



**Helping Austin Can Students
(Coronavirus Basic Needs Resources)
Social Work Department**

Food

- **AISD Food Assistance** for children 19 and under and their caregivers Monday-Friday 11-2, [Find map of all locations here](#)
- **Central Texas Food Bank**, [Find Food Now app](#)
- [Online application](#) for state **SNAP food benefits**
- [Online application and contact](#) for **food benefits through WIC** for pregnant or parenting students (children under 5). Clinics are closed, but phone lines are open.

Housing and Utilities

- **As of 3/20/20, evictions have been paused in the Austin area at least through April 1. Writs of possession, which give the county constable a right to forcibly remove someone from their home after they've been evicted, have also been stalled for 60 days.**
- **Austin Energy announced 3/20/20 it would suspend all shutoffs of utilities due to unpaid bills.** For most customers, this includes electricity, water, trash collection and recycling. Customers can be placed on a deferred payment plan. This will ensure the customer receives uninterrupted utility services as they work with utility representatives to develop a long-term plan that meets their financial needs. Limited income customers and medically vulnerable customers may receive assistance through [Customer Assistance Programs](#). This will provide immediate and lasting utility bill relief for customers.
- [Lifeworks](#) offers emergency shelter for children under age 18.

Medical Services

- **CommUnityCare** for those without insurance: Hotline staffed with medical professionals to triage uninsured Travis County residents experiencing coronavirus-like symptoms (COVID-19). People experiencing COVID-19 symptoms who are uninsured and do not have an established doctor can call the COVID-19 Hotline at 512-978-8775 for guidance. Medical professionals will answer the phones and triage callers – specifically people who are uninsured – to prevent them from going directly to a clinic, urgent care, or emergency department. For now, the hotline is available 8 a.m. – 5 p.m.
- **LoneStar Circle of Care** (they take Medicaid). Staff are available to review any questions or symptoms you may have and advise you in determining which option for care or follow up is appropriate for you at 1-877-800-5722, [Multiple locations and patient portal](#)

Employment Resources

- Texans whose employment has been affected by the new coronavirus can apply for benefits using [Unemployment Benefits Services](#) or call 800-939-6631 from 8 a.m. to 6 p.m. weekdays for assistance.
- Texas small-businesses owners can access [long-term, low-interest loans](#) through the **U.S. Small Business Administration's** economic injury disaster loan program. Texans can visit the [SBA's website](#) to apply for loans.
- Currently hiring:
[Randalls positions](#)
[Fiesta positions](#)
[Walmart positions](#)
[Domino's positions](#)
[Sprouts Farmers Market](#) or text the word “careers” to 480-800-8056.
Capital Metro full-time bus operator positions apply here and part-time bus cleaner positions apply here. For assistance applying for a bus operator position, call 512-852-7202 or 512-852-7203. For assistance applying for a bus cleaner position, call 512-389-7473, 512-389-7445 or 512-369-6274. CapMetro will host a Facebook live Tuesday at 10 a.m. to answer questions.

WiFi Connectivity

- **Comcast** is providing free Xfinity Wi-Fi hotspots around the nation. Charter Communications is also providing [free Wi-Fi hotspots](#) and broadband to students without a subscription until April 6. Students can enroll by calling 844-488-8395. Free WiFi for 2 months to low income families. People can find hotspots at <https://wifi.xfinity.com/> and then select the “xfinitywifi” network.
- **FCC Agreement** (<https://docs.fcc.gov/public/attachments/DOC-363033A1.pdf>) stating that providers will waive late fees, not cutoff service for lack of payment, and open hot-spots.
- **Charter free internet offer for 2 months**
- **AT&T** offers open hot-spots, unlimited data to existing customers, and \$10/month plans to low income families
- **Sprint** provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge.
- **T-Mobile** provides unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge.

Other Needs

- **Aunt Bertha** is a search engine for social services
- **211 Texas** is a state-administered search engine for social services
- **Austin Can Social Services** resource database, created by our fabulous interns
- **Student Assistance Program**, call 1-866-849-1687 is a free online/phone counseling in English or Spanish 24/7. Parental permission needed for students under age 18.
- **SAFE SafeLine**, call 512-267-SAFE or for the chatline text 737-888-SAFE for access to a free 24/7 hotline for domestic violence survivors and access to SAFE shelter.
- **Integral Care** 472-HELP is a helpline for persons experiencing mental health crisis. They provide low-cost access to counseling and psychiatric medication, as well as mobile emergency assessments (MCOT).