

## Advocacy & Resource Center

The ARC will work with Communications & Marketing to send all students an email communication piece for each phase providing the following information relating the following information to all students.

### **1. Social Services**

Phase I – Services will continue as normal.

Phase II – Social Services assistance will be available onsite, but students will access via one reserved space in Ware Student Commons building Room 201 and engage via phone and/or video conferencing format with an AC social worker. ARC staff will stay onsite in their offices. Social Services Assistant would work from the overstock area. In the event that the ARC would be down one team member, an alternative ARC team member will work in the overstock area. Jordan will work with area non-profit leaders to determine their protocol; how that will impact AC students; and, how AC can assist non-profits to maintain services for our students.

Phase III – Social Services assistance will be available onsite, but students will access services either by:

- Reserved space in Ware Student Commons building Room 201 and engage via phone and/or video conferencing format with AC social workers.
- One social worker will be in the office at all times and the social services assistant would be working from the overstock area at all times. In the event that the ARC would be down one team member, an alternative ARC team member will work in the overstock area. The remaining social worker will work remotely from home. The remote social worker would be on a rotation schedule.

### **2. Community Agencies ~ Amarillo**

Atmos Energy will not disconnect their customers for financial hardship during this time. Students who need assistance with their bill can find additional information here: <https://www.atmosenergy.com/customer-service/get-help-paying-your-bill>

Xcel Energy will not disconnect their customers for financial hardship during this time. Students who need assistance with their bill can contact Excel Energy at 800-895-4999.

City of Amarillo Utilities will not disconnect their customers for financial hardship during this time. Students who need assistance with their bill can contact City of Amarillo Water Department at 806/378-3030.

High Plains Food Bank (HPFB) is continuing business as usual until further notice.

Family Support Services (FSS) is continuing business as usual until further notice. All phone lines will remain available. The main office phone number is 806/342-2500 and the 24-hour crisis line is 806/374-5433.

Panhandle Community Services (PCS) will continue to offer their services via mail and online. For students coming to PCS for housing and utility assistance, they will be sent directions to a briefing online and steps they will have to do to complete the process. PCS is hoping that they can get the information completed within 60 days. They will be able to talk with staff by phone at any time.

City of Amarillo Housing will continue to process applications as schedule. During Phase 2 and 3, the ARC will assist students with the housing application over the phone. The application will be emailed to the student to verify all information is correct. The student will then either printer required documentation at home or via

Amarillo College's Underground facility, which will continue to remain open for all phases. Documentation will then need to be mailed to the City of Amarillo Housing department.

Regence Health Network (RHN) will continue business as usual. If anything changes this will be announced on the RHN Facebook page. Students exhibiting COVID-19 symptoms can be referred to this clinic but they must call before they come in to be seen.

Snack Pak 4 Kids is limited on ordering items from their vendors. The ARC will continue to order food through LaBatt as available. If food can not be ordered via Snack Pak or LaBatt, the ARC will delegate a list of needed items to Cabinet Leadership. Cabinet members will be asked to purchase these items via their AC credit card and deliver to Russell Hall ARC Overstock.

### **3. Food Pantry**

Phase I – Services will continue as normal. Pre-bagged food, hygiene packs and diapers can be picked up at the Ware Student Commons Suite 108 during regular business hours.

Phase II and III – Services will transition to pre-bagged food that can be picked up via Russell Hall Overstock area for all Amarillo students. Students will enter one doorway to access services. Hours of food bag distribution will vary by date: Monday, Wednesday, and Friday 8:00 am until 12:00 pm. Tuesday and Thursday 12pm to 5pm. Hereford and MCC will follow their Dean's leadership on distribution of pre-bagged food.

### **4. Emergency Aid**

Phase I – Services will continue as normal.

Phase II – Services will transition to support predominantly food and housing insecurity needs. Requests for No Excuses funds outside these two needs will be supported only with the express approval of the Director of Social Services and AC Foundation Director. Paperwork will be processed via email between all Amarillo College employees.

Phase III – Services will transition to support only food and housing insecurity needs. Paperwork will be processed via email between all Amarillo College employees.

## AC Counseling Services

### **1. AC Counseling Services on-campus**

Phase I – Counseling onsite will be available.

Phase II – Counseling services will be available using the Therapy Assistance Online (TAO) video conferencing system. Students who do not have access to a computer will have access to reserved spaces in Ware Student Commons building Room 210. From there they will engage via video conferencing format with AC counselors.

Phase III – Continue Phase II plan with the exception of the counselor moving to the WARE Student Commons to conduct the video conferencing counseling session using TAO.

### **2. AC Therapy Assistance Online (TAO) Counseling Tool**

Information about AC's online video conferencing tool can be accessed at AC's website here:

<https://www.actx.edu/counseling/tao>

3. Links to additional crisis resources are available at: <https://www.actx.edu/counseling/need-immediate-assistance>
4. **The STEVE Fund**  
Students of color can text **STEVE** to 741741. A live, trained Crisis Counselor who receives the text will respond to the student quickly. The Steve Fund's volunteer Crisis Counselor will help students with crisis counseling services at no charge to Amarillo College.

### High Plains Food Bank Mobile Food Truck

HPFB Mobile Truck will continue to deliver food on Tuesday mornings at 11:30 and 5:00. Food will now be pre-bagged and ready for pick up by students

### Internet Access for Students

Both AT&T and Suddenlink are participating FCC's "Keep Americans Connected Pledge Program" This requires entities support customers for the next 60 days (May 16, 2020) by

- Not terminating any service (wireless, home phone, or internet) because of inability to pay their bill due to distribution by coronavirus
- Waive late payment fees that any service may incur because of economic hardship

#### 1. AT&T

Students, who receive SNAP, TANF, and/or Medicaid assistance, can get \$10 a month home fixed wireless internet or wireline internet through the AT&T Access program. Information is available here: <https://m.att.com/shopmobile/internet/access/>. Students who need assistance with paying their bill can contact AT&T at 800/288-2020

#### 2. Suddenlink

Households with K-12 or college students and **DO NOT** have current home internet services, can receive Altice Advantage 30 Mbps broadband services free until May 16, 2020. Must be a new customer to qualify for this service. Can enroll for the program by calling 888/633-0030. As of now, Suddenlink can install home internet within 3 days. Free installation will be available until March 31<sup>st</sup>. After this date, installation will be discounted \$20, for an installation cost of \$40.