

# COVID-19 Resources

Updated 10/14/2020, 9:15 a.m.

[Orange County Government Resident Resources](#) – Overall information (with links to specific assistance needs.)

[Orange County Government Florida](#) -various links and information.

[ORANGE COUNTY UPDATE](#): Orange County Mayor Jerry Demings News Conference video (October 1) outlining COVID-19 update, including Orange County CARES Act

[ClickOrlando news update](#): News bulletin outlining Orange County CARES Act portal to reopen

## [Orange CARES for Residents](#) – Individual and Family Assistance Program

Orange County Government has invested an additional \$30 million into the Individual and Family Assistance Program, increasing the total investment to \$60 million. The program provides a one-time payment of \$1,000 per household for residents affected by COVID-19 to help bridge financial gaps. Residents who have already received funding from Orange County's CARES Act Individual and Family Assistance Program are **not** eligible to apply.

**The Individual and Family Assistance Program will reopen to accept applications on Saturday, October 24, 2020 at 8 a.m. The program will allow 10,000 residents into the application portal before closing for processing. Updates will be communicated on this web page and through Orange County's social channels.**

## Health and health care

**211 Referral Crisis Line** – 24/7 connection to community resources-text zip code to 898211 or [online chat](#)

[Orange County Florida Health](#) – Florida Department of Health in Orange County

[Orange County](#) – drive through COVID-19 testing

**Centros de prueba COVID - Centro de Convenciones del Condado de Orange** - El Centro de Pruebas Regional del Estado ubicado en el Centro de Convenciones del Condado de Orange ha ampliado los criterios para recibir la prueba de COVID-19. Los nuevos criterios incluyen a cualquier persona con síntomas de COVID-19 independientemente de su edad, todos los socorristas y trabajadores de la salud y cualquier persona que haya tenido contacto cercano con alguien que haya dado positivo a COVID-19. La cantidad de pruebas administradas fueron aumentadas de 250 a 400 pruebas por día. El centro de pruebas está ubicado en 9400 Universal Blvd., Orlando, FL 32819.

**Centro de Pruebas del Departamento de Salud de Florida en el Condado de Orange** - El centro de pruebas está abierto todos los días de 8 a.m. a 5 p.m. Llame al Departamento de Salud de Florida en el Condado de Orange al 407-723-5004 para programar una cita.

[Center for Disease Control \(CDC\)](#)- Global updates on COVID-19

[American Heart Association](#)

[Physical Activities Guidelines for Americans](#) - Free resource with activities and guidelines for all ages.

[Health Insurance Special Enrollment Flyer](#)

Residents who have lost their health insurance or have experienced a change in income within the last 60 days may be eligible to qualify for a special enrollment period through the federal ACA Marketplace. Licensed health-care navigators from [Covering Central Florida](#) are available to provide over the phone, confidential assistance for the ACA Marketplace, as well as Florida KidCare. Additionally, the [Primary Care Access Network](#) in Orange County may be able to assist underinsured and uninsured residents with access, quality, and coordination of health care services.

[Health Insurance Special Enrollment Flyer \(Spanish\)](#)

**Seguro de salud** -Los residentes que hayan perdido su seguro de salud o hayan experimentado un cambio en los ingresos en los últimos 60 días pueden ser elegibles para calificar para un período de inscripción especial a través del mercado federal ACA. Los navegadores de atención médica de [Covering Central Florida](#) están disponibles para brindar asistencia telefónica y confidencial para obtener cobertura a través del mercado ACA, así como Florida KidCare. Además, la [Red de Acceso a Atención Médica Primaria \(PCAN\)](#) en el Condado de Orange puede ayudar a los residentes con o sin seguro con acceso, calidad y coordinación de los servicios de atención médica.

**Shepherd's Hope** - Shepherd's Hope is a faith-based ministry providing free, short-term medical care for uninsured residents of Central Florida using volunteer doctors and nurses. Shepherd's Hope operates at 5 locations in the Greater Orlando area that are open mainly in the evenings between 6:00 PM and 9:00 PM in donated clinic space. A list of centers and their hours of operation can be found on the website.

## Food

[Drive-Through Food Distribution](#) -Free food is available anyone in the [arts community](#), including performers, musicians, costumers, designers, characters, technicians, entertainment management, and more. Every Tuesday from 11am-1pm at St. Luke's United Methodist Church, Orlando. In addition, on Friday from 11:30am-1pm at The Plaza LIVE, 425 N. Bumby Avenue.

[OCPS Free Grab-and-Go](#)- OCPS info on Free Breakfast and Lunch (children 18yo and younger)

[Fresh from Florida](#) (more counties) – Free Breakfast and Lunch - this site lists Florida counties

[Second Harvest Food Bank Food Locator](#)

[United Against Poverty](#) – low cost grocery program

**Aldi Home Delivery**-Through [Instacart](#) (Online grocery order, delivery to your home)

**Walmart Home Delivery** – [Ocoee Walmart](#) (10500 W. Colonial Dr., Ocoee, FL 34761, 407-902-3983) - [Walmart Orlando locations](#)

**USDA Food Group Recommendations** – FREE US Department of Agriculture website for choosing the right foods based on age, weight, height, sex and activity level.

**Healthy Eating** - FREE online learning games on healthy eating and nutrition. Good for children and teens.

**SNAP & Medicaid** -As directed by Governor DeSantis, the maximum monthly allotment of Supplemental Nutritional Assistance Program (SNAP) benefits has been temporarily increased based on household size for April. Six-month recertification extensions have been granted to families scheduled to recertify in April or May for SNAP, TANF, and Medicaid benefits. No current recipients of Medicaid will lose benefits during the State of Emergency. For more on these programs, visit [MyACCESS](#).

**SNAP (Supplemental Nutrition Assistance Program)** SNAP provides nutrition benefits to supplement the food budget of needy families so they can purchase healthy food and move towards self-sufficiency. To learn more about SNAP (food assistance program) and eligibility, visit: [Click here](#) to learn more about SNAP benefits.

**WIC (Women, Infants and Children)** WIC is a nutrition program for women who are pregnant or breastfeeding or who have recently been pregnant, infants & children under age 5. WIC provides the following at no cost: healthy foods, nutrition education and counseling, breastfeeding support, referrals to health care, immunizations, and community services. To learn more about WIC benefits and eligibility requirements, [click here](#).

**TANF (Temporary Assistance for Needy Families)** The Florida Temporary Assistance for Needy Families (TANF) program is designed to help needy families achieve self-sufficiency. States receive grants to design and operate programs that accomplish one of the purposes of the TANF program. The four purposes of the TANF program are to:

1. Provide assistance to needy families so that children can be cared for in their own homes
2. Reduce the dependency of needy parents by promoting job preparation, work and marriage
3. Prevent and reduce the incidence of out-of-wedlock pregnancies
4. Encourage the formation and maintenance of two-parent families

To apply online, please visit [Florida's online application portal](#). You may speak with a TANF agent Monday – Friday (7:00 a.m. to 6:00 p.m.) at 1-866-762-2237 or 850-300-4323.

**SNAP y Medicaid** - A petición del Gobernador DeSantis, la asignación mensual máxima de los beneficios del Programa de Asistencia Nutricional Suplementaria (SNAP) se ha incrementado para el mes de abril basado en la cantidad de miembros del hogar. Se han otorgado extensiones de recertificación de seis meses a las familias programadas para recertificar en abril o mayo para los beneficios de SNAP, TANF y Medicaid. Ningún beneficiario actual de Medicaid perderá cobertura durante el estado de emergencia. Para más información sobre estos programas, visite [MyACCESS](#).

**Senior Resource Alliance** – Get information about food, meals and nutrition programs and assistance for seniors.

## Financial Relief

[Relief Payment for non-Tax filers-English Version](#) - A site on how to request relief funding, for people who do not file an IRS tax return.

[Relief Payment for non-Tax filers-Spanish Version](#)- A site on how to request relief funding, for people who do not file an IRS tax return (Spanish version)

[Cancer Support Community](#) - Financial assistance to individuals affected by cancer who have lost their jobs or need help with food, utilities, and other basic needs. Toll-free CancerSupportHelpline® staffed by licensed professionals open 7 days a week. To request an application for assistance from the fund, please call this toll-free number: 1-888-409-4166.

## Utilities

[Duke Energy](#) – Please check website for current suspensions and disconnection information. For assistance, please click on some of these Duke Energy resource links:

- [Duke Energy Payment Arrangements](#) -set up payment extension or arrangement
- [Energy Neighbor Fund](#): - You can make an impact! A small gift (even a gift of just \$1 ) goes directly to an individual or family
- [Duke Energy Updates \(General COVID Information\)](#) – Duke Energy response and updates to COVID-19
- [Medically Essential Program](#): Duke Energy’s Medically Essential Program identifies residential customers who are dependent on continuously electric-powered medical equipment. Participation in the program does not guarantee uninterrupted electric service. The program does not automatically extend electric bill due dates, nor does it provide priority restoration.

Note: All of these pages are available in Spanish.

Duke Energy Customer Care Center can be reached at 800-700-8744.

[OUC News/Utility Bill Payment Assistance](#) - OUC – The *Reliable One* is offering immediate electric and water bill relief to residential customers who are eligible for Project CARE, the utility’s bill-payment assistance fund supported by OUC, its employees and customers.

[OUC](#)- Please check website for current suspensions and disconnection information.

[Orange County Utilities](#) is committed to serving the residents of unincorporated Orange County and has temporarily suspended late payment fees for residential water and wastewater customers, as well as disconnections for nonpayment.

### Servicios del Condado de Orange

El Departamento de Utilidades del Condado de Orange se compromete a servir a los residentes del Condado de Orange no incorporado y ha suspendido temporalmente las penalidades por pagos atrasados así como las desconexiones por falta de pago para clientes residenciales de agua y aguas residuales.

## Internet connections

[COMCAST](#)

[Spectrum](#)

[AT&T](#) - qualifying limited income households at \$10 month through Access from [AT&T IP Flexible Reach](#).

## Job related

[Florida Department of Economic Opportunity](#) – website for unemployment application

[Orlando Sentinel](#) – List of employers who are hiring in Central Florida

## Housing & Rental Assistance

[Orange County FAQs: Eviction Protections and Housing Assistance](#) – In order to help residents navigate tenant rights, evictions and other housing assistance information for COVID-19, we have put together some answers to frequently asked question on these topics.

FAQs: [English](#) | [Spanish](#) | [Haitian Creole](#)

Videos: [English](#) | [Spanish](#)

[Orange County Eviction Diversion Program](#)- In an effort to help curb the onslaught of possible evictions due to the COVID-19 pandemic, the Orange County Board of County Commissioners created the Orange County COVID-19 Eviction Diversion Program. The [\\$20 million program is funded by the Federal CARES Act monies](#) allotted locally and the Florida Housing CARES Act – Coronavirus Relief Funds.

[COVID-19 Rental Assistance, Orange County Application -](#) This website states that new applications are not accepted as of Monday, April 20. Please return to the website for further information.

[JFS Orlando Cares, new rental assistance](#) - A new rental assistance fund from the nonprofit JFS Orlando is offering help to residents of unincorporated Orange County. The charity — formerly known as **Jewish Family Services** — has been awarded a **\$500,000** grant in CARES Act funds for the program. Called JFS Orlando Cares, the relief effort can provide up to two months of rent to qualifying residents. Residents don't need to be Jewish to apply.

"We know that a lot of people are desperate right now," said Heather Petrusky, the charity's assistant director. "But the last thing we want is to make people jump through these hoops for no reason, so we try to spell out all the requirements in advance." Applicants will need to provide a copy of their formal lease or rental agreement and submit a self-disclosure form on how they've been impacted by COVID.

To be eligible, applicants:

- Must have lived in Orange County for the past 12 consecutive months and currently live in unincorporated Orange County.

- Have income below 80% of the area median — which is no more than \$40,750 a year for an individual or \$58,150 for a family of four.
- Must have lost their job or had their hours or income cut because of the pandemic's impact on the economy or because they were infected with the virus.
- Cannot live in Section 8 subsidized housing.
- Must be at least one month past due on rent.
- Cannot be receiving rental assistance from another source — such as Orange County's CARES Act program or the Heart of Florida United Way — for the same months.

Funds will be distributed on a first-come, first-served basis. You can apply online at [jfscares.smapply.io/](https://jfscares.smapply.io/).

**Osceola County COVID-19 Programs:** In an effort to help curb a potential flood of evictions due to the COVID-19 pandemic, Osceola County is launching a COVID-19 Eviction Diversion Program on Monday, October 5.

**City of Orlando Cares** - The screening process for the City of Orlando CARES Rent Assistance Program closed on September 29, 2020.

Only those households within Orlando city limits (in the City of Orlando's jurisdiction) who completed the screening on or before September 29, 2020 are eligible to apply for rent assistance.

Please visit our website at <https://www.hfuw.org/housingresources/> to learn more about other resources that are available for those impacted by COVID-19 in Central Florida.

**Heart of Florida United Way** – Rental Assistance

**Mortgage Foreclosures and Rent Evictions** - Orange and Osceola Clerks of Courts have been directed to suspend all actions related to mortgage foreclosure, residential eviction, and mortgage foreclosure sales. [The Ninth Circuit's Order](#) is not to be construed as relieving obligation to pay rent or mortgage. Residents seeking legal advice regarding their rights as tenants may contact the [Legal Aid Society of the Orange County Bar](#) or [Community Legal Services of Mid-Florida](#).

### **Ejecuciones hipotecarias y desalojos de alquileres:**

Se ha ordenado a los secretarios de los tribunales de Orange y Osceola que suspendan todas las acciones relacionadas con ejecuciones hipotecarias, desalojos residenciales y ventas en ejecuciones de hipotecas. La [Orden del Noveno Circuito](#) no debe interpretarse como un relevo sobre la obligación del pago de alquiler o la hipoteca. Los residentes que necesiten asesoramiento legal sobre sus derechos como inquilinos pueden comunicarse con la [Sociedad de Asistencia Legal del Colegio de Abogados del Condado de Orange](#) o con [Servicios Legales Comunitarios del Centro de la Florida](#).

## **Transportation**

**Auto Insurance** – Many states are instituting a 60-day grace period for car insurance payments. Keep watching for news from Florida. Check with your insurance company.

## **Credit Cards**

**Credit Card payments** -Many companies are open to work with families who have experienced job loss due to COVID-19. Please check with your credit card company, if you are affected by job loss.

## Childcare

The YMCA of Central Florida is offering Emergency Childcare to resolve that need and allow essential employees to continue to make a difference without having to worry about their children. At this time, childcare is for essential employees as defined by the Executive Order from Governor DeSantis. For additional information and to apply, please visit <https://ymcacentralflorida.com/emergencychildcare/>.

### **Cuidado de niños de Emergencia:**

La YMCA de Florida Central está ofreciendo servicios de cuidado de niños de emergencia para permitir que los empleados esenciales continúen haciendo la diferencia sin tener que preocuparse por el cuidado de sus hijos. En este momento, el cuidado de niños es para empleados esenciales según lo definido por la Orden Ejecutiva del Gobernador DeSantis. Para obtener información adicional y presentar una solicitud, visite <https://ymcacentralflorida.com/emergencychildcare/>.

## Pet Alliance

**Pet Alliance of Orlando** - Originally the Orlando Humane Society, the Pet Alliance serves pet owners in Orange, Seminole and Osceola counties.

- Pet Food Pantry: Sun, Tue, and Thurs from 12pm – 5pm in both Orlando and Sanford locations.
- Affordable veterinarian services also offered – see website for details and locations.

## Hurricane Resources during COVID-19

Visit these sites for pre-storm recommendations:

[ready.gov](https://ready.gov)

[redcross.org](https://redcross.org)

[Red Cross.org-Preparing for a hurricane during Coronavirus Outbreak](https://www.redcross.org/prepare/hurricane)

[Orange County Government-Hurricane Safety Guide](https://www.ocgov.com/1444/Hurricane-Safety-Guide)

[Duke Energy Storm Preparedness](https://www.dukeenergy.com/storm-preparedness)

**How to prepare your home for a storm:**

[Orange County Government-Hurricane Preparedness Information and links](https://www.ocgov.com/1444/Hurricane-Preparedness-Information-and-links)

[Disaster – FEMA Emergency Supply List](https://www.fema.gov/emergency-preparedness-response-recovery)

*St. Luke's Missions Ministry is providing this information as it is shared with us. Thank you for your patience and understanding as we are trying to navigate the information from these resources through this current COVID-19 situation. Please exercise caution in using this information and giving out your personal information as you would normally. We appreciate you letting us know if you find updated information or if you have additional information about available resources.*

Please send updates or other sources of information to Amy Winslow at [awinslow@st.lukes.org](mailto:awinslow@st.lukes.org). We will update this list as information comes in. Please check back, as needed.

*Thank you and be safe!*