

City of San Antonio Resources

Visit their website below for updates

<https://www.sanantonio.gov/Health/News/Alerts/CoronaVirus#281783839-resident-assistance>

COUNSELING SERVICES

- Texas Health and Human Services has launched a 24/7 statewide mental health support line to help Texans experiencing anxiety, stress or emotional challenges due to the COVID-19 pandemic. This new resource offers COVID-19-related mental health support for all Texans. People can call the Statewide COVID-19 Mental Health Support Line 24 hours a day, 7 days a week toll-free at [833-986-1919](tel:833-986-1919).
- Crisis Text Line - Are you feeling anxious about COVID-19? To get free confidential, 24/7 support for anxiety, text "HOME" to 741741.
- Substance Abuse and Mental Health Services Administration's (SAMHSA's) Disaster Distress Hotline: [1-800-985-5990](tel:1-800-985-5990) or text TalkWithUs to 66746.
- Free, confidential 24/7 support for people in distress, prevention and crisis resources for oneself and others [Suicide Prevention Lifeline: 1-800-273-TALK](tel:1-800-273-TALK)

FAMILY SERVICES

- [Childcare Assistance](#) - The United Way of San Antonio and Bexar County are providing emergency childcare assistance for residents who qualify.
- [United Way Helpline](#) - 2-1-1 is a social service hotline that helps people in the region find information about local resources in their community.

FOOD RESOURCES

- [San Antonio Food Bank](#) - Network of food pantries and mobile food distributions remains fully operational and open to the public for help.
- [School Meals Map](#) - shows students where they can find breakfast and lunch near them for free. Please check with your school district for regular updates.
- [Supplemental Nutrition Assistance Program](#) - provides money for food, and the Special Supplemental Nutrition Program for Women, Infants and Children provides resources for pregnant women and people with children younger than 5.
- [Meals on Wheels](#) - is providing meals to at-risk senior's in the community.
- [Little Free Pantry](#) - is a grassroots, crowd sourced solution that facilitates feeding neighbors and bringing attention to food insecurity.

HOUSING

- [Rental Assistance](#) - The Salvation Army assists individuals and families who are struggling to pay their rent. We are often able to assist those facing eviction.
- [SAMMinistries](#) - Offers rental assistance, utility support and long-term housing assistance.

- [Fair Housing and Emergency Assistance](#) - Effective March 18, 2020, the City's Fair Housing Division is accepting emergency rent and mortgage assistance referrals.
- [Request for Utility Assistance](#) - This program assists with utility assistance for CPS Energy and assists with an Affordability Discount Program Application. Seniors, families with young children, individuals with disabilities, and individuals using critical medical care equipment are eligible to apply.
- [Fair Housing Council](#) - The Council's programs and services, such as complaint investigation, advocacy, and education & outreach are available to consumers living in this South Texas service area.

EVICCTIONS

- FAQ's (PDF - [English](#) | [Español](#))
- Bexar County - Bexar County suspended evictions on March 23rd for 30 days. Get more information about Judge Nelson Wolff's Executive Order NW-03 [here](#).

UNEMPLOYMENT BENEFITS INFORMATION

[Texas Unemployment Insurance Information for Individuals \(PDF\)](#)

On 3/17/20, Texas Governor Greg Abbott instructed the Texas Workforce Commission to waive the waiting week, for Unemployment Benefits.

Those seeking to apply for [Unemployment Benefits](#) will need to [submit an application](#).

You will need the following:

- Last employer's business name and address
- First and last dates (month, day and year) you worked for your last employer
- Number of hours worked and pay rate if you worked this week (including Sunday)
- Information related to your normal wage
- Alien Registration Number (if not a U.S. citizen or national)

UTILITIES

- **CPS** - CPS Energy announced on March 11, 2020, they will suspend energy disconnects for their customers in support of a request by Mayor Ron Nirenberg and the San Antonio City Council. CPS Energy will continue to follow the guidance of the Mayor and City Council as they're leading our city through this pandemic.
- **SAWS** - San Antonio Water System is temporarily halting disconnections due to non-payment. Service interruptions will resume at a later date, as SAWS continues to work with Mayor Ron Nirenberg and the City Council.
- **AT&T** - Waiving all home internet data overage fees for current customers. Offering two months of free service to new customers who order access by April 30, 2020. \$5/mo or \$10/mo thereafter, depending speed. Expanding eligibility based on income to households participating in National School Lunch Program/Head Start.
- **Free Wi-Fi** There is free Wi-Fi at several City of San Antonio parks. Citizens can bring their laptops and other electronic devices to the park to research, apply for jobs and browse the internet. Students also have the opportunity to complete homework, check college blackboards for assignments, and connect with friends and family via social media. **Note: Community Centers are not open to the public.**
- **Spectrum Free Wi-Fi** Spectrum offers free access to broadband and Wi-Fi for 60 Days for students K-12 and College Households.