

# Resources

(updated: 1-26-2021)

## Hygiene

Open for bathroom and shower use  
Mon-Sat, 10a -3pm:

Bartholomew Pool

1800 E. 51st St East

Austin Recreation Center

301 Shoal Creek Blvd North Central

Barton Springs Pool

2131 William Barton Dr Central

Springwoods Pool

13320 Lyndhurst St. Northwest

The Other Ones showers: NW corner 7th St/IH35

**Bathrooms *only* available:**

- Terrazas Branch Library / 1105 E. Cesar Chavez / 9-5 Monday – Sunday
- Little Walnut Creek Branch Library / 835 W. Rundberg Ln / 9-5 Monday – Sunday
- Downtown Austin Community Court / 719 E. 6th St / 8-5 Monday — Friday
- Public Restroom 4th & Trinity
- Public Restroom 6th & Brazo
- Need locations in West downtown...

**Hand-washing & sanitizing stations**

- 7<sup>th</sup> & Neches
- Oak Tree & Waller Creek (next to Waller Creek Pub House)
- 1100 Red River Parking Lot
- St. Johns & Cameron- behind EMS station
- Slaughter & Menchaca (behind strip mall by railroad tracks)
- Menchaca & Redd St. (2 Here)
- Ruiz Branch Library – 1600 Grove Blvd

**Hand-washing & porta-potties**

- Terrazas Library – 1105 E. Cesar Chavez
- Little Walnut Creek Library – 835 W. Rundberg Ln
- Ruiz Branch Library – 1600 Grove Blvd

**Hand-washing & sanitizing stations at Violet Bag sites**

- Highway 71/Packsaddle Pass
- Cesar Chavez/Pleasant Valley (near the IBC Bank)
- 183/Burnet Road
- 183/Cameron Road
- 7th Street and Gonzalez (under the bridge)
- Highway 71/Menchaca
- Terrazas Library – 1105 E. Cesar Chavez
- Highway 71/Burleson Road
- Pleasant Valley/Riverside Drive (located in the median near the McDonald's)
- I-35/Airport
- 183/Oak Knoll

**Parks and Recreation Department's restrooms along city trails** will remain OPEN until further notice.

**The Other Ones Foundation** A mobile hygiene truck (with **showers, sink and toilet**, general harm reduction material, first aid and food) will visit different sites 10 AM to 4 PM or till supplies last:

**Monday:** Sunrise Community Church @ Ben White and Menchaca

**Tuesday:** First Baptist Surface Lot @ 9th and Trinity

**Wednesday:** IH 35 and Cesar Chavez (NE Side)

**Thursday:** Under IH 35 across from Hancock Center (Directly across the service road from Community Care)

**Friday:** University Presbyterian

**7 days a week::** Camp Responsible Adult Transition Town (RATT), the State sanctioned campsite

## Food

**University Presbyterian Church** is serving groceries on Thursdays 5:30pm-7:00pm and Saturdays 9:30am-11:00am, and ready to eat bags of food on Fridays 1:30pm-3pm.

**Angel House / Austin Baptist Chapel** is providing sack breakfast from 9:30-10 AM and sack lunches 11 AM-12:30 PM. No inside dining room, no restroom, no shower, and no clothing ministry access (except on an extremely limited basis) at this time.

**First Austin** has meals to-go available every Monday, Wednesday, and Friday from 11:30 to 1:00pm. and NOW we have gluten free meals available upon requests. Please send any people here (901 Trinity St.) who are experiencing food-insecurity.

**Austin Public Health-WIC** (Special Supplemental Nutrition Program for Women, Infants, and Children) is issuing **benefits through the mail**. This is being coordinated over the phone and APH is working to increase staffing. So far, WIC recipients are unable to avail of online purchasing and curbside pick-up.

The **Neighborhood Centers** now have a fully-staffed **emergency food helpline at 512-972-5133** and are working with Central Texas Food Bank to provide shelf-stable food. They will also be providing **emergency rent and utilities assistance at 512-972-5780** starting 4/6 (press release [here](#)); must be under 200% of the FPL and owe for March or April; folks who anticipate being late for, or unable to make, May rent/utilities are being told to call back closer to May.

**Bread For All** partnered with the Central Texas Food Bank and FaithPresbyterian Church at 1314 E Oltorf St, Austin, TX 78704 adjusted hours are currently 4pm – 7pm (or until we hit 100 units served – our upper limit). We also sponsor a mobile distribution with the food bank at Parker Lane United Methodist (2105 Parker Lane) the second Tuesday of the month from 9am-10am. All are welcome. <https://austincitylutherans.org/food/>

**Caritas of Austin: Community Kitchen** is serving SACK LUNCHES Monday-Friday 11 AM-12:30 PM. Clients will continue to have access to food from our pantry. Serving clients who are on caseload remotely with case management/housing stability services; and in-person with groceries through our food pantry practicing social distancing. The **lobby** is OPEN M/T/W/Th- 8am-4:45pm and Fri- 8am-11:45am to the public, 1 person at a time to access **water, bathrooms, and phones**.

**Central Presbyterian** (200 E. 8th, corner of 8th and Brazos) will continue to offer sack lunches on Tuesdays at 11 AM

(women only). Sack breakfasts will be available to all on Thursdays from 8-9:30 AM. No restroom access, other service suspended as long as shelter-in-place is in effect.

**El Buen Samaritano food pantry** will be OPEN Tuesdays-Thursdays from 9-11AM. Food will be provided on a first come, first served basis. Our bilingual staff is available to assist you in both English and Spanish. At this time, we do not require documentation of any kind. If you are an organization seeking food pantry services for your clients, please contact our CEO, Rosamaria Murillo, at [rmurillo@elbuen.org](mailto:rmurillo@elbuen.org)

**First Baptist Austin** is CLOSED but The Other One's Foundation will provide showers on Tuesdays in the surface parking lot across the street (901 Trinity St). Coming soon: masks and food delivery to MLF, Sunrise Community Church, and The Other Ones Foundation.

**Foundation for the Homeless / Feed My People** breakfast will be distributing breakfast tacos in paper bags for those seeking a Tuesday/Thursday breakfast. Distribution will be outside on the corner of 13th & Lavaca starting around 6AM. Clients will have limited access to the church building, 2 of "each" gender to use the bathroom. No showers will be offered.

**Gateway Church** – Feed the Community Food Pantry, 7104 McNeil Dr., Austin, TX 78729 – Wednesdays 10am to 12pm

**Green Doors'** services are still OPEN to eligible veterans (transitional housing) and affordable housing residents (affordable rental or PSH with vouchers) until capacity is full. They may require a brief hotel stay for folks seeking to join the transitional housing program (and Green Doors would cover the cost); affordable rentals are immediate admission because they are single occupancy. If you have eligible clients, contact [info@greendoors.org](mailto:info@greendoors.org) or 512-469-9130 for information or applications.

**Good Apple** is providing FREE food assistance to folks **55+ and/or immuno-compromised**, and it appears people can sign up on behalf of others who meet those criteria. It appears to be for **groceries**. Turnaround time varies but as of right now appears to be within 48 hours; may be one-time rather than on-going; one person reported getting 3 veggie farm-share bags and 3 bags of non-perishables.

<https://goodapplefoods.com/covid-19/> / available in English & Spanish][Here is a local link apparently coordinated by the Hope food pantry, Good Apple and possibly UT in English & Spanish: [https://utexas.qualtrics.com/jfe/form/SV\\_2fBMQtb1i5lBor3?\\_ga=2.165291391.1949043995.1584368314-1094412584.1571888873&fbclid=IwAR0L4EGrD4ECA0NMQ6HcW2wf2FKtQXbrMi0Kc80jeaFzaJchcLGV\\_alnjGU](https://utexas.qualtrics.com/jfe/form/SV_2fBMQtb1i5lBor3?_ga=2.165291391.1949043995.1584368314-1094412584.1571888873&fbclid=IwAR0L4EGrD4ECA0NMQ6HcW2wf2FKtQXbrMi0Kc80jeaFzaJchcLGV_alnjGU)]

**Mobile Loaves & Fishes** will continue as long as there are volunteers to serve on the food trucks. With reduced volunteers, we are currently operating under limited schedules. For locations and schedules, visit <http://www.mlf.org/truck-schedule>. Below our MLF trucks map is a new map and list of organizations that are also serving meals around the city, which is being updated daily from information we receive from this Google Doc. We've teamed up with **Sunrise** to help get additional meals to them **five days a week**, and we've also teamed up with **The Other One's Foundation** to deliver 100 meals to them Monday-Friday at their mobile hygiene locations.

All City Of Austin **Neighborhood Center food pantry** services are closed to walk-ins but there is a fully-staffed **emergency food helpline** at 512-972-5133. Working with Central Texas Food Bank to provide shelf-stable food. Check here for updates: <http://www.austintexas.gov/department/neighborhood-centers>

**The Other Ones Foundation** A mobile hygiene truck (with showers) will visit different sites – see information in the Health and Hygiene section. TOOF is now basing operations out of the encampment off of Hwy 183. We are building a Community Services Complex at the camp to offer current TOOF programs, including shower and laundry facilities and the Workforce First program. TOOF will also function as service coordinator for all services at the camp. They can be reached at 512-568-7557.

**Sunrise Community Church Homeless Navigation Center** will remain OPEN (weekdays 9-1) but serving outside at a 6-foot distance. Food, coffee, mail, SPID's, Clothing

Food pantries at **Travis County Community Centers (HHS)** remain OPEN, but people need to call and schedule an appointment (no in-person applications) before going to pick up

food. Palm Square (Downtown Austin), Pflugerville, Post Road (South Austin), and Del Valle are scheduling 2 days out; the other three locations are still able to accommodate folks same-day. Also providing rent and utility assistance. <https://www.traviscountytx.gov/health-human-services/community-centers>]

**Trinity Center:** Males & Females check mail between 11 AM – 2 PM Monday-Friday. Takeaway **breakfast service** is at 9:30 AM (Monday-Friday) until all meals (80-100) are served. Sunday dinner take away 3PM.

**University United Methodist Church** serves brunch every Saturday from 9 to 10:30 am.

**Victory Ministries** Hot meals provided at the church (2300 Canterbury St) but **supplies are VERY LOW**. People being served outside only. If able, PLEASE CALL 512-480-9628 to check status before coming.

**Westover Hills Church of Christ-** They are providing food (non-perishable groceries) for everyone on Tuesdays and Thursdays from 1 pm to 3 pm. Drive-thru style. They are located at 8332 Mesa Dr., Austin, TX 78759.

## **Food for Seniors**

**Parks and Recreation Department (PARD)** will distribute **curbside for meals seniors** at three locations, providing kits with 10 meals. This program is **resuming** Monday, 3/30. *(Meal distribution is for pre-registered patrons; Unregistered individuals interested in registering can come to one of the locations below during the scheduled time on a first come, first served basis, pending available food)*

**Metz Recreation Center**  
2407 Canterbury Street, Austin, TX 78702  
9:30AM-11:30AM

**Gus Garcia Recreation Center**  
1201 East Rundberg Lane, Austin, TX 78753  
9:30AM-11:30AM Showers closed

**Meals on Wheels and More [Main Office]**  
Weeks worth of meals delivered

3227 E. 5th Street, Austin, TX 78702  
9:00AM-2:00PM

## School Meals

Many schools are providing meals for students during closures. Learn more about [school meal services](#) and [find the school nearest you](#).

## Storage/Lockers: Violet Storage

In Parking Garage of Health South,

at 606 E. 12th Street . 96 gal barrel with lock. Right now, the hours of operation are:

Monday through Friday, 7 AM – 10 AM and 3 PM – 7 PM. These hours are likely to expand as more staff is hired on.

To apply for a storage bin, show up at the facility.. If you have a Photo ID, that will help.

More locations coming!

## Employment:

### **Challenger Street Newspaper**

Wednesdays & Sundays 1-3PM outside City Hall, Cesar Chavez/Guadalupe. Low barrier self employment. Make money today and every day you work. Distribute the paper with a donation basis, you keep all profits.

Challengernewspaper.org

**Strappd App:** Connecting People In Need to Services

### **Workforce Solutions Capital Area**

**Career Centers** helps central Texans prepare for the workforce and get back to work; job searches, job training, unemployment services, adult education and literacy.

- North Career Center: (512)-454-9675; hours of operation: Mon-Fri 8:00am-5:00pm
- East Career Center: (512)-223-5400; hours of operation: Mon-Fri 8:00am-5:00pm
- South Career Center: (512)-381-4200; hours of operation: Mon-Fri 8:00am-5:00pm

## Medical/mental health:

**ARCH:** Clients who are on Front Steps case management will be allowed in the building. Day services will be limited to clients on the Reservation List/Case Management. Non-Reservation List clients can access mail through the garage door in the alley, M,W,F 9am-10am only. List clients can access lockers twice daily, entering and exiting through the garage. Case managers are providing remote services for clients. Front Steps has secured forehead thermometers to check folks for fevers, with an eye to referring them to appropriate medical care and/or quarantine. There is now a quarantine room at the ARCH. **CommUnity Care** will be using the garage to triage Covid-19 screenings.

**Austin Recovery** is no longer accepting new clients and will be winding down all programming by May 15th, except its partnership with the UT Charter School System will continue and the alumni group is still connecting people seeking help through online meetings.

The **Austin-Travis County EMS Community Health Paramedic** team continues to provide its regular services to folks experiencing homelessness such as street outreach, medical and social needs assessments, case coordination, medication refills, wound care, MAP applications and renewals. We are additionally able to screen folks for ProLodge eligibility

**Ascension Texas** COVID-19 line - 1-833-919-1680, 6am-midnight. <https://healthcare.ascension.org/Specialty%20Care/Coronavirus>

**CommUnity Care's** homelessness hotline is **512-978-8850**, Mon-Fri 8 AM to 4:30 PM. Can be utilized by community partners or clients to make appointments (ARCH or CareConnections), request refills, etc for clients experiencing homelessness.

**CommUnity Care Satellite Clinics** at the ARCH (Monday-Thursday), Community First Village & Care Connections are OPEN; those at Sunrise and Austin Transitional Center are CLOSED.

SOME brick and mortar **CommUnity Care Clinics** remain OPEN, including Hornsby Bend and Del Valle Health Centers.

The following are CLOSED as of 3/23:

- Austin OB Manor
- Austin OB Riverside
- Carousel Pediatrics May's Crossing

- Manor Health Center, for the next few weeks, however this is a fluid situation and may evolve.
- Dove Springs Integral Care (MAT patients will go to South Austin location)

**CommUnity Care DRIVE-THRU** (and walk-up) CLINIC at Hancock Center OPEN Mon-Fri 9 AM-4 PM, Sat 9 AM-12 PM. Drive-up testing will be offered at Manor, Colony Park, Austin's Colony/Hornsby Bend, Del Valle, and Dove Springs on a ROTATING basis beginning 4/17 with Colony Park.

**CommUnity Care Mobile Medical Teams** focused on folks experiencing homelessness are back out working 3 days/week alongside the Community Health Paramedics (EMS).

**CommUnity Care DRIVE-THRU/walk-up CLINIC** at Hancock Center is open Mon-Sat 6:30AM-1:30PM.

Drive-up testing will be offered at the following east side locations from 6:30AM-1:30PM:

- Monday – Barbara Jordan Elementary, 6711 Johnny Morris Rd, Austin, TX 78724
- Tuesday - Hornsby Dunlap Elementary 13901 FM 969, Austin, TX 78724
- Wednesday – Manor Senior High, 14832 FM 973, Manor, TX 78653
- Thursday – Southeast Metro Park, 4511 Highway 71 E, Del Valle, TX 78617
- Friday - Barbara Jordan Elementary, 6711 Johnny Morris Rd, Austin, TX 78724

**Communities for Recovery** is offering Zoom-based Peer Support Meetings / Substance Abuse Support Meetings. These meetings are available to anyone in the community and facilitated by a certified Peer Recovery Support Specialist. Individuals may also call our center phone at 512-758-7686 if they would like to talk directly to a Peer Recovery Coach. Offerings/schedule can be found here: <https://www.facebook.com/communities4recovery/>

**HealthWell Foundation** is providing copay financial assistance up to \$250 to help folks with delivered food, delivered medications, diagnostics, telehealth, and transportation costs. Recipient or household member must have tested positive for COVID-19, be considered high-risk, be immuno-compromised, or be under self-quarantine per physician's

directives, and live in the US or one of its territories, to qualify.

<https://www.healthwellfoundation.org/fund/covid-19-fund/>

Texas **Health, & Human Services** has set up a 24/7, toll-free COVID-19-related mental health line: 833-986-1919

**Integral Care** - Updates and contact information available

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

Urgent mental health care for adults and children still provided at 1165 Airport after a brief medical screening (512-472-4357), M-F 8 AM-10 PM, Sat-Sun/holidays 10 AM-8 PM. Medication-assisted therapy to proceed as usual.

IDD services coordinated by phone or telehealth, or in person if necessary and arranged by appointment; testing services in person after brief screening (512-483-5800).

**Integral Care** is now providing limited onsite services at all of our outpatient mental health clinics for adults and children, as well as continued telehealth and telephone services.

The following clinics operate at a reduced capacity, by appointment only (512-472-4357).

- Dove Springs Clinic:  
Monday through Friday from 8am to 5pm (Adults)
- E. 2nd Clinic:  
Monday through Friday from 8am to 5pm (Adults)
- Riverside Clinic:  
Monday through Friday from 8am to 5pm (Children)
- Rundberg Clinic:  
Monday through Friday from 8am to 5pm (Adults and Children)
- 3000 Oak Springs Clinic:  
Monday, Wednesday, Friday from 8am to 5pm (Adults)

**Integral Care** is distributing PHONES to folks experiencing homelessness and is doing targeted outreach. Call 512-472-HELP to assist someone in getting a phone, getting access to medications, etc

**Foundation Communities** can provide assistance with **Health Insurance Marketplace** applications by PHONE. To determine eligibility, book an appointment online <https://booknow.appointment-plus.co>

[m/yr4hl26g/](mailto:enroll@foundcom.org), leave a voicemail message at 512-381-4520, or email [enroll@foundcom.org](mailto:enroll@foundcom.org).

## **Shelter:**

**Casa Marianella** is still taking in new folks and quarantining. Not allowing visitors onto the property (shelter, medical, legal, food, clothing resources for immigrants, asylum seekers, asylees.

**Salvation Army** shelters are and will be OPEN/operational during the “shelter in place” order from the City of Austin. However, the Downtown Shelter, and the Austin Shelter for Women and Children (ASWC) are FULL and are not taking in new clients. The downtown shelter is CLOSED for cleaning and residents have been quarantined. The Rathgeber Center for Families is currently addressing the shelter wait-list.

Phone numbers:

- (Single Adults) Downtown Shelter- 512-634-5900 Update as of 4/13 Downtown is closed temporarily for cleaning
- (Women and children—17 years or younger) ASWC- 512-933-0600
- (Family unit with a male 17 years or older) Rathgeber Center for Families- 737-256-6926
- (Williamson County residents) Salvation Army Service Center- 512-943-8421 or email [tex.wilco@uss.salvationarmy.org](mailto:tex.wilco@uss.salvationarmy.org)

Individuals who are currently in our shelters and/or enrolled in our post-shelter Passages Program are only able to receive rental and utility assistance.

Visit [SalvationArmyAustin.org/covid-19](https://SalvationArmyAustin.org/covid-19) for more information.

The **SAFE Alliance** remains open. Housing programs, including the Family Shelter, Supportive Housing and Rapid Re-Housing, as well as the Children’s Shelter and Foster and Adopt in Austin program, are all open and operating. The Eloise House sexual assault clinic remains open, providing both in person and telehealth exams for recent survivors of sexual assault. Planet SAFE, the supervised visitation and exchange center, continues to provide safe exchanges. And many of the services – CARES for sex trafficking survivors, Strong Start for parents & child abuse prevention, Counseling, Expect Respect for teens & healthy relationships, and more – continue to work with clients in modified ways.

To access the programs mentioned, or if you think that you or someone you know may be a survivor of violence of abuse, please contact the free, confidential 24/7 SAFEline by phone at 512.267.SAFE (7233), text at 737.888.SAFE (7233), or chat at [safeaustin.org/chat](https://safeaustin.org/chat).

## **Clothing/laundry:**

**Fig Leaf** University United Methodist Church (2409 Guadalupe St.) provides bagged sandwiches, toiletry items, and allows for clothing closet requests to be submitted and filled. Saturdays 8:00AM to 9:30AM

**Mosaic Street Ministry** has a Sunday Morning Care team between 8:30am and 11:30am. Breakfast served with gift cards and bus passes, takes orders for clothing. Address: 12675 Research Blvd

**St Andrew’s Presbyterian’s** ministry to the homeless will be OPEN this Thursday (3/26) from 5:30-9 PM, early arrival encouraged for full access to services and supplies as available. A to-go meal and laundry drop-off will be available; showers will NOT be available. Its twice-monthly Saturday shower and pantry access is now suspended. Lighter Loads ATX will be providing SHOWERS and LAUNDRY service on Sunday, 3/29, from 10 AM to 1 PM.

**Lighter Load ATX** will be providing SHOWERS and LAUNDRY services at Camp RATT/Abbottsville Saturday, 3/28 10 AM to 3 PM, and at St. Andrew’s Presbyterian Church on Sunday, 3/29, 10 AM to 1 PM. Regular and fuller schedule to come.

**Laundry Love** washes clothes and bedding for low and/or no-income families and individuals. Address: 2424 South Congress Hours: 5-7pm every last Thursday of the month

**St. Vincent De Paul Thrift Store** offers a variety of items including clothes, furniture, household goods, toys, electronics, accessories at 900 W Braker Ln, Thursday-Saturday 10:00am to 4:00pm and at 204 E. 24th St., Tuesday-Friday 9:00am to 5:00pm and on Saturday 9:00am to 3:00pm

## **Computer access:**

**Spectrum Wi-Fi Hotspots** are now OPEN for public use across its coverage map, and Spectrum Wi-Fi is FREE for students pre-K to 12th and college for the next 2 MONTHS. More [Info here](#).

AISS is providing students with access to [computers and mobile WiFi](#) during school closures.

**Austin Free-Net's** computer lab at the DeWitty Center is OPEN Monday-Friday from 9 AM -- 4 PM. The lab is operating at 25% capacity with access by appointment only for those with essential service needs related to work, education, social services, or family. Gloves and masks are required inside the building, along with a mandatory temperature check prior to entry. Computer lab workstations are sanitized between every use. Clients are allowed up to 1 hour in the lab with a minimum of 30 minutes. There may be a wait time. The team is providing digital literacy training and assistance, and priority will be given to those working on resumes, job and unemployment applications, etc. The AFN Workforce (Lab Appointment) Line is [737-238-6789](tel:737-238-6789). Residents can also email the team at [workforce@austinfreenet.net](mailto:workforce@austinfreenet.net).

## **Other social services/outreach:**

ALL **Social Security** offices will be CLOSED starting 3/17. See the full press release for information about how to continue accessing services (typically online): <https://www.ssa.gov/news/press/releases/2020/#3-2020-2>

**Street Youth Ministry** remains OPEN to serve our homeless young adult clients. We are in Drop-by mode with service outdoors with six foot spacing. Drop-by service is 12-4 PM Mon-Fri. We are still accepting new clients who are young adults and homeless or already enrolled in other programs to prevent homelessness. We are not expanding our services to all ages or other poverty parameters beyond our mission target for the safety of everyone. We are also continuing outreach in San Marcos on Friday afternoons. We have a home team to respond to questions by phone 9-5 M-F. We are accepting drop-off of non-perishable items 12:30-3:30 M-F.

**Sunrise Community Church Homeless Navigation Center** remains OPEN (weekdays 9-1) serving outside at a 6-foot distance. Food, coffee, mail, SPID's. Service Schedule below:

- Integral Care: Monday-Friday
- Coordinated Assessment: Wednesday and Friday only
- MAP: Thursday only
- CommUnity Care: Thursday
- SNAP: Friday

**Texas RioGrande Legal Aid** offices are closed and all in-person intakes are cancelled. Individuals may apply for legal services by calling (888) 988-9996 Mon - Thurs. 8am - 7:30pm. Additional information and flyers on COVID-19-related legal issues can be found at <https://www.trla.org/covid19-main>.

**Trinity Center**, located at 304 East 7th Street, is providing services including MAP outreach, financial assistance, bus pass distribution, coordinated assessments, clothing for women, computer access, mail service, long-distance bus tickets and prescription help. This is in addition to their weekday morning breakfast. Schedule below; call 512-610-3553 for more information.

- Weekday breakfast-to-go – 9:00AM Mon-Fri
- Sunday meal – 3:00PM each Sunday.
- Week-long metro bus pass- Monday 9:00AM – first comes first served, up to 80 – line is long.
- Birth Certificates, IDs and other documents – each Tuesday and Wednesday 9:30AM
- MAP – each Tuesday – 10:00AM
- Coordinated Assessment – Each Friday
- Long distance Greyhound – after verification with host family, and as budget allows – weekday 10AM-Noon
- Open for Case management applications – per case workers' availability

**Unemployment:** follow this link from the **Texas Workforce Commission:** <https://twc.texas.gov/news/unemployment-news#ifYourEmploymentHasBeenAffectedByTheCoronavirusCovid19>

**LifeWorks** offices are now **closed to the public**. Many services are being offered **remotely**, and LifeWorks can be reached on our main phone line during regular business hours at (512) 735-2400.

The following **LifeWorks** support services **are still available** to clients:

The **Youth Resource Center** will operate walk-up services for individuals 26 and younger experiencing homelessness. Staff will provide the following basic needs to clients briefly outside the north lobby (YRC entrance):

- Bus passes, food/drink, mail, hand sanitizer, socks, feminine hygiene, handwashing station, and a phone.
- WiFi and outlets will be available outside the building until further notice.
- A one-time tent can be provided to anyone in the age range needing one.

### **YRC WALK-UP HOURS:**

Monday – Friday from 11 a.m. to 1 p.m.  
835 N Pleasant Valley Road  
YRC call/text line: (512) 473-9125

• **Existing clients** can still maintain connection to their case workers, peer supporters or employment specialists by contacting them via phone/email. If you are in need of your support's contact information, please call the main LifeWorks number (512) 735-2400.

• If you are a **new client** seeking LifeWorks services, please call the main LifeWorks number (512-735-2400) to be connected with programs and centralize intake.

• If you are not already connected to a counselor or peer supporter, and need **immediate mental health** attention, please call Rebecca Chavez for counseling (512-735-2166) or Beth Hutchinson for peer support services (512-735-2195). EMAIL [JAIRID.PACILEO@LIFEWORKS.ORG](mailto:JAIRID.PACILEO@LIFEWORKS.ORG) FOR A FLYER.

**Downtown Austin Community Court (DACC)** -The DACC is assisting the city with triaging and identifying folks experiencing homelessness to help them gain access to the city's quarantine sites. DACC's intensive and triage case managers continue to be available to individuals experiencing homelessness.

The Community Court has **temporarily relocated** case management services to the **Terrazas Branch Library** located at 1105 E. Cesar Chavez St. DACC's intensive and triage case managers continue to be available to individuals experiencing homelessness. Controlled access to the DACC facility is being implemented in order to meet social distancing recommendations of Austin Public Health. You may experience longer wait times while controlled access is in place. We apologize for any inconvenience and thank you for your patience.

Open regular business hours\*:

Monday through Friday

8:00 a.m. – 3:30 p.m. (starting January 25, 2021)

\*Hours subject to change.

**ECHO** outreach and navigation specialists are providing targeted outreach for housing navigation/ coordinated assessment purposes, and for clients at high-risk of contracting COVID. ECHO outreach and navigation also has a daily presence at Sunrise Navigation Center to support housing navigation and CA needs.

**ECHO Coordinated Assessment** walk-in locations are no longer seeing clients in person for the time being. Please request a Coordinated Assessment the Screener located on the website. Due to higher than normal request volume, it may take up to 3-4 weeks before an ECHO Coordinated Assessment staff member reaches out. We sincerely apologize for the delay. (<https://www.austinecho.org/get-help/experiencing-homelessness/>).

## **Veterans:**

**Texas Center Point Veterans Services** is still OPEN, providing screening, assessment, case management, emergency financial assistance, and behavioral health counseling through phone, email, and online services to qualified veterans, dependents, and surviving spouses in Bastrop, Bell, Coryell, Hays, Williamson, and Travis Counties. For inquiries and referrals to our services, you may call at 512-297-2990 or send an email to [texasvets@cpinc.org](mailto:texasvets@cpinc.org)