, as well as a federal order from the Centers for Disease Control and Prevention (CDC), but tenants are still being threatened with or actually evicted. Online information about the [Eviction Solidarity Network](#) (ESN) is available, including [Tenants Rights](#) and [Community Resources](#).

If you or someone you know is being threatened with eviction, make an [online report](#) or call 311.

Food Access

Emergency Food Access [Find Food Now](#) | [Austin ISD Meal Distribution](#)

Food Delivery:

- FarmshareAustin piloting [curbside delivery service](#) (limited to 144 deliveries/week).
- 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

Austin Utilities: Residents can apply online for assistance at [Austin Bill Help](#) or call 512-765-9721.

Texas Gas Service

Call customer service representatives (available M-F, 7a-7p CST) at 800-700-2443 to discuss payment assistance options; review [options](#) online.

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](#) [Verizon](#) [T-Mobile](#) [MetroPCS](#)

Education (EC & Pre-K-12)

Austin ISD [Community Learning Spaces](#) | [Austin ISD Meal Distribution](#)
[Del Valle ISD](#) | [Pflugerville ISD](#) | [Round Rock ISD](#)

Transportation

[Capital Metro](#) is operating on a modified schedule; [MetroAccess](#) service is still intact.

Resources

If you lost a job due to COVID-19, file for unemployment (UIB) [online](#) or by phone (800-939-6631) 7a-7p daily.

Other online resources:

- [COVID-19 Austin Area Response](#)
- [Austin Diaper Bank](#)
- [AGE of Central Texas](#)

Ideas/Solutions

Do you have an idea, solution, concerns, and/or question? Email resources@goaustinvamosaustin.org. Thank You!