

Dallas County Health & Human Services (DCHHS)  
[www.dallascounty.org/departments/dchhs/](http://www.dallascounty.org/departments/dchhs/)

There are a lot of inquiries about where to receive help, beyond medical assistance, related to the impact of COVID 19. Listed are some resources compiled by DCHHS.

Coronavirus (COVID-19): Resources

**Financial Assistance**

- All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data. Additionally, AT&T will continue to offer internet access for qualifying limited income households at \$10 a month through our Access from AT&T program. They have expanded eligibility to Access from AT&T to households participating in the National School Lunch Program and Head Start. Additionally, they are offering new Access from AT&T customers two months of free service.
- AT&T is redirecting more resources to provide communication services and tools for first responders, health care professionals, educators and other essential customers. This additional support will help ensure these customers can continue providing critical support to the country and their communities, particularly to first responders using the FirstNet network.
- Texas residents can call 211 or visit [www.211texas.org](http://www.211texas.org) and give their zip code for a list of local financial and in-kind resources available in their area.

**Utility Bill Payment Adjustments**

- Under a new program called the COVID-19 Electricity Relief Plan, the Public Utility Commission of Texas has ordered all Retail Electric Providers to immediately offer a deferred payment plan to any residential customer who requests it. Retail electric providers must also suspend disconnections for residential customers who have been added to the state's unemployment and low-income list due to the effects of COVID-19. To enroll, contact the state's low-income list administrator at 866.454.8387. Their call center is open 24/7. If you do not qualify for the state's unemployment and low-income list, contact your individual service provider's customer service line for alternate assistance options for your plan.
- On March 14, Atmos Energy announced it would temporarily suspend disconnections for all Atmos Energy customers. If you have questions related to your gas bill, please contact Atmos Energy at 888.286.6700. If you need assistance paying your bill and are not already enrolled to receive assistance through Atmos Energy's Sharing the Warmth program, please call 211 to find a Share the Warmth non-profit partner or visit: <https://www.atmosenergy.com/customer-service/get-help-paying-your-bill>.
- Charter Communications is offering free access to Spectrum Broadband and Wi-Fi for 60 days for new K-12 and College Student households. Residents should call: 844.488.8395. Charter is also working with school districts to ensure that communication is provided about the free Wi-Fi; Charter continues to offer Spectrum Assist for households without school-aged children; Charter is also opening its Wi-Fi hotspots for public use.

### Small Businesses and Non-Profits

- Communities Foundation announced a collaborative fund to provide grants for non-profits engaged in the COVID-19 response. **The North Texas Cares Fund is for non-profit service providers ONLY who are responding to the Covid-19 crisis.** Applications from nonprofits are being accepted on a rolling basis and can be submitted via [www.NorthTexasCares.org](http://www.NorthTexasCares.org)
- Criteria for eligibility and consideration includes:
  - Must be 501c3 organization
  - Must provide services in the North Texas area
  - Must provide services that address immediate response or long-term relief efforts in response to COVID-19
- Requests should focus on first responders and/or support for vulnerable populations– (i.e. seniors, children, homeless, low-income)
- If you have business questions about "Stay home stay safe," contact [BusinessCOVID19@dallascounty.org](mailto:BusinessCOVID19@dallascounty.org)
- The State of Texas has officially declared a state of emergency. Businesses are encouraged to fill out [Economic Injury worksheets](#) to prepare for distribution of disaster relief funds.
- The [Texas Comptroller's Office](#) has resources available here.
- Businesses and residents with questions regarding essential status can email [BusinessCOVID19@dallascounty.org](mailto:BusinessCOVID19@dallascounty.org)
- The U.S. Chamber of Commerce has produced a guide explaining the new emergency loans available for small businesses and 501(c)3 non-profits.
  - [English](#)
  - [Spanish](#)

### Unemployment & Job Search Resources

- Employees affected by the coronavirus (COVID-19), can apply for benefits online at any time using Unemployment Benefits Services (UBS) online. UBS is available 24 hours a day, seven days a week or employees can call Texas Workforce Commission's Tele-Center at 800.939.6631 from 8 a.m. to 6 p.m. Central Time Monday through Friday.
- Job-seekers may visit [www.WorkInTexas.com](http://www.WorkInTexas.com) to search for opportunities in the area
- You can email Goodwill at [jobs@goodwilldallas.org](mailto:jobs@goodwilldallas.org) with your name, city/zip code, contact number and any additional information. A Goodwill Job Connection Center Manager or Specialist will contact you directly and set up an appointment for virtual employment services. You can also contact a Job Connection Center by phone at the location nearest you:
  - 3020 N. Westmoreland Rd, Dallas, TX 75212: 214.638.2800 x185
  - 919 W. Main Street, Lewisville, TX 75067: 972.436.3681
  - 1661 E. Northwest Hwy., Garland, TX 75041: 214.227.5549
- The North Texas Food Bank has partnered with Shift Share to employ workers who have suffered from lost income as a result of the Coronavirus' impact on the economy.
- Say Yes to Dallas and the Dallas Regional Chamber, with other North Texas partners, are connecting workers displaced by the COVID-19 outbreak. [Click here](#) for a list of job openings.

## Food & Grocery Assistance

- Texas Education Agency (TEA) has created the Texas Students Meal Finder Map to help people locate closed schools that are currently serving meals. The map includes a list of schools, and their addresses and service times, which can be searched by address at [https://schoolmealfinder.hoonuit.com/?filter\\_state=tx](https://schoolmealfinder.hoonuit.com/?filter_state=tx)
- [North Texas Food Bank](#) has shifted to box distribution model with partner agencies. Food4Kids and School Pantry programs remain fully functional, and they are partnering with the City to deliver snack/hydration kits to the homeless.
- Dallas County Health and Human Services Older Adult Services Program is currently providing meals delivered to homebound seniors. There is a drive-thru for hot meal pick-up service set up at each senior center location. Seniors needing these resources can call 214.819.1860 to enroll.
- Salvation Army Drive-Through Grocery Services - In response to a once-in-a-lifetime pandemic, The Salvation Army of North Texas is operating 13 drive-through grocery service locations in Collin, Dallas, Denton, Ellis and Tarrant counties to support families experiencing a loss in income or lowered wages due to the coronavirus outbreak. To serve anyone that presents a need, income verification and other typical requirements for assistance have been suspended. Food pantries will continue to operate without disruption. To find a list of drive-through grocery service locations and hours of operations, please visit [www.salvationarmydfw.org/](http://www.salvationarmydfw.org/)
- Crossroads Community Services food pantry details can be found [here](#)
- Any family, community organization or rescue group who needs help with dog food; may reach out to Ninfa Beltran with the SPCA at [nbeltran@spca.org](mailto:nbeltran@spca.org) who will be coordinating and facilitating the distribution of dog food.

## Health and Wellness Resources

- It is normal to feel stress, anxiety, grief, and worry during times of public crisis. North Texas Behavioral Health Authority (NTBHA) has developed a dedicated COVID-19 mental health support line available to our system of care to provide trauma informed support and psychological first aid to those experiencing stress and anxiety during this time of crisis. This dedicated line will provide relief to our traditional crisis line while providing the necessary support within our community as we work through this specific crisis. The NTBHA COVID-19 Mental Health Support line can be reached at, [833.251.7544](tel:833.251.7544). Individuals who contact the COVID-19 support line needing a higher level of care will be transferred directly to our traditional 24/7 NTBHA crisis line at, [866.260.8000](tel:866.260.8000).
- The [Texas Department of Health and Human Services](#) has extensive resources [available](#) for mental health support, including those facing a mental health crisis.
- The Metrocare Coronavirus Support Line is available during our normal business hours Monday through Friday for those Dallas County residents experiencing high anxiety or depression during these turbulent times. Metrocare's professionals will assist individuals in accessing our mental health services and provide referrals for other services that may be needed. The Metrocare Coronavirus Support Line for Dallas County is 214.743.1215.

- North Texas Behavioral Health Authority - Individuals can contact the 24/7 COVID-19 Mental Health Support Line at 833.251.7544. Those needing support outside of the COVID-19 crisis can still contact our NTBHA 24/7 Crisis Line at 866.260.8000.
- CDC [Stress & Coping During the Coronavirus](#)
- National Support Lifelines
  - National Suicide Prevention Lifeline – 800.273.8255
  - Suicide Crisis Center - 24 hours – 214.828.1000
  - Crisis Text Line - Text the word HOME to 741741
  - Crisis Text Line - Special keyword for students of color - Text the word STEVE to 741741

### **Mortgage, Rent and Housing Resources**

- Texas Department of Housing and Community Affairs Foreclosure Prevention 1-888-995.HOPE (4673).
- [Texas Health and Human Services Commission](#) has resources available. There may be vouchers to assist those in need with paying their rent. Also get government assistance with other needs, including lease application fees, information on low income housing and security deposits. Dial 877.541.7905 to find additional ways to get rent help.
- [The U.S. Department of Housing and Urban Development \(HUD\)](#) offers programs that can help you with paying your mortgage and also avoid foreclosure. Local resources, including government and non-profit assistance, can help qualified homeowners.
- Dallas County Judge Clay Jenkins' Order states that Dallas County Justices of the Peace cannot proceed with evictions until May 18, 2020 (date subject to change). If you have concerns, volunteer attorneys are on stand-by to assist. Send an email to: [DallasEvictions2020@gmail.com](mailto:DallasEvictions2020@gmail.com), and a volunteer lawyer will get back with you. Include your name, contact and landlord information, and other pertinent facts. The service is free.
- Dallas County established a tenant helpline for tenants who have been evicted despite the order or who are pending eviction. Before reaching out residents are advised of the following:
  - Tenants engaged in criminal activity or causing an imminent threat to health and safety may be subject to eviction prior to the aforementioned date.
  - Tenants maintain responsibility for paying their rent.
  - Tenants are encouraged to contact their landlord and make sure they are aware when eviction moratoriums are in place.
  - When having difficulty paying rent, tenants should attempt to make payments and/or establish a payment schedule with their landlord.

Information about the initial order suspending evictions, is available in English and Spanish at:

- <https://www.dallascounty.org/covid-19/tenant-hotline.php>
- Email: [Tenanthotline@dallascounty.org](mailto:Tenanthotline@dallascounty.org)
- Call: 214.653.6563 or 833.743.0072\* \*Please note the hotline calls are being monitored by the Dallas County Unincorporated Services Department (in case callers receive their voicemail).

### **Childcare Resources**

- The Texas Workforce Commission's [subsidized childcare program](#) is making changes to their requirements in light of the COVID-19 crisis. Please check their website regularly for announcements coming soon.
- Due to COVID-19, YMCA branches are currently closed; however, they continue to offer [limited childcare programming](#) on a daily basis, supporting the childcare needs of first responders, medical professionals, government officials, and those that must continue their work in this challenging time. This care will be offered until further notice, at 11 YMCA branches across the Dallas Metroplex, in accordance to state guidelines.

### **How to help**

- If you are a nurse or physician wanting to offer assistance, contact [volunteer@dallas-cms.org](mailto:volunteer@dallas-cms.org)
- How to help frontline responders: [www.HelpDallasCounty.org](http://www.HelpDallasCounty.org)
- Vendors who can provide PPE and disinfecting supplies please [click here](#).

### **Domestic Violence**

The City of Dallas' Domestic Violence taskforce has compiled a list of resources for survivors of domestic violence which can be accessed [here](#).