

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.

Emergency Cash Assistance

- Call 1 (800) 737-0617 or visit 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

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/>. 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.

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 \$50membership 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.

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/>

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
 - No appointment needed.
 - 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
 - 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.
- Community Health Clinics:
 - International Community Health Services (International District)
 - Drive-through testing at the International District location. Testing efforts may extend to other sites as circumstance allows.
 - 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.
 - Sea Mar
 - Scheduled patients/appointments and walk-ins. In the process of implementing outdoor testing. Not doing community testing at this time.
 - 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.
 - Neighborcare
 - Ballard: walk-in starting 3/27
 - St Vincent de Paul: walk-in
 - Rainier Beach: referral by medical provider/appointment

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/>

Employment

WorkSource

- [WorkSource](#) 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](#) 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

Immigrant Unemployment Factsheet

- <https://www.nelp.org/publication/immigrant-workers-eligibility-unemployment-insurance/>

Resources for Unemployed Workers

- The United Way of King County has put together a [list of resources for workers](#) 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.

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

"Grab & Go" Student Meal Sites

<https://kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/schools/closures/student-meal-sites.aspx>

Food Boxes for Formerly Incarcerated Humans

<https://mailchi.mp/01dfef9be358/episode-1-2-of-psfs-new-podcast-our-social-impact-4817033?e=abaa407cde>

Food Lifeline (Food bank finder)

<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
 - Breakfast: 10 – 11 AM
 - Lunch: 12:30 – 2 PM
 - Dinner: 5 – 6:30 PM
- <https://www.oslserves.org/open-meal-service>

Map of Food Sites

Click [here](#) to view.

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.](#)

Find a Nearby Open Restaurant for Takeout

As part of Seattle's [#SupportSeattleSmallBiz campaign](#), 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.](#)

Free Digital Resources

Free Digital Resources from Seattle Public Library

- Click [here](#) to view free digital resources available with an SPL card.

Free Digital Resources from King County Library Services

- Click [here](#) to view free digital resources available with a KCLS card.

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

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.

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)
 - Bellevue 13620 SE Eastgate Way, Bellevue (140-150 spaces)
 - SoDo 1039 Sixth Ave. S., Seattle (240 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 630om 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

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

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

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.

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

Comcast

- 60 days of free internet. Sign up at 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>

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

AT&T Language Line for SMC Clients

- Call 1-(800) 874-9426
- Call center will ask you which language you need.
- Your client identification # is 911018
- Your personal code # is 804944
- Your organization is Seattle Municipal Court.
- You will be placed on hold while the call is connected. Interpreter will come on the line. Tell them who you are and who you are calling. Interpreter will ask if your client is on the line or you'd like interpreter to dial their number to get them on the line. Give interpreter the number you'd like them to dial.

King County Coronavirus Call Center

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

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/>

Eastside Legal Assistance

- For Eastside clients, unless DV survivor or crime victim- countywide help. Website: <https://www.elap.org/>

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/>

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

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:
 - Byrd Barr Place 206-812-4940 (eviction prevention rental assistance)
 - Catholic Community Services 206-328-5724 (once per year for move-in assistance, rent)
 - Downtown Emergency Service Center 206-464-1570 (eviction prevention rental/legal fees)
 - Jewish Family Services 206-861-8796 (eviction prevention, first/last months' rent, security deposits)
 - Solid Ground 206-694-6767 (one-time rental assistance)
 - Saint Vincent de Paul 206-767-6449 (once per year for rental assistance)
 - Salvation Army (security deposits, rental assistance)
 - University Churches Emergency Fund 206-524-7885 (once per year)
 - Wellspring Family Services Housing Services 206-902-4271 (rental assistance)
 - 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 (NOTE: An extension does not grant you any extension of time to pay your taxes, so you should estimate and pay any owed taxes by the deadline to help avoid possible penalties).
- 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:
 - IRS has recommended some free online self-filing sites those whom adjusted gross income (AGI) is \$69,000 or less.
 - 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).

- 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

- Information Sheet: <https://harmreduction.org/wp-content/uploads/2020/03/COVID19-safer-drug-use-1.pdf>

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/>

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.