COVID-19 Resources

For the most up-to-date resources, refer to Austin Public Health, El Buen Samaritano, and ConnectATX | United Way for Greater Austin as we update the COVID-19 Resources list.

Austin/Travis Co

Austin/Travis Co Orders & COVID-19 Risk-based Guidelines 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.

Where to get tested Get a COVID-19 Vaccine

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

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.

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

Resources
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!