



COVID-19 Resource List

Austin, TX

Government Resources

Federal Assistance

- [Coronavirus Aid, Relief, and Economic Security \(CARES\) Act](#) – To the extent employees are eligible for unemployment for reasons related to COVID-19, as determined by state agencies, additional funds may be available as part of a recent federal law aimed at providing economic recovery. Contact your state unemployment agency for further information.
 - <https://www.dol.gov/coronavirus>
 - <https://www.dol.gov/coronavirus/unemployment-insurance>

Texas Workforce Commission

- [Unemployment Benefits](#) – At present, the U.S. government and Texas legislature have not changed any laws or rules concerning unemployment benefits during the pandemic. However, Department of Labor guidance provides that federal law permits significant flexibility for states to provide Unemployment Insurance (UI) services related to COVID-19. TWC determines benefit eligibility based on past wages, why someone lost their job, and ongoing eligibility requirements. Click on the link for more information.
 - <https://twc.texas.gov/jobseekers/unemployment-benefits-services>

Texas Department of State Health Services

- [COVID-19 updates in Texas](#) – Click on the link below to find out more about the approach that the state of Texas is taking to address the COVID-19 pandemic.
 - <https://dshs.texas.gov/coronavirus/>
- [COVID-19 Hotline](#) – Texans can dial 2-1-1 (option 6) for information on COVID-19 and local community resources on health care, utilities, food, housing and more.

Local Resources

Childcare

- [The Workforce Solutions Child Care Services](#) – This service can help provide some information regarding subsidized childcare for eligible families.
 - Contact Information – (512) 597-7191
 - <https://dfwjobs.com/child-care/child-care-parents>

Food Assistance

- [Austin Independent School District](#) – According to its website, Austin ISD Food Services will prepare and provide meals for children under the age of 19 and their parents or caregivers at more than 70 locations while school is closed due to the COVID-19 pandemic.

- <https://www.austinsisd.org/coronavirus/meals>

Utility Assistance

- [Atmos Energy](#) – According to its website, Atmos energy has temporarily suspended natural gas service disconnections due to non-payment during the Coronavirus crisis.
 - <https://www.atmosenergy.com/safety/covid-19>
- [CenterPoint Energy](#) – According to its website, CenterPoint Energy has temporarily suspended natural gas service disconnections due to non-payment during the Coronavirus crisis.
 - <https://www.centerpointenergy.com/en-us/Corp/Pages/COVID-19.aspx?sa=ho&au=res>
- [Texas Gas Service](#) – According to its website, Texas Gas Service is temporarily suspending disconnections due to nonpayment through April 15.
 - <https://www.texasgasservice.com/>

Other

- [Auntbertha.com](#) – Aunt Bertha’s network connects people seeking help and verified social care providers that provide services like medical care, job training, food, financial assistance and more.
 - <https://www.auntbertha.com/>

Alorica Resources (for Alorica Employees only)

- [Employee Assistance Program/Manage Health Network, Inc.](#) – Professional support for emotional, family and other personal matters and guidance on financial and legal issues (register with the company code: Alorica).
 - <https://members.mhn.com/web/public/default/MyBenefits>
- [Virtual Doctor Visit Benefit](#) – If you’re enrolled in the Alorica medical plans administered by Century Health (MEC), HPI or BlueCross BlueShield and don’t feel well for any reason, a virtual doctor visit benefit may be available to you.
 - Century Health (MEC) – Visit <https://member.healthiestyou.com/user/sign-in> and click “Register Now” or call 1-866-703-1259
 - HPI – Visit doctorondemand.com/health-plans-inc or call 1-800-997-6196
 - BlueCross BlueShield – Visit www.bcbstx.com/member or call 1-800-521-2227
- [Alorica PerkSpot](#) – PerkSpot has some amazing cash-saving opportunities for you such as coupons for groceries and discounts on GrubHub and Postmates, click on the link below for more saving opportunities.
 - <https://alorica.perkspot.com/>
- [PayActiv \(US Employees only\)](#) – Alorica employees have the option to sign up for PayActiv which gives employees the opportunity to get financial relief between paychecks. To learn more about PayActiv click on the link below.
 - <https://www.payactiv.com/employees/>

General Resources

- [Centers for Disease Control and Prevention](#) – About COVID-19.
 - <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>
- [World Health Organization](#) – Updates on COVID-19.
 - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen>

- [National Association of School Psychologists](#) – Talking to Children about COVID-19
 - [https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-\(coronavirus\)-a-parent-resource?fbclid=IwAR0I30rS27K-SzYftLgsVOUTJwSZEVOZPL6m2mmSbrMQB1EFathHMCK8OW8](https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-(coronavirus)-a-parent-resource?fbclid=IwAR0I30rS27K-SzYftLgsVOUTJwSZEVOZPL6m2mmSbrMQB1EFathHMCK8OW8)
- [Financial Planning](#) – Every day you make many decisions about how to spend your money. Whether your grocery shopping, driving to work, paying bills or just watching TV, there are small things you can do to spend less. This booklet has 100 ways to help you start saving money today.
 - <https://www.familycredit.org/resources>
- [National Domestic Violence Hotline](#) – 1 (800)799-7233 (SAFE) or TTY 1 (800) 787-3224.
 - <https://www.thehotline.org/help/>
- [National Suicide Prevention Lifeline](#) – 1 (800) 273 -8255