

## Advocacy & Resource Center

### 1. Social Services

Social Services assistance will be available onsite, but students will access via a reserved space in Ware Student Commons building Room 201 and engage via phone with an AC social worker. Additionally, students may email [thearc@actx.edu](mailto:thearc@actx.edu) for assistance or contact ARC staff directly at 806/371-5446 or 806/371-5439.

### 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.

### 3. Food Pantry

Services will transition to pre-bagged food that can be picked up via Russell Hall Overstock area for all Amarillo students. Hours for food bag distribution are:

Monday, Wednesday, and Friday 8:30 am until 12:00 pm

And

Tuesday and Thursday 12:00 to 5:00 pm.

Hereford and MCC will follow their Dean's leadership on distribution of pre-bagged food.

## AC Counseling Services

### 1. AC Counseling Services on-campus

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.

### 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.