

COVID-19: AUSTIN INFORMATION AND RESOURCES

This document was prepared by the Office of Austin City Council Member Greg Casar.

For the most recent updates from the City of Austin, please click [here](#).

For information from the Center for Disease Control, please click [here](#).

This document is a collection of information and resources regarding COVID-19 in Austin, TX and is being updated regularly. For further questions, call 3-1-1.

[HAGA CLIC AQUÍ PARA VER EN ESPAÑOL](#)

EMERGENCY ORDERS

- [Stay Home-Work Safe Order by Mayor Adler-Issued March 24th, 2020](#)
 - ORDERS that all individuals currently living within the City of Austin shelter at their place of residence except as allowed by this Order. (Effective as of 11:59 p.m. on March 24, 2020, and continuing until April 13, 2020)
- [Order of Control for Mass Gatherings and Critical Infrastructure \(Austin\) – March 21, 2020](#)
 - To the extent possible, retail establishments, including grocery stores, to establish controls to require a minimum of six feet of distance between people in lines outside stores like requiring shopping carts in between people, placing markers on the floor, using drive-thrus, limiting the number of customers in a store at a time, etc.
- [Governor Abbott Executive Order Relating to COVID-19 Preparedness and Mitigation- issued March 19, 2020](#)
 - Limits social gatherings to 10 people, prohibits eating and drinking at restaurants and bars while still allowing takeout, close gyms, ban people from visiting nursing homes except for critical care and temporarily close schools. (effective midnight Friday March 20th through midnight April 3)
- [Order of Control for Bars, Restaurants, and Gatherings \(Austin\)- March 17, 2020](#)
 - Prohibits gatherings of 10 or more people (with exceptions), closes bars and dining areas in restaurants, suspends City deadlines, punishable up to \$1000 or 180 days in jail (effective March 17, noon to May 1)
- [Order by the County Judge of Travis County- March 17, 2020](#)
 - Prohibits gatherings of 10 or more people (with exceptions), closes bars and dining areas in restaurants, suspends City deadlines, punishable up to \$1000 or 180 days in jail (effective March 17, noon to May 1)
- [Food Establishment Rules- issued March 13, 2020](#)
 - Increases food handling safety standards (effective March 13 to July 12)
- [Orders of Control Measures for Healthcare Facilities- issued March 13, 2020](#)
 - Increases control measures for Healthcare Facilities (effective March 13)

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- [Orders of Control Measures for nursing homes, assisted living and other long-term care facilities- issued March 11, 2020](#)
 - Increases control measures for vulnerable population (effective March 11)
- [Governor Abbott Declares State of Disaster In Texas Due To COVID-19](#) (effective March 13)

SOCIAL DISTANCING

At this time, **social distancing is key.**

- Social distancing is for everyone, not just those with risk factors (examples of high risk individuals include those who have had contact with an individual who has tested positive, have a compromised immune system, or are age 60+)
- Stay home if you're sick, but also, work from home as much as is possible for your situation.
- Minimal physical contact—we should all avoid places and situations where you cannot stay 6 feet away, or at least arm's length, from other people.
- Wash your hands for at least 20 seconds and avoid touching your face with unwashed hands.
- Wipe down frequently touched surfaces (like your phone).
- Even if you do not feel symptoms, or are a younger person who is less at risk, we should all assume we are carriers of the virus and act accordingly to protect our neighbors. We're all in this together!
- [Why outbreaks like coronavirus spread exponentially, and how to “flatten the curve”](#) - *Washington Post, March 14, 2020*

HEALTHCARE

If you're feeling sick

Healthcare providers are encouraging all patients experiencing flu-like symptoms to first use mobile apps or visit websites that have been set up for COVID-19 response. For your safety and convenience telehealth resources are available.

Before scheduling an appointment with your healthcare provider or walking into a clinic, urgent care center or hospital it is recommended that you use one of these or similar services listed below.

- Telehealth with [Baylor Scott & White](#).

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- Visit their website or to install the app on your mobile device, simply text BETTER to 88408 to have it sent to your phone. No appointment is needed.
- Telehealth with [Ascension](#).
 - Visit their website to download the app. Use the code HOME for a \$20 cost per visit, and no appointment is needed.
 - Ascension Texas has established a COVID-19 hotline 1-833-919-1680, available 6 a.m. – midnight. The hotline is staffed by registered nurses who will respond to public questions and implement the most up-to-date screenings and protocols to guide patients to the most appropriate care setting, including staying at home and/or virtual options.
- Telehealth with [MDLive](#).
 - Visit their website to sign-up for a free account.
- Telehealth with [TelaDoc](#).
 - Visit their website to set-up an account or download their app. The cost of a Teladoc visit depends on your health plan, with everyday care costing less than \$49.
- Telehealth with [HeyDoc](#).
 - Visit their website to download the app. A visit on HeyDoc costs the patient between \$10 and \$50.

CommUnity Care <https://communitycaretx.org/health-education/coronavirus-information.html>

- Uninsured/no doctor with possible COVID-19 symptoms? Call the COVID-19 Hotline at **512-978-8775** for guidance. This number is for **all** Travis County residents with COVID-19 symptoms **who don't have insurance or a doctor**. Do this rather than directly going to a clinic or hospital.
- Established CommUnityCare Patient, call 512-978-9015 for an appointment.
- Effective Monday, March 23, 2020, health care services at the following clinics will be suspended indefinitely:
 - Austin OB Manor-1408 Shadowglen, Hwy 290, Ste. 302, Manor
 - Austin OB Riverside- 2410 E Riverside Dr., Ste. G-2, Austin
 - Carousel Pediatrics May's Crossing-1201 S. IH-35, St 303, Round Rock
 - Del Valle Health Center-3518-A FM 973, Del Valle
 - Dove Springs Integral Care-5015 South IH-35, Austin
 - Hornsby Bend Health Center-1412 Hunters Bend Road, Austin
 - Manor Health Center-600 W Carrie Manor St, Manor

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Drive-Thru Testing

There is no on-demand drive up testing at this point. Currently, you need to be screened and directed there before this kind of testing is recommended.

Texas Department of State Health Services -

<https://www.dshs.texas.gov/coronavirus/>

If you need help finding a doctor or accessing medical care, dial 2-1-1, then choose Option 6 or call toll-free at 877-541-7905 or visit www.211texas.org. Hours: 7:00 a.m. – 8:00 p.m., 7 days per week.

Central Health Medical Access Program (MAP) Eligibility -

<https://www.centralhealth.net/covid19/>

- As of Monday, March 23rd, in-person interviews for Central Health's Medical Access Program (MAP) have been suspended.
- All interviews will be conducted by telephone. The phone number is 512-978-8130 between 8 a.m. – 5 p.m. Monday through Friday.
- Central Health is also limiting the number of people in waiting rooms and offices by adjusting scheduling practices which may result in rescheduling some appointments. Individuals without coverage will be given priority.

Austin ISD

- [Virtual Care for Kids](#) - All AISD families have access to telehealth through our partnership with Virtual Care for Kids. You can see a provider from the comfort of your home using a laptop, desktop computer, iPhone, Android phone, or tablet. Additionally, this service is currently waiving copays for AISD families. To take advantage of these services you must first register at my.austnisd.org To be seen by a provider, visit <https://urgentcarekids.com/pediatric-telemedicine-for-kids/?gclid=Cj0KC...>
 - For more information on Virtual Care for Kids telehealth in Austin ISD visit <https://urgentcarekids.com/aisd/>.
- Vida Clinic - Our school based mental health partner, Vida Clinic, is offering teletherapy services to the Austin ISD community beginning Wednesday, Mar. 18. These services will allow adults and students to access quality mental health services right from their own homes. To learn more or schedule services, contact our Vida Clinic Care Team at 512-518-2209 or by email at vidacare@vidaclinic.org.

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FOOD

Central Texas Food Bank - <https://www.centraltexasfoodbank.org/>

Austin ISD Food Services during School Closures (starting March 23) - Click here for

locations → <https://www.austinisd.org/student-health/coronavirus/meals>

- Starting March 23, **meals will be available Monday-Friday 11am-2pm**
- Each child may receive one breakfast and one lunch meal, daily.
- Parents and caregivers accompanying their children may receive daily breakfast and lunch meals.
- Parents and caregivers may also receive a **weekend pack on Fridays**.
- Food is available until it runs out.
- Families are **recommended to complete the meal pre-order form** for their preferred [curbside/delivery site](#). This is not required, however, doing so will help ensure food does not run out. Pre-order forms will be open Monday-Friday from 5 a.m. to 10:30 a.m., to request meals for that day.

Austin Voices for Education and Youth (March 23-27)

Wednesday, March 25th, 2020

- Dobie Middle School (1200 E Rundberg Ln, Austin, TX 78753, in portable marked “Family Resource Center”), 8:30-10:30 a.m.

Thursday, March 26th, 2020

- St. John’s For the City Center Mobile Pantry (500 E St Johns Ave, Austin, TX 78752), 9am-11am

School Meal Finder Map - <https://schoolmealfinder.hoonuit.com/>

This searchable map shares locations and hours of meal services at local schools and learning education agencies.

El Buen Samaritano

<https://elbuen.org/prevention/covid-19/>

- Tuesday-Thursday, 9am-11am, 7000 Woodhue Dr, Austin, TX 78745

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Grocery Stores

- HEB - <https://newsroom.heb.com/heb-news/articles/h-e-b-is-ready-and-here-for-texas/>
 - Limiting hours from 8am to 8pm
 - Free HEB Curbside Pick-Up - <https://www.heb.com/static-page/heb-curbside-delivery>

HOUSING

[Tenant-Based Rental Assistance Program](#) is managed by the Housing Authority of the City of Austin (HACA) to help low-income families (at or below 50 percent of the Median Family Income) by providing rental subsidies and case management support services. For more information, visit the [HACA website](#) or call at (512) 477-1314.

[Travis County Family Support Services](#) provides rental assistance, but limits that assistance to once every 12 months and requires the applicant to register for workforce development, education, or job training services.

Advocacy Outreach administers state grant funding to help people experiencing homelessness pay for moving expenses or security deposits. Other financial aid, loans, or grants may be issued for rent or energy bills. For more information visit any of the organizations listed below:

- [Catholic Charities of Central Texas](#) (512) 651-6100
- [St. Matthew's Episcopal Church](#) (512) 345-8314
- [St. Vincent de Paul, St. Austin's Catholic Church](#) (512) 477-9471
- [Austin Resource Center for the Homeless, Inc. \(ARCH\)](#) (512) 305-4100
- [Travis County Family Support Services Division](#) (512) 267-3245
- [Austin Texas Health and Human Services Department \(HHSD\)](#) (512)-972-5011

Tenant Rights

JP Courts are currently not holding eviction hearings or issuing writs of possessions **until after May 8th**, but you should still pay your rent if you can.

Lock-outs: Your landlord can change your locks for non-payment, but they must give you notice in advance and let you know how much you owe. If your landlord locks you out, they must let you know where you can get the key. They must give you the key

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even if you have not paid rent. If they do not give you a key, you can go to JP Court to get a writ of re-entry so you can get back into your apartment.

UTILITIES

Austin Energy and Austin Water - <https://austinenergy.com/ae/about/news/news-releases/2020/city-of-austin-suspends-utility-disconnects-amid-covid-19>

- Austin Energy and Austin Water has suspended disconnections due to non-payment. Anyone who is currently disconnected and needs to be reconnected should call [512-494-9400](tel:512-494-9400).
- Both City of Austin Utilities Payment Centers are closed as of March 18. [Click here to learn more about other ways customers can pay their utility bill.](#)
- City of Austin Utilities provide Customer Assistance Programs to help customers facing temporary and long-term financial difficulties, as well as serious medical problems, who participate in certain state, federal, or local assistance programs.
- Displaced families and individuals may be eligible for utility Customer Assistance Program Discounts that include waivers from electric and water customer charges, and discounts on electrical and water volume usage charges. To inquire about eligibility, visit the [Austin Utility CAP website](#) or call the Customer Care Call Center at 512-494-9400.
- In addition, City of Austin Utilities provides assistance to customers who are having financial difficulties and are unable to pay their utility bill due to unexpected emergencies. The [Financial Support Plus 1 Program](#) partners with local churches and nonprofits to screen applicants, determine eligibility, and arrange for funding to be applied to the customer's utility account. For more information about qualifying and through which community service agency you are eligible, go to the [Financial Support Plus 1 website](#), or call Customer Care at 512-494-9400.

Gas

- The following gas companies have suspended gas disconnections due to non-payment:
 - [Atmos Energy](#)
 - [CenterPoint Energy](#)
 - [Texas Gas Service](#)

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Internet and Phone

- AT&T, Verizon, T-Mobile and others have [pledged](#) to not disconnect broadband and phone services, waive late fees for non-payment due to COVID-19, and provide free wi-fi hotspots for 60 days starting March 13, 2020.
- Spectrum
 - [Free internet for 60 days](#) to households with K-12 or college students who don't already have a Spectrum subscription.
 - It is also opening its Wi-Fi hotspots for public use.
 - To enroll, call 1-844-488-8395. Or for more information, click [here](#).
- AT&T
 - The [Access program from AT&T](#) provides discounted Internet access. Access from AT&T is temporarily:
 - Offering two months of free service to new Access customers who order by April 30, 2020. \$5/mo or \$10/mo thereafter, depending on your speed.
 - Expanding eligibility based on income² and to households participating in National School Lunch Program/Head Start
 - Waiving all home internet data overage fees

TRANSPORTATION

Capital Metro - www.CapMetro.org/COVID19/

- Most MetroBus and MetroRapid services will operate their normal Sunday schedules. For detailed route information, visit our Schedules and Maps.
- MetroRail will operate its Monday-Friday daytime schedule, with no Saturday service and no Late-Night trips on Friday.
- Some MetroFlyer and MetroExpress routes will operate reduced versions of their weekday schedules.
- The on-demand Pickup service will operate between 10 a.m. and 6 p.m.
- A few other routes will operate their normal weekday schedule. Those exceptions are:
 - [Route 214 Northwest Feeder](#)
 - [Route 228 VA Clinic](#)
 - [All Round Rock routes](#)
 - [Route 491 Allandale](#)
 - [Route 492 Delwood](#)

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- [Route 493 Eastview](#)
- [Route 990 Manor/Elgin Express](#)

Texas Department of Motor Vehicles - <https://www.txdmv.gov/covid-19>

All TxDMV offices will be closed to the public for in-person transactions as of the close of business on March 18. Services and support will continue to be provided by mail, email, and phone while in-person services are unavailable. Customers may continue to renew their registration online at www.TxDmv.gov. At this time, TxDMV continues to fill online registration sticker requests and process all other online services.

- Vehicle Registration, Vehicle Titling, and Disabled Parking Placard Requirements
 - Temporary extension to obtain initial registration, renewal of registration, vehicle titling, and renewal of a permanent disabled parking placard.
 - Temporary extension for an individual with an expired 30-day temporary permit to obtain another permit or Texas registration.
 - Temporary waiver applies to vehicle owners in all Texas counties. It is in effect until 60 days after TxDMV notifies the public that normal vehicle registration, vehicle titling and related services have resumed. The 60-day period will be the same for all counties.
 - <https://gov.texas.gov/news/post/governor-abbott-waives-certain-vehicle-registration-titling-and-parking-placard-regulations-in-texas>

FAMILY SERVICES

SAFE

www.safeaustin.org

SAFEline continues to answer the phone for people that are facing violence and abuse, or just need good parenting tips. | 24-hr SAFEline - Call: 512.267.SAFE (7233) | Text: 737.888.SAFE (7233) | SAFEline chat

Asian Family Support Services of Austin

<https://www.afssaustin.org/>

If you have been impacted by domestic or sexual violence, AFSSA provides language assistance, safety planning, counseling, and other services services. All services are free of charge. Call their hotline at 1-877-281-8371.

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Integral Care

<https://integralcare.org/en/covid-19-update/>

If you or someone you know is experiencing a mental health crisis, please call our 24/7 Crisis Helpline at 512-472-HELP (4357). We'll listen to you and support you without judgement. You can also Text TX to 741741 to connect to the [Crisis Text Line](#). Crisis Text Line provides free, 24/7 crisis support via text. Integral Care is open however, as of March 18th, we moved as many services as possible to telehealth or telephone communications.

- Updates for Adult and Children Mental Health Services:
 - For urgent mental health care, our Psychiatric Emergency Services is open. Individuals should call 512-472-4357 before arrival so we may complete a brief health screening.
 - Address: 1165 Airport Blvd., Second Floor, Austin, TX 78702
 - Hours: Monday – Friday, 8am to 10pm; Saturday, Sunday and Holidays, 10am to 8pm
 - All Counseling and program services are being provided by telephone or telehealth, unless a face to face visit is necessary and arranged by appointment.
 - All medication and physician services are being provided by telephone or telehealth, unless a face to face visit is necessary and arranged by appointment.
 - All medication assisted therapy (medicine distributed at our clinics for drug and alcohol treatment), individuals should access treatment as usual.
- Updates for All IDD Services:
 - All service coordination is being provided by telephone or telehealth, unless a face to face visit is necessary and arranged by appointment.
 - All testing services will be provided face to face. Individuals should call 512-483-5800 before their scheduled visit. They will complete a brief health screening before testing.

AGE of Central Texas

<https://ageofcentraltx.org/index.php/activities-caregivers-and-care-recipients-can-share-at-home/>

Virtual activities and resources for caregivers and care recipients can share at home

Texas RioGrande Legal Aid

<https://www.trla.org/family-law-faq>

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Family Law Under COVID-19: Family Violence, Child Support, Visitation, and Other Questions

EMPLOYMENT

Disaster Assistance Loans - <https://www.sba.gov/funding-programs/disaster-assistance>

- Small businesses, private non-profits, homeowners, and renters experiencing financial losses due to COVID-19 can now apply for emergency financial assistance through the U.S. Small Business Administration (SBA)
- The SBA Disaster Assistance Loan Program provides loans up to \$2 million for small businesses and private non-profits, at rates of 3.75% (for-profit) and 2.75% (non-profit) for terms up to 30 years on a case-by-case basis. The loans may be used to pay fixed debts, payroll, accounts payable and other bills that cannot be paid because of the disaster's impact.

Unemployment Benefits - [Texas Workforce Commission](#)

- If your employment has been affected by the coronavirus (COVID-19), apply for benefits either online at any time using [Unemployment Benefits Services](#) or by calling TWC's Tele-Center at 800-939-6631 from 8 a.m.-6 p.m. Central Time Monday through Friday.
- TWC is experiencing an increase in call volumes and hold times on our Tele-Center phone lines. You are encouraged to use our online claim portal, [Unemployment Benefits Services](#) (UBS), to handle your claim needs quickly. UBS is available 24 hours a day, seven days a week. We also encourage you to sign up for [Electronic Correspondence](#) so you can receive your TWC communications online as soon as possible.
- TWC will investigate why you lost your job and mail a decision explaining whether you are eligible for unemployment benefits.
- Note: Extended Benefits (EB) and Disaster Unemployment Assistance (DUA) are not available at this time.

Workforce Solutions Capital Area

Visit <http://www.wfscapitalarea.com/> or call 512-485-3792 for assistance in finding work.

- Workforce Solutions (WFS) has created a job board for jobs still hiring, job seekers can find this information [here](#).

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- Employers seeking resources to avoid layoffs, should visit the [main page](#) for contact information and other resources available by WFS.
- WFS has links to rapid response services and unemployment insurance through TWC.

Other Resources

- [Bartender Emergency Assistance Program](#)
- [Aunt Bertha](#) is a database of social service nonprofits for various needs.

American Federation of State, County and Municipal Employees (AFSCME), AFL-CIO

[New Paid Leave Requirements](#)

A new federal law enacted in response to the coronavirus crisis creates a temporary right to paid leave. However, not all employers are required to provide the leave and not all employees will be eligible for it. This fact sheet provides an overview of the rights and requirements in this new law

Goodwill Central Texas

Goodwill is currently providing job help services virtually. Anyone interested in Goodwill services can call our intake line 512-637-7580.

EDUCATION

- **Austin ISD** - <https://www.austinisd.org/student-health/coronavirus>
 - Closed from March 23 (after spring break) to April 3
- **Del Valle ISD** - <https://www.dvisd.net/coronavirus/>
 - Closed from March 23 (after spring break) to April 4
- **Round Rock ISD** - <https://roundrockisd.org/coronavirus/>
 - Closed from March 23 (after spring break) to April 3
- **STAAR Testing** - <https://gov.texas.gov/news/post/governor-abbott-waives-staar-testing-requirements>
 - Canceled for the 2019-2020 school year.
- **Austin Community College** - <https://www.austincc.edu/coronavirus>
 - Extended spring break through March 29
 - Online/hybrid classes begin March 30

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- **University of Texas** - <https://coronavirus.utexas.edu/>
 - Extended spring break through March 29
 - Online classes begin March 30 through the end of the spring semester
 - Students living on campus must move out by March 30, with an exception for students who do not have another option.
- **Huston Tillotson University** - <https://htu.edu/coronavirus-preparedness>
 - Extended spring break through March 29
 - Online classes begin March 30
 - Residence halls closed beginning March 15
- **St. Edwards University** - <https://www.stedwards.edu/news-center/alerts>
 - Online classes from March 23 to April 4
- **Concordia University** - <https://www.concordia.edu/resources/ctx-safety/coronavirus-info.html>
 - Extended spring break through March 29
 - Online classes begin March 30

ACTIVITIES FOR CHILDREN

Educational Resources

- Reading
 - [Free children's books](#)
 - [Spanish Children Stories](#)
 - [International children's library](#)
 - [Austin Public Library-ebooks & more](#)
 - [Free e-books from the New York Public Library](#)
 - [Read-aloud animated books](#) (1 month free trial)
- Math
 - [Free educational games](#) (varied grade levels)
 - [Math activities](#)
- Science
 - [Free STEM videos and lessons](#) (Elementary/Middle school)
 - [Smithsonian Science Webcasts](#)
- All subjects
 - [Free projects-Scholastic](#) (varied grade levels)
 - [Share my lesson](#)

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- [TED-talk educational videos list](#)
- [Free self-paced quizzes](#)
- [Ocean School](#)-inquiry-based learning
- Language-learners
 - [Fun English games](#)
 - [Games to learn English](#)
 - [English 4 kids](#)
 - [Book narration in different languages](#)
- [Links to learning experiences online 1](#) (no log-in required)
- [Links to learning experiences online 2](#)
- [Education companies offering free subscriptions/trials--List 1](#)
- [Education companies offering free subscriptions/trials--List 2](#)
- [Educational sites List 3 \(more details\)](#)
- [Anti-Oppressive/Anti-Racist Home School Options](#)

Virtual Tours

- [National Parks](#)
- [Museums and Galleries](#)
- [Arts & Culture Tours by Google](#)

Music/Arts

- [How to draw tutorials](#)
- [How to access 15 Broadway Plays/Musicals online](#)

CITY OF AUSTIN SERVICES

<http://austintexas.gov/news/modifications-city-operations-due-covid-19>

(effective March 15-30)

Essential City Services

- There will be no changes to essential city services including public safety, trash, recycling, and compost pick up, Austin Water service, Austin Energy service, and transportation services.

Austin Public Libraries

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- All Austin Public Libraries, the Austin History Center, and Recycled Reads are closed March 13-29.

Austin Parks Department

- All pools, golf courses, tennis centers, athletic programs, recreation centers, and cultural centers are closed.
- Camps and spring break activities will happen 3/16 through 3/18 and be suspended following the completion of activities Wednesday. Additionally, meal services for kids and seniors will continue.
- Austin Animal Center is closed.

COURTS

The Texas Supreme Court and the Criminal Court of Appeals issued the following order on March 13, 2020 to be in effect until May 8, 2020.

<https://www.txcourts.gov/media/1446056/209042.pdf>

Texas Supreme Court on Evictions (effective March 19 - April 19) -

<https://www.txcourts.gov/media/1446203/209045.pdf>

- No trial, hearing, or other proceeding may be conducted, and all deadlines are tolled, until after April 19, 2020.
- No execution of the writ of possession until after April 26, 2020.
- New filings may be accepted, but no service of citation until after April 19, 2020.

Travis County JP Courts (effective March 17 - May 8) -

<https://www.traviscountytexas.gov/images/docs/jp-covid-19-standing-order.pdf>

- All scheduled court proceedings except for essential court proceedings will be reset to a date after May 8, 2020.
- No eviction settings (both residential and commercial) will be held until after May 8, 2020. No writs of possession will be issued by a Justice Court until May 13, 2020.
- No warrants due to failing to appear or for violating a promise to appear to a Justice Court for a traffic/Class C citation, cite-and-release charge, or a summons will be issued until June 15, 2020.
- In order to alleviate the threat of COVID-19 in County Jails, the Justices of the Peace temporarily suspended active warrants for all misdemeanor Class C offenses from their courts, until May 8, 2020.

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Williamson County JP Courts (effective March 17 - May 11) - <http://williamson-county.org/justice-of-the-peace-courts-limited-to-essential-proceedings>

- All scheduled court proceedings, except for “essential court proceedings” prior to May 11, 2020 will be reset to another date. Each court will be in contact with litigants. This includes all civil cases, criminal cases, evictions, miscellaneous hearings, and jury trials.
- Citations with an appearance date prior to May 11, 2020 have been extended to May 31, 2020. No warrants due to failing to appear from March 13, 2020 to May 31, 2020 will be issued.

Austin Municipal Court (effective March 17 - May 8) -

<http://www.austintexas.gov/department/municipal-court>

- All court dockets are cancelled. Cases that are set on dockets will be rescheduled after May 8th; individuals will be notified by mail of their new court date.
- All due dates will be extended until May 8th.
 - Initial appearance dates (as indicated on citation)
 - Payment dates (payment plans, extensions, etc...)
 - Deferral dates (driving safety course, other deferrals)
 - Community Service

Downtown Austin Community Court (DACC) (effective March 15 - March 30) -

<http://www.austintexas.gov/article/dacc-coronavirus-information>

- DACC Community Service Program - In recognition of current public health concerns for transmission of Coronavirus, DACC Community Service Program will not be operating from Sunday, March 15, 2020 through Sunday, March 29, 2020. Contact DACC at 512-974-4879 if you need an extension of time to complete your court ordered community service. DACC Community Service Program is currently scheduled to resume on Monday, March 30, 2020 at 7:30 am.
- DACC Court Operations - In recognition of current public health concerns for transmission of Coronavirus, DACC court cases will be automatically reset to after Friday, May 1, 2020 and a notice will be sent with the new appearance date. If you need to resolve a warrant, contact DACC at 512-974-4879 to request your warrant be cancelled and your case set on a docket. DACC Court Operations is

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currently scheduled to resume on Wednesday, April 1, 2020 at 8:00 am (subject to change).

Travis County Civil and Family Courts (effective March 16 - April 13)

<https://www.traviscountytexas.gov/images/docs/emergency-order-covid-19.pdf>

- In response to the State of Disaster declared by the Governor and the growing concerns with regard to COVID-19 and to protect the due process rights and public health of all residents, the Travis County Civil and Family courts are suspending in-person non-emergency hearings until April 13, 2020. This Order effectively includes all jury trials, all non-jury trials and non-essential hearings in the family and civil courts. This Order does not include Juvenile Court matters.
- All non-emergency hearings currently scheduled for the next four weeks are hereby postponed and will need to be rescheduled to a later date through Court Administration.
- The weekly Duty Court shall only preside over emergency matters, such as emergency Temporary Restraining Orders, family-violence protective orders, writs, etc.

Travis County Criminal Courts (effective March 14 - May 8) -

<https://www.traviscountytexas.gov/images/courts/Docs/criminal-courts-emergency-order-covid-19.pdf>

- The Criminal Courts of Travis County, Texas, having received the Orders of the Supreme Court and Court of Criminal Appeals of the State of Texas, and in compliance thereof, will be resetting all scheduled out of jail court appearances to be held in the County Courts-At-Law and Criminal District Courts until after 05/08/2020. There will be no summonses for jury service issued for jury trials to take place prior to 05/08/2020, and no jury trials will be held during that time period. Special case settings arranged by parties, emergency hearings, mental health and related hearings, protective order cases, and, non-contested docket settings and appearances for in-jail cases will continue, unless further notification is given to indicate otherwise, or, if those types of cases have been reset by the agreement of the parties. Counsel must contact each Court by email or by phone to obtain the individual reset dates for those cases for which this is applicable. Contact information for each Court is available at <http://www.traviscountytexas.gov/courts/criminal>.
- The Travis County Criminal Courts will resume operations on May 8, 2020, unless otherwise notified.

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HOMELESSNESS SERVICES

- **A very comprehensive living document that is tracking homelessness services can be found here:**
https://docs.google.com/document/d/1SSLjrNBi7TWvpisfZ5PNIXUjQU_5A9ecoxvmH9DHycM/edit
- **Mobile Loaves and Fishes** will continue as long as there are volunteers to serve on the food trucks. For locations and schedules (usually 5:30-7:30 PM at Terrazas), visit www.mlf.org/truck-schedules or call 512-328-7299 [Updated 3/16]
- Hot meals provided at **Victory Ministries** church (2300 Canterbury St) **as long as supplies last**. Call 512-480-9628 to check. [Updated 3/16]
- **Angel House / Austin Baptist Chapel** will stay OPEN but will limit the number of people in the building to 50 at one time and **shower access is still available** [Updated 3/16]
- **Central Presbyterian** (200 E. 8th, corner of 8th and Brazos) will continue to offer sack lunches on Tuesdays at noon (women only). Sack breakfasts and toiletries will be available to all on Thursdays from 8:30-11. [Updated 3/16]

Texas Harm Reduction Alliance

<https://www.harmreductiontx.org/>

The Texas Harm Reduction Alliance provides overdose prevention and harm reduction supplies to people experiencing homelessness and using drugs. We are suspending our outreach efforts at this time, but are still committed to getting people supplies. Need supplies? Call us at 512-580-0580 and we can arrange a drop-off, or come by the drop-in center at 1909 E. 381/2 St. Suite C.

MORE WAYS TO HELP

Donate to your favorite service provider. Below are a few:

- Donate protective gear Now until Saturday 3/28. [Click here](#) to learn more or call 512-825-8211
- [Central Texas Food Bank](#)
- [Austin Voices for Education and Youth](#)
- Asian Family Support Services of Austin's [Crisis Fund](#)

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- Foundation Communities's [Emergency Assistance Fund](#)
- Supporting workers, creatives, and small businesses
 - [Stand with Austin](#)
 - [Banding Together](#)
 - www.ilostmygig.com
 - [T3 Think Tank](#)
 - [One Fair Wage Workers Fund](#)
 - [National Domestic Workers Fund](#)
 - [Restaurant Workers Community Fund](#)
- Donate to the City of Austin's Customer Assistance Program (CAP) on your utility bill- This provides aid for low-income customers in the areas of financial assistance, weatherization, education and case management on behalf of the City of Austin.

CENSUS INFORMATION

- Online and phone services have opened up! Everyone should be receiving an invitation this Friday, March 20th. You can complete the online form without your special ID by just using your address. You can find more information [here](#).
- Due to COVID-19 no personal contact will be made. Follow up census packets will be dropped off at the door.