COVID-19 San Antonio/Bexar County Updates for Homeless Service Providers
Last Updated: 05/07/2020 5:05PM

This will be updated M-F. The purpose of this document is to share operational updates and changes for homeless service providers due to the outbreak of COVID-19. Please send us updates to Contactsarah@sarahomeless.org

COVID-19 Hotline - 210-207-7559
Monday - Friday: 8 a.m. to 5:00 p.m.
Saturday & Sunday: 10 a.m. to 3:00 p.m.

National Domestic Violence Hotline
1-800-799-SAFE (7233)

COVID-19 Response Fund
(Emergency rent/mortgage, utilities, gas, food assistance)
San Antonio residents call: (210) 207-5910 or click here

Metro Health Hotline – Call to schedule COVID-19 test
210-207-5779 or click here to complete self-assessment

Click here for an updated list of Resource Care Hubs offering food, showers & other resources to people experiencing homelessness

CDC Guidance
HUD Guidance
Local Metropolitan Health District Updates
For more resources, click here

SHELTERS

The Salvation Army 3/27/2020: All shelters are at capacity.

Haven for Hope 3/26/2020 Intake operations our Intake Department are temporarily closed to new clients.

Family Violence Prevention Services 3/17/2020 - Accepting intake for individuals who have had an incident of DV within the last 24 hours or a threat on their life. 24/7 Crisis Hotline 210-733-8810
  • 4/15/2020 FVPS attorneys still providing free legal services & taking new clients; call (210) 930-3669 ext.2223

Roy Maas Youth Alternatives 3/24/2020 - Burdick Community Center closed to new private bookings for 90 days. Centro Seguro will continue to be a safe haven.
  • Community Counseling Center will remain open.
  • The Bridge and La Puerta emergency shelters will remain open.
  • Long-term Residential Services at Meadowland will remain open/accepting youth if beds are available.
  • Transitional Living Services will remain open and accept youth if beds are available.
  • 3/26/2020 - Now has virtual counseling and psychiatric clinic services for families with children. You can contact the counseling office at 210-340-7971.

FOOD

NEISD & SA Food Bank 05/05/2020 - NEISD and the San Antonio Food Bank are working together to help feed families. Once a week on Wednesdays during May, food distribution will be from 9 am - 11 pm or until supplies last. All families MUST register online PRIOR to the distribution day, register here. Once registered, you are eligible to go every
Wednesday (May 6, 13, 20, 27). Please put a sign on your windshield with the first and last name of the person who registered. Location: Blossom Athletic Center, 12002 Jones Maltsberger Rd.


SA Food Bank 3/24/2020 - All Senior Center members enrolled in Senior Nutrition Program can receive meals and San Antonio Food Bank commodities at senior centers.

City of San Antonio Dept. of Human Services 4/8/2020- providing food/resources at Jesse James Leija gym 319 W. Travis Street- Monday, Wednesday & Friday-11:00am-1:00pm

Catholic Worker House 4/8/2020 – providing food to All ages 626 Nolan St, Mon- Fri, 8AM -10AM lunch at 11:30AM

CoSA Parks & Recreation & SA Food Bank 4/7/2020 – FREE dinner for Kids DAILY, Mon-Fri, 4:30PM – 6PM at Frank Garret Multi-Service Center, 1226 NW 18th St, San Antonio, TX 78207. For kids ages 1-18 – no registration needed. Serving station located next to the West End Senior Center.

R3 Student Outreach 4/8/20 - Parents can come ONCE a week on Mondays with students and receive breakfast and lunch for students for the ENTIRE week! PLEASE help us share this. We will launch this coming Monday 4/13/20. Child must be present! POC: Juan Ramos 210.412.8636

St. Mark’s Traveling Loaves and Fishes 4/8/2020 - Corner of St. Mary's and Quincy Ave. Mon- Fri 5:30PM - 6:30PM and Sundays at 724 Chestnut St, San Antonio, TX 78202

Church of Hope 4/8/2020 - Corner of Cesar Chavez and Commerce, giving meals on 2nd, 4th and 5th Sundays at 1PM

Harvest Church 4/8/2020 - providing food and hygiene kits Tuesday, Thursday, Saturday 11am-1pm

Christian Assistance Ministries 4/8/2020 – Downtown Care HUB location hours (110 McCullough Ave., San Antonio, TX 78215) providing food Monday – Saturday, 9:00 am – 11:00 am.

- Showers are provided on Monday, Wednesday, and Saturday 9:30 a.m.-11:30 a.m.
- Providing groceries and prescription assistance on Monday – Thursday 10:00 am to 1:00 pm. Please bring ID, social security cards and proof of address. CAM can help pay a limited amount for prescriptions from HEB pharmacies.
- Clients can download CAM’s application at Christianassitanceministry.org, fill it out and bring it with them and required documents on their next visit to CAM. We will try to process some prescriptions assistance over the phone. Clients will need to call (210) 223-6648 and speak to staff or leave a name and phone number, we will return the call as soon as possible. All assistance is based on a first come first serve basis.

PRESA Transportation Coalition 4/1/2020 - The PRESA Community, Ride Connect Texas, St. Gregory the Great, Greater Randolph Area Senior Program, Kirby Senior Center, and VIAtrans will provide rides for curbside grocery pickup for older adults and individuals with disabilities between 8 a.m. and 3 p.m., Monday - Friday. Once you have scheduled your grocery pick-up time, you may then contact PRESA Transportation Coalition at 210-532-5554 to schedule your pick-up ride. Current VIAtrans customers can also order curbside grocery pick-up and schedule their ride through VIAtrans at 210-362-5050. Please make curbside reservation with the grocery store before scheduling trip on VIAtrans.

Northside Church of Christ 3/30/2020 - Loaves and Fishes Monday 4:30, Thursday 11:00 and Saturday 11:00.

Be A Champion 3/27/2020 - seeking community partners that would like to work with us to provide additional food options to children in the community. Can provide free 5-day meal packs for every child in the household, can provide staff to serve, and tables. For more information call 281-833-3129 or email partners@BACHAMP.org

Any Baby Can 3/31/2020 – grab & go meals Mondays and Fridays from 11AM - 1PM at 217 Howard St., San Antonio, TX 78212 – Children must be present.

Church Under the Bridge 3/31/2020 - Will provide showers, 2x/week hygiene items, 1x/week clothing

- Food every day in the a.m., snack items during the day
- 4/8/2020 - Providing dinner 6PM-7PM every day except Wednesday
- Food amount that meets the need (if it’s no longer 130, we will increase for the need)
- Mail service and Financial help for prescriptions
Corazon Ministries 4/8/2020 - Providing Meals at the following Park Locations: Madison, Milam, Maverick, Columbus, Travis, Main Plaza, and Bridges along Alamo and 281 - Tuesday, Thursday, Friday 12PM-1PM and Wednesday 5PM-6PM Sunday @ Travis Park Church- 9:AM-10AM.

Salvation Army 4/8/2020 - 521 W. Elmira Street, Mon-Fri (sack lunches)- 11AM-1PM and hot meals 4PM-5PM

Life Restored 3/17/2020 - Breakfast 4 days per week

SA Hope Center 3/19/2020 - Drive-through food Mon-Fri, 9AM-5PM & Saturday 9AM-2PM. 321 N General McMullen Dr


NISD 3/24/2020 - providing meals for families twice a day. Drive-through food distribution will be offered at select middle schools across the District.

SAISD 3/24/2020 - will expand its free curbside meal service program from 8 campuses to 27 campuses.

Edgewood ISD 3/24/2020 - will continue to offer curbside meals during breakfast from 7:30 to 9:30 a.m. and lunch from 11:30 a.m. to 1:30 p.m.

**HOUSING SERVICES**

SARAH - 4/10/10 San Antonio Public Library Coordinated Entry Hub is closed. SARAH is conducting Coordinated Entry phone assessments on Tuesdays & Thursdays from 9am – 1pm. Click here for information; SARAH is co-hosting COVID-19 & Homelessness Coordination every Wednesday morning at 9:30am. Please email contactsarah@sarahomeless.org to be added to the calendar invitation.

SAMMinistries 3/23/2020 has suspended home visits and portable electronic communication for client engagement unless there’s extreme concern for client safety.

- Canceled volunteer groups - Meal Teams - at their Transitional Living and Learning Center to limit potential exposure.
- Have designated Children’s Enrichment Center staff as essential personnel to minimize impact of school closures on clients working to overcome homelessness

American GI Forum 3/24/2020 - All sites with increased protective measure for intake, case management and temperature screening for RCV residents entering facilities. Still taking in veterans. Hours are 8:30 – 5:30 daily

SAHA 4/6/2020 – Currently accepting referrals

HUD 3/25/2020 - Please continue to refer to www.hudexchange.info website for answers and policy decisions regarding issues that arise for COVID-19.

- Use the Ask A Question (AAQ) portal to submit questions.
- HUD Program Offices (Office of Block Grant for CDBG/CDBG-DR/NSP), (SNAPS for Continuum of Care, ESG, HOPWA), (Office of Affordable Housing for HOME/HTF) are reviewing these questions and issuing guidance daily.

City of San Antonio Fair Housing Division 3/24/2020 - accepting emergency rent and mortgage assistance referrals for households with supporting documentation of hardship.

The Bexar County Economic & Community Development Department 4/6/2020 - Provides rental assistance and utility assistance, along with other resources to Bexar County residents. Visit them online or contact them for more information and to file an application. 233 N. Pecos, Ste. 590, San Antonio, Texas 78207, (210) 335-3666
OTHER SERVICES

Domestic Violence

Rape Crisis Center 4/6/2020 – As of Friday, March 20th, we will be closing our offices and having all staff work from home to keep both clients and staff as healthy and safe as possible. Our hotline, advocate team, and counselors will continue to serve survivors by offering Telehealth services. For support and info new and ongoing clients are welcome to contact our 24/7 Crisis line at 210-349-7273

Protective Orders Online 4/24/2020 – to apply for a protective order call 210-631-0100 or apply online. The application form may be submitted online or by mail. San Antonians can text “911” now for immediate help.

Veteran Services

Endeavors 4/29/2020 – can place unsheltered veterans in emergency housing and can offer other services for veterans needing immediate shelter. Please call (210) 469-9664

Project MEND 4/7/2020 - is serving San Antonio veterans and seniors with their medical equipment needs!
Front door medical equipment donation pick-ups and deliveries available
Suspending the need for a prescription and waiving delivery & application fees
Have questions? Want tips on using or sanitizing your medical equipment?
Call us at 210-223-6363
TXServes 4/7/2020 - still processing service requests for Military Members, Retirees, Veterans, and their family members. Call TXServes 888 SA4 Vets (888 724 8387). You can also visit www.TXServes.org TXServes provides:
- Food Assistance
- Housing
- Health Care
- Wellness
- Legal
- Education
- Household Goods
- Individual and Family Support Services

Steven M. Cohen Clinic 3/26/2020 - Now provides telehealth services, call 833-286-8387 or visit the website.

Balcones Height Outpatient Clinic 3/27/2020 – temporary closure due to COVID-19 preparedness.
- Veterans with scheduled appointments March 30 - April 30 are being notified of location change to Frank M. Tejeda Outpatient Clinic (5788 Eckhert Rd) or Audie L. Murphy Memorial Veterans Hospital (7400 Merton Minter Blvd)
- Primary Care Same Day Services will occur at Frank M. Tejeda Outpatient Clinic.
- Veterans are encouraged to utilize the Consolidated Outpatient Appointment Center (COPAC) to communicate with their Patient Aligned Care Team by calling 877-537-7348.
- The anticipated reopening of the clinic is May 1, 2020.

Older Adults

AACOG / Alamo Service Connection / Area Agency on Aging 4/3/2020 - Type of Assistance we are currently offering: Information and referral assistance, utility assistance, assistance with major appliances, temporary provider services, Medicare benefits counseling, legal services, assistance with medical supplies. Website: www.askasc.org Phone Number (if applicable): 210-477-3275.

Other

CentroMed Sarah Davidson Clinic 5/1/2020 - located on the Haven for Hope Campus, this clinic continues to be accessible to individuals experiencing homelessness and in need of medical care. We are accepting in-person walk-ins & Telehealth appointments as well. The Clinic’s current hours of operation are Mon - Fri, 8:00am to 5:00pm, the Clinic is closed from 12pm to 1pm. The last patient is scheduled at 4:30pm. Please call (210) 220-2330
Bexar County Temporary Rental Assistance Measure 4/27/20 - The program will offer 1-3 months of rental assistance (in accordance with HUD Fair Market Rent limits) for residents of unincorporated Bexar County and suburban cities that: Meet HUD-established income limits for families earning 100% or below the Area Median Income ($72,000 for a family of 4); and can provide proof of unemployment (i.e., furlough, layoff or termination) or a material reduction of income due to COVID-19. The application will be posted at https://habctx.org/tram on Friday – May 1, 2020 at 10:00 AM (CDT). Those without internet access may call (210) 940-1180.

Texas Health and Human Services 4/22/2020 - If you need COVID-19-related mental health support, call the 24/7 mental health support line: 833-986-1919.

Youth Empowerment Services (YES!) Program 4/13/2020 - able to provide services (internships, jobs, financial support, entrepreneurial training, college prep, job training, budgeting, etc.) to our enrolled youth and are still able to enroll referred/qualified youth. Click here for online referral or email yes@wsalamo.org and provide youth’s and the referring individual’s contact info, or call (210) 582-1546.

- Youth Empowerment Services (YES!) Program 4/21/2020 - Now hosting regular online orientations to be held on Wednesday every week at 2pm. Register With Eventbrite Here. We will promote this event our Facebook page weekly. You are welcome to share the post. Online Orientation Zoom meeting link: https://zoom.us/j/98705325373. Meeting ID: 987 0532 5373 (no password required). Or call (346) 248-7799 to join the orientation meeting by phone.

Seton Home 4/20/2020 - We have capacity to accept previous foster youth and/or community clients ages 12-21 who are currently pregnant or parenting. Contact Tania Castro at tcastro@setonhomesa.org or call 210-609-9019.

San Antonio Public Libraries 4/17/2020 – now offering free Wi-Fi from outside 28 of our library locations! Enjoy free Wi-Fi daily from 7:30am to 10:30pm. Briscoe and Pruitt not included.

Catholic Charities 4/17/2020 - now offering counseling through TeleHealth services. To schedule an appointment, call Counseling at (210) 377-1133 or click here to learn more.

CentroMed 4/15/2020 - now offering TeleHealth services to our patients. Please call (210) 922-7000 to schedule a TeleHealth appointment.

VITA (Volunteer Assistance Income Tax Program) 4/14/2020 – assisting with navigating the IRS Economic Impact Payment Eligibility Tool for filers and non-filers (those who have had little to no income or those who haven’t been required to file an income tax return for 2018 or 2019). Visit http://vitasa.org/ for more information.

HOPE Team ID Recovery 3/17/2020 - Closed for 3 weeks

Homeward Bound Team 5/6/2020 - can triage ID recovery process for those experiencing homelessness while DPS is shut down. Please contact Ginger, 210-843-8210. Once all documents are available, a member of the Homeward Bound Team can meet them at DPS on S. New Braunfels to buy their ID or temporary driver’s license. Will provide them with resources and support to meet their needs.

St. Mary's University 4/7/2020 - The ID Recovery Program will staff a hotline from 10 am – 12 pm on Mondays and Wednesdays, and 1-3 pm on Fridays. Contact us at (210) 901-9982 with questions.

American Red Cross 4/6/2020 - Housing Assistance and rent help. 210-224-5151

Alamo Area Resource Center 4/6/2020 - Some of the programs run include rental and utility assistance, housing location assistance, free or low-cost legal services, help in filing for Social Security, homeless prevention and Food Stamp
applications. Regarding housing, this non-profit offers referrals to other agencies for emergency rent assistance, if needed. Works closely with social service groups too. (210)-358-9995

**Project MEND 3/18/2020** - Closed

**VIA 5/07/2020** - VIA extending its fare relief period through Sunday, May 17, 2020. Fare collection will be reinstated on Monday, May 18, 2020

**SA Street Medicine 3/25/2020** - limiting outreach efforts to those medically necessary to treat existing active medical conditions. Any non-medical or foundational “relationship building” outreach has been suspended at this time.

**MEDICAID/CHIP 3/26/2020** - helping parents by answering questions and completing their Medicaid/CHIP applications over the phone. Please call me or email me if you have any questions.

For Over-the-Phone Assistance Call or email Claudia Torres, 210-358-3920 Claudia.torres2@uhs-sa.com