



Hays County, Texas

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Information for the News Media

April 14, 2020

Hays County Courthouse, San Marcos, TX (April 14, 2020) – Hays County is sharing this list of resources for residents who have lost their jobs or need food, mental health support, or other assistance due to the COVID-19 pandemic. Resources are also available for small businesses and nonprofits. Persons who need help and live within a city limit in Hays County should also check their city’s website for additional assistance that may be available. Texas State University students have resources available to them [here](#).

If you don’t need assistance: most of these (and other) agencies and nonprofits appreciate monetary donations during this time, and some need volunteers as well as they are serving many more than their usual number of clients.

It’s important during this pandemic event to take care of ourselves and our loved ones. Individuals feeling extra stressed, depressed, anxious, or concerned because of the COVID-19 pandemic can call the Texas Health and Human Services Commission mental health support toll-free hotline at **833-986-1919**. It operates 24/7.

Residents can call a hotline at **512.393.5525** with non-emergency COVID-19 questions from **7 a.m. to 7 p.m., Monday through Friday**. Spanish speakers will be available. You can also check [online](#) in English and Spanish for symptoms, prevention, and treatment. If you are experiencing symptoms, call your health-care provider to describe your symptoms and get instructions. Do not drive directly to your clinic, urgent care center, or hospital. Call 9-1-1 if your symptoms are severe.

The bipartisan [CARES Act](#) signed in March means that individuals and families within certain income ranges will receive financial assistance directly as will small businesses, healthcare providers, and others.

The [Texas Workforce Commission](#) has a lot of information about eligibility, programs, and a sign-up to get alerts about job opportunities especially for those who have lost their jobs because of COVID-19.

Some individuals could now be eligible for the **USDA’s Supplemental Nutrition Assistance Program** (SNAP) which provides funds to supplement family food purchases and has a limited program for single adults.

The [Temporary Assistance for Needy Families](#) (TANF) program can help eligible families with children (including a grandparent or other adult caring for a child).

The [Hays County Food Bank](#) holds drive-through and walk-up (social distancing is enforced) distribution locations for low-income families and persons experiencing a food emergency. Even if you do not meet the usual guidelines for the Food Bank, if you have lost your job, or lost your sole provider, then you may be eligible for a set period of time. New clients are encouraged to call the Food Bank at 512-392-8300 to sign up beforehand to minimize time spent at the distribution sites.

The Women, Infant, and Children's (WIC) program has temporarily expanded approved foods for clients who cannot find items typically on the program's list. For more information or to apply visit the [Central Texas WIC Facebook page](#) or the [WIC website](#).

The United Way for Greater Austin provides information about food, health, childcare and more. Call **211** to find help and resources related to COVID-19.

For those experiencing family violence, sexual assault, dating violence or child abuse in the community, the Hays-Caldwell Women's Center is ready to assist. Please call the 24-hour crisis HELPLine at 512-396-4357.

The [Greater San Marcos Youth Council](#) is offering resources for children and family members. Tips on reducing stress, activities for children, and other helpful information is online, and staff is available to help find additional resources.

The [National Restaurant Association Educational Foundation](#) is assisting employees in the food service industry who are experiencing hardships because of COVID-19.

[AuntBertha.com](#) is a free service that shows by zip code many organizations that can assist in a variety of ways, such as food, medical care, job training, and more.

Small businesses and nonprofits can apply through the [Small Business Administration](#) for emergency grants and a forgivable loan program for companies with 500 or fewer employees. There are also changes to rules for expenses and deductions so that companies can keep employees on the payroll and stay open in the near-term. Small businesses that already have SBA loans may get help for payments.