Communities In Schools of Central Texas

https://ciscentraltexas.org/

Hays County COVID Resources

*Thanks and credit to the many emails, websites and interviews that went into making these resource sheets! These are resources that we’ve done our best to compile for CIS and the community. Please email Erica Gallardo at erica.gallardo@hayscisd.net if there is an update or vetted resource that you would like to see added to this document.*

COVID-19 Response

**COVID-19 case dashboard**

- Concerns about (COVID-19) in Hays and Caldwell Counties as well as Central Texas are ramping up and we want to help provide valuable information to you. We will update this page on an ongoing basis as more resources become available.

- Answers to many of the questions people may have can already be found by visiting the Texas Coronavirus information website at [https://www.dshs.state.tx.us/coronavirus/](https://www.dshs.state.tx.us/coronavirus/)

- People who have further questions can call 2-1-1. [211texas.org](http://211texas.org) is available 24 hours a day, with multilingual assistance and TDD/TTY access for those with a hearing impairment is also available.

- This information hotline is only intended to be used by individuals who are not experiencing symptoms but may have general questions related to COVID-19. **Anyone experiencing symptoms is strongly urged to contact their medical provider to seek treatment.**

City and community resource lists

- [City of Kyle COVID](#)
- [City of Buda COVID](#)
- Great list from Cenikor - [post to SF and link](#)
School district information

Hays CISD COVID Page will have updated information posted. You should also follow their social media accounts (HCISD Twitter, HCISD Facebook).

Updates:

- Online and at-home instruction: find information on their Learn at Home site.
- School meal plans: find the meal service locations and details from the coronavirus homepage, or directly at: [www.hayscisd.net/eat](http://www.hayscisd.net/eat).
- HCISD Coronavirus FAQ page: [https://www.hayscisd.net/Page/11170](https://www.hayscisd.net/Page/11170)
- The Hays Hopeline is still open for students that need assistance. However, as always, if the outreach is an emergency, contact 9-1-1. The Hays Hopeline is monitored, but not 24-hrs a day.

Health and mental health resources

Mental Health and Coping During COVID-19

- 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.

2-1-1 for additional resources

The best way to understand which local resources are open is to call 2-1-1. Prep clients to have a pen and paper ready. 211 will give the name of the location, address, hours of operation, a basic description of what they’ll provide, and if there is anything they need to bring (including documents, bags for food, etc.) If they call early, 211 can let them know all options open that day which is very helpful.

Food & basic needs resources
- **Provided by schools:** [Hays CISD COVID Page](https://www.hays CISD COVID Page) You can find the meal service locations and details from the coronavirus homepage, or directly at: [www.hayscisd.net/eat](http://www.hayscisd.net/eat).

**NEW — added 3/26**

- To provide convenient community locations, the Hays CISD food service department will provide mobile service at the following locations and times:
  
  **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

- **Local food pantries:** Call 2-1-1 (best) or go to the Central Texas Food Bank website: [https://www.centratexasfoodbank.org/food-assistance/get-food-now](https://www.centratexasfoodbank.org/food-assistance/get-food-now). Clients can select either the “Show All” or the “Open Now” tabs at the top. Clients should follow up with a call to ensure they’re open.
• Programs for elders:

• **Additional needs**: please indicate if your clients need additional food support. We are working with partners to figure out if additional supports may be needed and how we can address.

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

Public Services & Utilities

Utilities

• **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
  
  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.

• **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

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

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

CIS: Note that we are waiting for HCISD to give guidance to families before suggesting new/additional connectivity resources.
- 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 waved.
- Learn how to make payment arrangements at 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

Transportation accommodations

• San Marcos is waiving fares for public transportation March 20 - 31: SMTXTHEBUS.com for routes and schedule

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
Communities In Schools of Central Texas

Shared (All Central Texas) COVID Resources

COVID information & testing
- Find up-to-date health information on COVID-19, including FAQs.
- If you are COVID Symptomatic (fever, cough, shortness of breath) your first step is to speak with someone on the phone (instead of going directly to a provider.)
  - Call (don’t visit) your Primary Care Physician.
  - If you’re uninsured or without a provider, call CommUnity Care Coronavirus screening at 512-978-8775. They are very responsive and will help you move through next steps.
- No Drive-Thru Testing: There is no on-demand drive up testing at this point (3/20). Currently, you need to be screened and directed there before this kind of testing can take place.
- Immigrants: Per American Gateways: U.S. Citizenship and Immigration Services (USCIS) encourages everyone with symptoms to seek medical assistance, regardless of immigration status. Medical information & testing is protected by HIPAA, and this will not affect your application to change an immigration status. Please call American Gateways if you have legal immigration questions or need legal assistance: (512) 478-0546 ext. 200

2-1-1 for additional resources

The best way to understand which local resources are currently open is to call 2-1-1. Prep clients to have a pen and paper ready. 211 will give the name of the location, address, hours of operation, a basic description of what they’ll provide, and if there is anything they need to bring (including documents, bags for food, etc.) If they call early, 211 can let them know all options open that day which is very helpful.

Food & basic needs resources
- All ISDs continue to offer school lunch, and in many cases, expanded food programs. See your regional resource sheet for information.

- HEB
  - Free curbside pick or $5 home delivery fees. There may not be an immediately available delivery day or time but worth checking.
• Seniors can call the Senior Support Line (1-833-397-0080) and receive their items the same day “within just a few hours” from Favor. All delivery and service fees are waived for the first 30 days of the program, however, a $10 tip for the Favor Runner who delivers the items will be automatically added to the total. See if it’s in your area: favordelivery.com/senior

• Help applying for SNAP & other public benefits - Call Central Texas Food Bank at 512-684-2550 or toll-free 855-684-2550 or schedule an appointment online (https://www.centraltexasfoodbank.org/schedule-appointment) to receive bilingual enrollment support in the following:
  • SNAP
  • Children’s Medicaid
  • CHIP (Children’s Health Insurance Program)
  • CHIP Perinatal Program
  • TANF (Temporary Assistance for Needy Families)
  • Healthy Texas Women Program (family planning and health screenings)

• Local food pantries: Call 2-1-1 (best) or go to the Central Texas Food Bank website: https://www.centraltexasfoodbank.org/food-assistance/get-food-now. Clients can select either the “Show All” or the “Open Now” tabs at the top. Clients should follow up with a call to ensure they’re open.

• Financial support to cover COVID-related costs:
  • Healthwell Foundation will grant up to $250 for costs related to food & medicine delivery, telehealth, diagnostics and transportation
  • Expensify.org will reimburse you up to $50 for essential goods and groceries purchased on your SNAP card.

Immigrant & refugee resources

Comprehensive List of Central Texas Resources - on this spreadsheet find all manner of resources for immigrant clients. Call first to understand COVID service updates.

COVID Testing / Health Services for Undocumented people: U.S. Citizenship and Immigration Services (USCIS) encourages everyone with symptoms to seek medical assistance, regardless of immigration status. Medical information & testing is protected by HIPAA, and this will not affect your application to change an immigration status. Please call American Gateways if you have legal immigration questions or need legal assistance: (512) 478-0546 ext. 200
Legal Concerns - American Gateways (512-478-0546 ext. 200) provides free or low-cost legal immigration guidance & representation to low-income immigrants of all immigration statuses across our service area.

- Will accessing public benefits interfere with my application for citizenship / green card? Background: The Public Charge Rule determines individuals who the government believes may become dependent on the government for subsistence. If individuals are deemed a “public charge,” they are deemed inadmissible to the US and are ineligible to become a lawful permanent resident.

- General guidance from American Gateways - see below. Note the important exclusions for green card holders, pregnant women, and children who are US citizens or green card holders. Please call American Gateways if clients have legal immigration questions or need legal assistance: (512) 478-0546 ext. 200

**Public Charge**

**Does it apply to me?**

- Do you already have a green card (legal permanent residency)?

  Public Charge rule WILL NOT affect you. Although, if you plan to leave the country for more than 6 months, the new rule applies. Contact an immigration attorney.

- Are you applying for or do you have one of the following statuses?

  - US Citizen, LPR renewal, TPS, U Visa, T Visa Asylum or Refugee Status or Special Immigrant Juvenile Status

  Public Charge rule DOES NOT apply to you. Certain immigrants, such as those who fall under the above categories, can receive benefits without fear of becoming a public charge. This is true even if you apply for legal permanent residency for another reason in the future.

- Are you pregnant?

  Women who are pregnant in Texas can receive Medicaid or CHIP Perinatal no matter their immigration status. These benefits are excluded from Public Charge rules.

- Are you a child who is a US citizen or a green card holder (legal permanent resident)?

  You can continue to receive benefits from Medicaid, CHIP, and SNAP. Your parent’s immigration status will not directly apply to you or your use of benefits.

- Are you applying for a green card or visa from OUTSIDE the United States?

  The new public charge rules will affect you. Contact an immigration attorney promptly.

- Are you applying for a Green Card INSIDE the United States?

  The new public charge rules will affect you. Contact an immigration attorney promptly.

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Health resources

Health insurance resources

- BlueCross BlueShield of Texas can provide free health insurance education for individuals and families - people who may be losing their employer-offered group health plan, young adults turning 26, who are no longer under a parent’s group plan,
those that have experienced a recent life event and may qualify for special enrollment and Medicare enrolling for those turning 65 or 65 and older.

- Call 866-427-7497, visit us online BCBSTX.com, or contact Dora Ann Saucedo, Community Relations Specialist at 512-968-1844.

Disability resources

- COVID-19 Guide for Adults with Neuromuscular Disabilities (NMD) on Managing Personal Care Attendants created by NBD United / Advocates for Disability Access

Mental health & support resources

Mental health crisis lines

- Bastrop and Caldwell - Bluebonnet Trails Crisis Hotline - crisis line - 1-800-841-1255, services intake 844-309-6385
- Hays - Hill Country Mental Health Center - crisis line 512-392-7151
- Travis - Integral Care Crisis Hotline - 512-472-4357

Out Youth services open to all LGBTQIA+ students & allies:

- 90-minute Youth Drop-In Center Programming for youth ages 12-18 on Wednesday and Sunday evenings. See website for calendar, instructions, etc.
- Nightly Storytime at 8pm to increase feelings of connection & comfort within LGBTQ youth community.

Girls Empowerment Network NEW - added 3/27

- We’ve started a YouTube Channel Playlist, Girl Sparks!
- Check In with GEN - Girls Connect & Cope for girls in 3rd-12th Grade, Monday, March 30th at 4pm. Zoom Meeting: scheduled & will share resources

Other resources

- Type out information in this sheet. Add regional information to regional sheets: https://www.instagram.com/p/B99cid0FQRQ/?igshid=5qcp783x6i6o
- 15 Reminders for Keeping Calm During A Pandemic
- Great stress reduction tips
- Free online yoga with a local person that can be done at home!

Safety & victim resources

SAFE Alliance is still open and available for youth and adult survivors of domestic violence and sexual assault by contacting the SAFEline at 512-257-SAFE (7233) or by text at 737-888-7233.
Eloise House continues to provide forensic nursing exams, if a rape has occurred:
https://www.safeaustin.org/our-services/face-to-face-support/forensic-nursing-exams/

Substance abuse resources

- SMART recovery online meetings:
  https://www.smartrecovery.org/smart-recovery-toolbox/smart-recovery-online/
- AA 12 step online meetings:
  https://www.12step-online.com/meetings/online-aa-meetings/
- Addiction Policy Forum - Free App to Support People in Recovery during COVID

Internet access resources

CIS: Note that we are waiting for HCISD to give guidance to families before suggesting new/additional connectivity resources.

- Charter Communications: Spectrum broadband 844-488-8395. Providing free broadband and WiFi for 60 days plus free installation for non-Spectrum households with a K-12 or college student at home, even if you have previous late payments or disconnections. Also opening WiFi hotspots for public use.
- Xfinity hotspots are available free for anyone who needs them. A list of public hotspots is available at xfinity.com/wifi
- AT&T is waiving home internet data caps during the closure. AT&T has expanded the eligibility for the Access from AT&T Program. Households participating in the National School Lunch Program and Head Start now qualify.
- TMobile is removing data caps for cellular customers during the closure.
- Google Fiber will not terminate service to residential or small business customers due to nonpayment through May 15th. Customers who receive a delinquency notice and are impacted by COVID can contact Google Fiber via phone, email, or chat.

Housing

- County Justices of the Peace are halting evictions statewide during the pandemic. Statewide, eviction proceedings are temporarily postponed until after April 19th, in Travis County a bit longer - May 8th. The one exception is if the actions of the occupants “pose an imminent threat” of physical harm to the landlord, the landlord’s employees or other tenants, or if the occupants are engaging in criminal activity. In addition, anyone who needs to appear in JP court for a traffic ticket will be rescheduled.
Notice to vacate & evictions

**Travis County** has suspended eviction hearings through May 8th. Writs of Possession have been suspended through May 13th.

However, this will not stop the landlord from issuing a notice to vacate. It is important that our clients understand the eviction process and understand that a **notice to vacate is not an eviction.** From Austin Tenants’ Council:

*The first thing a tenant should know is that a Notice to Vacate is not an eviction. A tenant does not need to move out merely because the tenant receives a Notice to Vacate from a landlord and a tenant does not violate the law by not moving out. A Notice to Vacate is simply a demand for possession of the property for a substantial breach of the terms of the lease. If a landlord wants to evict a tenant, the landlord must give proper notice and follow the correct steps in the judicial process.*

For more information on the eviction process, please refer to ATC’s fact sheet on evictions: [https://www.housing-rights.org/eviction-process](https://www.housing-rights.org/eviction-process)

Clients should pay if they can, and/or should try to seek rental assistance or try to work out an agreement with the landlord. The order only delays the eviction process, but it does buy time to assist clients in making a plan. **Look for future City of Austin list of rental assistance agencies.**

Lockouts

- [https://www.housing-rights.org/lockouts](https://www.housing-rights.org/lockouts)

**Austin Tenants Council** is still services remotely:

- Online counseling services can be accessed here: [https://www.housing-rights.org/online-counseling](https://www.housing-rights.org/online-counseling)
- Fair housing concerns may be reported here: [https://www.housing-rights.org/fair-housing-program](https://www.housing-rights.org/fair-housing-program)
- Website has a wealth of other information: [www.housing-rights.org](http://www.housing-rights.org)
- Clients may also call and leave a message for assistance: **512-474-7006.** We are trying our best to ensure a return call within 24 business hours or less. Please tell your clients that our calls may be coming from an unknown number.
Financial & public benefit program resources

- Central Texas Food Bank will designate a person (English and Spanish-speaking) to help clients determine eligibility and apply for the following programs. Call Central Texas Food Bank at 512-684-2550 or toll-free 855-684-2550 or schedule an appointment online: https://www.centraltexasfoodbank.org/schedule-appointment
  - SNAP (Supplemental Nutrition Assistance Program / food stamps)
  - Children's Medicaid
  - CHIP (Children's Health Insurance Program)
  - CHIP Perinatal Program
  - TANF (Temporary Assistance for Needy Families)
  - Healthy Texas Women Program (family planning and health screenings)
  - Locating other resources

Employment resources

 Individuals with impacted employment:

- The **Texas Workforce Commission** has now waived certain requirements to receive unemployment benefits. If your employment has been impacted by COVID-19, you can apply for unemployment benefits immediately. Applicants no longer have to be out of work for one full week before applying for benefits and applicants no longer have to register for work search and meet a minimum number of work search activities per week. Click here to learn more: https://t.e2ma.net/click/p2s8zb/dxsjwq/9xytbj

- Goodwill (512-637-7580, intake@goodwillcentraltexas.org, www.goodwill central texas.org)
  - Staff are available to current clients and taking new intakes.
  - Questions related to current programming, please contact our management team at WFAManagement@goodwillcentraltexas.org.

- Hiring temporary positions: Amazon, H-E-B, Whole Foods (increasing wage $2/hr through April) and Walmart

Small business owners:

- If you are a **small business owner** and your business has been affected by COVID-19, the State of Texas has prepared an application for an Economic Injury Disaster Loan declaration that would give small business owners the opportunity to apply for disaster assistance loans from the U.S. Small Business Administration through the economic injury disaster loan program.
Economic Injury Disaster Loans provide small businesses with working capital loans of up to $2 million to help meet financial obligations and operating expenses until normal operations resume. Learn more here about how to apply.

Education & activities with children

Austin PBS

- Learning At Home Resources: https://austinpbs.org/highlight/austin-pbs-learning-at-home-resources

America’s Promise Alliance

- Members of America’s Promise Alliance and their networks have developed and compiled a wide range of resources to help educators, out-of-school-time providers, parents and families, and community leaders support their young people during this unprecedented COVID-19 pandemic. Some favorites:
  - InsideSEL: SEL Resources for Parents, Educators & School Communities Related to COVID-19
  - Learning Heroes: Support Learning At Home Webinar
  - Learning Heroes: Trusted, high quality, FREE learning tools that can be sorted by grade and subject
  - Playworks: #PlayAtHome Playbook and Recess Live on Facebook
  - Sanford Harmony: Bring Social Emotional Learning to Your Home
  - Weird Enough Productions: Comics Non-Profit Releases 400 Pages of Comics, Lesson Plans, Activities for Teachers & Caregivers

Department of Education

- Disability accessibility: A lot of educational materials are being put online due to the coronavirus and requiring remote interactions. This short video helps explain accessibility for various persons with disabilities.

Khan Academy - free, high-quality learning resources for students ages 4-18

- Daily home-school schedules to keep youth learning
- Parent & Teacher Resources
- SAT prep resources
Cooking (from CommonThreads)
- Small Bites Recipes - Keep kids active by making fun kid friendly snack recipes in 15 minutes.
- Have an Aspiring Chef at Home? - If your kids get excited about cooking and growing food, show them some of our "How to Videos" exploring different types of ingredients, culinary skills, recipes and more!

Round Rock Express Reading Challenge
- For kids 12 and under of all reading levels: March 23 - May 15, log your hours read in order to receive two (2) general admission outfield lawn tickets to our game on Sunday, July 5, 2020. Each reading log submission receives tickets, and additional prizes will be awarded on Sunday, July 5, 2020 for readers who reach specific milestones of hours read. Visit RRExpress.com for more information on Spike's Reading Challenge, as well as coloring sheets and reading videos. Also, stay tuned to our Express Facebook, Twitter and Instagram channels for more ways to participate.

- Child Mind Institute: Supporting Kids During the COVID-19 Crisis

Social distancing articles

What You Can And Can't Do Under Austin's Stay-At-Home Order
https://www.nytimes.com/2020/03/02/well/family/coronavirus-teenagers-anxiety.html
https://www.buzzfeednews.com/article/rachelysanders/teens-teenagers-at-home-isolation-coronavirus-school

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

NOT YET UPDATED

- TEA School Mealfinder - (as of 3/20) neat tool, but not populated with our ISDs' information