



COLLECTIVE
S U C C E S S
N E T W O R K

Student Guide to Support, Assistance, and Other Resources during the COVID-19 Crisis

Adapted for Ursinus on April 9, 2020

March 22, 2020

TABLE OF CONTENTS

Recommendations to minimize cash outflows

Housing

Moving & Storage

Food Support

Financial Aid & Student Loan Relief

Additional Financial Resources

Technology & Internet Access

Job Resources & Article

Healthcare

Safety

Legal Services

COVID-19 Information Sites

Recommendations to minimize cash outflows

1. **Utilities:** Check if your utilities provider(s) has put a moratorium on late fees and shut-offs. Call each provider and explain that you/your family needs assistance to pay the bill. Ask for a 2 (or 3) month extension and escalate the conversation to a supervisor if necessary.
 - a. Apply for PECO assistance: <https://www.peco.com/SafetyCommunity/Safety/Pages/coronavirus.aspx>
 - b. Apply for Philadelphia Gas Works assistance: <https://www.pgworks.com/residential/customer-care/payment-assistance>
 - c. Apply for Philadelphia Water Department Assistance: <https://cap.phila.gov/static/index.html>
 - d. Apply for Comcast Internet Essentials: <https://www.internetessentials.com>
2. **Rent:** Check if your state has put a moratorium on evictions. Try to negotiate with your landlord about extending timelines for paying rent. To preserve cash, ask if you can make weekly payments versus an upfront monthly payment.
3. **Credit Cards:** Call your credit card company to request assistance. Ask them to waive late fees and interest on late payments through the end of May or June 2020.
4. **City of Philadelphia Food Sites:** you can pick up a food box [at this list of sites](#)

Housing

If you need temporary housing, please request help from CSN by filling out this form: <http://bit.ly/CSN-request4help>

FYI: We have **LGBTQ friendly** housing offers.

To make an offer, please fill out this form: <http://bit.ly/CSN-HelpStudents>

Please note: there is a state-wide moratorium on any evictions or utility shut-offs. If you have any difficulty paying rent, please explore if your landlord can be flexible about delaying rent payment schedules.

Hotel offers for college students

- The Sheraton Philadelphia Downtown on 17th near Race Street is offering a displaced student rate of \$59 per night or \$399 per week with a reduced-price student meal plan, according to a press release from the hotel. Rooms are available immediately for students and they should email jose.sanchez@SheratonPhillyDT.com for the offer.
- Four Points by Sheraton Philadelphia City Center on Race Street near 12th, is offering weekly student rates of \$350 for a room. The rate includes breakfast and housekeeping.

Moving & Storage

If you need assistance with costs to leave campus, please request help from CSN by filling out this form: <http://bit.ly/CSN-request4help>

In addition, here are promotions for college students:

- Penske rents trucks to 18-23 year-olds without a surcharge and provides a 10% discount to college students. Enter promo code: **STUDENT*** to receive 10% off your truck rental.
- UHaul is offering 30 days of free self-storage to college students. The free month applies to new customers with college IDs and is a limited-time offer subject to availability. Click on uhaul.com/storage to find the store nearest you. Contact the store by phone or visit in person to take advantage of the offer.
- MakeSpace is offering discounted storage to students affected by school closings, according to [a tweet from the company](#). Students should call to coordinate the offer.
- Enterprise Rent-A-Car car rental company has reduced the age minimum for car rentals and is waiving their rental fees for college students ages 18-24 until May 31, according to their [website](#). Standard driver and credit requirements apply and students must present their college ID at the time of rental.
-

Food Support

If you are in urgent need of funds to buy food and other essential supplies, please request help from CSN by filling out this form: <https://bit.ly/CSN-FinHelp>

General Food Resources

- [Apply for the Supplemental Nutrition Assistance Program \(SNAP\)](#)
- Find your local food resources at www.auntbertha.com or by calling the *Why Hunger* hotline at 1(800) 5-HUNGRY.
- **This is the latest guide from the city of Philadelphia (see list below):**
<https://www.phila.gov/2020-03-28-where-to-find-free-nutritious-food-during-covid-19/>
- Philadelphia Food Maps:
 - PhillyFoodFinder offers [a map](#) of food resources in the city for students and residents who need help finding other food pantries in the city outside of Temple.
 - PhilAbundance, a nonprofit organization on Galloway Street near Pattison Avenue, has a similar [food map](#) on their site.
- Philadelphia Food Support
 - **Share Food Program**, a nonprofit on Hunting Park Avenue near Henry, offers food programming to community distribution sites around Philadelphia, and is expanding food delivery to the sites during the COVID-19 outbreak, according to their [website](#). People can look at [a map](#) of host sites on the nonprofit's website.
 - **Bebashi Transition to Hope**, a nonprofit social services organization about a mile south of Temple Main Campus on Spring Garden Street near 13th, has food pantry hours on Monday, Wednesday, Thursday and Friday 2-4 p.m. and Tuesdays 10 a.m. to 12 p.m., according to their [Facebook account](#).
 - Also look at: [Food Connect](#), [Fooding Forward](#), [The Sunday Love Project](#).

City of Philadelphia food site list as of 4/05/2020

- Sites are open Mondays and Thursdays from 10 a.m. – 12 p.m.
- Residents can pick up one box per household. Supplies will last up to five days.
- Residents do not need to present an ID or proof of income for eligibility.
- Food sites are supported by the City, Share Food Program, and Philabundance.

Food site	Address (Zip)
People's Emergency Center	3750 Lancaster Ave. (19104)
Philadelphia Citadel	5830 Rising Sun Ave. (19120)
West Kensington Ministry	2140 N Hancock St. (19122)
Philadelphia Temple	1340 Brown St. (19123)
Roxborough Church	8232 Ridge Ave. (19128)
Upper Room Baptist Church	7236 Ogontz Ave. (19138)
Resurgence Church	1738 West Atlantic St. (19140)
Mitchell Elementary School	5500 Kingsessing Ave. (19143)
Christ Church South Philly	229 Moore St. (19148)
Opportunity, Inc.	5900 Lansdowne Ave. (19151)
Delaware Valley Fairness Project	2646 Kensington Ave. (19125)
Philadelphia Tabernacle	3150 North Mascher St. (19133)
Salvation Army, Philadelphia West	5452 Arch St. (19139)
Feast of Justice	3101 Tyson Ave (19149)
Miles Mack Recreation Center	732 N. 36th St. (19104)
Hank Gathers Recreation Center	2501 W. Diamond St. (19121)
Cohocksink Recreation Center	2901 Cedar St. (19134)
Hunting Park Recreation Center	1101 W. Hunting Park Ave. (19140)
Christy Recreation Center	728 S. 55th St. (19143)
Happy Hollow Recreation Center	4800 Wayne Ave. (19144)

Wharton Square Playground	2300 Wharton St. (19146)
Murphy Recreation Center	300 W. Shunk St. (19148)
East Passyunk Community Recreation Center	1025 Mifflin St. (19148)
Pelbano Recreation Center	8101 Bustleton Ave. (19152)
Palmer Recreation Center	3035 Comly Rd. (19154)
Mitzvah Food Program – KleinLife	10100 Jamison Ave. (19116)
Dare to Imagine Church	6610 Anderson St. (19119)
Shekinah SDA	531 Chew Ave. (19120)
Association of Former Gang Members	2204 N. 19th St. (19121)
Holy Spirit UMC	1441 E Hunting Park Ave. (19124)
Keep the Faith Ministries	1906 Harrison St. (19124)
Parkside Association	1719 N. 52nd St. (19131)
Village of Arts and Humanities	2544 Germantown Ave. (19133)
Richard and Friends	1916 E. Venango St. (19134)
Triumph Baptist Church	1648 W. Hunting Park Ave. (19140)
Giving Heart Ministries	6506 Elmwood Ave. (19142)
Young Chances	2703 Tasker St. (19145)
SEAMAAC	1711 S. Broad St. (19148)
Mizpah SDA	4355 Paul St. (19124)
Christian Compassion CDC	6150 Cedar Ave. (19143)

Kosher Food Pantry Options

Mitzvah Food Program Center City: 215-832-0815

Jewish Community Services Building

2100 Arch Street, Philadelphia, PA 19103

DISTRIBUTION WALK-IN HOURS: 1st & 3rd Thursday of the month, 5:00 p.m. – 6:30 p.m.

DELIVERY: Bi-monthly delivery services are available based on need. Call for information.

Mitzvah Food Program MainLine: 215-832-0831

JFCS – Barbara and Harvey Brodsky Enrichment Center

345 Montgomery Avenue, Bala Cynwyd, PA 19004 *This pantry requires registration prior to first visit*

Mutual Aid Programs

- Tamara Baldwin created the **Neighbors helping Neighbors: Request for Aid – Philly Mutual Aid for Folks affected by COVID-19** [Google Form](#) for city residents to request (or offer) food delivery, prescription delivery and transportation assistance.
- **People’s Poor Economic Human Rights Campaign**, a campaign organization, has also set up a [Google Form](#) for Philadelphia residents to offer mutual aid of food, meal prep and transportation, among other services. People who need these services can call or email their organization for access.

Financial Aid & Student Loan Relief

- The [Student Relief Fund](#) (a collaboration between three student assistance organizations, Believe in Students, Edquity and the Rise Education Fund) is offering financial assistance to students affected by the COVID-19 pandemic. **Request help through this [form on their website](#).**
- **Scholly is giving out \$200** in cash assistance to help cover expenses during this global crisis. [Apply here.](#)

General Information on Student Loans, Work Study and SNAP

- Recently issued guidance from the Department of Education clarifies that students who have a **Federal Work-Study** (FWS) position and are unable to work due to school closure or distance learning *may* continue to be paid for the FWS hours they were scheduled to work.
- Students who are receiving assistance through public programs such as the **Supplemental Nutrition Assistance Program** (SNAP), the **Temporary Assistance for Needy Families** (TANF) program, or a child care subsidy should discuss with their caseworker how to handle unexpected changes in school or work schedules due to COVID-19.

General Information on Student Loan Relief

- The Trump administration said it would waive interest on student loans amid the pandemic. That means borrowers could put their payments on pause without any penalty. Link to [What you need to know about the government's break for student loan borrowers amid the coronavirus](#) for information on the following questions:
 - Do I have to apply for the interest waiver?
 - Which loans qualify?
 - Should everyone put their loans on pause?
 - What if I'm in an income-driven repayment plan?

Additional Financial Resources

US Government Relief

Learn more about the stimulus relief checks to Americans:

- <https://www.cnn.com/2020/03/27/politics/stimulus-payments/index.html>
- <https://www.wsj.com/articles/whos-left-out-of-coronavirus-stimulus-payments-many-college-students-adult-dependents-11585396800>

Look for updates on the IRS website: <https://www.irs.gov/coronavirus>

Unemployment Benefits

You (and your loved ones) may be eligible if:

- Your employer temporarily closes or goes out of business because of COVID-19
- Your employer reduces your hours because of COVID-19
- You have been told not to work because your employer feels you might get or spread COVID-19
- You have been told to quarantine or self-isolate, or live/work in a county under government-recommended mitigation efforts.

Visit Office of Employment Compensation's website for your state of residence.

Utilities relief

Please note: there is a state-wide moratorium on utility shut-offs.

Check if your utilities provider(s) has put a moratorium on late fees and shut-offs. Call each provider and explain that you/your family needs assistance to pay the bill. Try to get a 2-month extension.

- a. Apply for PECO assistance:
<https://www.peco.com/SafetyCommunity/Safety/Pages/coronavirus.aspx>
- b. Apply for Philadelphia Gas Works assistance:
<https://www.pgworks.com/residential/customer-care/payment-assistance>
- c. Apply for Philadelphia Water Department Assistance:
<https://cap.phila.gov/static/index.html>

Announcements:

PECO

- PECO is suspending service disconnections and waiving new late payment charges through at least May 1, 2020. In addition, PECO will continue to remind customers of existing bill assistance resources and energy assistance programs to support them through temporary or extended financial hardship.
- We will continue to support customers with PECO energy assistance programs. Customers who may be challenged to pay their energy bill or have a disconnect notice should contact PECO Customer Care at 1-800-494-4000. PECO will work closely with customers to waive late payment fees, avoid having their service shut off, and determine eligibility for assistance programs. Customers can visit peco.com/help to learn more about customer assistance programs. PECO's Gift of Energy program allows anyone to make a payment towards a friend or family member's energy bill. Visit peco.com/gift to learn more.

Philadelphia Gas Works

- PGW is suspending non-payment terminations and plans to waive new late payment charges. This termination moratorium will remain in place until further notice. Please note that regular billing will continue for all customers. Visit PGW website for more information <https://www.pgworks.com/residential/covid-19>

Philadelphia Water Department

- Beginning Monday, March 16, 2020 PWD and the Water Revenue Bureau (WRB) will work together to restore water service to all delinquent residential and commercial customers through Friday, May 15 and the restoration fee will be waived.
- In addition, we will not shut off water service for delinquent residential and commercial accounts through May 15. Residential customers who have been shut off for meter non-compliance will also have their water service restored until May 15.
- Customers that have been shut off for not repairing defects in their private plumbing will still need to make the necessary repairs to have their water restored.
- Philadelphia Water Department will provide updates as necessary on their website, www.phila.gov/water

Technology & Internet Access

If you do not have a computer to do online coursework, please request help from CSN by filling out this form: <https://bit.ly/CSN-LaptopRequest>

Please note: depending on your requirements, it may take time to find a match.

Internet Access

Comcast:

- **Internet Essentials Free to New Customers:** New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month. Apply for Comcast Internet Essentials: <https://www.internetessentials.com>
- **Xfinity WiFi Free for Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers

should select the “xfinitywifi” network name in the list of available hotspots and then launch a browser.

- Pausing Comcast Data Plan: Comcast is pausing its data plans for 60 days giving all customers Unlimited data for no additional charge.
- No Disconnects or Late Fees: Comcast will not disconnect a customer’s internet service or assess late fees if they contact Comcast and let them know that they can’t pay their bills during this period. Care teams will be available to offer flexible payment options and can help find other solutions.

T-Mobile

- All current customers’ plans will be expanded to unlimited data and given 20GB of mobile hotspots for the next 60 days, according to [a press release](#) from the telecommunication company. The company is also offering free international calling to countries designated as Level 3 for travel restrictions by the Centers for Disease Control and Prevention.

Job Resources & Articles

- [Essential Businesses Hiring In The Philadelphia Area](#) - Philadelphia City Council
- [Lost your job because of the coronavirus? There are businesses hiring; here’s where to find them](#) - Philly Voice
- [17 companies that are hiring during the coronavirus crisis](#) - Fortune Magazine
- [Where To Find Thousands of Non-Tech Remote Jobs](#) - Remotely Inclined

Healthcare

COVID-19 Testing and Treatment Info

- Call the **Greater Philadelphia Area Coronavirus 24/7 Helpline: 800-722-7112**.
- Text COVIDPHL to 888-777 to receive COVID-19 text updates to your phone.

Free prescription delivery

- CVSHealth, Target and Walgreens are offering free home delivery of prescriptions.

For general healthcare services

- For health insurance coverage: people in PA may visit www.Compass.state.pa.us or www.healthplans.com or call 844-846-6535.

- Philadelphia has [10 Health Centers](#) that accept Medicaid, Medicare, HMO plans and most other insurance options. If you are uninsured, the Centers will charge a small fee based on family size and income.

Here are a list of places that provide urgent care:

Name	Address	Type	Phone number
CVS Minute Clinic	1500 Spruce Street Philadelphia, PA 19102	Urgent Care	(215) 790-3290
Jefferson Urgent Care- Washington Square	700 Walnut Street Philadelphia, PA 19106	Urgent Care	(215) 503-7300
MyDoc Urgent Care- Center City	1420 Locust Street Philadelphia, PA 19102	Urgent Care	(215) 800-1909
Vybe Urgent Care- Center City	1420 Chestnut Street Philadelphia, PA 19102	Urgent Care	(215) 515-8766
Vybe Urgent Care- Center City East	618 Market Street Philadelphia, PA 19106	Urgent Care	(215) 999-7188
Jefferson Urgent Care- Rittenhouse	2021 Chestnut Street Philadelphia, PA 19103	Urgent Care	(267) 443-2020
My Doc Urgent Care-Chinatown	1008 Arch St Philadelphia, PA 19107	Urgent Care	(267) 881-9111
Chinatown Medical Services & Chinatown Dental Services	432 N. 6th Street Philadelphia, PA 19123	Health Center	(215) 627-8000
RediClinic (inside Rite Aid Pharmacy)	2000 Hamilton Street Philadelphia, PA 19130	Urgent Care	(215) 567-2017
Vybe Urgent Care- Spring Garden	1500 Spring Garden Street Philadelphia, PA 19130	Urgent Care	(267) 728-4500
Fairmount Primary Care Center	1412 Fairmount Avenue Philadelphia, PA 19130	Health Center	(215) 235-9600
PHMC Health Connection	1200 N. 9th St, Suite 104 Philadelphia, PA 19122	Health Center	(215) 765-6690

Emotional Wellbeing

- [Calm Clarity](#) - Their white paper on how to calm anxiety provides helpful tips to improve your mental health during this time.
- [National Alliance on Mental Illness](#): NAMI Helpline: Monday-Friday 10 a.m.-6:00 p.m. EST, 800-950-6264.
- [SupportGroups.com](#): Website featuring 200+ online support groups.
- [Weaving our We: Collecting Resources to Combat Isolation During the Covid19 Crisis](#) “Let’s all model and encourage folks to ACCEPT support. Give the gift of allowing others who care about you to support you.”
- <https://caps.wellness.upenn.edu/your-mental-health-and-covid-19/> - UPenn CAPS services including teletherapy.
- <https://drexel.edu/counselingandhealth/counseling-center/counseling-services/> - Drexel Counseling services including teletherapy.
- <https://counseling.temple.edu/covid-19> - Temple University Counseling services.
- For help regarding mental health and addiction services, call (888) 545-2600. For intellectual disabilities services, call (215) 685-5900.
- The city's mental health crisis hotline is available at all hours at (215) 685-6440.
- People who need immediate support for opioid treatment can contact Net Access Point at (844) 533-8200 or (215) 408-4987.
- <https://wellness.healthymindsphilly.org/> - Finding balance and harmony in everyday living.
- <https://healthymindsphilly.org/en/get-help-now/> - 24-hour suicide crisis and intervention: GET HELP NOW!

Safety

For those who may be worried about quarantining in a home where they do not feel safe, help is available from the [National Domestic Violence Hotline](#) 24/7/365 at @ndvh by chat or by calling their hotline at 1-800-799-7233. Local resources include:

- [Women Against Abuse](#): 100 S. Broad Street #1341, 215-386-1280
- [Women in Transition](#): 719 Arch St. Suite 401N, 215-564-5301
- [Lutheran Settlement House](#): 1340 Frankford Avenue, 215-426-8610
- [William Way LBTGQ Community Center](#): 1315 Spruce Street, 215- 732-2220
- [Lesbian, Gay, Bisexual and Transgender Center](#): 2907 Spruce Street, 215- 898-5044
- [Online site for Asian Americans to report coronavirus-related racism](#): set up by the Asian Pacific Policy and Planning Council (A3PCON) along with the Chinese for Affirmative Action (CAA). The form is currently available in English, traditional Chinese, simplified Chinese and Korean for people to report the location and type of discrimination

experienced and other details. The information will be used to create targeted education and media campaigns, provide legal resources to those affected and advocate for policies to curb racial profiling and to assess the scope of discrimination nationwide. Privacy will be protected. People are also urged to call 911 for actual emergencies.

Legal Services

[Philadelphia Legal Assistance](#) will replace walk-in intake with telephone and on-line intake March 16 through April 30, 2020:

- Telephone intake for **Unemployment Compensation, Bankruptcy, Lawsuit Defense, Homeownership Issues, Public Benefits, Tax Income Disputes** and any other general intake legal problem will be open Monday through Thursday from 9:30 a.m. to noon at 215-981-3800.
- **Family Law** telephone intake will remain open Monday through Thursday from 9:30 a.m. to noon at 215-981-3838. Use this link to fill out an [on-line intake application](#).

COVID-19 Information Sites

Google site: <https://www.google.com/covid19/>

US Government website

- <https://www.coronavirus.gov/>

Pennsylvania websites

- PA Government Page: <https://www.pa.gov/guides/responding-to-covid-19/>
- PA Department of Health:
<https://www.health.pa.gov/topics/disease/coronavirus/Pages/Coronavirus.aspx>

City of Philadelphia websites

- City updates: <https://www.phila.gov/programs/coronavirus-disease-2019-covid-19/>
- Philadelphia Inquirer updates: <https://www.inquirer.com/health/coronavirus/>

Other State websites

- New Jersey
 - https://www.nj.gov/health/cd/topics/covid2019_dashboard.shtml
- Delaware
 - <https://coronavirus.delaware.gov/>

University Websites:

- Drexel University: <https://drexel.edu/now/coronavirus/response/>
- Temple University: <https://www.temple.edu/coronavirus>
- University of Pennsylvania: <https://coronavirus.upenn.edu/>

