

During this time of uncertainty, we want you to know that you are not alone. FSCJ will stand with you and help you as much as we can. The College has assembled this guide of resources to help you navigate issues that may arise from COVID-19. FSCJ is dedicated to the health and well-being of each and every student. We will get through this as a community, and as a College.

GENERAL COVID-19 INFORMATION

FLORIDA DEPARTMENT OF HEALTH COVID-19 CALL CENTER:

1-866-779-6121 or email COVID-19@flhealth.gov.
The COVID-19 Call Center is available Monday through Friday, 8 a.m. to 12 a.m. (midnight).

COVID-19 TEST SITES

You can find a list of testing sites maintained by the City of Jacksonville at coj.net/covid19testing.

COVID-19 EMERGENCY PREPAREDNESS coj.net/covid19faqs

MENTAL HEALTH AND EMOTIONAL SUPPORT RESOURCES

- 1. Student Assistance Program (SAP)** — The Student Assistance Program offers a 24-hour helpline and provides resources to cope with college-related, legal or financial issues. Contact (904) 384-1800 or (855) 384-1800 (toll-free) or visit the FSCJ Student Assistance Program page: fscj.edu/sap. *This service is free to FSCJ students.*
- 2. National Suicide Prevention**
National Suicide Prevention Lifeline: 1-800-273-8255
The lifeline provides 24/7, free and confidential support for individuals in distress, and offers prevention and crisis resources for you or your loved ones.
- 3. National Domestic Violence** — If you are in immediate danger call 911.
National Domestic Violence Hotline: 1-800-799-7233
Available 24/7 and offers services in more than 200 languages.
Hubbard House 24-Hour Hotline: (904) 354-3114,
Duval County Residents
Micah's Place 24-Hour Hotline: (904) 225-9979,
Nassau County Residents

INCOME AND FINANCIAL RESOURCES AND SUPPORT

COVID-19 (CORONAVIRUS) UPDATE

The federal government is allowing states to amend their laws to provide unemployment insurance benefits related to COVID-19. For example, federal law allows states to pay benefits where:

- An employer temporarily ceases operations due to COVID-19, preventing employees from coming to work;
- An individual is quarantined with the expectation of returning to work after the quarantine is over; and
- An individual leaves employment due to a risk of exposure or infection or to care for a family member.

In addition, federal law does not require an employee to quit in order to receive benefits due to the impact of COVID-19.

HOW TO FILE FOR UNEMPLOYMENT INSURANCE AS A RESULT OF BEING IMPACTED BY THE COVID-19 VIRUS

careeronestop.org/localhelp/unemploymentbenefits/find-unemployment-benefits.aspx?location=fl

HOW TO ASK FOR HELP FROM FSCJ

If you need any kind of assistance, reach out to an advisor by email advising@fscj.edu or visit fscj.edu/advising. We can help with more than just your education.

IF YOU OWE MONEY ON STUDENT LOANS

Contact the financial aid office. The federal government is allowing students to skip payments for a period of time without accruing additional interest. To see if you qualify, email financial aid at financialaid@fscj.edu or visit fscj.edu/financialaid.

HOW TO REDUCE YOUR BILLS If you are having trouble paying your credit card bill, utility bill or other bills:

- 1. Call your creditors** (anyone to whom you owe money) and the companies that send you bills to get your payments stopped or reduced. Be sure to clearly state up front that your income has been reduced because of COVID-19. That is the information they need to adjust your payments.
- 2. Comcast Internet Essentials and Spectrum Internet Assist** offer free broadband internet to low-income households. To qualify, you must be eligible for public assistance programs such as the National School Lunch Program, Medicaid or SNAP.
internetessentials.com
spectrum.com/browse/content/spectrum-internet-assist

FILING TAXES The deadline for filing 2019 taxes has been extended until July 15. Filing now may get you cash in the form of a refund check. For example, you may qualify for a number of refundable tax credits, including the Earned Income Tax Credit (if you work and have a low income) or the American Opportunity Tax Credit (AOTC) and Lifetime Learning Credit (LLC), both of which are for students. Visit the IRS (Internal Revenue Service) webpage at irs.gov/credits-deductions/individuals/aotc

FOOD ASSISTANCE

- 1. Feeding Northeast Florida** — If you are in need of food assistance, you can contact Feeding Northeast Florida in your individual county.
feedingnefl.org/feeding-assistance/
- 2. Local Food Pantries**
foodpantries.org/ci/fl-jacksonville
- 3. FSCJ H.O.P.E. Food Pantry**
fscj.edu/student-services/student-life/volunteerism/food-pantry

Additional resources can be found [here](#).

UNITED WAY 211 ASSISTANCE

If you need assistance finding food, paying housing bills, accessing free child care, or other services, visit unitedwaynefl.org/get-help/ or dial 2-1-1 to speak to someone who can help.

CHILDCARE AND FAMILY SUPPORT

- 1. Child Care Access Means Parents in School (CCAMPIS) Grant**
FSCJ's CCAMPIS grant helps eligible students cover the costs of childcare. Students can reach out to ccampis@fscj.edu to learn more.
- 2. Florida Financial Assistance for Families**
Are you looking for help paying for childcare? Buying groceries or diapers? Find out about assistance programs offered in your area: childcare.gov.
- 3. Florida Childcare Financial Assistance Program**
floridaearlylearning.com/family-resources/financial-assistance
- 4. Florida Department of Children and Families Childcare Provider Search**
cares.myflfamilies.com/PublicSearch
- 5. Early Learning Coalition of Duval**
elcduval.org/child-care-financial-assistance/
- 6. Early Learning Coalition of Duval – Community Resource Guide**
elcduval.org/wp-content/uploads/2018/11/community_resource_guiderev.pdf
- 7. Early Learning Coalition of North Florida (Serves all Counties)**
elcnorthflorida.org/
- 8. Access Florida – Florida Department of Children and Families**
myflorida.com/accessflorida/
- 9. Resource Guide for St. Johns County**
www-wce.stjohns.k12.fl.us/guidance/files/2016/09/St.-Johns-County-Resource-Guide.pdf
- 10. Episcopal Children Services**
ecs4kids.org/centers/ Serves Clay, Nassau, Baker, Bradford, Putnam, and St. Johns County
- 11. Military Childcare**
public.militarychildcare.csd.disa.mil/mccu/ui/#/
- 12. Army Fee Assistance Program**
fap.americasteamforchildcare.org/Default.aspx
- 13. Florida Health – Women, Infants and Children (WIC)**
floridahealth.gov/programs-and-services/wic/

EMERGENCY HOUSING (SHELTER SERVICES)

City Rescue Mission offers nightly emergency shelter services. Check-in starts at 2 p.m., seven days a week at 234 W. State Street. Men and women are served a meal, can take showers, and are invited to chapel services. A clean, safe bed is provided for the night and includes breakfast in the morning. After breakfast, they must leave and check in again at 2 p.m. daily. Men and women willing to see a case manager may stay longer than the usual seven days. Contact (904) 387-4357, or visit crmjax.org/.

UTILITIES WITH JEA

JEA suspended disconnections of electric and water service in March, when Florida officials declared a state of emergency. JEA has now resumed normal policies, and service disconnection will begin July 7, 2020. Learn more. jea.com/coronavirus_update/

However, if you need more time to pay, JEA also offers payment extensions and arrangements. Customers will continue to be able to pay their bills at jea.com, by phone and at over 200 locations throughout the Jacksonville area, including Publix and Winn Dixie. In addition, JEA call center agents will continue to be available to handle customer inquiries. To reach them, call (904) 665-6000 for residential customers, (904) 665-6250 for commercial customers or visit jea.com.

RECOVERY RESOURCES

- 1. Florida SBDC Business Disaster Recovery Assistance** — If your business was adversely impacted by a state or federally-declared disaster, your business may qualify for a no-interest state and/or a low-interest federal business disaster loan when activated.
- 2. Disaster Unemployment Assistance** — Disaster Unemployment Assistance is a federally funded benefit program that assists individuals who become unemployed because of a disaster.
- 3. Small Business Bridge Loan** — Short-term, interest-free working capital loans which are intended to “bridge the gap” between the time a major disaster hits and when a business has secured longer-term recovery resources. The program provides a short-term loan from state of Florida public funding. It is not a grant and must be repaid.
- 4. SBA Economic Injury Disaster Loan Program** — The U.S. Small Business Administration (SBA) provides low-interest disaster loans to help businesses and homeowners recover from declared disasters. Businesses can apply for loans online through a three-step loan process. Download the U.S. Small Business Administration Economic Injury Disaster Loans Fact Sheet at sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources
- 5. Bartender Emergency Assistance Program** — The United States Bartenders Guild's National Charity Foundation has launched a program for bartenders in need of assistance during the coronavirus outbreak. The Bartender Emergency Assistance Program is meant to aid service industry personnel experiencing financial difficulties as a direct result of the outbreak. Eligible applicants can receive a grant, in undisclosed sums, to help pay their bills.

HOW CAN I REACH THE HEALTH AGENCIES?

- **Duval County Department of Health:** (904) 253-1000
- **The Florida Department of Health** has created a dedicated COVID-19 webpage: floridahealthcovid19.gov. This is the best and most up-to-date resource for information and guidance regarding COVID-19 in Florida.

For any other questions related to COVID-19 in Florida, contact the Department's dedicated COVID-19 Call Center at 1-866-779-6121 or covid-19@flhealth.gov. The Call Center is available Monday through Friday, 8 a.m. to 5 p.m.

- The City will continue to share information via local news stations and at jaxready.com/virus.
- **Florida Blue**
floridablue.com/blog/covid-cases-confirmed-in-florida
- Free bilingual emotional support hotline
floridablue.com/blog/support-line

EMERGENCY ASSISTANCE PROGRAM

- The Social Services Division offers emergency financial assistance for rent, mortgage and utilities.
- Appointments are available Monday–Friday and can be made by calling (904) 630-2469.
- The line will open at 9:30 a.m. and close when all appointments are booked.
- Social Services representatives will call clients the following day for the interview.
- The amount provided will be based on household size.
- The full amount requested may not be covered.
- A recipient must be a Duval County resident and not have a household income more than 150% above the federal poverty level.
- Proof of eligibility is required. Documents may be emailed, faxed or placed in the drop box at Senior Services Office, 1809 Art Museum Drive, Suite 100.

SERVICES FOR VETERANS AND THEIR FAMILIES

1. **COVID-19 Resources for Veterans**
blogs.va.gov/VAntage/72856/veterans-multiple-resources-covid-19-information/
2. **Veterans Health Administration**
dav.org/learn-more/news/2020/veterans-health-administration-novel-coronavirus-covid-19-vso-fact-sheet/
3. **COVID-19 Resources for Managing Stress**
ptsd.va.gov/covid/index.asp
4. **Novel Coronavirus Disease (COVID-19)-Public Health**
publichealth.va.gov/n-coronavirus/index.asp
5. **Homeless Veterans**
va.gov/homeless/
6. **VA Home Loan Relief**
military.com/money/va-loans/va-home-loan-relief-those-impacted-covid-19.html
7. **Emergency Financial Help Services**
themilitarywallet.com/emergency-financial-help-for-military-families/

OTHER RESOURCES

- Visit coj.net/recoveryresources to view a list of assistance programs for businesses and individuals
- **Florida's First Coast Relief Fund**
unitedwaynefl.org/give/relief-fund/
- Apply for aid at floridajobs.org