COVID-19 RESOURCE GUIDE

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Cash and Financial Assistance

Washington State DSHS

- Most services are now available over the phone or online. Phone services will be available from 8am - 5pm every business day. Hours for interviews are 8am - 3pm.
- To find out if you are eligible for expanded food, cash, and medical supports available in response to the COVID-19 pandemic, visit Washington State Department of Social and Health Services Food, Cash, Medical [webpage](#).
- Call 1 (877) 501-2233 | Monday - Friday.
- The [DSHS news release of March 26](#) covers the full details of services offered online, by phone and by exception.

DSHS Disaster Cash Assistance Program (DCAP)

- Starting April 17, 2020, DSHS will begin administering the Disaster Cash Assistance Program (DCAP). If an individual has no income and is resource-eligible, they may qualify for the maximum payment amount of $363 in DCAP. Click [here](#) to learn more about DCAP and other DSHS benefits related to COVID-19.
- Apply for DCAP online at [www.WashingtonConnection.org](#) and then calling the Customer Service Contact Center at 877-501-2233 to complete the required interview.
- Calling 877-501-2233 to complete the whole application process. Please be aware that the Customer Service Contact Center is experiencing very high call volumes and you may have a long wait time. The best time to call is before 11 a.m. The busiest time to call is 11 a.m. to 2 p.m.

Emergency Cash Assistance

- Call 1 (800) 737-0617 or visit [https://www.needhelppayingbills.com/html/washington_emergency_assistanc.html](https://www.needhelppayingbills.com/html/washington_emergency_assistanc.html)

Financial Resources for Washington Residents Impacted by COVID-19

- The Washington State Department of Financial Institutions has developed a list of financial resources for Washington consumers impacted by the Coronavirus. You can find more information about how to manage your mortgage, rent, and personal finances at their website: [dfi.wa.gov/coronavirus-financial-resources](https://dfi.wa.gov/coronavirus-financial-resources)

BECU Member Assistance Program

- BECU is issuing 0% APR interest for up to 24 months on new personal loans thru 4/30/20 ($500-$2,500). BECU members can also call 800-233-2327 ext. 5987 option 1 for short term loan modifications on existing BECU loans (e.g. home, auto, boat, RB, credit cards, personal loans). Mortgages, Loans, and Credit Cards

Mortgages, Loans, and Credit Cards

- Ask your mortgage lender, auto loan provider, student loan provider, or credit card companies about hardship plans or loan forbearance (this could include waiving certain fees and/or delaying or adjusting payments). Talk with a National Foundation for Consumer Credit certified financial counselor about strategies for reducing these debts at 1-844-359-3834 or [https://www.nfcc.org/](https://www.nfcc.org/). HUD also has a list of HUD approved [Housing Counseling Agencies](#) in Washington State.
• The Federal Housing Finance Agency directed Fannie Mae and Freddie Mac to temporarily suspend foreclosures and evictions.

High School – College Financial Resources

• **Scholly COVID-19 Student Relief Fund** – Providing $200 cash assistance grants for high school or college students to help cover basic expenses such as food, health supplies, etc.

College Tuition – Temporary Expanded Loan Forgiveness Program

• This opportunity is temporary, has limited funding, and must be provided on a first come, first served basis. Once all of the funds are used, the TEPSLF opportunity will end.

COVID-19 Financial Solidarity

• Those with a PayPal, Venmo, or CashApp account can request help using this form: [https://tinyurl.com/tw9karv](https://tinyurl.com/tw9karv). The organizers suggest requesting under $500 to help you reach your goal.

National Domestic Workers Alliance Fund

• Domestic workers (ex. home care worker, nanny and/or house cleaner) may be able to receive $400 in cash assistance from this fund. Apply here.

One Fair Way Emergency Fund

• Those working in the service industry may be able to receive a cash gift from this fund. Apply here.

Childcare

Childcare Resources

• **Child Care Resources** is a statewide referral center that helps families find and pay for childcare.

Boys & Girls Clubs of King County

• **Select clubs** are offering a full days of care for school-aged children (no additional costs for current club members, new teen members would pay a $50 membership fee, new non-teen members would pay a $50 membership fee and a $25/day fee, scholarships are available).

Child Care Aware of Washington

• **Search its database** or call 1-800-446-1114 for childcare.

Families, Friends and Neighbor Program

• The state’s program includes grandparents, aunts and uncles, elders, older siblings, friends, neighbors and others who help families by providing child care. Some families can receive help to pay their caregiver. Visit the [website](https://example.com) or call 866-482-4325 for more information.

YMCA

• Limited Capacity. Care is provided at:
  o Columbia Elementary 6:00am-6:30pm
- Serene Lake Elementary 6:30am-6:30pm
- Mukilteo Elementary 6:30am-6:30pm
- Lake Stickney Elementary 6:00am-6:30pm

- Please fill out the paperwork through the link below as soon as possible to secure care. [https://ymca-snoco.org/emergency-camp-paperwork](https://ymca-snoco.org/emergency-camp-paperwork)
- Prices: $45/day per child. Financial assistance available to families upon inquiry. Care is free to first responders and essential healthcare workers.

**Child Care Resources for Homeless Families**

- Child Care Resources assists [homeless families in King and Pierce Counties](https://ymca-snoco.org/emergency-camp-paperwork) who are ineligible for public child care subsidy or need help paying for child care copays. If you have questions or to complete our intake process, call us at 206-329-5842.

**City of Seattle Comprehensive Child Care Program**

- The City of Seattle helps low- and moderate-income working families pay for child care. A family may choose from more than 100 high-quality licensed child care programs in Seattle. To be screened in English, call 206-386-1050. For eligibility information and to learn about services in other languages, [click here](https://ymca-snoco.org/emergency-camp-paperwork).

**State Subsidy Option**

- The Washington State Working Connections Child Care subsidy provides financial assistance for families with low incomes while they work, look for work, or go to school. Visit the [Washington Connection](https://ymca-snoco.org/emergency-camp-paperwork) website for eligibility information and to apply.

**COVID-19 Resource Lists**

**2-1-1**

http://www.211.org/

Call 211, or call or text 1 (877) 211-9274

**City of Seattle**

http://www.seattle.gov/mayor/covid-19

**Seattle & King County Public Health**

Website includes recommendations in English and 15 other languages, King County case statistics, and other resources.

**Washington State Department of Health**

Website includes fact sheets in multiple languages, recommendations, Washington State case statistics, and other resources.

**Center for Disease Control (CDC)**

Website includes recommendations in multiple languages, US case statistics, cleaning and disinfecting recommendations, and other resources.

**United Way**

https://www.uwkc.org/need-help/covid-19-resources/
Department of Financial Institutions
https://dfi.wa.gov/coronavirus/financial-resources

4Culture Arts Resources
https://www.4culture.org/covid-19-resource-list/

The Pride Foundation Resource Lists

COVID-19 Testing

Coronavirus Call Center
• If you are in King County and believe you were exposed to COVID-19—or if you’re a healthcare provider with COVID-19 questions—contact the call center between 8 AM to 7 PM PST at 206-477-3977.

Free Testing for Vulnerable Populations and People Experiencing Symptoms
• Downtown Public Health Center at 2124 4th Ave in Seattle
  o No appointment needed.
  o Walk in hours are Monday – Friday, 8:30 a.m. – 4:00 p.m.
• Swedish: near 3rd and Jackson near three permanent supportive housing sites
• Neighborcare Housing & Street Outreach Team
  o Testing at various shelters & permanent supportive housing, identified by our partners (DESC & Plymouth Housing & Catholic Housing), mainly along the 3rd avenue corridor downtown. Efforts will be targeted at shelters and permanent supportive housing residents who are symptomatic and for whom testing would change management.
  o Hours: M-F 8 AM – 5 PM, flexibility to provide onsite testing on weekends.
• Community Health Clinics:
  o International Community Health Services (International District)
    ▪ Drive-through testing at the International District location. Testing efforts may extend to other sites as circumstance allows.
  o Seattle Indian Health Board
    ▪ A combination of walk-in and scheduled appointments. Testing will take place in-clinic and will be performed in a respiratory isolation wing.
  o Sea Mar
    ▪ Scheduled patients/appointments and walk-ins. In the process of implementing outdoor testing. Not doing community testing at this time.
  o Health Point
    ▪ Auburn, Bothell, Kent, Tukwila and Midway are doing testing outside; sister clinics also refer patients for testing.
    ▪ Drive-through testing at Powell St, Renton.
  o Neighborcare
    ▪ Ballard: walk-in starting 3/27
    ▪ St Vincent de Paul: walk-in
    ▪ Rainier Beach: referral by medical provider/appointment
• Mobile Medical Van – South King County
• Mobile Medical Van – Seattle
• Call Center & Mobile Assessment Team
  o Notify the King County Call Center (206) 477-3977 if there is concern about COVID-like-illness circulating in a shelter or other congregate housing facility.
  o A disease investigator will follow-up to gather more information and Public Health will deploy a Mobile Assessment Team to do testing at the facility if advised.
• UW Medicine
  o Pioneer Square Clinic
    ▪ Hours: M-F 7 AM-5PM
  o Harborview offering testing with vulnerable populations prioritized along with First Responders and HMC patients, 319 Terry Ave, behind Harborview Hall.
    ▪ Hours: 7 days/week, 8:30 AM - 3:30 PM

Alien Emergency Medical (AEM)
Washington State Health Care Authority (HCA) is now allowing undocumented adults to apply for Alien Emergency Medical (AEM) if they need COVID-19 testing. HCA will come out with more changes/information/direction soon. However, in the meantime, individuals can apply online at www.washingtonconnection.org or by completing the Application for Long-Term Care/Aged, Blind, Disabled Coverage (HCA 18-005). This application can be downloaded from the Health Care Authority website.

No Co-Pays and Deductibles for COVID-19 Testing
On March 5, the Washington State Insurance Commissioner announced that they now require insurers to waive co-pays and deductibles for testing for COVID-19.

Domestic Violence

Filing for a Protection Order online (new option)
• https://www.kingcounty.gov/~/media/depts/prosecutor/documents/2020/Protection_Order_Announcement.ashx?la=en

Peace In the Home Helpline
• Available in multiple languages
• Call 1 (888) 847-7205

Legal Assistance to King County DV clients
• https://www.elap.org

Coalition Ending Gender Based Violence
• https://endgv.org/local-services/


**Education Resources**

**Educational Podcasts for Kids**
- [https://app.kidslisten.org/](https://app.kidslisten.org/)

**Education for Parents and Kids**
- [https://edu.gcfglobal.org/en/topics/](https://edu.gcfglobal.org/en/topics/)

**Scholastic Free Learning for Kids’ PreK-9**
- [https://www.youtube.com/watch?v=9oHq-joy22w](https://www.youtube.com/watch?v=9oHq-joy22w)

**Employment**

**WorkSource**
- [WorkSource](https://www.worksource.wa.gov/) is maintaining a list of some employers that are currently hiring.

**State Unemployment Benefits**
- The Washington State Employment Security Department has programs designed to help individuals and employers impacted by the COVID-19 outbreak. They have an [easy-to-read comparison guide](https://esd.wa.gov/newsroom/covid-19) listing some of the most common scenarios that may occur and benefits that may apply. More information for workers and businesses here: [esd.wa.gov/newsroom/covid-19](https://esd.wa.gov/newsroom/covid-19)

**Immigrant Unemployment Factsheet**

**Resources for Unemployed Workers**
- The United Way of King County has put together a [list of resources for workers](https://www.unitedwaykc.org/) who have been laid off due to the COVID-19 outbreak. This list includes links to unemployment benefits, health insurance, and other free and reduced programs in and around King County.

**Career and Technical Scholarship (CTS)**
- CTS supports Washington students on their path to high-demand trade, STEM and health care occupations. To be eligible, Scholars must enroll in an approved program, such as welding, manufacturing or IT, at one of Washington’s 34 community and technical colleges.
- Scholars are eligible to receive up to $1,500 each quarter for the duration of their associate degree, certificate or apprenticeship program. These scholarship funds are flexible and can be used to cover tuition, fees and other costs of attendance such as housing, transportation, food and more.
- The [application](https://www.wacra.org/cts) for the Career & Technical Scholarship is open now until June 4, 2020.
**Food and Clothes**

**Emergency Food Vouchers**
$800 in vouchers over 8 weeks that may be used to purchase items from any Safeway store in the state of Washington. Click [here](#) for more information.

**Emergency Feeding Program**
Provides pre-packaged food in bags for people experiencing food insecurity. They also have a drive-thru pick up program for people ages 55 and older. More information and their application is here: [emergencyfeeding.org/fresh-market-form](#).

**Washington State Supplemental Nutrition Assistance Program (SNAP)**
The Supplemental Nutrition Assistance Program (SNAP), called "Basic Food" in Washington state, helps people with low incomes by providing monthly benefits to buy food. Effective, March 26, 2020 you can apply for Basic Food Assistance [online here](#), or by downloading a translated application [here](#), or by calling 1-877-501-2233. More information can be found at the [Washington State Department of Social and Health Services](#).

**Seattle Area Free Food Resources (Living Document)**
[https://docs.google.com/spreadsheets/d/1L8__kKeak1XR7D6u1uZZ9iHbth8YSIJKHUke5drcXE8/edit#gid=0](https://docs.google.com/spreadsheets/d/1L8__kKeak1XR7D6u1uZZ9iHbth8YSIJKHUke5drcXE8/edit#gid=0)

**“Grab & Go” Student Meal Sites**

**Food Boxes for Formerly Incarcerated Humans**

**Food Lifeline (Food bank finder)**
[https://foodlifeline.org/need-food/](https://foodlifeline.org/need-food/)

**Meals on Wheels**
Home-delivered meals are an option for individuals age 60+ who are unable to leave their homes. Contact Community Living Connections at 1-844-348-5464 (toll-free) to get connected to services in Seattle and King County.

**Open Meal Services**
- Located in Belltown at the Millionaire Club (2515 Western Ave)
- Monday - Friday
  - Breakfast: 6:30 – 8:30 AM
  - Lunch: 12:30 – 2 PM
  - Dinner: 5 – 6:30 PM
• Saturday and Sunday
  o Breakfast: 10 – 11 AM
  o Lunch: 12:30 – 2 PM
  o Dinner: 5 – 6:30 PM
• [https://www.oslserves.org/open-meal-service](https://www.oslserves.org/open-meal-service)

Map of Food Sites
• Click [here](https://www.oslserves.org/open-meal-service) to view School Food Sites, Drive Thru COVID-19 Test Sites, Public Food Site Events, and Local Food Banks.
• Click [here](https://www.oslserves.org/open-meal-service) to view Student-to-Go Meals, Food Banks, and Meals.

Special Senior Shopping Hours
Seattle area grocery stores have established special shopping hours reserved exclusively for seniors and those with compromised immune systems. Shoppers should continue to practice social distancing and Public Health-recommended hygiene practices. [The fact-checking website Snopes.com has been tracking these store hours here.](https://www.snopes.com/coronavirus/senior-shopping-hours/)

Find a Nearby Open Restaurant for Takeout
As part of Seattle's [#SupportSeattleSmallBiz campaign](https://www.oslserves.org/open-meal-service), the City of Seattle has developed this interactive map that can help residents find small businesses providing takeout or delivery in their neighborhood. You can search for open small businesses in your neighborhood and navigate directly to a business' website or third-party delivery service page. [You can access that map here.](https://www.oslserves.org/open-meal-service)

Pet Food Bank
• Seattle Humane’s [Pet Food Bank](https://www.oslserves.org/open-meal-service) collects and distributes pet food donations for pets belonging to low-income families or pet owners experiencing hardship.

COVID-19 Mutual Aid Solidarity Network
• If you are in need of food or other supplies, and you live in the Seattle area, fill out a [form](https://www.oslserves.org/open-meal-service) with the resources you need to have the dropped off at your door. They can cover up to $50 of your groceries.

Free Digital Resources

King County Library Services
• Click [here](https://www.oslserves.org/open-meal-service) to view free digital resources available with a KCLS card.

Seattle Public Library
• Click [here](https://www.oslserves.org/open-meal-service) to view free digital resources available with an SPL card.
• All Library locations and book drops are closed until at least May 4. Due dates are extended until SPL reopens, so please keep your Library materials for now. And don’t worry, SPL won’t
suspend your account or charge you for late items. Find the latest on SPL response to the coronavirus outbreak here.

- Patrons can chat or email library staff any questions they may have here: https://www.spl.org/using-the-library/ask-us.
- M-Th – 10am to 8pm (chat shuts off at 7:30pm), Fri and Sat 10am to 6pm and Sun 12pm to 6pm (chat stops at 5:30pm those three days).
- SPL hopes to restart its phone service the week of April 27th. At that point, patrons can call 206-386-4636.
- SPL online resources and ebooks, music, and movies are still available through www.spl.org and its online catalog – www.seattle.bibliocommons.com

**Harm Reduction**

**Overdose Prevention and Harm Reduction Guidelines**

- Guidelines from King County Public Health.
- Guidelines from Yale.
- Syringe Services and Harm Reduction Provider Operations During the COVID-19 Outbreak
- COVID-19 Guidance for People Who Use Drugs and Harm Reduction Programs
- Naloxone resources, including training videos and pharmacies that stock kits at www.stopoverdose.org

**Hepatitis Education Project**

- Harm Reduction Class
  - HEP is no longer offering community classes during the COVID-19 outbreak, but its educational materials are available online or by mail. People who are interested in the information taught in classes should write to HEP at 1621 S. Jackson St. Suite 201, Seattle, WA 98144.
- Syringe Service Program & Medication Assisted Treatment
  - The syringe service program is still open during COVID-19. HEP has moved to an outdoor model in the parking lot just west of the HEP office. The new setup allows for the spatial distancing required and also offers basic confidentiality for clients in the STEP clinic. STEP clinic is still accepting new patients to receive opiate use disorder medications. People interested in enrolling in the STEP clinic should arrive onsite as close to 1:00 pm as possible and no later than 3:30 pm.
- Hep C testing and Naloxone
  - People who are interested in hepatitis C testing, getting overdose reversal medications (naloxone/Narcan), or referrals to the STEP clinic can drop by during open hours. Our syringe service program and STEP clinic hours are still Tuesday through Thursday 1:00 pm – 5:00 pm. The HEP office is closed outside of those hours, but staff are available by phone Monday – Thursday 9:00 am – 5:00 pm and Friday 9:00 am – Noon.
Hate Crimes Reporting and Resources

Hate Crime Reporting Forms

- Asian Pacific American Advocates (OCA) AAPI Hate Incident Report Form: https://www.ocanational.org/aapi-hate-incident-form
- Asian Pacific Policy & Planning Council (AP3CON) Hate incident forms are in English, Chinese, Japanese, Khmer, Korean, Thai, and Vietnamese: http://www.asianpacificpolicyandplanningcouncil.org/stop-aapi-hate

Hate Crime Support Resources

- National Council of Asian Pacific Americans (NCAPA) COVID-19 Toolkit Response to Racism and Xenophobia
- OCA COVID-19 resource page and toolkit on Strategies to Defeat Asian American Profiling and Xenophobia.
- Protect Immigrants Families (PIF) PIF Coronavirus one pager of Talking Points
- National Immigrant Law Center (NILC) COVID-19 Messaging Guide
- Lawyers’ Committee for Civil Rights resource and reporting hotline for hate incidents: 1-844-9-NO-HATE (1-844-966-4283)
- Human Rights Campaign (HRC) has steps on what to do if you’ve been the victim of a hate crime here.

Health Care

Healthcare for the Homeless

- Healthcare for the Homeless Network provides health care services to people experiencing homelessness in King County and leadership to help change the conditions that deprive our neighbors of home and health.
- Mobile medical care for people living homeless provides walk-in care for people who are living homeless (or were recently homeless) only. Click here to view sites and availability.

Washington Health Plan Finder

Due to the COVID-19 outbreak, Washington Health Plan Finder is opening enrollment to qualified individuals until April 8, 2020. Apple Health enrollment is year-round.

Kids Plus

Kids Plus provides assistance for children and their families experiencing homelessness. It provides support from a multi-disciplinary team of nursing, social work, chemical dependency, housing and eligibility specialists during times of transition.
Free Virtual Care
Free virtual urgent care visits with CHI Franciscan for mild COVID-19 symptoms.

Free and Charitable Medical Clinics in King County
- Click here to learn more or see below.
  - CarePoint in Fall City serves under- and uninsured patients in Snoqualmie Valley with primary care.
  - Christ Community Free Clinic in Auburn accepts appointments and walk-in patients for medical care, and provides walk-in dental care. All care is free of charge.
  - Consejo provides linguistically and culturally appropriate behavioral healthcare and social services to the Latino community.
  - Cornerstone Medical Services in Federal Way provides primary care, naturopathic medicine, acupuncture, chiropractic, massage therapy, limited labs and social service referrals to low-income, uninsured individuals.
  - Lahai Health (formerly Puget Sound Christian Clinic) has locations in Seattle, Lynnwood, and Snohomish, providing medical, dental and mental healthcare to low-income, uninsured patients.
  - New Hope Health Center in Tukwila provides walk-in chronic and acute medical care and counseling services.
  - Project Access Northwest provides referrals for specialty medical and dental care, as well as case management of that care for low income, under and uninsured King, Kitsap and Snohomish County residents.
  - Rainier Valley Community Clinic provides individualized, high quality, midwifery care on a sliding fee scale that starts at zero, and also accepts Medicaid.
  - Rotacare Free Clinic Bellevue provides free medical care, health screenings and medical referral every Saturday on a walk-in basis.
  - Rotacare Free Clinic Lake City is located in North of Seattle and offers free medical care once a week on a walk-in basis.
  - Rotacare Free Clinic Renton in Renton provides free medical care every Saturday on a walk-in basis.
  - Seattle’s Union Gospel Mission in Seattle provides free narcotic-free dental care, including dentures, to low income patients by appointment.
  - Swedish Community Specialty Clinic in Seattle offers advanced medical and dental care at no cost to the patient.

YWCA Health Care Access
- Insurance Coverage Updates
  - The Health Benefit Exchange has opened up a Special Enrollment period for uninsured clients. They have extended the Special Enrollment period until 05/08/2020.
  - From 3/10/2020 – 5/8/2020 uninsured, eligible WA residents can get insurance coverage.
  - Anyone enrolling from 04/09/2020 to 05/08/2020 will have coverage effective 05/01/2020
  - Clients who missed Open Enrollment last year can contact the HCA referral line and a YWCA Navigator will assist enrolling in public health insurance.
  - Undocumented clients can receive public health insurance coverage for COVID 19
• We can assist our ineligible, uninsured clients with Alien Emergency Medical (AEM) or charity care applications and connect them to clinics that offer free/sliding scale fee services.

• Prescription Information
  o Stock up on prescriptions! The Insurance Commissioner has asked all insurance companies to allow people to get a one-time refill of their prescription medications before the end of the waiting period between refills.
  o Very important for clients using inhalers, or daily use of medications for diabetes, heart disease, and chronic respiratory conditions, and those over 60.
  o Health Care Access can assist clients to request their extra Rx’s or contacting insurance companies and/or pharmacies.

• Important Health Care Services Announcement
  o Eye care providers are not seeing patients for non-emergent eye exams until further notice in response to COVID-19.
  o Dental Providers are no longer seeing patients for non-emergent dental care until further notice in response to COVID-19.
  o Currently scheduled appointments will be canceled, postponed and/or rescheduled.

• YWCA Health Care Access Referral Process
  o Case Managers, and other client facing staff may refer clients OR
  o Clients may self-refer using the same email address and/or phone number.
  o Referral Line phone number 206-461-4420
  o Email address HA_Referrals@ywcaworks.org
  o If you are unable to email securely, please call the secured referral line with client info 206-461-4420.
  o Clients should include their name and preferred contact information in their message.
  o If a provider refers a client: Please email a signed, mutual ROI to HA_Referrals@ywcaworks.org for clients who do not have phone or email access so that YWCA may communicate with you and assist your client. If you are able to provide verbal authorization from client via phone, that is also sufficient.
  o YWCA especially wants you to communicate when the needs are COVID 19 related so that YWCA can respond appropriately and as quickly as possible. Please add “Urgent” to the subject line of your email messages and let YWCA know when you leave voice mail messages.

Emergency Dental Care
• For folks who may be experiencing a dental emergency:
  o Please first send them to their regular dentist. All dental offices have an emergency number or voice mailbox that they are checking regularly throughout the day.
  o If they do not have a regular dentist sent first to UW Dental Urgent Care Unit: https://dental.uw.edu/dental-urgent-care-clinic/
  o If UW is too far, send them to a community clinic dental.
  o As a last resort, send to hospital emergency, please note there are not dentist on staff at hospital and all are dealing with COVID-19, so their wait may be longer than usually.
Housing and Shelter

For Unsheltered Individuals Experiencing Homelessness

- The City of Seattle is creating [95 new spaces](#) for people experiencing homelessness.
- The new units, expected to open within the next two weeks, will be exclusively for unsheltered individuals referred by the Navigation Team's continued outreach or other outreach providers in order to help slow the spread of COVID-19.
- The new sites are:
  - Bitter Lake (50 spaces)
  - Cherry Hill Tiny Home Village (25 spaces)
  - Lake Union Village expansion (20 spaces)

De-Intensifying Shelters for Individuals Currently in Shelters

- A total of 709 expansion spaces are available
  - Fisher Pavilion at Seattle Center (146 spaces) operated by Salvation Army
  - Garfield Community Center (50 spaces) operated by Catholic Community Services, YWCA, and WHEEL, referral through Trinity Parish. To access, single adult women can show up at Trinity Parish (711 Cherry St) at 8pm to request shelter (Open 8pm to 7:30am, but in the future they will be expanding to 24 hour services).
  - Miller Community Center (50 spaces) operated by Compass and referred by Compass Day Center. Note: This location is only taking existing clients from the Compass at First Presbyterian (all genders) and Blaine Center (men only). Housing navigators at Compass Day Center can refer to Blaine Center - Compass Day Center is at 77 S Washington St, open Mon-Fri 9-4, serve lunch at 1pm. Compass at First Presbyterian only accepts referrals from the Navigation Team.
  - SW Teen Life Community Center (50 spaces)
  - Loyal Heights Community Center (50 spaces)
  - Exhibition Hall at Seattle Center (179 spaces), limited referrals at DESC from hospitals and inpatient treatment centers. Anyone in need of shelter can sign up at the DESC main shelter during bed sign up times (8-9am for men and 9-10am for women daily). DESC Main Shelter address: 517 3rd Ave, Seattle, WA 98104.
  - King County Airport (80 spaces), open and operated by Catholic Community Services and St. Martin de Porres
  - Harbor Island (24 spaces)
  - Congregation for the Homeless in Bellevue (80 spaces), open and operated by CFH

COVID-19 Assessment and Recovery Centers

- King County has identified three locations, to date, that will create up to 657 spaces for assessment and recovery care for individuals who are not able to recover in their own homes, or do not have a home. These centers will also provide space for hospitals to discharge non-emergency COVID cases, freeing up hospital space for those with acute needs.
  - Shoreline 18560 1st Avenue NE, Shoreline (140-150 spaces)
  - Interbay 601 Elliott Avenue West, Seattle (72 spaces)
Isolation and COVID-19 Quarantine Sites

- Individuals can only be placed into these sites after Public Health has determined that they need isolation or quarantine. Every person prioritized for placement will receive an assignment to a specific location and receive transportation to and from the site, where they will receive individual health monitoring and all meals and basic needs will be met for the duration of their stay. Some sites will have enhanced health and behavioral health services capacity and individuals with higher intensity needs will be prioritized to those sites.
  - Kent motel, 1233 Central Avenue North, Kent (79 spaces)
  - North Seattle modulars, 1132 N. 128th Street, Seattle (23 spaces)
  - Harborview Hall, 326 Ninth Avenue, Seattle (45 spaces)
  - White Center modulars, 206 SW 112th St., Seattle (31 spaces)
  - Issaquah motel 1801 12th Avenue NW, Issaquah (99 spaces)

Day Centers

- Jefferson Day Center
  - All genders welcome
  - Monday through Friday, 7AM-7PM
  - Shower laundry and coffee Monday through Friday. Weekends NO shower or laundry.
  - Capacity is 50 people in the Day Center there is a line. People should arrive early before 7.
  - Jefferson Day Center does not refer shelters but has a nighttime shelter that is men only - first come first serve folks line up at 630am 50 per capacity
  - Upstairs has a room for a day shelter 15 people capacity Male and Female
  - People come in to talk to others, regather themselves, they come and go and try to take advantage of food programs.

- Compass Day Center
  - All genders welcome
  - Located at 77 S Washington St., open Monday through Friday 9am to 4pm
  - Housing navigators available on request to assist with housing and shelter needs
  - Lunch served at 1:00pm daily
  - Capacity limited to 30 people due to COVID-19 guidelines

- Angeline’s Day Center (YWCA)
  - Serves single adult women ONLY
  - Located at 2030 3rd Ave, Seattle, WA
  - Open 7 days a week from 8:00am to 8:00 (waiting on verification of hours)

- Mary’s Place
  - Serves single adult women ONLY
  - The Women’s Day Center in downtown Seattle is open from 7 am to 3:30 pm Monday through Friday, and Saturday 9 am to 1 pm
Tent Cities

- Call for availability at (206) 399-0412. Self-managed outdoor encampments for men, women & couples. Locations rotate.

Men’s Homeless Shelter

- Operating in Kent, Renton, and Federal Way. Intake through Catholic Community Services SKC Shelter services. Call (253) 854-077.

Hospitality House

- Serves single women, no children at 16003 14th Ave SW, Lake Burien Presbyterian Church. Screenings at (206) 242-1860.

Youth Housing Connection for Homeless Young Adults

- Ages 18-25. In person appointments take place at various agencies depending on the day and time, call (206) 328-5796 for information.

Emergency/Transitional Housing

- YMCA 206-461-4882
- Emergency Housing Information re: Seattle 206-431-3660
- Catholic Community Services 206-328-5696

Hygiene and Basic Needs

Right Now Needs Fund

Provides immediate support to address the unmet basic needs of any Seattle Public School student and their family. The fund can be used to address basic needs including food, shelter, clothing, and medical care. All 102 SPS schools have a Right Now Needs Fund, and this fund is absolutely still available during this pandemic. For more information on the fund, visit: alliance4ed.org/connect-with-us/right-now-needs-fund.

Urban Rest Stop

- Downtown Seattle
  - 1924 Ninth Avenue Seattle | (206) 332-0110
  - Showers until 7pm and bathroom use until 9pm. Call ahead for laundry and shower appointments
- Ballard
  - 2014-B NW 57th St. Seattle, WA | (206) 258-3626
  - Hours: Monday-Friday: 6:30AM-2:30PM, with daily closure from 10:30AM-11:30AM
- U-District
  - 1415 NE 43rd Street, Seattle, WA | (206) 327-0744
  - Hours: Tuesday-Thursday 9:00am — 11:30am; 1pm-5:30pm
  - Friday 9am-11:30am; 1pm-5pm
- Website: https://urbanreststop.org/about/information/downtown
Free Shower Program at Five Seattle Community Centers

The free shower program run by Seattle Parks and Recreation (SPR) for community members in need will operate on a modified schedule at five community centers through at least April 13, 2020. People will only be allowed in a few at a time, and staff will take temporal temperature scans to ensure you are healthy. For more details, please visit this page.

City-run Handwashing and Toilet Stations

- Open from 7 a.m. to 8 p.m., seven days per week

<table>
<thead>
<tr>
<th>Station</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cal Anderson Park</td>
<td>1635 11th Ave, Seattle, WA 98122 Site 6</td>
</tr>
<tr>
<td>City Hall Park</td>
<td>450 3rd Ave, Seattle, WA 98104 Site 7</td>
</tr>
<tr>
<td>Gas Works Park</td>
<td>2101 N Northlake Way, Seattle, WA 98103 Site 8</td>
</tr>
<tr>
<td>Jefferson Park</td>
<td>3801 Beacon Ave S, Seattle, WA 98108 Site 9</td>
</tr>
<tr>
<td>Kinnear Park (lower)</td>
<td>899 W Olympic Pl, Seattle, WA 98119 Site 10</td>
</tr>
<tr>
<td>(this is not Parks site)</td>
<td>S Snoqualmie St &amp; Airport Wy S, Seattle WA 98108 Site 11</td>
</tr>
<tr>
<td>Georgetown Playfield</td>
<td>750 S Homer St, Seattle, WA 98108 Site 12</td>
</tr>
<tr>
<td>Mineral Springs</td>
<td>1500 N 105th St, Seattle, WA 98133 Site 13</td>
</tr>
<tr>
<td>Northacres Park</td>
<td>12718 1st Ave NE, Seattle, WA 98125 Site 14</td>
</tr>
<tr>
<td>Ravenna Park</td>
<td>2498 NE 55th St, Seattle, WA 98105 Site 15</td>
</tr>
<tr>
<td>Woodland Park</td>
<td>1000 North 50th Street, Seattle, WA 98103 Site 16</td>
</tr>
<tr>
<td>Arboretum Graham Visitor Center</td>
<td>2300 Arboretum Drive E, Seattle, WA 98112 Site 17</td>
</tr>
<tr>
<td>Lake City Community Center</td>
<td>12531 28th Avenue NE, Seattle, WA 98125 Site 18</td>
</tr>
<tr>
<td>Genesee Park and Playfield</td>
<td>4316 S Genesee St, Seattle, WA 98118 Site 19</td>
</tr>
<tr>
<td>Colman Playground</td>
<td>1740 23rd Ave S, Seattle, WA 98144 Site 20</td>
</tr>
<tr>
<td>Rainier Playfield</td>
<td>3700 S Alaska St, Seattle, WA 98118 Site 21</td>
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Immigrant Resources

COVID-19 Assistance and Public Charge FAQ for Immigrants

- The Office of Immigrant and Refugee Affairs, el Comite, and Northwest Immigrant Rights Project compiled this new information guide for immigrants who want to know more about how the issue of public charge might affect their ability to access healthcare and other services listed on this page: welcoming.seattle.gov/covid19publiccharge.

Washington Immigrant Solidarity Network (WAISN)

- WAISN has transitioned its immigration enforcement hotline (1-844-724-3737) into a COVID-19 helpline for immigrants. They can help you identify support programs for:
  - Rental Assistance
  - Assistance for dispensation
- Assistance in taking a COVID-19 test if you have been exposed or have symptoms
- Assistance for support against detainment and deportation
- Critical information on health, labor rights, and other rights
- Immigration-related issues under the COVID-19 pandemic in Washington state

**Resources for Immigrants**

- One America compiled a comprehensive list of resources for immigrants in Washington State (some in multiple languages), including housing, unemployment, resources for muslim communities, and resources to stand against racism.
- The PIF Campaign has developed a quick reference guide on immigrant eligibility that provides a general overview of some of the federal public programs available to support individuals and families during the COVID-19 crisis.

**Indigenous-centric Resources**

**COVID-19 Fact Sheets for Tribes and Urban Indian Communities**

- These resources focus on the impact COVID-19 has across Indian Country including tribes, Urban Indian Health Programs, and urban Indian communities. View a collection of all fact sheets [here](#).

**National Indigenous Women’s Resource Center COVID-19 Resources (NIWRC)**

- NIWRC website provides recommendations and resources to support survivors during this transition, including guidance for tribal programs in response to COVID-19 and survivors of sexual violence.

**Internet and Phone Access**

**Free Broadband Internet for Students**

- Altice is offering free broadband internet for all K-12 and college students for 60 days. Apply [here](#).

**Comcast**

- 60 days of free internet. Sign up at [www.internetessentials.com](http://www.internetessentials.com) or call 1 (855) 846-8376
- Free WiFi Hotspots located in businesses and outdoor locations to anyone who needs them. For more info, visit [https://wifi.xfinity.com](https://wifi.xfinity.com)

**AT & T**

- 60 days of free internet. Click [here](#) to learn more.
- Residential wireline and Fixed Wireless Internet customers will get unlimited data.
- Waive late phone service fees for customers who let them know they are unable to pay as a result of economic hardship due to COVID-19 and they will not terminate service to those customers.
Verizon

• 60 days of free internet. New Lifeline customers with Verizon will receive 2 free months of internet. Click here to learn more.
• Waive late phone service fees and overage charges for 60 days from March 16 to May 13 for customers who let them know they are unable to pay as a result of economic hardship due to COVID-19 and they will not terminate service to those customers.

T-Mobile

• Provide Lifeline partners to provide customers an additional 5GB of data per month.
• Increase data allowance to schools and students using EmpowerED digital learning programs to at least 20GB per month for each participant.
• Provide free international calling for existing T-Mobile and Metro by T-Mobile customers to CDC defined Level 3 impacted countries.
• Waive late phone service fees and overage charges for 60 days from March 16 to May 13 for customers who let them know they are unable to pay as a result of economic hardship due to COVID-19 and they will not terminate service to those customers.

Language Access

King County Coronavirus Call Center

• To ask for an interpreter:
  o Call (206) 477-3977.
  o A message will play. Wait for a call center operator.
  o Say the language you want using the English term for it. For example: say “Spanish” (not Español).
  o The call center operator will call an Interpreter service. Do not hang up. Stay on the phone until the interpreter is connected.
  o Ask the interpreter your questions.

ORIA COVID-19 Translated Resources Directory

• A list of translated COVID-19 health education resources (fact sheets, flyers, posters, audio recordings, videos, etc.), organized in alphabetical order by language.
• 71 languages, includes resources for American Sign Language, Asian American and Native Hawaiian/Pacific Islander Languages, and Native Languages.

Spanish Language COVID-19 Resources

• Siga estos enlaces para obtener recursos (Español):
  o Aprenda sobre el coronavirus (COVID-19) – Learning about Coronavirus
  o Coronavirus (COVID-19): Instrucciones de cuidado – Coronavirus Care Instructions
• Spanish Language WA State Unemployment Insurance Resources
• **Agende una llamada con un especialista del centro de reclamos** – Schedule unemployment benefits callback in Spanish (WA State Employment Security Department)

• **Cómo solicitar beneficios por desempleo** – How to Apply for Unemployment Insurance YouTube video (WA State Employment Security Department, 2018)


• **The Unemployment Law Project’s Spanish language flyer** about the organization and services

• **Recurring Webinar, Mondays, 12-1pm PT: Answers to Questions About COVID-19 and Unemployment Benefits** – The Unemployment Law Project

### Legal Assistance

#### Legal Clinics and Webinars

- Related to debt collection, bankruptcy, foreclosure, evictions and student loans during COVID. Call (206) 805-1722 or visit [http://www.nwclc.org/COVID-19/](http://www.nwclc.org/COVID-19/)

#### Eastside Legal Assistance

- For Eastside clients, unless DV survivor or crime victim- countywide help. Website: [https://www.elap.org/](https://www.elap.org/)

#### Lifeline Cell Phone and Phone Services

- Assurance Wireless will no longer be serving Washington. However, there are alternatives which you can sign up for online:
  - Life Wireless - [https://www.lifewireless.com/](https://www.lifewireless.com/)
  - Safelink Wireless - [https://www.safelinkwireless.com/](https://www.safelinkwireless.com/)
  - Q Link Wireless - [https:// qlinkwireless.com/](https:// qlinkwireless.com/)

#### Mental Health

**SAMHSA: Substance Abuse and Mental Health Service Administration**

- Nation Wide Resources, Substance Abuse, Mental Health Treatment, Medical Assisted Treatment Finder.
- Website: [https://www.samhsa.gov/](https://www.samhsa.gov/)

**SAMHSA 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.
- Call 1 (800) 985-5990
Washington Recovery Help Line
- Provides 24-hours help for substance abuse, mental health challenges and more.
- Call 1 (866) 789-1511

Washington Warm Line
- Peer support help line for people living with emotional and mental health challenges. Calls are answered by specially trained volunteers who have lived experience with mental health challenges.
- Available Mondays - Fridays from 5:00 PM - 9:00 PM and weekends from 12:30 PM - 9:00 PM.
- Call 1 (866) 427-4747

NAMI Helpline
- Call Monday through Friday, between 7:00 am and 3:00 pm PST for mental health resources.
- Call 1 (800) 950-NAMI (6264)

Crisis Connections
- Open 24-hours at 1 (866) 427-4747
- Crisis Connections connects people in physical, emotional and financial crisis to services that will be of help. They help to reduce immediate emotional distress and defuse crises for individuals, families and the community; to reduce the immediate risk of violence to one’s self and others; and to increase the ability of people to access the safety net, particularly for mental and emotional support services.

Rent, Utility, and Other Billing Support

Rental Assistance
- Hope Line 425-869-6000
- Hope Link (Eastside) 425-556-9289
- Solid Ground Tenant Services 206-694-6767
- Community Information 206-461-3200
- Catholic Housing Services 206-328-5731
- King County Crisis Clinic 1800-621-4636 or 206-461-3222
- Supportive Services for Veteran Families 206-545-2344

Home Base
- Helps King County residents who are late on their rent, have experienced a significant reduction in wages as a result of the public health crisis, and whose income is at or below 50% of Area Median Income (AMI).
- Community members in need of rental assistance will be able to access the funds by calling 211 or completing an application online. Translation services will be available through 211.
Evictions in Seattle have been Halted
• Residential evictions for non-payment of rent have been temporarily halted. This is effective until Seattle’s COVID-19 Civil Emergency ends, pending the council’s approval. For more information, you can access this FAQ.

Utilities will not be Shut Off
• Seattle Public Utilities (SPU), Seattle City Light (SCL), and Puget Sound Energy (PSE) will keep utility services on during the COVID-19 Civil Emergency in Seattle. SPU and SCL customers who have been financially impacted by COVID-19, regardless of background or immigration status, can request a deferred payment plan that includes reversed late fees. SPU and SCL recommends that customers should as soon as possible call (206) 684-3000 or send an email anytime at seattle.gov/utilities/about-us/email-question. PSE is waiving late fees for customers who can find more information at PSE’s COVID-19 Response page.
• Low income residents may also be eligible for the Utility Discount Program (UDP) which can reduce regular SCL bills by up to 60% and regular SPU bill by up to 50%.

Evictions in Seattle have been Halted
• Residential evictions for non-payment of rent have been temporarily halted. This is effective until Seattle’s COVID-19 Civil Emergency ends, pending the council’s approval. For more information, you can access this FAQ.

Rental Financial Assistance Programs
• Contact King County 211 for other rental financial assistance programs (not specific to coronavirus) via their website, calling 211 or 1-800-621-4636. Some of those rental assistance programs serving Seattle include:
  o Byrd Barr Place 206-812-4940 (eviction prevention rental assistance)
  o Catholic Community Services 206-328-5724 (once per year for move-in assistance, rent)
  o Downtown Emergency Service Center 206-464-1570 (eviction prevention rental/legal fees)
  o Jewish Family Services 206-861-8796 (eviction prevention, first/last months’ rent, security deposits)
  o Solid Ground 206-694-6767 (one-time rental assistance)
  o Saint Vincent de Paul 206-767-6449 (once per year for rental assistance)
  o Salvation Army (security deposits, rental assistance)
  o University Churches Emergency Fund 206-524-7885 (once per year)
  o Wellspring Family Services Housing Services 206-902-4271 (rental assistance)
  o West Seattle Foodbank 206-932-4357 (eviction prevention once per year for rental assistance, mortgage assistance or security deposits)

Taxes
• Extensions – The current tax filing deadline is July 15th. You also can file an extension which gives you until October 15th to file your taxes.
• Filing – You may be eligible for a tax refund which can help relieve a financial burden. While the in-person VITA sites (AARP and United Way) are currently closed, there are some other options:
  o IRS has recommended some free online self-filing sites those whom adjusted gross income (AGI) is $69,000 or less.
  o United Way is offering access to a free online self-filing site (United Way volunteers can also provide phone assistance via by calling 833-540-0800).
  o United Way is also offering virtual tax prep by uploading tax documents to www.FREEtaxExperts.org.

Substance Use Disorder (SUD) Assistance

Safer Drug Use During the COVID-19 Outbreak

Seattle Alcoholics Anonymous
• Online meeting schedule: https://www.seattleaa.org/online-meetings

Behavioral Health Treatment Services Locator
• Website: https://findtreatment.samhsa.gov/

SAMHSA: Substance Abuse and Mental Health Service Administration
• Nation Wide Resources, Substance Abuse, Mental Health Treatment, Medical Assisted Treatment Finder. Website: https://www.samhsa.gov/

Alcohol Help
• Click here to learn about inpatient rehab, outpatient rehab, alcohol detox, and other treatment options.

Pioneer Human Services – Rainier Clinic
• Pioneer Human Services is offering phone and virtual sessions to address the needs of clients during this crucial time. Contact PHS at 206-470-3856. Services include:
  o Walk-in assessments
  o Individual therapy/case management, group therapy, educational services
  o Substance use disorders – intensive outpatient treatment (IOP)
  o Substance use disorders – outpatient treatment (OP)
  o Supportive housing
  o Peer support/recovery education
  o Psychiatric evaluations/medication management
  o Community outreach
Note: For clients that don’t own a personal computer or phone, we have a dedicated office set-up in the clinic where a counselor can call them or have a Zoom meeting to adhere to social distancing regulations.

- Multiple payment options
  - Medicaid: Amerigroup, Coordinated Care, Molina, United Healthcare, Community Health Plan of Washington
  - Insurance: Regence and AmBetter
  - Self-pay: Sliding fee scale available with pay stubs

Transportation

Buses and Light Rail Fare Suspension

- Both KC Metro and Sound Transit have temporarily suspended fare on buses and trains. Passengers are asked to enter through the back door and practice social distancing.
- For the latest information about transit service, click here.