



## Crisis Resource List

### Universal City, TX

#### Government Resources

##### Federal Assistance

- [Unemployment Benefits](#) – To the extent employees are eligible for unemployment for reasons related to unforeseen circumstances, as determined by state agencies, additional funds may be available. Contact your state unemployment agency for further information.
  - <https://www.dol.gov/coronavirus>
  - <https://www.dol.gov/coronavirus/unemployment-insurance>
  - <https://twc.texas.gov/jobseekers/unemployment-benefits-services>

##### Texas Department of State Health Services

- [Health Information](#) – Click on the link below to find out more about current health information.
  - <https://dshs.texas.gov/coronavirus/>
  - COVID-19 Hotline – Texans can dial 2-1-1 (option 6) for information on COVID-19 and local community resources on health care, utilities, food, housing and more.

#### Local Resources

##### City Assistance

- [City of Universal City](#) – To see the resources available to you as a resident of Universal City please click on the link below.
  - <https://www.universalcitytexas.com/AlertCenter.aspx?AID=Bexar-County-Executive-Order-442020-23>
- [City of San Antonio](#) – To see the resources available to you as a resident of San Antonio please click on the link below.
  - <https://www.sanantonio.gov/Health/News/Alerts/CoronaVirus>
- [City of New Braunfels](#) – To see the resources available to you as a resident of New Braunfels please click on the link below.
  - <http://www.nbtexas.org/2704/COVID-19--Coronavirus>

##### Food Assistance

- [San Antonio Food Bank](#) – If you are interested in receiving food from the San Antonio Food bank click on the link below.
  - <https://safoodbank.org/cvresponse/getfood/>

#### Alorica Resources (for Alorica Employees only)

- [Employee Assistance Program/Manage Health Network, Inc.](#) – Professional support for emotional, family and other personal matters and guidance on financial and legal issues (register with the company code: Alorica).
  - <https://members.mhn.com/web/public/default/MyBenefits>

- [Virtual Doctor Visit Benefit](#) – If you’re enrolled in the Alorica medical plans administered by Century Health (MEC), HPI or BlueCross BlueShield and don’t feel well for any reason, a virtual doctor visit benefit may be available to you.
  - Century Health (MEC) – Visit <https://member.healthiestyou.com/user/sign-in> and click “Register Now” or call 1-866-703-1259
  - HPI – Visit [doctorondemand.com/health-plans-inc](http://doctorondemand.com/health-plans-inc) or call 1-800-997-6196
  - BlueCross BlueShield – Visit [www.bcbstx.com/member](http://www.bcbstx.com/member) or call 1-800-521-2227
- [Alorica PerkSpot](#) – PerkSpot has some amazing cash-saving opportunities for you such as coupons for groceries and discounts on GrubHub and Postmates, click on the link below for more saving opportunities.
  - <https://alorica.perkspot.com/>
- [PayActiv \(US Employees only\)](#) – Alorica employees have the option to sign up for PayActiv which gives employees the opportunity to get financial relief between paychecks. To learn more about PayActiv click on the link below.
  - <https://www.payactiv.com/employees/>

## **General Resources**

- [Centers for Disease Control and Prevention](#) – About COVID-19
  - <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>
- [World Health Organization](#) – Updates on COVID-19
  - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen>
- [National Association of School Psychologists](#) – Talking to Children about COVID-19.
  - [https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/helping-children-cope-with-changes-resulting-from-covid-19?ck\\_subscriber\\_id=342989428%C2%A0](https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/helping-children-cope-with-changes-resulting-from-covid-19?ck_subscriber_id=342989428%C2%A0)
- [Financial Planning](#) – Every day you make many decisions about how to spend your money. Whether your grocery shopping, driving to work, paying bills or just watching TV, there are small things you can do to spend less. This booklet has 100 ways to help you start saving money today.
  - <https://www.familycredit.org/resources>
- [Auntbertha.com](#) – Aunt Bertha’s network connects people seeking help and verified social care providers that provide services like medical care, job training, food, financial assistance and more.
  - <https://www.auntbertha.com/>
- [National Domestic Violence Hotline](#) – 1 (800)799-7233 (SAFE) or TTY 1 (800) 787-3224.
  - <https://www.thehotline.org/help/>
- [National Suicide Prevention Lifeline](#) – 1 (800) 273-8255