

COVID-19 community resource list

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Hotlines and questions about COVID-19



- Utah Coronavirus Information Line (available 24 hours a day 7 days a week) 1-800-456-7707
- Official state of Utah coronavirus website <https://coronavirus.utah.gov>
 - Frequently asked questions <https://coronavirus.utah.gov/faq>
 - Materials in other languages <https://coronavirus.utah.gov/multilingual-resources/>
- Online chat feature (English and Spanish) <https://coronavirus.utah.gov>
- Centers for Disease Control and Prevention <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>
- University of Utah 844-745-9325 or <https://healthcare.utah.edu/coronavirus/>
- Intermountain Healthcare 844-442-5224 or <https://intermountainhealthcare.org/covid19-coronavirus/>
- MotherToBaby Line (questions about COVID-19 exposures during pregnancy or while breastfeeding) (available Monday through Friday from 8 a.m. to 5 p.m.) 1-800-822-2229 or 801-328-2229 or text at 855-999-3525 <https://mothertobaby.utah.gov/>
- United Way 2-1-1 <https://211utah.org/>

High-risk individuals

The state of Utah Aging and Adult Services is broadening its resources normally offered to the elderly to any individual at high risk for COVID-19 who needs help staying safely home during the pandemic. This hotline is primarily for those who live at home (not in a care facility) and who do not have a support system to help them follow the “red” high-risk guidance. Through the county-based Area Agencies on Aging, individuals will be served with things like meals, delivery of goods necessary for life (e.g. groceries, medical supplies, prescriptions) and transportation to medical appointments. They can also help with other challenges that may prevent an individual from safely staying at home (for example, AC repair so they can stay in their home).

- High-risk individual hotline (available Monday to Friday from 8 a.m. to 5 p.m.) 877-424-4640
- Neighbors Helping Neighbors Utah 801-641-4441 <https://www.nhelpingn.com>
- United Way 2-1-1 <https://211utah.org/index.php/specific-populations>



High-risk individuals:

- ✓ People aged 65 years and older.
- ✓ People who live in a nursing home or long-term care facility.
- ✓ People with chronic lung disease or moderate to severe asthma.
- ✓ People who have serious heart conditions.
- ✓ People who are immunocompromised including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications.
- ✓ People of any age with severe obesity (body mass index [BMI] >40) or certain underlying medical conditions, particularly if not well controlled, such as those with diabetes, renal failure, or liver disease.
- ✓ People who are pregnant should be monitored since they are known to be at risk with severe viral illness, however, to date data on COVID-19 has not shown increased risk.

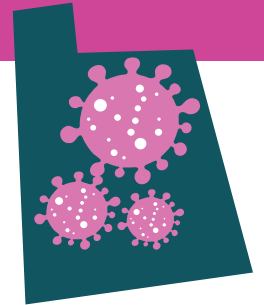
Child care services

- Department of Workforce Services <https://jobs.utah.gov/covid19/covidocc.html>
- One Utah Child Care is a free, temporary child care system available to healthcare workers and first responders during the COVID-19 pandemic <https://coronavirus.utah.gov/child-care/#childcare>
- Frequently asked questions for parents and child care providers <https://coronavirus.utah.gov/child-care/>



COVID-19 testing locations

Testing for COVID-19 is free. You will not be asked for payment when you go to a testing location. However, your health insurance company may be billed when you are tested. There is no cost to you though; your health insurance covers the testing at 100% of the cost. If you do not have health insurance, the costs of testing will be covered by Medicaid even if you are not a member of Medicaid. This is made possible through the federal Families First Coronavirus Response Act. No one should be afraid to get tested because of cost.



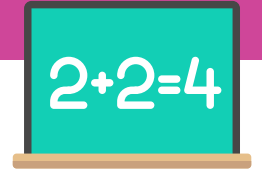
- Call a healthcare provider or visit <https://coronavirus.utah.gov/testing-locations/>
- Map of all COVID-19 testing locations in Utah <https://coronavirus.utah.gov/utah-covid-19-testing-locations/>
- TestUtah.com testing locations <https://www.testutah.com/>
- Intermountain Healthcare 844-442-5224 <https://intermountainhealthcare.org/covid19-coronavirus/get-testing/>
- University of Utah 844-745-9325 <https://healthcare.utah.edu/coronavirus/>
- The University of Utah Wellness Bus offers COVID-19 testing each week at the following locations:
 - Monday from 12 p.m. to 4 p.m. at Centennial Park (5600 West 3100 South, West Valley City, UT 84119) next to the west softball diamonds
 - Tuesday from 12 p.m. to 4 p.m. at the Central Park Community Center (2797 South 200 East, South Salt Lake, UT 84115)
 - Thursday from 12 p.m. to 4 p.m. at the Sorenson Unity Center (1383 South 900 West, Glendale, UT 84104)
 - Friday from 12 p.m. to 4 p.m. at the Copperview/MidValley Center (8446 South Harrison St, Midvale, UT 84047)
 - Contacts for Wellness Bus: Maria (562) 448-5389, Carmen (801) 441-0917, or Bella (801) 648-9841

Domestic violence and abuse

- Utah Domestic Violence LinkLine (available 24 hours a day 7 days a week) 1-800-897-5465
- Sexual Violence Crisis Line (available 24 hours a day 7 days a week) 1-888-421-1100
- Utah Domestic Violence Coalition <https://www.udvc.org/>
- Holy Cross Ministries <https://hcmutah.org/>
- United Way 2-1-1 <https://211utah.org/index.php/family-support>

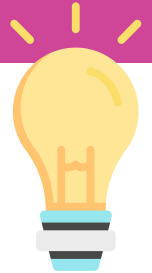


Education and training



- COVID-19 education resources <https://coronavirus.utah.gov/education/>
- United Way 2-1-1 <https://211utah.org/index.php/education>

Energy assistance



- Utah Home Energy Assistance Target (HEAT) Program 1-866-205-4357 <https://jobs.utah.gov/housing/scso/seal/heat.html>
 - Online application <http://sealapp.utah.gov/index.do>
 - Schedule an appointment for assistance <https://jobs.utah.gov/housing/scso/seal/offices.html>
- Both Rocky Mountain Power and Dominion Energy will NOT turn off power/gas for non-payments (can call for payment plans/ask for more time to pay)
 - <https://www.dominionenergy.com/company/coronavirus>
 - <https://www.rockymountainpower.net/about/newsroom/service-safety-covid-19.html>
- REACH Utah Utility Assistance 800-328-9272

Food assistance



- United Way 2-1-1 <https://211utah.org/index.php/food>
- If you are in need of food assistance, apply for SNAP benefits <https://jobs.utah.gov/covid19/covidother.html>
- Utahns Against Hunger food resources list <https://uah.org/covid19>
- Food pantry and the Utah Food Bank <https://www.utahfoodbank.org/find-a-pantry/>
- Temporary Assistance for Needy Families <https://jobs.utah.gov/services/tevs/tanfcontract.html>
- Seed Library program to help grow your own food <https://services.slclpl.org/theplot#SeedLibrary>
- Salt Lake County food resources 801-526-0950 or 1-866-435-7414 <https://www.slc.gov/sustainability/food-covid/>

Housing, rent, and utilities



- United Way 2-1-1 <https://211utah.org/index.php/housing-and-utilities>
- Utah Community Action <https://www.utahca.org/>
- Homeless Prevention and Rapid Rehousing <https://jobs.utah.gov/housing/scso/hprrh/>
- COVID-19 rent and eviction facts <https://jobs.utah.gov/covid19/evictioneofacts.pdf>
- Utah Community Action 801-359-2444

Legal services



- United Way 2-1-1 <https://211utah.org/index.php/legal>
- Free online legal services with volunteer attorneys <https://www.utahlegalhelp.org/vlc>

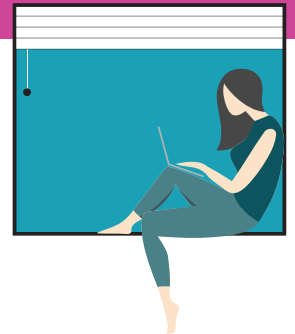
Medical, dental, and vision

In response to the Families First Coronavirus Response Act, Utah Medicaid will not close any Medicaid or CHIP cases that were eligible as of March 18, 2020. These cases, or members, will continue to receive benefits through the end of this emergency period. Members will be notified at that time if their case will change or close. Due to COVID-19, Medicaid has also suspended the Community Engagement requirement. Medicaid members do not need to register for work and do not need to complete the assessment, training programs, or job searches. All cases, or members, will continue to receive benefits through the end of this emergency period. For more information, visit <https://medicaid.utah.gov/covid-19/>.



- Apply for Medicaid benefits at <https://medicaid.utah.gov/apply-medicaid/> or call the Department of Workforce Services at 1-866-435-7414 or in Salt Lake County 801-526-0950
- United Way 2-1-1 <https://211utah.org/index.php/health-and-dental>

Mental health



- Utah Crisis Line and Mobile Outreach Team (available 24 hours a day 7 days a week) 1-801-587-3000 <https://healthcare.utah.edu/uni/programs/crisis-diversion.php>
- Emotional Health Relief Hotline (available 7 days a week from 10 a.m. to 10 p.m.) 833-442-2211 (counseling offered in 19 languages)
- SAMHSA Disaster Distress Helpline (available 24 hours a day 7 days a week) 1-800-985-5990 or by text "TALKTWITHUS" to 66746 (Spanish available)
- United Way 2-1-1 <https://211utah.org/index.php/mental-health>
- Warm Line for Salt Lake County residents who are not in crisis but need support or encouragement (7 days a week from 8 a.m. to 11 p.m.) 801-587-1055
- Maternal Mental Health Referral Network (pregnancy and postpartum depression and anxiety) <https://maternalmentalhealth.utah.gov/>
- Utah Division of Substance Abuse and Mental Health <https://dsamh.utah.gov/>
- SafeUT app <https://healthcare.utah.edu/uni/safe-ut/>
- MyStrength self-care app (60-days free trial by using access code: UDHSguest33)
- National Suicide Prevention Lifeline (available 24 hours a day 7 days a week) 1-800-273-8255
- COVID-19 mental health resources <https://coronavirus.utah.gov/Mental-health/>
- Utah Suicide Prevention Coalition <https://utahsuicideprevention.org/>
- American Foundation for Suicide Prevention Utah chapter <https://afsp.org/chapter/utah>
- National Alliance on Mental Illness Utah <https://namiut.org/>

Refugees

- Utah Department of Workforce Services Refugee Services <https://jobs.utah.gov/refugee/>
- Utah Refugee Connection <https://serverefugees.org/>
- Refugee Council USA <https://rcusa.org/covid-19/>



Substance use disorders

- Utah Division of Substance Abuse and Mental Health <https://dsamh.utah.gov/>
- Substance use disorder treatment services in Utah <https://dsamh.utah.gov/contact/location-map>
- Local behavioral health treatment providers through SAMSHA <https://findtreatment.samhsa.gov/>
- United Way 2-1-1 <https://211utah.org/index.php/mental-health>
- Substance use disorder treatment and opioid abuse help <https://www.opidemic.org/treatment/>
- Naloxone <https://naloxone.utah.gov/>
- Utah Syringe Exchange Services <http://health.utah.gov/epi/prevention/syringeexchange/UTSEPEventSchedule.pdf>
- Utah Support Advocates for Recovery Awareness (USARA) 385-210-0320 <https://www.myusara.com/>



Transportation

- United Way 2-1-1 <https://211utah.org/index.php/transportation>



Unemployment

Due to the high number of claims, individuals should expect to see disruptions to normal service levels including high call and chat wait times as well as 21-30 days for processed claims.

- Unemployment insurance <https://jobs.utah.gov/covid19/covidui.html>
 - Unemployment eligibility determination <https://jobs.utah.gov/ui/home/Home/UiEligible>
 - COVID-19 Unemployment FAQ <https://jobs.utah.gov/covid19/uifaqemployees.pdf>
- Pandemic unemployment claims process <https://jobs.utah.gov/covid19/pandemicuicclaims.pdf>
- United Way 2-1-1 <https://211utah.org/index.php/employment>
- Temporary layoff virtual workshop for employees <https://jobs.utah.gov/covid19/templayoffvirtualworkshop.pdf>
- COVID-19 FAQ for employers <https://jobs.utah.gov/covid19/uifaqemployers.pdf>
- Rapid Response Services workshops are designed to provide immediate aid to companies and affected workers from layoffs and plant closings <https://jobs.utah.gov/employer/business/prelayoff.html>
- Salt Lake and South Davis Counties: (801) 526-4400
- Weber and North Davis Counties: (801) 612-0877
- Utah County: (801) 375-4067
- Remainder of State and Out of State: 1-888-848-0688

