



SEEKING AND SERVING CHRIST IN ALL PERSONS

Almighty and most merciful God, we remember before you all poor and neglected persons whom it would be easy for us to forget: the homeless and the destitute, the old and the sick, and all who have none to care for them. Help us to heal those who are broken in body or spirit, and to turn their sorrow into joy. Grant this, Father, for the love of your Son, who for our sake became poor, Jesus Christ our Lord. *Amen.*

Dear Friend,

Whether you are facing homelessness, having trouble making ends meet, are experiencing food insecurity and hunger, or are needing encouragement as you search for a job, we at Church of the Transfiguration want you to know that you are not alone during the COVID-19 crisis. We are with you, in prayer and in action. Please let us know how we might help.

Among the ways we might serve you are:

- By listening and praying with you;
- By connecting you to our Food Pantry and offering an emergency bag of food;
- By offering this guide to local resources to help you find more support

Thank you for reaching out to us in your search for care. We value the trust you put in us by doing so and hope we will be a source of light and life to you in your moment of need.

We are praying for you.

Yours in Christ,

Ginny Kivel

The Rev. Ginny Kivel

2019 NOVEL CORONAVIRUS UPDATES

DALLAS COUNTY

<https://www.dallascounty.org/departments/dchhs/2019-novel-coronavirus.php>

COLLIN COUNTY

https://www.collincountytx.gov/healthcare_services/Pages/news.aspx

LEGAL ASSISTANCE

Free Legal Answers

<https://texas.freelegalanswers.org/>

A service of the American Bar Association

Legal Aid of North Texas (<https://bit.ly/33hOrdC>)

Phone: 1-888-529-5277

Monday – Friday 9am-4pm

Assists people with low-income in Dallas County with civil legal needs including evictions and family violence.

Evictions (FAQs)

<https://s3.amazonaws.com/membercentralcdn/sitedocuments/dba/dba/0460/1670460.pdf?AWSAccessKeyId=AKIAIHKD6NT2OL2HNPMQ&Expires=1590338953&Signature=w07fJYQIQ40xyBWhedeF0HmTwVU%3D&response-content-disposition=inline%3B%20filename%3D%22LANWT%20Eviction%20Flowchart%20%2D%20English%2Epdf%22%3B%20filename%2A%3DUTF%2D8%27%27LANWT%2520Eviction%2520Flowchart%2520%252D%2520English%252Epdf>

Family Violence Info: (Video) <https://youtu.be/PZKNQgtXKjY>

FOOD

Brother Bill's Helping Hand

<https://bbhh.org/coronavirus-response>

Phone: 214-638-2196

Located at 3906 North Westmoreland Road, Dallas, TX, 75212, this food pantry is offering a drive through pantry. For more information, call 214-638-2196.

Catholic Charities

<https://ccdallas.org/covid-19/>

Phone: 214-257-0674

Catholic Charities Dallas has a food pantry at their main office located at 1421 West Mockingbird Lane, Dallas TX 75247 open for service Mondays and Thursdays from 8am to 1pm. For more information, apply here <https://ccdallas.org/covid-19-assistance-application/> or email echinchilla@ccdallas.org.

For the Catholic Charities Mobile Food Truck schedule, click here: <https://ccdallas.org/need-help/food-services/mobile-community-pantries/>

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CitySquare

<https://www.citysquare.org/coronavirus>

Phone: 214-823-8710

Located at 1610 S. Malcolm X Blvd. Dallas, TX, 75226, the CitySquare drive-thru/walk-up pantry is available Tuesday-Friday 9am-1pm. For more information, call 214-823-8710.

The Food Pantry @ Church of the Transfiguration

www.transfiguration.net

Phone: 972-233-1898

Located at 14115 Hillcrest Road, Dallas TX 75254, the Food Pantry serves the food insecure in the surrounding area on the 3rd Monday of each month. Applicants should bring identification for every family member over 18, a birth certificate or Medicaid card for each child 17 or younger, and proof of residence (generally a copy of their lease and a current utility bill in their name at the same address.) With respect to IDs and birth certificates, foreign documents are fine. They will not receive a full order on the day of their application, emergency food boxes are available for those in crisis.

The Network of Community Ministries

www.thenetwork.org

Phone: 972-234-8880

Update on food distribution: Beginning Saturday, May 9th, Network's food pantry will be open each Saturday morning from 9 am to 12 noon. This is in addition to weekly hours of Monday – Thursday 9 am to 6 pm and Friday 9 am – 12 noon. Food will be distributed by way of a “drive through/car pick-up” process only in the rear of our building at 741 S. Sherman St., Richardson. Families should follow the drive through signs and stay in vehicle. Families must show proof of residence within RISD zip code areas. Families can also now receive food one time per week if needed. Food donations can also be dropped off during this time.

North Dallas Shared Ministries

<https://www.ndsm.org>

Phone: 214-358-8700

Located at 2874 Merrell Road, Dallas 75229.

Food distribution continues in the parking lot from 8 a.m. – 1:00 p.m. Monday – Thursday.

Friday FoodBasket for low-income seniors 60 and older continues in the parking lot from 8:00 a.m. – 1:00pm every Friday.

Click for a guide to emergency assistance: <https://www.ndsm.org/wp-content/uploads/2018-dallas-area-guide-to-emergency-assistance.pdf>

Minnie's Food Pantry <https://minniesfoodpantry.org/were-partnering-with-plano-independent-school-district-to-feed-students-during-covid-19/>

Phone: 972-596-0253

Minnie's Food Pantry has partnered with Plano ISD to provide meals and prepackaged boxes.

North Texas Food Bank (<https://ntfb.org/our-programs/get-food-assistance>)

NTFB can assist with finding food banks. Some pantries open and ready to serve those affected by COVID-19 include:

The Harvest Food Project: harvestproject.co/partners

Mesquite Food Pantries: foodpantries.org/ci/tx-mesquite

Garland Food Pantries: foodpantries.org/ci/tx-garland

Dallas Food Pantries: foodpantries.org/ci/tx-dallas

Salvation Army Drive-Through Grocery Services

<https://www.salvationarmydfw.org/p/services/covid-19-update/covid-19-location-updates>

Phone: 214-424-7050 (Dallas)
 972-272-4531 (Garland)
 972-438-6553 (Irving)
 972-353-9400 (Lewisville)
 972-542-6694 (McKinney)
 214-941-5911 (Oak Cliff)
 972-423-8254 (Plano)
 214-398-6619 (Pleasant Grove)

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.

Sharing Life Community Outreach

<http://www.sharinglifeoutreach.org/>

Phone: 972-285-5819

Sharing Life is providing a drive-thru pantry:

Tuesdays 9-11am and 2-4pm/ Thursdays 9-11 am and 5-7 pm Fridays.

For SENIORS ONLY – 9am-12 pm Balch Springs location

2919 Balch Springs Rd, Balch Springs, TX 75180

Wednesdays and Thursdays from 10am-12pm and 3-5 pm.

The Stew Pot

<https://thestewpot.org>

Phone: 469-573-0148

The Stew Pot has expanded their **food distribution (distribución de comida)** program. Click <https://www.eventbrite.com/e/stewpot-ready-made-meals-distribution-distribucion-de-platos-preparados-may-22-2020-tickets-106149696600> to sign up for the next distribution. if you know someone who would like to sign up but they do not have

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access to the web, please have them call Aracely Lomeli at 469-573-0148. She speaks english and spanish.

Texas Education Agency MealFinder Map

<https://txschools.gov/>

Phone: Not listed.

Texas parents can use the MealFinder Map to locate Local Education Agency facilities serving meals in their communities.

FAMILY ESSENTIALS

Bridges' Community Diaper Pantry

<https://calendly.com/diaperpantry>

Phone: 469-272-4441 (call or text)

Provide emergency assistance of diapers, wipes, clothing and health products. Mothers, Fathers, and Adoptive Parents are being equipped through parenting education classes, supported through counseling, and prepared during certified childbirth classes.

I Look Like Love

<https://www.auntbertha.com/ilooklivelove--dallas-tx--emergency-diaper-assistance-program/5953918608867328>

Phone: 800-569-5897

I Look Like Love offers emergency supplies of diapers and wipes to expectant mothers and families of children ages -0-3.

Interfaith Family Services

<https://interfaithdallas.org/get-help/covid-19/>

Phone: 214-827-7220

Interfaith remains open during this time for urgent services such as childcare, transitional housing for homeless families, distribution of food via the food pantry, and access to rent and utility assistance for those who need it. Also includes job postings for many local companies.

Baby Booties Diaper Bank

<http://www.babybootiesdiaperbank.org/>

Phone: Not listed.

If your baby and family are in need, Baby Booties Diaper Bank wants to help. We provide diapers, wipes, period products, potty training kits, and formula to families through scheduled distribution events. Located in McKinney, serving Collin County.

YMCA Emergency Child Care

www.ymcadallas.org/locations/school_age_services/emergency-ymca-childcare

Phone: 469-348-9622

Offering limited childcare programming on a daily basis, supporting the childcare needs of our first responders, medical professionals, government officials, and those that must continue their work in this challenging time.

MEDICAL ASSISTANCE

Parkland HOMES

www.parklandhospital.com/homes

COVID-19 Patient Line: 214-590-8060

PLEASE NOTE - HOMES clinic at The Stewpot is closed until further notice. HOMES clinic at The Bridge is open. Podiatry and dental services at HOMES locations are closed until further notice. Two mobile medical clinics (MMC) will rotate to different sites each day. The MMC will be closed from 12:00-12:45 PM for lunch each day.

Please be aware that adjustments to the schedule could be made on short notice.

We've uploaded info on covering your face, updated testing criteria, and important resources shared by Parkland [here](#).

COVID-19 test kits will not be available on the MMC. HOMES COVID-19 virtual visit screening is now open. Patient or shelter staff calls 469-419-8060, a dedicated HOME line for COVID-19 screening. Parkland staff will advise on next steps. The HOMES line will be open Monday to Friday, 8:00 AM to 4:30 PM, closing from 12:00 PM to 1:00 PM. On weekends, all should call the general Parkland COVID-19 Patient Line at 214-590-8060.

Dallas Life

www.dallaslife.org

State of the art, free clinic offering medical and dental assistance.

Address: 1100 Cadiz St, Dallas, TX - 75215

Phone: (214) 421-1380

Primary Care Clinic of North Texas

<https://www.primarycareclinic.org>

Providing medical care to the uninsured.

Visits during the Coronavirus crisis will be audio, video, or facetime via telephone depending on the quality of the connection and patient preference. New patient visits will also be conducted in the same manner, and the clinic staff will help set up these visits.

Each visit is expected to last up to 15 minutes, and will be billed at the same \$45 dollars a visit. Following most chronic disease care visits, a three month prescription of medications will be prescribed. For the few patients for whom an in-person office visit may become necessary after the telephone visit, there will not be an additional charge. We will do our best to arrange for this visit in one of our clinics within 24 hours.

Blood tests and imaging studies will be ordered as needed. Our clinics will be able to draw blood or arrange for blood to be drawn at any of the Quest draw stations in the Metroplex. An additional fee of \$5 will be applied if blood tests are drawn at Quest stations.

Dallas Clinic

214-378-6005

4001 McEwen Road, Suite #106

Dallas, Texas 75244

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Plano Clinic

972-596-6005

3900 American Drive, #201

Plano, Texas 75075

M-F: 8:30AM – 12:30PM and 1PM – 5PM

Saturday: 8:30AM – 12:30PM

Lewisville Clinic

972-221-6005

570 South Edmonds Lane, Suite 111

Lewisville, Texas 75067

M-F: 8:30AM – 12:30PM and 1PM – 5PM

Saturday: 8:30AM - 12:30PM

MENTAL HEALTH ASSISTANCE**Center for Traumatic Stress**

[https://www.cstsonline.org/assets/media/documents/CSTS FS Helping Homebound Children during COVID19 Outbreak.pdf](https://www.cstsonline.org/assets/media/documents/CSTS_FS_Helping_Homebound_Children_during_COVID19_Outbreak.pdf)

Great guide to help homebound children during the COVID-19 outbreak.

City of Dallas Metrocare Coronavirus Support**Phone:** 214-743-1215

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.

National Alliance on Mental Illness Helpline

<https://www.nami.org/getattachment/About-NAMI/NAMI-News/2020/NAMI-Updates-on-the-Coronavirus/COVID-19-Updated-Guide-1.pdf>

Phone: 800-950-6264 OR TEXT "NAMI" TO 741741.

Provide resources if experiencing anxiety or loneliness or disconnection. Information about free health care clinics, help lines, personal or small business financial assistance.

National Child Traumatic Stress Network

https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak_factsheet_1.pdf

Phone: SAMHSA Disaster Distress Helpline at 1-800-985-5990 or by texting TalkWithUS 66746
NCTSN offers an extensive guide for parents/caregivers to helping families cope with the coronavirus: https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak_factsheet_1.pdf

National Suicide Prevention Lifeline (<https://suicidepreventionlifeline.org/>)**Phone:** Call 800-273-8255. For Spanish speakers, call 888-628-9454.

Provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

North Texas Behavioral Health Authority (www.ntbha.org):
NTBHA COVID-19 Mental Health Support line (24 hours a day, 7 days a week): 833-251-7544.
NTBHA crisis line (24 hours a day, 7 days a week): 866-260-8000.

Substance Abuse and Mental Health Services Administration
(<https://www.samhsa.gov/find-help/disaster-distress-helpline>)

Phone: Call 800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor. For Spanish speakers, call 800-985-5990 and press “2”.
Disaster distress helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster.

SAMSA also provides a good behavior health guide on tips for social distancing, quarantine, and isolation during an infectious disease outbreak: <https://www.samhsa.gov/sites/default/files/tips-social-distancing-quarantine-isolation-031620.pdf>

Texas Health and Human Services

<https://hhs.texas.gov/sites/default/files/documents/services/mental-health-substance-use/covid-19-mental-health-support-line.pdf>

Phone: For help call 833-986-1919

Texas Health and Human Services provides a COVID-19 Mental Health Support Line 24 hours a day, 7 days a week.

SENIOR SUPPORT

Senior Source

<https://theseniorsource.org>

Phone: 214-823-5700

If you are caring for seniors or have family members in nursing facilities, our partner Senior Source can provide much needed resources and comfort. Call 214-823-5700, press 1 for utility bill assistance and financial safety services, press 2 for support if your loved ones are in assisted living/nursing homes, press 3 for caregiver support.

City of Dallas Office for Community Senior Services

<https://dallascityhall.com/departments/community-care/Pages/seniorservices.aspx>

Casework

Phone: 214-670-5227

The Office of Community Care Senior Services caseworkers provide referrals and information to at-risk seniors needing resources for elder abuse, housing, health and dental care, utility assistance, transportation and other social services.

Senior Ombudsman Program

Phone: 214-823-5700

The Senior Ombudsman Program is designed to give an official mandated voice to seniors in nursing home and assisted living facilities by addressing concerns and

seeking resolutions to problems or issues to enhance the quality of life for residents in long term care facilities. The program also offers information to seniors and their families about nursing home facilities, selection and/or any related nursing home issues. The Senior Ombudsman Program is implemented by The Senior Source.

Senior Dental Health Care Program

Phone: See below.

Provides dental health services to low-moderate income seniors aged 60 and older residing within the City of Dallas. Dental health services include: exams, cleanings, fluoride treatment, sealants, flings, extractions, root canals, treatment for infections and oral health education.

To schedule an appointment for services, please contact North Dallas Shared Ministries or the Agape Clinic. Services are free to eligible residents and are provided by the Texas A&M University College of Dentistry at the following locations:

North Dallas Shared Ministries
2875 Merrell Road, Dallas, Texas 75229

P: (214) 358-8729

Agape Clinic
4104 Junius Street, Dallas, Texas 75246

P: (972) 707-7782

Senior Medical Transportation Program (SMTP)

SMTP Transition to Dallas Area Rapid Transit (DART)

www.DART.org

Phone: 214-828-6717.

The program is intended for travel in the DART service area. You may travel anywhere and for any purpose, as long as the origin or destination of the trip is in your city of residence. Remember that long trips may be costly and will reduce the number of trips you can make in a month. The maximum value that can be stored on your card is \$100 in any month. Riders must use alternate means to pay the cost for any trip where the total cost exceeds the value stored on the card. **During the first six months, the City of Dallas will fund the total cost with a reloadable program debit card. Starting the seventh month, each rider will be required to provide 25% of the card balance. Value may be added in \$5 increments up to \$25 per calendar month.**

SHELTER & HOUSING

Austin Street

www.austinstreet.org

Phone: 214-428-4242

Because of the Dallas County Shelter in Place Order related to the COVID-19 pandemic, Austin Street Center is now sheltering current clients around the clock. As a result,

Austin Street Center is unable to accept new intakes at this time.

Dallas County Health and Human Services

<https://www.dallascounty.org/departments/dchhs/home-loan-counseling.php>

Phone: 214-819-6060

DCHHS office will remain open for one-on-one home loan counseling. Contact 214-819-6060 or email HLCC@dallascounty.org for more information or to schedule an appointment.

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The Family Place

<https://www.familyplace.org>

Phone: 214-941-1991

The Family Place is still offering assistance to escape situations of domestic violence. The hotline was one of the first services we offered starting in 1978. Help is available 24 hours a day, seven days a week. If you need to escape an abusive relationship, call us. We can provide safe transportation to our emergency shelter or connect you to other support services such as outreach counseling and legal aid.

Genesis Women's Shelter

<https://www.genesisshelter.org>

Emergency Hotline: 214.946.HELP (4357)

Main Outreach Office: 214.389.7700

Main Outreach Fax Line: 469.372.0984

4411 Lemmon Avenue, Suite 201, Dallas, Texas 75219

As more victims of domestic violence are now trapped inside with abusive partners, many are too afraid - or simply aren't able - to call for help with their partner in the next room. Now more than ever, we want survivors to know that we're here to help.

Kay Bailey Hutchison Convention Center

Phone: 214-670-3696

The Kay Bailey Hutchison Convention Center is providing overnight shelter with appropriate social distancing capability. The shelter will be open from 5pm to 7pm daily. For more information, call 214-670-3696.

Metro Dallas Homeless Alliance (MDHA)

<http://www.mdhadallas.org/blog/at-mdha-weve-got-homelessness-number/>

Phone: 888-411-6802

Metro Dallas Homeless Alliance (MDHA) has opened a new toll-free helpline, which persons may call for assistance in finding shelter and housing. If you require immediate assistance locating a shelter or housing please contact the MDHA Crisis Helpline at 888-411-6802.

Promise House

www.promisehouse.org

Crisis Line: 214-941-8578

224 W Page Ave, Dallas TX 75208

Program combating youth homelessness, providing emergency shelter, transitional living, assistance for pregnant/parenting teen mothers, and more.

Salvation Army <https://www.salvationarmydfw.org/p/services/homeless>

Phone: 214-424-7000

The shelter is still open and available for anyone seeking shelter. If there are any signs of illness they are sending clients to Parkland Hospital to get tested. Call 214-424-7000 for more information.

Under One Roof Dallas

<http://www.under1roofdallas.org/>

Phone: 214-343-4000

Under 1 Roof Dallas is a faith-based organization that primarily focuses on homeless prevention in Dallas. They can help pay rent and utilities if you need the assistance. For more information, call 214-343-4000 or emailinfo@under1roofdallas.org

TRANSPORTATION

Jubilee Park and Uber <http://jubileecenter.org/Covid19>

Phone: 214-887-1364 x 257

Need groceries, a ride to work, or other essentials? Jubilee is offering free rides powered by Uber. Use link to reserve a ride or call at 214-887-1364 x 257. Available in zip code areas 75210, 75211, and 75233.

UNDOCUMENTED WORKER RESOURCES

Undocumented Workers Fund Dallas (<https://uwfd.squarespace.com/apply>)

Phone: Not listed.

Please apply by sending an email to undocumentedworkersfunddallas@gmail.com

UNEMPLOYMENT & EMPLOYMENT SUPPORT

Dallas Regional Chamber

<https://sayyestodallas.com/jobs/displaced-workers/>

Phone: Not listed.

Say Yes to Dallas and the Dallas Regional Chamber, with partners across North Texas offers job postings of employers hiring throughout Dallas.

Texas Workforce Commission <https://twc.texas.gov/news/covid-19-resources-job-seekers#unemploymentBenefits>

Phone: 800-939-6631

If your employment has been affected by the coronavirus (COVID-19), you can 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. Monday through Friday. For best results, access the website from 10pm to 8am due to volume.

Unemployment benefits have been expanded under the CARES Act. Self-employed and individual contractors may apply. The federal government will provide \$600/week on top of state unemployment payments through 7/31/20. State benefits have been extended by 13 weeks.

Work in Texas (<https://www.workintexas.com/vosnet/Default.aspx>)

Phone: 469-802-1800 (Dallas, 75226)
214-378-2600 (Dallas, 75206)
469-687-3400 (Dallas, 75217)
972-709-5377 (Dallas, 75237)
972-388-5600 (Dallas, 75240)
972-864-1739 (Garland)
972)276-8361 (Garland)
972-264-5881 (Grand Prairie)
972-573-3500 (Irving)
469-229-0099 (Plano)
972-542-3381 (McKinney)
972-329-1948 (Mesquite)

Maintained by the Texas Workforce Solutions, this [website](#) lists current job openings across Texas.

UTILITY ASSISTANCE

As of March 26, 2020, the Public Utilities Commission of Texas said it will suspend shutoffs for customers who call their power or utility providers and ask for deferred payments. Electric, water and sewer providers also must suspend late fees. Under the program, customers may be able to avoid disconnects for up to six months.

ATMOS Energy <https://www.atmosenergy.com/customer-service/get-help-paying-your-bill>

Phone: 888-286-6700

Atmos Energy has temporarily suspended natural gas disconnections.

AT&T <http://att.com/>

Phone: 800-288-2020

As of March 13, 2020, and for the next 60 days, AT&T will waive domestic wireless plan overage charges for data, voice or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic. All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data. AT&T will continue to offer internet access for qualifying limited income households at \$10 per month through Access from AT&T program. Eligibility to Access has been expanded to households participating in the National School Lunch Program and Head Start. If you find yourself in financial trouble and unable to pay your bill, please contact them at 800-288-2020.

Dallas Water Utilities

<http://www.dallascitynews.net/dwu-suspends-water-disconnects-notice>

Phone: 214-651-1441

Effective March 16, water disconnects and late fees are suspended until further notice. For customers who have been financially impacted by COVID-19, a 30 day hold will be placed on their account without service disruption. Call 214.651.1441 for more

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information. DWU would also like to remind residents and customers that Dallas' tap water is safe to drink.

TXU Energy (<https://www.txu.com/help-center/covid-19.aspx>)

Phone: 1-800-242-9113

For customers struggling with hardships due the pandemic, TXU is waiving late fees, extending payment due dates, reducing down-payments, and deferring balances over 5 equal installments. Contact: 1-800-242-9113. Existing TXU customers participating in its TXU Energy Aid Program, may receive payment assistance by calling 211 for a list of participating social service agencies.

If you've recently filed for unemployment, you may qualify for the state of Texas COVID-19 Electricity Relief Program that will help keep your power on. Apply by calling the Texas Lifeline at 866-454-8387. If you receive SNAP or Medicaid, you're automatically enrolled and do not need to call.