

### Health and Safety Concerns/Resources

For the most accurate and up-to-date information concerning health and safety please follow the Center for Disease Control and Prevention [here](#).

Print or share a free Texas Rx card, price medications and locate a participating pharmacy via [texasrxcard.com](http://texasrxcard.com)

**Hill Country Mental Health Center** - crisis line 512-392-7151

The HCISD [Hays Hopeline](#) is still open for students that need assistance. However, if the outreach is an emergency, contact 9-1-1. The Hays Hopeline is monitored, but not 24-hrs a day.

[Hays-Caldwell Women's Center](#) serves victims of domestic violence, sexual assault, and child abuse. They are continuing to provide services via phone. This includes counseling and advocacy/legal advocacy. Our emergency shelter is also still open.

**Agency:** Austin-Travis County Health and Human Service

Phone #: (512) 972-5555

How can they help? They can give San Marcos residents general information about Covid-19, but the resources they recommend are geared for Austin-Travis County residents.

**Agency:** Hays County Health Dept.

Phone #: 512-393-5520

How can they help? As of morning of 3/18/20 they were forwarding callers to "Hays County COVID Call Center" (see below)

**Agency:** Hays County COVID-19 Call Center

Phone #: 512-393-5525

How can they help? Provide Hays County residents information about screening in Austin (screening not currently offered in Hays County), also provide a way to notify the Health Dept. if you have symptoms, are not seeking medical help, and self-quarantining and find out what symptoms warrant going to the emergency room.

Hays County COVID-19 Call Center is stating primary care physicians (PCP) might be able to order tests for patients. Also, currently, there are two drive-thru testing centers in Austin--one, run by Baylor, Scott & White for people with a Baylor, Scott & White doctor's orders only and one run by CommUnity Care, where people can call their COVID Hotline at (512)-978-8775 to be screened.

### Travis County

**Agency:** Baylor Scott & White

Notes: opened the first drive-thru clinic in Austin on Saturday, closed the original location. It has since opened two new locations in Austin and Round Rock: 425 University Blvd. in Round Rock and 5251 W. U.S. 290 Austin, TX 78735.

As with the original location, people cannot just show up at the testing facility. Patients must complete a COVID-19 screening questionnaire at MyBSWHealth.com or on the MyBSWHealth app.

People experiencing coronavirus-like symptoms (COVID-19) who are uninsured and do not have an established doctor should call the CommUnityCare COVID-19 Hotline: 512-978-8775. This number is for uninsured Travis County residents – and established CommUnityCare patients – with COVID-19 symptoms.

To minimize spread of the virus, please call 512-978-8775 rather than going directly to a clinic, urgent care or emergency department. Hours of operation for this line will be Monday-Friday, 8:00 am – 5:00 pm.

Stay home and call 512-978-8775 if you have symptoms such as fever, cough, and/or difficulty breathing, and have been in close contact with a person known to have any of the symptoms above, COVID-19, or have recently traveled from an area with ongoing spread of COVID-19.

The COVID-19 test requires an order from a health provider and is based on risk criteria. There are many instances where a test is not recommended. To find out if a test is recommended for you, call 512-978-8775. Selecting “1” Hays County Resident will connect you with a person at the Hays County Health Dept. who can give you information on testing, selection “2” is for physicians and selection “3” is for “callers with symptoms who are not seeking medical help, but wish to notify the health department you are self-quarantining.

**Agency:** Central Texas Life Care

Phone #: 512-396-3020

How can they help? Health related, but not specifically COVID-19 directed.

Pregnancy tests, ultrasounds and client support appointments will be available. Staff are calling one day prior to screen all appointments for illness. Walk-in clients are asked to “call first”, so they can adequately be screened for potential illness.

Material Assistance classes have been moved to digital conferencing. Clients in the Material Assistance program will still be able to receive diapers, wipes and needed baby items provided with a “touch free” protocol.

## **Infant resources**

WIC (Women, Infants & Children) services are continued in San Marcos, Kyle, Lockhart, Seguin, and New Braunfels (satellites in Bulverde, Canyon Lake, Luling, Cibolo too), without entering the clinic and without direct contact with staff.

Address: 150 W Lockhart St, Kyle, TX 78640

Phone: (512) 393-8040

## **Housing and Renting Concerns**

**Please note the following:**

**Utility disconnects have been suspended during COVID-19. The City of Austin will NOT turn off electricity or water for lack of payment.**

**Evictions across U.S. Cities and Counties have been halted. You will NOT be evicted from your home due to a lack of payment.**

According to ABC News, Comcast is offering internet for low income customers for 60-days. Learn more [here](#).

Charter Communications will be offering free access to Spectrum Broadband for 60 days to households with college and K-12 students. Learn more [here](#).

**Update:** HACA (Housing Authority of the City of Austin) has closed its office due to COVID-19, effective Wednesday, March 18th, but is still offering services accessible by website, phone, email, or mail. Read more [here](#).

**City of Kyle:** All late payment penalties will be deferred. New service requests, service terminations, and service transfers will be handled through online, email, or by phone/fax.

**City of Buda:** For utility billing call (512-295-8845), to communicate with the utility department email [utilitybilling@ci.buda.tx.us](mailto:utilitybilling@ci.buda.tx.us)

Utility billing and municipal court payments may be paid online here. Payments may also be made through the customer's bank, over the phone at 512-295-8845, and by mail to 405 E. Loop St., Building 100, Buda, Texas. Customers may also utilize the utility payment drop boxes at the front entrance of the building and near the library book drop.

Beginning on, March 18, 2020, the City of Buda will be crediting customer accounts after the transaction for credit card processing fees on payments made online or by phone.

The City of Buda will be temporarily halting late payment fees and disconnections due to non-payment.

**Financial assistance:** United Way of Hays and Caldwell counties is offering to help people in those counties pay their utility bills if they were negatively affected by the new coronavirus. Priority given to low-income individuals, people with high energy burdens, vulnerable people older than 60, people with disabilities, families with children who are 5 and younger, and veterans. Print or email this application.

For more information on United Way of Hays and Caldwell Counties contact Michelle Harper at [michelle.harper@uwhays.org](mailto:michelle.harper@uwhays.org).

**Texas Gas** is temporarily suspending disconnects due to nonpayment through April 15.

If struggling to pay bills, please contact us to discuss short-term payment extensions and long-term payment assistance: 800-700- 2443

Energy assistance program: Share The Warmth

Outages or leaks: call 800-959-5325 at any time

**Centerpoint Energy** is temporarily suspending disconnections for nonpayment and offering support for customers who may need payment assistance, arrangements or extensions  
customers should use self-service options to manage online account to make payments, payment arrangements or ask for extensions

manage your account here

For assistance paying your bill go to: <https://www.centerpointenergy.com/en-us/residential/customer-service/billing-payment/need-help-paying-your-bill?sa=tx>

**Water Department** (City of Kyle)

Water and Wastewater services will not be affected due to the current COVID-19 situation

Contact information: Phone: 512-262-3024; Email: [pw@cityofkyle.com](mailto:pw@cityofkyle.com)

**Pedernales Electric Cooperative** (City of Kyle)

PEC will continue to respond to outages, after-hours and emergency calls

For customers who need assistance paying for services, call 888-554-4732. PEC is offering a number of payment options and is committed to finding a convenient solution.

If experiencing a service interruption report it online or by phone

### **Internet Access** (City of Kyle)

Wifi is available for free outside of City Hall, on the lawn at City Square Park and outside of the Public Library  
May check out laptop computers from the library for emergency use on-site for communications and printing

**AT&T** will not terminate service of any wireless, home phone or broadband residential or small business customer due to inability to pay as a result of COVID-19 for the next 60 days as of March 13, 2020. Late payment fees will also be waived.

Learn how to make payment arrangements at [att.com/support/article/my-account/KM1025834/](http://att.com/support/article/my-account/KM1025834/)

All AT&T home internet wireless customers, as well as Fixed Wireless Internet, can use unlimited internet data  
Qualifying limited-income households may access internet for \$10/month through the Access from AT&T program. Eligibility has been expanded to households participating in the National School Lunch Program and/or Head Start.

New customers are eligible for two free months of service.

Wifi hot spots will remain open for anyone who needs them

Businesses, universities, and schools can keep their teams and classrooms using Cisco Webex Meetings with AT&T for 90-days.

**Spectrum** is offering two free months of internet and WiFi services to new customers in households with Pre-K to 12 or college students who need remote education. Discount will be applied as a credit for first two months of internet services. Installation or pre-payment fees will be waived.

In order to qualify you must:

Have a student of qualifying age at your service address with remote education needs

Have not subscribed to our internet services within the past 30 days

Call 1-855-243-8892 to sign up for this offer

### **RESOURCES FOR FOOD**

**Update: All distributions will be open air distributions.**

#### **Policies & Procedures**

Clients Must:

- Present Hays County Food Bank barcode (issued on the first visit) at every distribution in order to receive services.
  - If the barcode does not belong to the client, the person presenting the barcode **MUST** be listed as a proxy.
- Follow all directions of staff members or distribution leader.
- Only send one person per household through the food line.
- Supervise children at all times.
  - Parents of unsupervised children may be asked to leave.
- Not eat, drink, or smoke at any distribution location.
- Treat all persons with respect.
  - If there is an issue, please report it to a staff member.
  - Staff reserves the right to refuse service to any uncooperative person.
- Clients may visit up to one distribution each week.
  - Mobile Pantry and Fresh Foods for Families does not count as your one allowed distribution per week. It is in addition to.
- **St. Anthony's Catholic Church** – 801 N. Burleson, Kyle, TX 78640 **Tuesdays at 12:00 pm**
- **San Marcos Recreation Center** – 170 Charles Austin Dr., San Marcos, TX 78666 **Wednesdays 6pm**
- **Connection Church Buda** – 1235 S. Loop 4, Buda, TX 78610 **Thursdays at 12:00 pm**

Mobile Pantry &  
Fresh Foods for Families

This is a partnership between Central Texas Food Bank and Hays County Food Bank.

These distributions do not count as one of your weekly allowed distributions.

Clients must be present to receive food.

Clients must be 18 years or older.

These are single round distributions.

Bring bags or boxes to carry groceries in.

If the weather is bad or if the mobile pantry occurs on a holiday, please call (512) 684-2559 to see if the distribution is still happening.

**Mobile Pantry Distribution**

Fresh, frozen, and non-perishable food will be given out upon availability.

First Tuesday of the Month

San Marcos High School Rattler Stadium

4660 TX-123

8:30 AM - 9:30 AM

**Fresh Foods for Families**

Only fresh fruits and vegetables will be given out.

Third Thursday of the Month

San Marcos High School Rattler Stadium

4660 TX-123

8:30 AM - 9:30 AM

**HCISD**

Hays CISD will provide breakfast and lunch to go for anyone 18 years of age or younger from 7:00 am to 10:00 am Monday through Friday during extended Spring break at the following locations:

Blanco Vista Elementary

Camino Real Elementary

Kyle Elementary

Science Hall Elementary

Uhland Elementary

Simon Middle School

Hays CISD Mobile Delivery

**Early Morning Locations:**

**Champions Crossing Apartments** (front entrance)

345 Champions Blvd., San Marcos, Texas 78666

7:30 am - 7:50 am

**Intersection**

Green Pastures Drive at Country Lane, Kyle, Texas 78640

7:30 am - 7:50 am

**Intersection** (In Cul-de-sac)

Thomas Place at Huber Lane, Kyle, Texas 78640

7:30 am - 7:50 am

**Mid-Morning Locations:**

**Saddlebrook Mobile Home Park** (club house parking lot)

289 Silver Peak Drive, San Marcos, Texas 78666

8:20 am - 8:40 am

**Intersection**

Skyview Terrace at Cresthill Causeway, Kyle, Texas 78640

8:20 am - 8:40 am

**Intersection**

Mathias Lane at Running Bull Lane, Kyle, Texas 78640

8:20 am - 8:40 am

**Late Morning Locations:**

**Intersection** (In Cul-de-sac)

Mercedes Lane at Railyard Drive, Kyle, Texas 78640

9:10 am - 9:30 am

**Intersection** (In Cul-de-sac)

Prairie Wind Drive at Sea Cove, Kyle, Texas 78640

9:10 am - 9:30 am

**Intersection** (In Cul-de-sac)

Blue Jay Circle at Red Bird Drive, Buda, Texas 78610

9:10 am - 9:30 am

**FINANCIAL RESOURCES INCLUDING UNEMPLOYMENT APPLICATIONS**

**Update:** You can now get paid Unemployment Insurance Benefits sooner. Governor Greg Abbott has waived the waiting week, allowing the Texas Workforce Commission to pay Unemployment Benefits sooner during COVID-19.

For anyone who is seeking to apply for unemployment, disability, or family leave, here are some helpful resources for beginning the process:

- How to file an Unemployment claim online [here](#).
- How to file a Disaster Unemployment Assistance claim online [here](#).
  - **Note: Program Requirements for a Disaster Unemployment Assistance Claim are as follows:** "In order to qualify for this benefit your employment or self-employment must have been lost or interrupted as a direct result of a major disaster declared by the President of the United States. You must have been determined not otherwise eligible for regular unemployment insurance benefits (under any state or Federal law)"
- How to file a Disability Insurance claim online [here](#).
- How to file a Paid Family Leave claim online [here](#).

**UPDATE:** BB&T has waived all ATM fees for all non-clients at their Austin locations until April 15. Find the closest location to you [here](#).

For a one-on-one consultation (clients and non-clients welcome) with a BB&T Financial Wellness Consultant to provide help around financial stress and concerns during this time, contact [Greg Dickinson](#) (512-997-5987) or visit the BB&T [website](#).

**UPDATE:** Information on handling multiple layoffs from Texas Workforce Commission [here](#).

**UPDATE:** Prosper Centers have closed suspended In-Person services, but you may still reach their services through the options below:

- COLLEGE HUB: Phone appointments available. Call 512-610-4012, email [collegehub@foundcom.org](mailto:collegehub@foundcom.org), or visit [CollegeHubATX.com](http://CollegeHubATX.com) to schedule an appointment.
- HEALTH COVERAGE: Phone appointments available. Call 512-381-4520, email [enroll@foundcom.org](mailto:enroll@foundcom.org), or visit [InsureCentralTexas.org](http://InsureCentralTexas.org) to schedule an appointment.

- TAX HELP: Prosper is exploring virtual options. Check [ProsperTaxHelp.org](http://ProsperTaxHelp.org) for updates. Call 512-610-7374 if you already came in and just need to pick up your tax return.
- FINANCIAL WELLNESS: Prosper is exploring virtual options. Check [ProsperCenters.org](http://ProsperCenters.org) for updates.
- *Self-Prep Option:* If you want to prepare your taxes on your own, Prosper recommends using [MyFreeTaxes.com](http://MyFreeTaxes.com) to prepare the return. It's easy, prepares an accurate return, and is completely free, except for returns with Schedule C, D, and E. Support is also available from 10am to 10pm (ET) 7 days a week at 866-698-9435 or via chat on the website.

### **United Way of Hays/Caldwell Counties**

United Way is now helping those impacted financially by COVID-19 with utility assistance. To apply for assistance complete and submit this application <http://communityaction.com/wp-content/uploads/2020/01/IntakeApplication-2020-FINAL-12.23.19.pdf>

### **MENTAL HEALTH RESOURCES**

During this time of ongoing change and growing concerns, it is important to make sure we help each other by caring, checking in with each other, and doing what we can to help in our own ways. One crucial element when it comes to helping is to also make sure you take care of yourself by accessing self-care resources as needed. Down below we have gathered up a few potential resources if you are starting to feel mental or emotional strain due to rising events.

- Care For Your Coronavirus Anxiety [here](#).
- Behavioral Health Resources For Coronavirus [here](#).
- Taking Care of Your Emotional Health [here](#).
- Coronavirus Anxiety- Helpful Expert Tips and Resources [here](#).

### **NON-FINANCIAL/HEALTH/FOOD RESOURCES**

The Rooster Community is a free sharing site where you can ask for what you need or search to see if someone is already offering it. Ask for whatever you need, help whenever you can.

One rule: Everything's **FREE!** This link does direct you to the Austin group, but when you apply to join (free) you will be able to select the area you live in or are interested in looking in.

<https://austin.therooster.co/>

### **ADDITIONAL RESOURCES**

- [Centers for Disease Control and Prevention](#)
- [Texas Department of Health and Human Services Region 7](#)
- [Mental Health and Coping During COVID-19](#)
- [How to talk to your kids about COVID-19 - PBS](#)
- [Coping with Stress during Infectious Disease Outbreaks](#)