



### **COVID-19 RESOURCES:**

Below are a variety of local resources we have compiled with the help of our CMHC colleagues to support our young people and their families during these unprecedented times. Be sure to check out the step-by-step guide on **Economic Impact Payments (Stimulus Checks)** at the end of this resource guide.

*This document is best viewed on a computer or smart phone as it includes many hyperlinks, (be sure to click on the underlined text to get more information about that topic). If you have any questions navigating this document or resources please reach out to your STEP clinician.*

### **FREQUENTLY UPDATED COVID-19 SITES:**

- [United Way of Greater New Haven](#)
- [City of New Haven COVID-19 Response](#)
- [Greater NH Community](#)
- [Yale - Research, Clinical, and Data-driven Responses to COVID](#)

### **SUPPORT LINES:**

- **211**: visit the site for food, shelter, and other needs statewide OR call 211
- **Suicide Prevention Lifeline**: 1-800-273-8255
- **Crisis Text Line**: Text HOME to 741741 (US and Canada)
- **Talk it Out CT**: Support line for parents and caregivers run by state of CT - 1- 833-258-5011
- **Reach Out New Haven Warm Line**: (203) 287-2460, compassionate listener to hear about a person's stress or questions about the pandemic and help them access resources (not a crisis intervention nor crisis hotline). Hours of operation: M-Th, 9am-7pm; Fri, 9am-6pm
- **National Domestic Violence Hotline**: 1-800-799-7233 with support in more than 200 languages. Free and confidential.
- **CT Safeconnect**: Statewide domestic violence hotline 1-(888) 774-2900
- **Legal Information (court access, work, benefits, housing, and more)**
  - o CTLawHelp.org was created by several nonprofit legal aid organizations whose shared mission is to improve the lives of Connecticut residents by providing free legal help to people with low income.
  - o **New Haven Legal Assistance**: (203) 946-4811
  - o **CT Legal Services – Immigration Hotline**: (800) 798-0671

### **FOOD RESOURCES:**

- **Food Resource Google Sheet**: frequently updated list of local food resources
- **Food Hotline**: if you're experiencing food insecurity and can't get out during COVID-19, call: 888-910-2960
- [New Haven Food Resource Guide](#)
- [Interactive Food Resource Map](#)

### **ACCESS TO TECHNOLOGY (RESOURCES FOR PHONE/INTERNET):**

If you or your family is experiencing financial difficulty and are unable to access technology such as phone and/or internet, there may be resources available to support you during this time. Many cellular carriers are offering free minutes, extra data, low/reduced cost plans, and waiving late fees. Please see the resources listed below. If you need help navigating these resources please contact your STEP clinician.

- **Assurance Wireless** (Virgin Mobile's version of Safelink): Offering new customers unlimited texts, 350 voice minutes, 3GB of data monthly plus a free Android Smartphone. Additionally, they are giving customers unlimited Domestic calls and texts plus 6GB of data free through 5/20 due to COVID-19. Visit: <https://www.assurancewireless.com/> or call: **1-888-321-5880** to confirm details.
- **TracFone/Straighttalk** (Walmart's minute plan): Partnering with Safelink to enroll people in plans with free minutes, assistance with bill pay, waiving reactivation fees, & setting people up with data/ texting packages. Visit [safelinkwireless.com/enrollment](https://safelinkwireless.com/enrollment) or call: **1-800-723-3546** to confirm details.
- **Access Wireless**: Providing all of their customers with unlimited minutes and additional monthly data until June 21st, 2020. Visit: <https://www.accesswireless.com/lifeline> or call **1-888-900-5899** M-F 8am-12midnight, Sat 9am-12midnight, Sun 10am-7pm EST to confirm details. Existing customers call: 1-866-594-3644.
- **Verizon**: Suspending late fees/re-connection fees; offers bill assistance, and extra minutes with proof of poverty, unemployment due to COVID. Adding 15GB of hotspot data across most plans. Free international calls to many countries through 4/30—see website/call Verizon for details. Visit: <https://www.verizonwireless.com/support/covid-19-faqs/> or call customer service M-F 8am-5pm at: **1-800-922-0204** to confirm details.
- **AT&T**: Offering free/reduced cost wifi/hotspots through your phone, unlimited data for all existing customers, and providing services at \$10 per month for families with no income, low income, or financial strain due to COVID-19. Will extend the \$10/month plan post COVID-19 crisis. Late payment, data/voice/text overages waived through 5/13 due to economic hardship resulting from pandemic. Visit: <https://www.att.com/support/> or call **1-844-387-8036** to confirm details.
- **Cricket**: Dial "611" from Cricket issued phone to enroll in any COVID-19 relief programs. Waiving reactivation & Automated Phone System fees. Customers can use "Bridge Pay" to extend payment period by 7 days. Includes minute plans. Adding additional data to plans for a limited time. Visit: <https://www.cricketwireless.com/support/fraud-and-safety/covid-19.html> or call **1-800-274-2538** to confirm details.
- **Metro/T-mobile**: offering some temporary support to customers, unlimited data for the next 60 days (this began 3/13) at no extra cost for anyone who doesn't already have it and is on an eligible plan as well as an additional 20GB of mobile hotspot for the next 60 days (10GB/month, beginning 3/20) for anyone on an eligible plan.

*\*To participate in the Lifeline program, you must either have an income at or below 135% of the Federal Poverty Guidelines or participate in certain federal assistance programs, such as the Supplemental Nutrition Assistance Program (SNAP) or Medicaid. You can see if you are eligible by reviewing the information available at [lifelinesupport.org](https://lifelinesupport.org) (see "Do I Qualify?"). You may apply*

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*through a service provider above or apply directly through Lifeline Verifier:  
<https://nationalverifier.servicenowservices.com/lifeline> and select a service provider within 90 days.*

#### **INTERNET SERVICE:**

- **Comcast** is offering the following:
  - o WiFi network free for everyone - go to [www.xfinity.com/wifi](http://www.xfinity.com/wifi) for a map of hotspots, unlimited data for its customers, no disconnects or late fees for customers. Contact them and let them know you're having trouble.
  - o **Internet Essentials:** free to new customers: Low-income families who live in a Comcast service area can sign-up for Internet Essentials. **New customers will get 60 days of free Internet Essentials service**, which is normally available to all qualified low-income households for \$9.95/month. For all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.

#### **COVID-19 PHYSICAL HEALTH RESOURCES:**

- **Yale New Haven Health - COVID Hotline:** Call 833-ASK-YNHH (833-275-9644)
- 211
- **COVID-19 Testing Locations**
  - o New Haven CVS Rapid Testing Site
  - o Fairhaven Community Health Center
  - o Cornell Hill Scott Testing Center
- **Face Masks/Coverings:** The Governor is recommending that CT residents wear face masks/coverings when in public to help lessen the spread of COVID-19
  - o **CDC - How to make a face mask tutorial (sew and no-sew)**
  - o **Video: How to make a cloth face covering**
  - o If you're having difficulty making or obtaining a face mask, ask your STEP clinician

#### **FINANCIAL MATTERS/STIMULUS PAYMENTS:**

- **The EIP/Economic Impact Payment** (also known as the stimulus check) is a payment from the federal government of \$1,200 for every eligible adult, and \$500 for children, to help people manage the financial impact of the COVID-19 crisis.
  - o See "Economic Impact Payments – What You Need to Know" at end of this document for step-by-step instructions to collect your payment
- **Filing for Unemployment**
- **IRS**
- **Sign up for SNAP** (Supplemental Nutrition Assistance Program)

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### **HOUSING INFORMATION:**

- Call 211
- **Governor's Order Regarding Rent:** Governor Lamont has taken additional actions regarding rent. As of April 10th, **evictions have been halted** until at least July 1st, and **grace periods** for paying rent are in place. Please note that this is **not** a rent forgiveness program.

### **ADDITIONAL MENTAL HEALTH RESOURCES:**

- [State of Connecticut - Mental Health Resources](#)
- [CDC: Managing Stress and Anxiety](#)
- NAMI CT Virtual Support groups:
  - o **FAMILY Support groups: Every Mon, Wed, and Thursday 6:30-8**
    - [Join Zoom Meeting](#) Meeting ID: 893 361 071 Password: 745447, Contact Tom: (860) 202-4487
  - o **YOUNG ADULT Support groups: DAILY, 3:30-4:30**
    - [Join Zoom Meeting](#)
  - o **YOUNG ADULT Weekly group: Tuesdays – Starting at 6PM:**
    - [Join Zoom Meeting](#) Meeting ID: 782 401 986 Password: 173485, Contact Kim: (860) 560-6966
  - o **ADULT RECOVERY SUPPORT GROUP: Every Monday and Wednesday 3 pm**
    - [Join Zoom Meeting](#) Meeting ID: 922 621 095 and Password: 189069
- For more information on CT support groups of various types, go to: [NAMICT.org](http://NAMICT.org)

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## **RESOURCES FOR CHILDREN AND FAMILIES:**

### **Child Mind Institute**

- <https://childmind.org/article/talking-to-kids-about-the-coronavirus/>
- <https://childmind.org/article/como-hablar-con-los-ninos-sobre-el-coronavirus/>

### **KidsHealth**

- <https://kidshealth.org/en/parents/coronavirus-how-talk-child.html>
- <https://kidshealth.org/es/parents/coronavirus-how-talk-child-esp.html?WT.ac=pairedLink>

### **The National Child Traumatic Stress Network**

- <https://www.nctsn.org/resources/parent-caregiver-guide-to-helping-families-cope-with-the-coronavirusdisease-2019>
- <https://www.nctsn.org/resources/parent-caregiver-guide-to-helping-families-cope-with-the-coronavirusdisease-2019-sp>

### **Parenting for Lifelong Health**

- <https://www.covid19parenting.com/>

### **Sesame Street in Communities**

- <https://sesamestreetincommunities.org>

### **Spanish Illustrated Children's Book for helping kids (and adults) cope with Covid-19**

- "The Story of the Oyster & the Butterfly: The Coronavirus and Me" by Ana Gomez  
<https://www.anagomez.org/> (scroll down a little on the homepage and click on the "Spanish" option)

### **The Village**

- <https://thevillage.org/covid-19-resources/>

### **Virtual tours and at-home educational options:**

- <https://www.travelandleisure.com/attractions/museums-galleries/museums-with-virtual-tours>
- <https://www.kars4kids.org/blog/health-safety/mental-health/coronacation-online-activities-for-kidsduring-covid-19/>
- <https://www.livescience.com/coronavirus-kids-activities.html>
- <https://www.nationalgeographic.org/education/classroom-resources/learn-at-home/>
- <https://pbskids.org/apps/play-and-learn-science-.html>
- <https://peabody.yale.edu/digital-resources>



## MANAGING STRESS DURING THE COVID-19 PANDEMIC

The outbreak of the novel coronavirus (COVID-19) impacts everyone differently. It has been a stressful and uncertain time for many of us, commonly eliciting feelings of fear and anxiety, isolation, exacerbating pre-existing symptoms, as well as causing significant disruptions in our daily lives. It's important to actively engage in strategies to help us stay well during this difficult time.

### 10 TIPS FOR MENTAL WELLNESS

- **SET MEDIA BOUNDARIES:** Limit the amount of time you spend engaging with news or social media related to COVID-19; repeated exposure can exacerbate stress and anxiety
  - *try to avoid news completely before bed*
- **TAKE CARE OF YOUR BODY:** get enough sleep (7-8 hours), try to eat nutritious foods, drink more water, take prescribed medications, limit substances/alcohol/caffeine
- **MOVE YOUR BODY:** stretch, exercise, go for a walk in the fresh air
- **MINDFULNESS:** pause and connect with the present moment; this will also help you shift away from ruminating about the past or worrying about the future
  - *Need help? Try an app such as HeadSpace, Insight timer, or Calm*
- **CHECK IN WITH YOURSELF:**
  - **NOTICE AND TRY TO LIMIT UNHEALTHY AVOIDANCE BEHAVIORS:** excessive eating, drinking, smoking, drug use – these worsen stress in the long-term
  - **MAKE TIME FOR HEALTHY ACTIVITIES YOU ENJOY:** reading, drawing, puzzles, yoga
- **RELAX:** practice activities that promote relaxation, such as deep breathing or meditation
- **TRY TO RE-ESTABLISH ROUTINE:** structure and predictability can help reduce stress
- **STAY CONNECTED WITH OTHERS:** call, video-chat, or text while practicing social distancing
  - *Talk about how you're feeling with someone you trust*
- **PRACTICE DAILY GRATITUDE:** write down 3 things that you are grateful for or that are going well
- **STAY INFORMED:** Utilize sources that provide accurate facts about COVID-19, such as:
  - [Centers for Disease Control and Prevention \(CDC\)](#)
  - [State of Connecticut](#)
  - [New Haven COVID-19 Hub](#)
  - [Yale New Haven Health Hotline](#)
  - [SAMSHA: Social Distancing, Quarantine, & Isolation](#)



Updated 4/28/20

*\*the following information was prepared by Annie Harper for CMHC clients*

## **ECONOMIC IMPACT PAYMENTS WHAT YOU NEED TO KNOW**

CMHC recognizes the important connection between finances and health.

**We want to make sure that 100% of all eligible CMHC clients get the Economic Impact Payment.**

Read on to learn how you can help reach this goal for the people we serve.

### **WHAT IS THE ECONOMIC IMPACT PAYMENT (EIP)?**

The EIP (also known as the stimulus check) is a payment from the federal government of \$1,200 for every eligible adult, and \$500 for children, to help people manage the financial impact of the COVID-19 crisis.

### **WHO WILL GET THE PAYMENT AUTOMATICALLY?**

- **IF** you have been on **SSI** and/or **SSDI** or **retirement benefits** since before Jan 2020
- **OR** you **FILED TAXES IN 2018 or 2019**
- **AND** you were **NOT** a **DEPENDENT** on someone else's taxes in 2019
- **AND** you are **NOT** a person who is **UNDOCUMENTED**

**You will automatically receive the payment of \$1,200. NOTE:** The payment will not count as income or count towards asset limits for 12 months.

### **HOW WILL THE AUTOMATIC PAYMENT BE MADE?**

- **IF** you get **SSI/SSDI** payment will be made how your SSI/SSDI is usually paid.
- **IF** you **FILED TAXES** and got a refund, payment will be made how you got that refund.
- **NOTE:** If you no longer have the account/card that you got your refund on, see below for **HOW TO CHANGE PAYMENT INFORMATION**

### **WHEN WILL THE AUTOMATIC PAYMENT ARRIVE?**

- **IF** you get **SSDI** you should get payment by the end of April
- **IF** you get **SSI** you should get payment in early May.
- **IF** you **FILED TAXES in 2018 or 2019** and will be receiving payment in the same account/card you got your refund, you should get payment soon. If you need to change how payment is made it will take longer.

## **HOW TO GET PAYMENT FOR A DEPENDENT (16 YRS OLD OR YOUNGER)?**

- **IF** you get **SSDI** and you have a dependent 16 years old or younger **AND DID NOT FILE TAXES in 2018 or 2019**, it is too late to get the \$500 for that dependent. You will have to file a tax return next year in order to get the \$500.
- **IF** you get **SSI** and you have a dependent 16 years old or younger and **DID NOT FILE TAXES in 2018 or 2019**, you must complete the **IRS non-filers form** as soon as possible to be able to get the \$500 along with your adult payment.
- **IF** you **FILED TAXES in 2018 or 2019 AND YOU HAVE A DEPENDENT** 16 years old or younger at the end of 2019 you will receive the \$500 per dependent automatically.
- **NOTE:** People 17 years of age or older who are listed as dependent on someone else's tax return and do not get SSI/SSDI will **NOT** get the payment.

## **HOW TO GET PAYMENT IF IT WILL NOT COME AUTOMATICALLY**

- **IF** you started receiving **SSI/SSDI** after Jan 2020 **AND** you **DID NOT FILE TAXES in 2018 or 2019**
- **IF** you are **NOT** on **SSI** or **SSDI** and **HAVE NOT FILED TAXES in 2018 or 2019** because you made less than \$12,200 per year,

**YOU MUST complete the IRS non-filers form to receive the payment of \$1,200.**

- **IF** you are **NOT** on **SSI** or **SSDI** and should have filed taxes in 2018 or 2019 taxes but did not,

**YOU MUST file your taxes normally before you can get the payment. NOTE:** You will get the payment even if you owe back taxes.

## **HOW WILL THE PAYMENT BE MADE AFTER FILING?**

- **IF** you get **SSDI/SSI**, payment will go into the bank account or Direct Express card for your regular SSDI/SSI payment.
- **IF** you got a **TAX REFUND in 2018 or 2019** into a bank account, payment will go there.
- If the Social Security Administration or IRS does not have a bank account or card on file for you, you will receive payment by paper check by United States Postal Service to the address they have for you.

## **HOW TO CHANGE PAYMENT INFORMATION**

- **If you want to add/update payment information**, go to the IRS 'get my payment' form:
  - Enter your bank routing number and account number; **OR** if you normally use a prepaid card, call the card issuer and ask for the routing and account number needed for direct deposit (not the number printed on the card).
  - If you want to get paid via cashapp, you can enter the routing and account number – see instructions on the cashapp website.

Updated 4/28/20

- If the system does not let you enter your bank information it may mean the payment has already been processed and will be arriving by paper check. See the [IRS website](#) for FAQs.

### **BANK ACCOUNT OPTIONS**

- **If you want to open a bank account** but do not have a card from which you can transfer the initial deposit, there are two options to open an account online without an initial deposit:
  - The [KeyBank Hassle free account](#) has no monthly or overdraft fees and they will waive the initial \$10 deposit – just select 'online' or 'keybank' when asked how the account will be funded.
  - [Connex Credit Union](#) will allow online account opening with no initial deposit - choose the option "Do not fund at this time". After opening the account Connex will call you with the routing/account number you need to enter on the IRS website. Any questions: contact New Haven Branch Manager Tameeka Lockwood at 203-603-5775.

### **NEED HELP?**

- **For help with tax filing**, make an appointment at the [virtual VITA portal](#) or call 211.
- **For help with the IRS 'non-filers' or 'get my payment' forms**, there is a special VITA portal [here](#). Or call New Haven Financial Empowerment Center at 203-946-8523 or StreetCred at 475-355-7873.

### **QUESTIONS?/MORE INFORMATION**

- See the [IRS](#), [SSA](#) or [NCLC](#) websites for further information. If you have any questions, please feel free to email me at [annie.harper@yale.edu](mailto:annie.harper@yale.edu), or call/text 203 668 1213.