

## SENATE DISTRICT 29

# COVID-19 Community Resources Guide

Updated Daily

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*"We are facing an urgent situation with COVID-19, but I am confident that our strong, resilient community will meet the challenge together."*

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Dear Friend:

We are facing an urgent situation with COVID-19, but I am confident that our strong, resilient community will meet the challenge together.

Many cities and counties in SD 29 and across the state have issued orders restricting all but essential personal errands and business to slow the spread of COVID-19.

This is an effort to "flatten the curve," or to slow the rate of infection, so that our health care system is not overwhelmed.

Elected officials, health authorities, and members of our community are working at all levels to ensure that we protect public health and respond to the financial needs of workers and businesses. It will be difficult, but we will be able to rebuild our local, state, and national economy.

Enclosed you will find information and links to local and state resources. This includes information on COVID-19 and your health, financial support for small businesses and workers, City and County orders prohibiting non-essential social and business interaction, housing and food support, volunteer opportunities, and even educational and fun things to do with your children.

As always, please contact my office directly at (915) 351-3500 or (512) 436-0129 if you need assistance.

Sincerely,  
Senator José Rodríguez

## COVID-19 in our Community

The [novel corona virus](#) has spread across the world rapidly. There is currently no vaccine to prevent COVID-19. The best steps you can take is to prevent contracting the virus. Wash your hands thoroughly, for at least 20 seconds. Avoid touching your face, especially your eyes, nose, and mouth. Practice [social distancing](#) to the greatest extent possible. [Stay informed](#) and understand what's needed from YOU.

If you are sick or have symptoms of COVID-19, stay at home! For info on what to do if you're sick, call your primary care physician or the City of El Paso Department of Public Health at (915) 212-6843 or (915) 21-COVID or visit <http://www.epstrong.org>.

**The hotline is open from 7 am to 8 pm on Monday to Friday, and from 10 am to 6 pm from Saturday to Sunday.**

For a comprehensive local guide on health, education, and economic services, visit [Paso del Norte Health Foundation](#).

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To report or inquire about  
COVID-19 compliance, call 311  
or email

[COVIDCompliance@elpasotexas.gov](mailto:COVIDCompliance@elpasotexas.gov)

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*Community spread means spread of an illness for which the source of infection is unknown. Avoid public places to prevent community spread and wash your hands frequently.*

## Government Resources

### State of Texas

If you need information or have been impacted by COVID-19 visit <https://texas.gov/#covid19>.

For daily situational reports, visit <https://tdem.texas.gov/situation-reports/>

### El Paso Stay Home, Work Safe orders

[The County and City of El Paso have issued a Shelter in Place order for all El Paso residents.](#)

[County of El Paso Order](#)

[City of El Paso Order](#)

If you are stopped by the police for compliance- **KNOW YOUR RIGHTS.**

### Cd. Juarez

[Stay up to date on measures that have been taken in Ciudad Juarez to slow the spread of the virus there.](#)

### Trans Pecos

Get updates and resources from the [Big Bend Sentinel](#).

Shelter in Place Orders have been issued in the [City of Marfa](#), [City of Presidio](#), [Presidio County](#), [Jeff Davis County](#), [Culberson County](#), and [Brewster County](#).

### City of El Paso

For info and updates on COVID-19, visit [www.epstrong.org](http://www.epstrong.org) or [the City of El Paso Dept. of Public Health](#)

To report or inquire about COVID-19 compliance, call 311 or email [COVIDcompliance@elpasotexas.gov](mailto:COVIDcompliance@elpasotexas.gov)

All City recreation centers, aquatic facilities, libraries, museums and the El Paso Zoo are closed until further notice. Parks remain open.

### El Paso County

The General Assistance Division provides resources to El Pasoans through community and social service programs. Call (915) 775-2700 to apply over the phone or [click here](#) to apply online for help with emergency rent/mortgage payments, utility assistance, food baskets/meals, and burial services.

### El Paso County Courthouse

Facilities are limited to essential services only. Call (915) 546-2000 or visit [www.epcounty.com](http://www.epcounty.com) with any issues or concerns relating to business with the County.

### El Paso Consolidated Tax Office

The El Paso Consolidated Tax Office is closed to the public for in-person services until further notice. Taxpayers can still conduct business with the office by mail, phone or online. Taxpayers are encouraged to pay their property taxes through the following methods:

**Mail:** City Tax Assessor Collector, PO Box 2992, El Paso, TX 79999-2992

**Phone:** (915) 212-0106

**Online:** [www.elpasotexas.gov/tax-office](http://www.elpasotexas.gov/tax-office)

For additional information, visit [elpasotexas.gov/tax-office](http://elpasotexas.gov/tax-office).

### El Paso Sun Metro

EPSM will offer [free public transportation](#) services until further notice. El Paso Streetcar service has been suspended.

## Healthcare Resources

The Texas Department of State Health Services has extensive information about the virus and what you can do to prevent its spread. [For that and other state information about the virus you may visit the Texas Department of State Health Services by clicking here.](#)

The Senate Committee on Health and Human Services has compiled [a comprehensive document with information for providers.](#)

For the latest state waivers, visit [Texas HHS COVID-19 Information for Providers.](#)

### Local Providers and Testing:

If you develop symptoms or feel sick, call your primary care physician to see if you should be screened for COVID-19.

If you do not have a primary care physician or are uninsured, call:

- (915) 212-6843 or (915) 21-COVID from 7 am to 8 pm on Mon-Fri, and from 10 am to 6 pm from Sat-Sun, or
- 2-1-1 and select option six for referral to a health care provider.

**As of April 1<sup>st</sup>, the following criteria will be used to identify those who qualify for drive thru testing:**

- First responders and health care workers with symptoms
- Persons 65 years of age or older with symptoms
- Persons any age with symptoms and an underlying medical conditions
- Individuals evaluated by their medical provider and provided with a lab order through Quest Diagnostics

**If you qualify, call (915) 212-0783 to make an appointment. You will not be asked for your citizenship or immigration status. Drive thru testing is available Mon-Sat from 7 am to 5 pm.**

[Texas Tech University Health Science Center](#) and [Centro San Vicente](#) provide integrated primary and preventive care, including behavioral health, and are currently providing COVID-19 screening and testing.

### NON-COVID-19 Healthcare Resources

#### Community Health Centers:

For non-COVID-19 health services, contact your primary care physician by phone. If you do not have one, you may contact [Project Vida](#) or [University Medical Center](#) by phone to make an appointment.

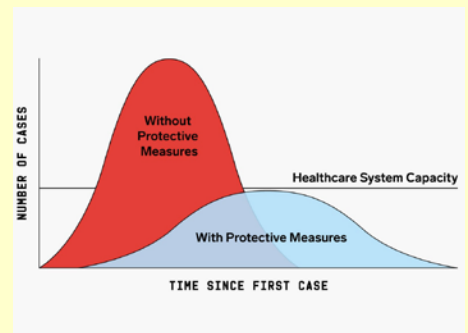
#### Behavioral Health Services:

[Texas Health and Human Services Commission](#) has launched a 24/7 statewide mental health support line to help Texans experiencing anxiety, stress or emotional challenges due to COVID-19. The service is available to everyone in Texas. Call toll-free at (833) 986-1919.

[Emergence Health Network](#) provides services for mental health, developmental disability, and related conditions for the people of El Paso County.

The [El Paso Child Guidance Center](#) continues to accept children (ages 2 and older) and families for mental health services and has openings available. EPCGC accepts Medicaid, some private insurances, and offers sliding scale. Call (915) 562-1999 to schedule an appointment or for more info.

[Aliviane](#) continues to offer SUD services for individuals in recovery. For assistance you may call (915) 782-4000.



*Flattening the curve ensures that our hospitals and healthcare systems will be able to manage the spread of COVID-19.*

## Healthcare Resources (cont.)

### Victims of Domestic Violence:

[Center Against Sexual and Family Violence / Centro en Contra de la Violencia Sexual y Familiar](#) will not turn away clients who are seeking shelter during this time of social isolation. Call (915) 593-7300 if you are facing sexual or family violence require support or assistance.

### Reproductive Health Services:

[Planned Parenthood](#) currently offers urgent health services. Schedule pain/infection exams, suspected breast mass exam, emergency contraception, Depo Provera birth control and PrEP/PEP HIV prevention. Birth control is available via PPDirect telemedicine for patients 18 and older for pills/patch/ring. STI screening and treatments, and transgender patient appointments are also available.

## Housing Resources

### Evictions

The City of El Paso has passed an [ordinance](#) prohibiting evictions during this state of emergency. Should you or someone you know be threatened with an eviction, whether residential or business, contact [COVIDcompliance@elpasotexas.gov](mailto:COVIDcompliance@elpasotexas.gov) or the El Paso Police Department's non-emergency line at (915) 832-4400.

You may also contact [Texas Rio Grande Legal Aid, Inc.](#) through their legal intake system at 1-888-988-9996.

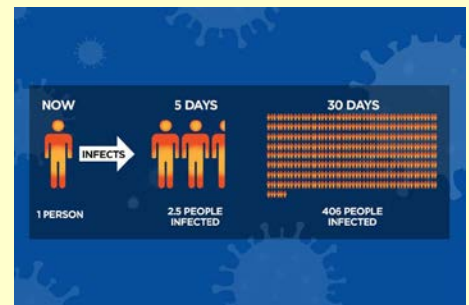
*"Self-help evictions are not allowed in Texas. This means landlords have to allow a legal process to remove their tenants. Evictions begin with a notice, followed by a lawsuit in Justice Court, a hearing and an appeal to county court, if necessary, and finally, a writ of possession if the tenant has not moved out. The writs involve the constable and sheriff physically removing people and their belongings from the property. On March 19, 2020, the Texas Supreme Court paused all eviction proceedings until April 19, 2020 and writs until April 26, 2020, with the exception of cases involving a threat of harm or criminal activity. We hope this brings some peace of mind to tenants, but are aware that this does not waive their obligation to pay the rent- it only delays how quickly they can be removed from the home. This underscores the importance of emergency funds for tenants and their landlords." -Veronica Carbajal, Attorney, TRLA, Inc.*

[El Paso County](#) provides assistance for renters who qualify. The General Assistance Division provides resources through community and social service programs. Call (915) 775-2700 to apply over the phone or [click here](#) to apply online.

## Unemployment and Small Business Resources

### Unemployment Support

The 10-day investigation period for people applying for unemployment benefits has been waived. 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.



*Community spread means spread of an illness for which the source of infection is unknown. Avoid public places to prevent community spread.*

## Unemployment and Small Business Resources (cont.)

Texas Rio Grande Legal Aid has provided a [web page with resources](#), including questions employees may have about their [legal rights and other questions regarding time off from work](#).

### Small Business Resources

The programs and initiatives in the [CARES Act](#) aim to assist business owners. For a [COMPLETE LIST of SBA programs click here](#).

Texas small businesses eligible for an SBA Economic Injury Disaster Loan can [directly apply for assistance](#). The online application is the fastest method to receive a decision about loan eligibility. If you have questions, call 1-800-659-2955 or [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov).

If you are a small business and need capital to cover the cost of retaining employees, learn about the [Paycheck Protection Program](#).

If you need a quick infusion of a smaller amount of cash to cover your business, consider applying for the [Emergency Economic Injury Grant](#) when you apply for an SBA loan.

If you might benefit from free counseling to help you navigate economic challenges related to COVID-19, consult with [SBA resource partners](#) who might help.

The Texas Senate Committee on Business and Commerce has compiled a [comprehensive list of federal, state and other resources](#).

The Texas Comptroller's office is providing assistance in the form of short-term payment agreements, and, in most instances, waivers of penalties and interest. Contact the Enforcement Hotline at 800-252-8880 to learn more or visit [COVID-19 emergency response webpage](#) for access to online tools, tutorials and other resources for tax services, and to establish 24/7 online account access with [Webfile](#).

[County and City of El Paso](#) have partnered with [LiftFund](#) to bring relief to small businesses that are being impacted by COVID-19. LiftFund is offering 0% interest loans and grants to businesses who qualify.

Find additional grants [here](#).

## Public Utilities

El Paso City Council unanimously approved an [ordinance](#) that prevents utilities, including water, electricity, cable, internet and gas from being disconnected for late payment during the city's coronavirus emergency.

The [Public Utilities Commission](#), which regulates power, water, and sewer utilities across the state, has prohibited utilities from disconnecting services or charging late fees during the COVID-19 emergency.

If your service is in danger of being disconnected or are getting charged late fees for non-payment, please file a complaint via phone, web, or email: 888-782-8477, [customer@puc.texas.gov](mailto:customer@puc.texas.gov), [www.puc.texas.gov/consumer/complaint/Complaint.aspx](http://www.puc.texas.gov/consumer/complaint/Complaint.aspx)

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*El Paso City Council unanimously approved an ordinance that prevents utilities from being disconnected for late payment during the COVID-19 emergency.*

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## Public Utilities (cont.)

[El Paso Electric](#)

[El Paso Water](#)

[El Paso Gas](#)

[AT&T](#)

[Spectrum](#)

*\*\*While this ordinance prevents disconnection of services, it does not forgive outstanding balances or cancel your obligation to pay for service.\*\**

Project BRAVO's Comprehensive Energy Assistance Program (CEAP) assists low-income households in meeting their immediate energy needs through [utility bill assistance](#) and energy education that encourages consumers to control energy use and costs. The organization offers various resources for those who qualify.



*Practice social distancing by keeping at least SIX FEET between and the people around you.*

## Food, Meals and Provisions

### Special Shopping Hours for Vulnerable Populations

Special hours are offered for those aged 60+, pregnant women and those with compromised immune systems across El Paso:

Walmart- 7am-8am every Tuesday

Albertsons- 7am-9am every Tuesday and Thursday

Whole Foods Market- 7am-8am each day

Target- 8am-9am every Wednesday

Vista Supermarket- 6:30am-7am each day

Dollar General- 8am-9am each day

### Food Assistance

#### For Students:

School Districts are offering free meals to all students under 18, regardless of which district you live in. [Find a distribution site nearest you.](#) Use the [TEA Meal Finder](#) to locate school meals across Texas.

#### For Community:

[One Grub Community](#) offers free meals on a "Pay it Forward" basis.

Contact to see if there are meals available at (915) 588-7078 or visit 901 Arizona St. Wed-Fri 8am-7pm/Sat 10am-2pm.

[Food pantry services](#) are available to the community. Make sure to call before visiting.

UTEP students may [access pantry services at Memorial Gym](#) beginning at 9am on March 23, 2020.

### Toilet Paper

The locally owned [Spectrum Paper Company](#) has opened its doors to the public. They will be accepting cash only and will limit quantity for toilet paper and kitchen towels. Spectrum Paper Company is located at 27 Concord St, El Paso, TX 79906. They are open Monday-Friday from 8 a.m. – 4 p.m.

*\*You can also inquire with your neighborhood grocer about stocking dates for toilet paper and all other necessary items.*

## Resources for Families

### Child Care and Day Camps:

The [YWCA](#) offers educational camps at six YWCA locations from 6:30 am to 7:30 pm. [Child Care Services](#) participants are accepted for these camps and YWCA also offers scholarships for households with an income of \$38,000 or less. Information on [scholarships](#) is available.

#### *YWCA Locations and contact info:*

West Side: 313 Bartlett Dr. - 915-519-0108  
 Central: 1600 Brown St. - 915-519-0107  
 Northeast: EPCC Transmountain Campus, 9570 Gateway N,  
 915-831-5832  
 Lower Valley: 115 N. Davis - 915-519-0105 & EPCC Valle Verde  
 Campus, 919 Hunter Dr. - 915-931-2123  
 Eastside: 10712 Sam Snead - 915-519-0106

The [YMCA](#) has extended [day camps](#) during school closures.

#### *Locations and contact info:*

Eastside: 2044 Trawood - (915) 590-9622  
 North East: 5509 Will Ruth - (915) 755-9622  
 Westside: 7145 N Mesa - (915) 584-9622

### Educational and Recreational Activities

The [Intercultural Development Research Association](#) is an independent, non-profit organization that provides training; useful research, evaluation, and frameworks for action; timely policy analyses; and innovative materials and programs.

Visit the IDRA [Learning Goes On](#) COVID-19 for free [webinars](#) for teachers, administrators, and families. Explore a free online [Community of Practice](#) for educators, families, and communities to connect, share information about best practices, and access resources to address the new educational realities due to COVID-19. Browse guides with research-based tips on Ensuring Equity in Online Learning ([English](#) | [Spanish](#)) and Best Practices for Online Instruction ([English](#) | [Spanish](#)). IDRA also releases weekly COVID updates, including analyses of the latest federal, state, and local policy decisions. The first, [related to testing waivers, is here](#).

Browse this [complete list](#) of resources, compiled by parents for children who are learning at home during school closures.

Google Arts and Culture has partnered with 2,500 museums and galleries around the world to offer [virtual tours of their spaces](#). Some of the options include New York's Museum of Modern Art and Amsterdam's Van Gogh Museum. The Louvre, based in Paris, is also offering its own virtual tour online for free.

National parks are also providing virtual tours. Virtual visitors can travel through the trails of [Yellowstone National Park](#), as well as the [Yosemite National Park](#). Families can tour zoos and learn about animals without leaving home, as well. The [San Diego Zoo](#), the [Georgia Aquarium](#) and the [Monterey Bay Aquarium](#) are offering live webcam viewings of pandas, penguins and beluga whales.



## Resources for Families (cont.)

[PBS](#) offers resources for school aged children, to include educational activities, games, tools and materials for those learning from home during school closures.

While recreational facilities and public parks have halted scheduling activities and programming, City Parks remain open to the public. [The El Paso Public Health Department urges parents to keep children away from playground equipment and asks that all park visitors maintain six feet distance between each other.](#)

The Franklins Mountains State Park remains open for visitors who would like to hike and explore the outdoors. [Group visits are restricted for parties larger than ten and social distancing is required. Maintain 6 feet between yourself and other visitors.](#) Visitors are encouraged to avoid crowded parking lots and trails and purchase a pass online and enter the park through self-check in.

## Student Resources

### UTEP

For [updates](#) on UTEP's response to COVID-19 and related resources for students [click here](#).

### EPCC

For [updates](#) on EPCC's response to COVID-19 and related resources for students [click here](#).

### K-12

Schools across Texas remain closed by Executive Order of the Governor. Find information and resources through the [Texas Education Agency](#).

[Annual academic assessment requirements \(STAAR tests\) for the remainder of the 2019-2020 school year have been suspended.](#)

[Information about internet service for students during school closure can be found here.](#)

[Information for AP Students affected by COVID-19 can be found here.](#)

## Resources for Immigrants

The Texas Workforce Commission has released their [website in Spanish](#).

If you are not a U.S. citizen, you may be eligible for unemployment benefits if you are:

- Legally residing in the U.S.
- Authorized to work in the U.S.:

  - 1) At the time you earned your base-period wages
  - 2) When you apply for benefits
  - 3) While requesting benefits

- Able to satisfy the requirements of Form I-9, [Employment Eligibility Verification](#)





## Resources for Immigrants (cont.)

[DACA recipients and people with Employment Authorization Documents can apply for unemployment](#) as long as they have a valid work permit.

The Betancourt Macias Family Scholarship Foundation provides emergency funding for immigrants who qualify. Those who are undocumented or know someone who is undocumented and have been impacted by the COVID-19 pandemic, can [fill out the scholarship request form](#).

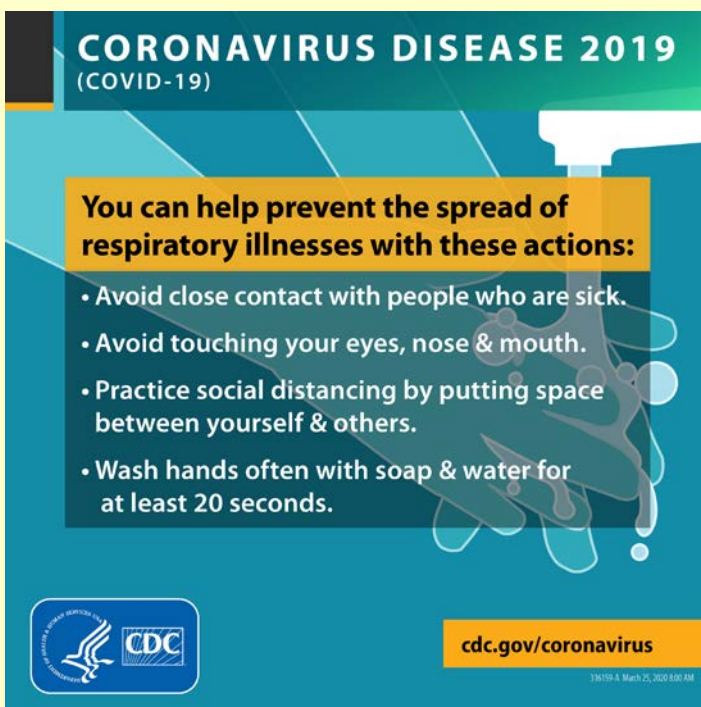
## Volunteer and Support

If you are healthy and understand how to practice precautions, volunteer at the El Pasoans Fighting Hunger food bank. Register for a shift [here](#) or donate [here](#).

If you are healthy and able, donate blood at Vitalant. Make an appointment [here](#).

To support local non-profits in the region, consider donating to the Paso del Norte Community Foundation's [El Paso COVID-19 Response Fund](#)

If you have the means and would like to support local food and beverage workers you may do so through the [Food and Beverage Workers Fund](#).



**For further assistance contact:**

Office of State Senator José Rodríguez  
(915) 351-3500  
[jose.rodriquez@senate.texas.gov](mailto:jose.rodriquez@senate.texas.gov)

**To share information about additional community resources contact:**

Xochitl Rodríguez  
Director of Community Affairs  
Office of State Senator José Rodríguez  
[xochitl.rodriquez@senate.texas.gov](mailto:xochitl.rodriquez@senate.texas.gov)

**For more information visit:**

[www.senatorjoserodriguez.com](http://www.senatorjoserodriguez.com)

