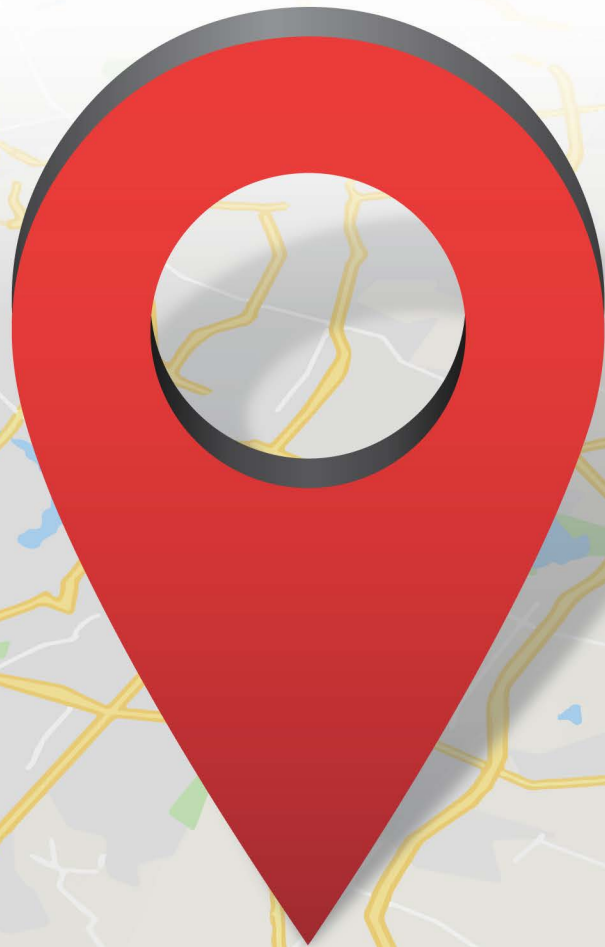


Lone Star Justice Alliance

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# **CENTRAL TEXAS SERVICE GUIDE**



## Introduction:

Lone Star Justice Alliance (LSJA) recently launched “Transformative Justice,” an innovative public health alternative to incarceration program for justice-involved emerging adults, ages 17-24, charged with a felony offense in the adult criminal justice system in Williamson and Dallas Counties. In lieu of traditional court adjudication, participants will receive community-based services through a localized, integrated health and social services program structured to reduce participants’ criminogenic risk while simultaneously addressing adverse social determinants of health (SODH), which are the conditions in the places where people live, learn, work, and play that affect health outcomes.

The goal of this project is to develop a Central Texas Service Guide for Williamson County program participants that details available support, service and treatment options in Travis and Williamson Counties across all life domain areas (i.e. physical, behavioral, and sexual health, housing, education, employment and vocational training, family support, healthy relationship development, etc.).

Graduate students in the Steve Hicks’ School of Social Work at the University of Texas at Austin developed this guide as part of their project requirements for their Organizations & Communities class, taught by Dr. Cal Streeter. LSJA provided guidance and direction to the students as they surveyed the landscape of service organizations across Central Texas, emailed and called the organizations they identified, and summarized the services each organization provided in a way that would be meaningful for emerging adult participants in LSJA’s alternative to incarceration program. Because of the multi-disciplinary structure of the ATI program, LSJA asked the students to connect us to service providers who were interested in developing a collaborative partnership. The project yielded several new partnerships for LSJA that will serve as valuable additions to the menu of options for participants. LSJA is grateful to the Steve Hicks’ School of Social Work and the team of students who created a purposeful resource that can help readers navigate a set of complex services and systems. Thank you, Mary Alexander, Chelsea DeBernardis, Jackie Mosier, and Jordan Srochi, for your hard work and dedication to this project and to the emerging adults that will benefit from your tireless efforts.

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\*An interactive map of the following services can be found at:  
<https://www.lonestarjusticealliance.org/central-texas-service-guide.html>

# Physical Health

## CommUnity Care Health Centers

### Description of Services

- There are over 20 CommUnityCare (CUC) locations throughout Travis County offering a variety of healthcare services, including primary care, behavioral health, dental, and specialty services.
- CUC's David Powell Clinic provides HIV/AIDS treatment (see Section III: Sexual Health for more information).
- CUC's William Cannon and Hancock locations provide walk-in services to existing CUC patients.
- For a full list of locations and services, follow the link above.

### Agency Mission and Goals

- CUC's mission is to strengthen the health and wellbeing of the communities it serves. CUC is striving to achieve health equity for all by "providing the right care, at the right time, at the right place."

### Financial Eligibility

- CUC accepts a variety of health insurance plans including Medicaid, Medicare, Travis County's Medical Access Program (MAP), and Children's Health Insurance Program (CHIP).
- CUC also has a sliding fee payment system based on income for those who are not eligible for other forms of health coverage.

### Intake Process

- CUC serves both Travis and Williamson County residents. Williamson County residents are not eligible for MAP, but may be eligible for the sliding fee payment system based on income.
- CUC provides services to all ages. 17-year-olds may consent to certain medical treatment, but not all. Some services require a parent or guardian to sign a medical consent form. For details, call a CUC health center or visit this website.
- No referrals are required; simply call a health center to make an appointment.

### Location and Access

- Each clinic has different hours of operation. Addresses, hours, contact information, and nearby bus routes for each clinic are listed at <https://communitycaretx.org/locations>
- CUC provides limited transportation assistance, including bus passes and cab vouchers, based on individual need.
- Many CUC staff are English-Spanish bilingual; however, access to bilingual medical treatment is not guaranteed. All CUC clinics have access to an Interpreter Line for over-the-phone translation services in a variety of languages.
- Patients may bring their children with them to appointments if necessary; however, CUC does not provide childcare.

## Contact Information

- To make an appointment at any CUC clinic, call 512-978-9015.
- For any of CUC's Austin OB/GYN partner locations, call 512-445-4800

### Additional Notes:

- At times, some CUC clinics may reach capacity and refuse new patients. Based on provider availability, patients may be referred to another CUC clinic. Appointment wait times may be several weeks long.

## Additional Notes

- At times, some CUC clinics may reach capacity and refuse new patients. Based on provider availability, patients may be referred to another CUC clinic. Appointment wait times may be several weeks long.

# People's Community Clinic

## Description of Services

- People's Community Clinic (PCC) offers a greater variety of health and wellness services than any other not-for-profit clinic in Austin, with services ranging from prenatal through eldercare.
- The GOALS Program is a developmental, behavioral and primary care program that promotes optimal developmental functioning, wellness and success for youth ages 4-19.
- PCC's other programs include primary care for people of all ages, integrated behavioral health (a combination of mental and physical health care), nutrition education, gynecology, family planning, laboratory services, immunizations, and pharmacy services.

## Agency Mission and Goals

- PCC believes that all people deserve access to high-quality healthcare. PCC's mission is to provide quality care and improve the health of uninsured and medically underserved Central Texas families.

## Financial Eligibility

- PCC accepts patients with or without health insurance and will not deny services to anybody if they are unable to pay. If a patient does not have insurance, PCC has Financial Counselors available to help determine which benefits can be applied to a visit.
- PCC accepts a variety of health insurance plans, including Medicaid, Medicare, Travis County's Medical Access Program (MAP) and Children's Health Insurance Program (CHIP). A full list can be found [here](#).
- PCC also offers a sliding fee payment system based on income for those who are not eligible for other forms of health coverage.

## Eligibility Criteria

- PCC serves both Travis and Williamson County residents. Williamson County residents are not eligible for MAP, but may be eligible for the sliding fee payment system based on income.
- PCC provides services to all ages. 17-year-olds may consent to certain medical treatment, but not all. Some services require a parent or guardian to sign a medical consent form. For details, call PCC at the number below or visit [this website](#).
- No referrals are required; simply call a health center to make an appointment.

## Intake Process

- In order to schedule an appointment with a provider, PCC must first schedule patients for a new patient orientation to determine which healthcare assistance program the patient is eligible for, which may help lower the cost of the visit.

## Location and Access

- The main clinic (PCC North) is located at 1101 Camino La Costa, Austin, TX 78752. Hours are Monday/Tuesday/Thursday 8am-8pm; Wednesday/Friday 8am-5pm, and Saturday/Sunday closed.
- The PCC Center for Women's Health and Prenatal Care is at the corner of 30th St. and I-35 at 2909 N IH 35, Austin, TX 78722. Hours are Monday/Wednesday/Thursday 8am-8pm, Tuesday/Friday 8am-5pm, and Saturday/Sunday closed.
- Please note: PCC follows Austin ISD's closure schedule. If Austin ISD is closed due to the weather, PCC is also closed. If Austin ISD has a late start because of the weather, PCC will also start late. On days that PCC is closed, PCC will text patients to let them know their appointment is cancelled, and will call patients the next business day to reschedule.
- The main clinic is most easily accessible via bus routes 21 & 37. Please contact Capital Metro at 512-474-1200 or visit their website at [www.capmetro.org](http://www.capmetro.org) for more information.

## Contact Information

- To make an appointment at either location, call 512-478-4939 to speak to a patient service representative in English or Spanish.

## Additional Notes

- Please visit this link for more detailed new patient information including what to bring to your first appointment, and PCC's Non-Discrimination Policy.

# Lone Star Circle of Care

## Description of Services

- Lone Star Circle of Care (LSCC) provides healthcare for the whole family. Services include dentistry, family medicine, obstetrics & gynecology (OB/GYN), pediatrics, pharmacy, senior care, and vision.

## Agency Mission and Goals

- LSCC's mission is to provide exceptional and accessible patient centered healthcare for its Texas neighbors.
- LSCC's vision is to eliminate health inequalities to facilitate wellness and optimal living for all, helping strengthen communities.
- LSCC values compassion, integrity, respect, service, innovation, and excellence.

## Financial Eligibility

- LSCC does not require patients to be insured or to have certain types of coverage.
- LSCC accepts a variety of health insurance plans, including Medicaid, Medicare, Travis County's Medical Access Program (MAP) and Children's Health Insurance Program (CHIP). A full list can be found [here](#).
- LSCC also offers a sliding fee payment system based on income for those who are not eligible for other forms of health coverage.

## Eligibility Criteria

- There are no restrictions or eligibility requirements to receive care at LSCC.
- Patients do not have to be residents of any specific city, county, or area to access LSCC services.
- As a Federally Qualified Health Center (FQHC), LSCC provides care to anyone, regardless of income, residency status, employment, health insurance coverage, or ability to pay for services.

## Intake Process

- Uninsured patients who are new to LSCC will be asked to complete a program registration interview. This will typically be a separate appointment on a day prior to the first provider appointment. This interview will determine the patient's fee for services based on a sliding fee scale, according to Federal Poverty Level guidelines. During this interview LSCC will also identify if the patient or their household members are eligible for public assistance programs such as Medicaid, CHIP, or other Texas assistance programs.
- After the program registration interview, patients will be fully aware of the discount that will be applied to their first provider appointment and will be asked to complete a new patient packet. Patients will also need to bring the proper documents for their program registration interview, found here.

## Location and Access

- There are multiple LSCC locations throughout the Austin area. Visit <https://lonestarcare.org/locations/> to view a map of all locations, or refer to the Central Texas Service Guide Interactive Map.
- Hours are generally Monday through Friday 8am-5pm.

## Contact Information

- Contact Information: (points of contact, phone and email contact info)
- Call 1-877-800-5722 to make an appointment at any LSCC location.

## C.D. Doyle Clinic

### Description of Services

- The C.D. Doyle Clinic is a student-run, free walk-in clinic supported by Dell Medical School that operates on Sunday afternoons at the Trinity Center in Downtown Austin.
- C.D. Doyle Clinic is staffed by volunteer physicians, medical students, nurse practitioners, and nursing and pre-health undergraduate volunteers.
- Clinic volunteers primarily work to address acute needs, such as infections and wound care, and also have some ability to help people access medications for high blood pressure and diabetes.
- The clinic also provides screenings for individuals who are interested in checking their blood sugar or blood pressure.
- Clinic volunteers work to help patients determine what long-term medical options are available to them, initiate clinic/social service referrals, and provide education on community resources and instructions on how to apply to Travis County's Medical Access Program (MAP).



## Agency Mission and Goals

- C.D. Doyle Clinic's mission is to help all patients that come through our doors regardless of their circumstances.
- The clinic's goal is to make healthcare accessible to all people and to remove barriers to health care.

## Financial Eligibility

- C.D. Doyle has an open door policy, that provides services to any individual that comes through the doors regardless of insurance, ID, or residency.
- While the clinic strives to serve individuals who do not have insurance, the clinic is also happy to see patients who have insurance!

## Eligibility Criteria

- There are no eligibility requirements to receive services at C.D. Doyle Clinic.
- C.D. Doyle does provide services to 17-year-olds, but parental or guardian consent is required to receive medical treatment, unless the individual is an emancipated minor.

## Intake Process

- There is no formal intake process, as the C.D. Doyle Clinic is a walk-in only clinic.

## Location and Access

- C.D. Doyle Clinic operates out of the Trinity Center in downtown Austin at 304 E. 7th St., Austin, TX 78701.
- Hours are Sunday 2pm-4pm unless otherwise noted on the website linked above.
- The clinic has a very limited number of bus passes available for those with a high need for transportation assistance. Many bus stops are located nearby.
- The clinic works with community health paramedics (Community EMS) who know patients personally and can help provide transportation to appointments.
- Some attending physicians and clinic volunteers speak Spanish, but the clinic is not consistently staffed with bilingual volunteers.
- Patients are welcome to bring their children to the clinic.

## Contact Information

- To receive services at C.D. Doyle Clinic, simply show up between 2-4pm on Sunday at the Trinity Center in downtown Austin.
- To contact C.D. Doyle Clinic, call their Google Voice Mailbox at 409-571-9362 or email [CDDoylevolunteer@gmail.com](mailto:CDDoylevolunteer@gmail.com).

## Additional Notes

- The clinic closes its doors to new walk-ins at 4pm every Sunday, but will stay open until every patient inside has been seen.



# Manos de Cristo Dental Center

## Description of Services

- Manos de Cristo Dental Center provides high-quality same-day emergency dental services for children, adults and seniors.
- Manos also offers a full range of dental services including regular and deep cleanings, fillings and crowns, exams and x-rays, sealants, extractions, periodontal treatment, and oral health education.
- Services are provided by a general dentist. Some services may be referred to a specialist.
- Note: Sedation is not available. Children must be willing to receive local anesthetic.
- In addition to the Dental Center, Manos hosts a wide range of adult education classes, and houses a food pantry, a clothes closet, and two computer labs.

## Agency Mission and Goals

- Manos de Cristo is a nonprofit organization committed to empowering low-income individuals by promoting dignity and self-reliance. Manos promotes dignity and self-reliance by meeting basic needs with food and clothing, providing essential oral care, and furthering educational development.
- Manos is committed to serving low-income individuals without regard to age, gender, race, or religious preference.
- Manos de Cristo's life-changing services empower people of all backgrounds to build self-esteem and self-confidence and the ability to participate fully in the life of the community.

## Financial Eligibility

- Manos provides reduced cost emergency and primary dental care (about 70% cheaper than a private dentist) for patients without private dental insurance or Medicaid.
- Patients' fees will be discussed after they have completed their initial dental exam.

## Eligibility Criteria

- Residents of both Travis and Williamson Counties are eligible to receive services at Manos de Cristo.
- Manos de Cristo serves patients of all ages. 17-year-olds may need parent or guardian consent to receive treatment.
- Individuals without health coverage are eligible to receive services at Manos.

## Intake Process

Unknown

## Location and Access

- Manos de Cristo Dental Center is located at 4911 Harmon Avenue, Austin, TX 78751
- Hours are Monday through Friday 7am-7pm, Saturday 8am-2pm, Sunday closed.
- Some providers are English-Spanish bilingual.

## Contact Information

- Phone: (512) 477-2319
- [dds@manosdecristo.org](mailto:dds@manosdecristo.org)

# AIDS Services of Austin Jack Sansing Dental Clinic

## Description of Services

- AIDS Services of Austin's (ASA) Jack Sansing Dental Clinic provides routine and emergency dental care for people living with HIV/AIDS.
- Registered Dental Hygienists provide high quality dental hygiene services and education on proper oral health.
- The Hygienist may also provide dental supplies such as toothpaste, a toothbrush, and floss.

## Agency Mission and Goals

- ASA's mission is to enhance the health and well-being of the community and people affected by HIV and AIDS.
- ASA envisions an empowered community committed to healthier lives, and free from stigma, for people affected by HIV and AIDS.
- ASA's core values are adaptability, collaboration, diversity, integrity, and respect.

## Financial Eligibility

- New patients must meet with an Eligibility and Intake Specialist before the first appointment to discuss financial eligibility.

## Eligibility Criteria

- Jack Sansing patients must be people living with HIV/AIDS. Patients are required to bring a copy of their last medical labs and a statement from their doctor confirming they are HIV-positive and in active treatment.
- Patients must live within the following counties: Travis, Williamson, Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, and Llano.
- 17-year-olds may need parent or guardian consent to receive treatment at Jack Sansing Dental Clinic.
- Patients must complete ASA's Eligibility and Intake pre-screen, detailed below.

## Intake Process

- Before their first dental appointment, patients must attend an in-person intake to complete new patient paperwork.
- Patients are required to bring valid ID, proof of income, proof of residence, and any proof of insurance, as well as most recent medical labs and a statement from their doctor, detailed above.
- During the intake, an Eligibility and Intake Specialist or Patient Navigator will guide patients through the paperwork and answer any questions.
- Before leaving the intake, patients will schedule their second appointment, which will be the first time the patient sees a Dentist.
- During the second appointment, the patient will receive a full mouth exam, including checking the patient's mouth for sores and examining teeth and gums. The Dentist will decide on a treatment plan and schedule a third appointment to begin treatment. At this time, a patient may also schedule an appointment with a Dental Hygienist for a teeth cleaning. Any follow-up appointments will be scheduled before the patient leaves their third appointment.

## Location and Access

- Jack Sansing Dental Clinic is located at 711 W. 38th St., Suite E4, Austin, TX 78705.
- Hours are Monday through Thursday 8am-5pm, Friday 8am-12pm, Saturday/Sunday closed.
- Limited transportation assistance is available for Jack Sansing patients who are receiving Case Management services at ASA.
- The following bus stops are within walking distance from Jack Sansing: Hyde Park Station NB (routes 1, 481, 801), 38th/Ronson (routes 3, 19, 335), and West 38th Station (routes 3, 19, 335, 803).

## Contact Information

- To speak with a Patient Services Representative at Jack Sansing, call 512-479-6633.
- LSJA Case Managers can call Terri Lindgren, Intake Eligibility Specialist, at 512-406-6144, or email her at [terri.lindgren@asaustin.org](mailto:terri.lindgren@asaustin.org)

## Additional Notes

- ASA provides a wide variety of services to Austin's community of people living with HIV/AIDS. See Section III: Sexual Health for more information about ASA's other services.

# Behavioral Health

## BlueBonnet Trails

### Description of Services

- BlueBonnet Trails provides services to adults with serious mental illness, to children and adolescents with serious mental illness or emotional disorders, autism or pervasive developmental disorders, to persons with developmental disabilities, and to infants and toddlers with developmental delays.
- BlueBonnet Trails also provides crisis services through their 24/7 Crisis Hotline, Mobile Crisis Outreach Team, Children’s Crisis Respite services, Crisis Respite Unit, and Extended Observation Units.

### Agency Mission and Goals

- BlueBonnet’s mission is to support communities through a sustainable system of care designed to improve the health and independence of the persons and families we serve.
- BlueBonnet’s vision is “healthy and fulfilled lives”.
- BlueBonnet’s values include community-level systems of accountability, person-centered options for wellness, employment, homes, and community services, and showing respect for everyone through trauma-informed practices and culturally competent care.

### Financial Eligibility

- BlueBonnet Trails accepts private insurance, Medicaid and Medicare for services rendered throughout all locations.

### Eligibility Criteria

- The Intake Line can help those seeking services at BlueBonnet determine if they are eligible to receive services.

### Intake Process

- Intake Line: 1-844-309-6385

### Location and Access

- BlueBonnet Trails serves the Central Counties of Texas, including: Bastrop, Burnet, Caldwell, Fayette, Gonzales, Guadalupe, Lee, and Williamson. Services vary based on location.
- Within Williamson County, BlueBonnet has locations in the following places: Georgetown, Round Rock, Cedar Park, Hutto, and Taylor.
- Spanish language services available depending on location.

### Contact Information

- 24 Hour Crisis Hotline: 1-800-841-1255
- Intake Line: 1-844-309-6385
- www.bbtrails.org
- Georgetown Office: 512-869-2650
- Services offered: Crisis Services, Substance Use
- Round Rock Office: 844-309-6385
- Services offered: Autism, Behavioral Health, Employment Assistance, Crisis Services, Early Childhood Intervention, Intellectual Developmental Disabilities, IDD Supported Employment, Justice Involved, Substance Use, Supportive Housing
- Cedar Park Office: 512-259-1811
- Services offered: Autism, Behavioral Health, Crisis Services, Early Childhood Intervention, Intellectual Developmental Disabilities
- Hutto Office: 512-759-3980
- Services offered: Behavioral Health, Family Health Care
- Taylor Office: 512-365-1600
- Services offered: Behavioral Health

#### Additional Notes

- The following need to be brought to each visit to BlueBonnet Trails:
- Proof of insurance
- Proof of residence
- Ex: utility bill, lease agreement
- Proof of family income
- Ex: previous year's 1040 tax return, current paycheck, current pay statement/check stub, social security benefits award letter

## Integral Care

#### Description of Services

- Integral Care supports adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities in Travis County.
- Services include a 24-hour helpline for anyone needing immediate support, ongoing mental health counseling, drug and alcohol treatment, and housing services. t

#### Agency Mission and Goals

- Integral Care's mission is to improve the lives of people affected by behavioral health and developmental and/or intellectual challenges.
- Integral Care's vision is "health living for everyone".
- Integral Care values people, integrity, excellence, and leadership.

#### Financial Eligibility

- Integral Care takes many forms of payment. They offer a sliding fee scale, payment plans, accept Medicaid, Medicare and private insurance. Integral Care offers help even if someone is unable to pay for services.

#### Eligibility Criteria

- A Helpline operator can help determine a person's eligibility for services.

#### Intake Process

- To learn about programs and services, call the Helpline at 512-472-HELP (4357).
- Operators will inform you of different ways Integral Care can help you and which clinic you should visit for services.

## Location and Access

- Integral Care provides services at over 40 community locations throughout Travis County.
- Integral Care only provides services to residents of Travis County.

## Contact Information

- There are over 40 community locations throughout Travis County. Location information can be found at [www.integralcare.org](http://www.integralcare.org).
- 24/7 Helpline: 512-472-HELP (4357)
- Robert T. Chapa Administration Building: 512-447-4141

## Additional Notes

- The following need to be brought to the initial appointment:
- A photo ID
- Any relevant medical records from previous providers
- Proof of address
- Proof of insurance
- Proof of income

# STARRY Counseling

## Description of Services

- STARRY provides short-term individual, group, and family counseling (8-10 sessions) and limited case management to families with children up to 17 years old (or youth older than the age of 17 who are still enrolled in high school in Texas).
- STARRY refers clients to BlueBonnet Trails for long-term counseling (see above for more information about BlueBonnet Trails).
- Most of STARRY's clients seek counseling to address major trauma and child abuse prevention. Other challenges that STARRY's clients face include divorce, grief, family conflict, behavioral issues, school challenges, depression, anxiety, and ADHD.
- STARRY staff conduct parenting groups in the community, often with church groups.
- STARRY also provides 24/7/365 crisis phone coverage for families across Texas. Crisis hotlines are designed for emergency use only, to help families avoid imminent abuse, neglect, runaway, and severe family conflict. Please call the Crisis Hotline at 800-440-9789 if you are in crisis and need immediate assistance.
- STARRY also provides foster care and adoption services.

## Agency Mission and Goals

- STARRY's mission is to nurture children, strengthen families, and restore hope through counseling, foster care, and adoption.
- STARRY's main goal is to be a beacon of light for children, youth, and families in the midst of life's challenges, both big and small.
- Specific goals of counseling include improving family functioning, concrete support, social/emotional support, knowledge of parent/childhood development, nurturing and attachment.

## Financial Eligibility

- All services are provided at no cost.
- There are no income requirements in order to receive services at STARRY.

## Eligibility Criteria

- In the Austin area, STARRY can only provide services to Williamson County residents.
- STARRY refers Travis County residents to LifeWorks (STAR Grant provider for Travis County).
- STARRY cannot provide services to individuals who have been charged in the criminal justice system, due to state funding restrictions (if clients have been arrested but not yet charged, STARRY can provide services).
- STARRY can only work with families who have been referred by CPS if the family's goal is reunification.
- If parents are divorced, there may be limitations around custody - a single parent can only access services if they have the independent right to consent to psychological services for their children.
- Although STARRY is a Christian agency and services are based on Christian values, STARRY serves people from all walks of life, regardless of religion.
- No specific referral is required.

## Intake Process

- The first step for new clients is a 15-minute intake over the phone, where a STARRY employee confirms that the client has required custody documentation, and assesses how severe the family's need for services is (suicidal thoughts, domestic violence?)
- Domestic violence clients are referred to HOPE Alliance.
- Then, the client schedules a 75-minute in-person intake for whole family, where a counselor works together with the family to create a service plan, or "action plan".
- Action plan must be updated with entire family present at least every 30 days.
- Except for the intake appointment and action plan, the entire family doesn't have to be present for each session.
- Clients may meet with counselor once per week at most, but appointments may be more spread out. The frequency of sessions also depends on the family's need.

## Location and Access

- STARRY Counseling is located at 1300 N. Mays Street, Round Rock, TX 78664
- Hours are Monday through Thursday 9am-4pm. Some counselors have 4pm or 5pm appointment times, but they are usually booked out weeks in advance because of high demand.
- No transportation assistance is available for clients.
- No public transportation is available near STARRY's Round Rock location.
- STARRY services are in English only.
- The STAR Grant requires that STARRY doesn't have a waitlist, so they will continue accepting new clients but may not be able to meet with clients each week.

## Contact Information

- Individuals interested in receiving services at STARRY should call the main number at the Round Rock location: 512-388-8290 (Choose Option 1 to speak with someone about establishing services for the first time).
- For Crisis Services, call 800-440-9789.
- LSJA staff can contact the supervisor of STARRY Round Rock:  
Mallory Stover, Mallory.Stover@starry.org

## Additional Notes

- STARRY receives state funding via Texas Department of Family and Protective Services (DFPS) - STAR Grant.
- STARRY can provide doctors' notes for children who miss school for an appointment.



# Rock Springs

## Description of Services

- Rock Springs offers inpatient and outpatient services for adults seeking support for mental health and/or substance use.
- **INPATIENT:** Rock Springs offers both detox (substance use) and mental health programs. Inpatient services include 24-hour nursing care and intensive treatment. Up to 10 hours/day of programming includes group therapy, fitness and wellness, education lectures, and family engagement.
- **OUTPATIENT:** Rock Springs offers outpatient programs for both mental health and substance addiction.
- **Partial Hospitalization Program (PHP):** 6 hours/day Monday-Friday; average stay is 2-3 weeks.
- **Intensive Outpatient Program (IOP):** 3 hours/day Monday-Friday; average stay is 3-4 weeks.
- Outpatient programs include structured individual therapy, psychotherapy groups, recreational therapy, and educational groups. Recreation, art, and music therapy groups are also offered.
- Medication management is incorporated for both inpatient and outpatient programs.
- Rock Springs has an Alumni Support Group for patients who finish their initial treatment program. Family are welcome to participate in education and support groups to help facilitate family support and reunification.

## Agency Mission and Goals

- Rock Springs believes, “There’s hope. There’s help”
- Rock Springs’ main service goals are stability and crisis management for patients.
- Rock Springs providers work to promote sustainable change for patients by designing discharge plans and offering aftercare appointments and step-down programs for patients to use after they have completed their program at Rock Springs.

## Financial Eligibility

- Rock Springs accepts Medicaid, Medicare, and private insurance. For ages 18-21, only Traditional Medicaid is accepted. For ages 22 and older, only Managed Medicaid plans are accepted.
- No sliding fee scale is offered for individuals without health insurance.
- For program participants who have health insurance, they can call Rock Springs ahead of time to process insurance information and learn their out-of-pocket expense for services.
- Out-of-pocket flat day rate for uninsured participants: \$850/day for inpatient. \$360/day for PHP. \$150/day for IOP.
- Some funding options may be available for uninsured individuals who meet income requirements. For example, MAP for Travis County residents.

## Eligibility Criteria

- Rock Springs provides services to adults only, age 18 and older.
- There are no residency restrictions or required referrals in order to receive services at Rock Springs.
- In order to receive services at Rock Springs, a clinical staff member must identify a need for services based on their intake assessment with the individual seeking services.
- There are no restrictions or discrimination against participants based on past arrests. In fact, Rock Springs has a jail diversion program.

## Intake Process

- Walk-ins are available for intake assessments, or participants can schedule an appointment and provide demographic information over phone.
- The intake process is conducted by a licensed professional and is designed to determine which treatment program would be most appropriate for the individual.
- Allot 2 hours for intake appointment. Intake includes in-depth assessment of psychosocial history, suicidal ideation, homicidal ideation, psychosis, medication and substance use history, life stressors, trauma history, treatment history, and more.
- For inpatient program, the individual could be admitted to Rock Springs immediately after the intake assessment.
- For outpatient programs, the individual is usually admitted the next day.

## Location and Access

- Rock Springs' facility is open 24/7.
- Rock Springs is located at 700 Southeast Inner Loop, Georgetown, Texas 78626.
- There is a CARTS station about a 15-minute walk away, but it does not run frequently.
- No transportation assistance is available for individuals attending their intake assessment.
- Transportation assistance is available for individuals participating in the Partial Hospitalization Program (PHP), within 15 miles of Rock Springs' facility, but participant must find their own way to get there on the first day.
- Rock Springs has access to an Interpreter Line to provide services in other languages.
- Programs are group-based, so if the participant is not English-speaking, they won't get as much out of the services.
- Some staff speak other languages but there are no formal or consistent translation services offered, besides the Interpreter Line.
- Children are only allowed if a family member is present to supervise the child in the lobby.

## Contact Information

- LSJA staff and case managers can call Natalie Sacco, who oversees outreach and marketing for Rock Springs: 469-877-2043; nataliesacco@spsph.com
- LSJA program participants can call 512-677-7072 or email rockspringsinfo@spsph.com to inquire about receiving services at Rock Springs.

## Additional Notes

- LSJA case managers could accompany participants to the initial intake assessment, but not to subsequent program groups.

# Pavilion Clubhouse of Round Rock

## Description of Services

- Pavilion offers people with any mental illness or substance addiction opportunities for employment and strong peer connection

## Agency Mission and Goals

- To give people suffering from mental illness or substance addiction the tools and experiences of employment and peer connection so that they can integrate back into the workforce successfully
- Big emphasis on building strong relationships with other members
- Pavilion strives to help members reach their goals and find employment in hopes that they will in turn help other people in their position later on

## Financial Eligibility

- All services are provided at no cost

## Eligibility Criteria

- Williamson county residents and some Pflugerville
- Person with any mental illness or substance addiction
- Typically 18 + and there is an organization (The Nest) that takes 17 year olds that Pavilion can hand off to

## Intake Process

- Potential member reaches out to Pavilion and is invited to come see it and get their intake questionnaire
- 2 page questionnaire that is received in person at initial visit
- Questionnaire must be filled out and brought back to become a member
- Members are asked for their goals and strengths after intake to help find their job at Pavilion but they can choose what job they would like

## Location and Access

- 2021 North Mays, Suite 500, Round Rock, TX 78664
- Currently open Tuesdays and Thursdays but will expand in the future
- Languages available depend on what members are involved, right now they have Spanish, Russian, Polish, and French speakers
- Rideshare credit can be received through volunteering at the Dell Diamond concession stand

## Contact Information

- Gordon Butler, 512-417-2767, [gordon.butler@pavilionrr.org](mailto:gordon.butler@pavilionrr.org)

## Additional Notes

- Work that participants do at Pavilion is not paid for but is intended to help participants build skills to find employment
- When you become a member of the clubhouse you are a member for life
- One of their current members helps other members find housing (Gail), Pavilion is also deeply involved with housing in Williamson county and can assist with it
- Participants can be connected and connect others with education opportunities as well

# A New Entry

## Description of Services

- Affordable residential substance use treatment services
- Different programs and centers for men and women
- Recovery supportive housing that also provides counseling and case management
- Christian based program

## Agency Mission and Goals

- Their mission is to serve individuals who are experiencing either homelessness, substance use dependence, or are formally criminal justice involved and have the desire to reintegrate into the community to become hope inspired and productive members of our community.
- Their goal is to assist individuals in finding their true identity outside of their past and move them forward to sustained successful living.

## Financial Eligibility

- Do not accept insurance
- intake coordinator will complete a financial screening upon time of call and attempt to link potential clients to resources that may be able to assist in funding

## Intake Process

- For substance use treatment: to schedule a screening appointment, call intake coordinator at 512-464-1250 Ext 151 or email Patrick Lee MA, NCC, LPC-Intern at patrick.lee@anewentry.org
- For recovery supportive housing: to schedule a screening please call our Housing Director at 512-464-1250 ext 153 or by email at roland.harrison@anewentry.org
- All clients will also complete an assessment with a licensed counselor or counseling intern to assess history of drug/alcohol use, psychiatric disturbance, legal issues, family/relationship history and medical history. This assessment is used to create a personalized treatment plan to provide appropriate referrals as needed in order to ensure each client is getting all aspects of recovery addressed during treatment.

## Location and Access

- Mailing Address: 6633 E. HWY 290, Suite 212 Austin, Texas 78723

## Contact Information

- 512-464-1250
- services@anewentry.org

# Sexual Health

## Planned Parenthood of Greater Texas

### Description of Services

- North Austin, Downtown Austin, and South Austin locations all offer the following services:
- Birth control, HIV testing, men's health care, women's health care, morning-after pill (emergency contraception), pregnancy testing & services, and STI testing, treatment, and vaccines.
- North Austin and Downtown Austin Health Centers offer LGBT services.
- South Austin Health Center offers abortion referrals.
- South Austin Abortion Services Center offers abortion services.
- Planned Parenthood also offers an online chat or text service to answer questions about pregnancy, birth control, emergency contraception, STIs, and abortion. Chat online or text "PPNOW" to 774636 (PPINFO). Standard message and data rates may apply. Text STOP to quit at anytime, and HELP for info.

### Agency Mission and Goals

- Planned Parenthood's mission and goals include providing expert health care, informing and educating the community about topics related to human sexuality and sexual health, leading the reproductive health and rights movement, and advancing global health.

### Financial Eligibility

- You do not need insurance to access services at Planned Parenthood.
- If you don't have health insurance, you may qualify for a state funding program or sliding fee scale for help with medical coverage.
- Visit <https://www.plannedparenthood.org/get-care/health-insurance/help-enrolling> to find locations near you that can help you enroll in a health insurance plan.

### Eligibility Criteria

- There are no residency, income, or insurance restrictions for individuals seeking services at Planned Parenthood.
- 17-year-olds can receive services at Planned Parenthood.
- Texas state law requires that a parent or legal guardian provide written permission for unmarried teens (under the age of 18) to have an abortion. There are a few exceptions:
  - A teen has the right to go before a judge and receive permission from the judge to have an abortion without her parent's permission in specific circumstances (also known as Judicial Bypass). Call 1-855-314-0799 (toll free) and our staff can give you information about Parental Consent or Judicial Bypass. You can also visit Jane's Due Process website.
  - Teens who are legally emancipated do not need to have permission from a parent or guardian to obtain an abortion. If a teen is legally emancipated, she will need to provide proof of emancipation.

## Intake Process

- New patients must complete new patient history paperwork - online or in person at the health center - including medical history, family history, surgical history, and social history. Please make sure you have a list of your current medications.
- Access the intake form online at <https://eforms.voxent.org/form/PPGT>
- For emergency contraception, pregnancy testing, and STI testing, you can walk in to a clinic anytime during business hours, listed below.
- For other services, please make an appointment online or by calling your local health center. See numbers below.

## Location and Access

- North Austin Health Center  
9041 Research #250  
Austin, TX 78758
  - Monday/Tuesday/Thursday/Friday: 8:45am-5pm
  - Wednesday: 9am-4:30pm
  - Saturday: 8am-2pm, once per month (call for Saturday appointment availability)
  - Sunday: Closed
- Downtown Austin Health Center  
1823 E 7th Street  
Austin, TX 78702
  - Monday/Tuesday/Thursday/Friday: 8:15am-4:30pm
  - Wednesday: 9am-4:30pm
  - Saturday: 8am-2pm, once per month (call for Saturday appointment availability)
  - Sunday: Closed
- South Austin Health Center  
201 E. Ben White Blvd. - Bldg. B  
Austin, TX 78704
  - Monday/Thursday/Friday: 8:15am-4:30pm
  - Tuesday: 9am-4:30pm
  - Wednesday: 9am-5pm
  - Saturday: 8am-2:30pm, once per month (call for Saturday appointment availability)
  - Sunday: Closed
- South Austin Abortion Services Center  
201 E. Ben White Blvd. - Bldg. A  
Austin, TX 78704
  - Monday: Closed
  - Tuesday: 8am-4pm
  - Wednesday: 7am-4pm
  - Thursday: 7:30am-4pm
  - Friday: 7:15am-4pm
  - Saturday: 7:30am-2pm
  - Sunday: Closed
- Services at all above health centers are offered in English and Spanish
- Interpretation by telephone is available for other languages.
- Please tell Planned Parenthood staff if you need an interpreter when scheduling your appointment. If an interpreter has to be in the clinic at the time of the appointment, in order to make arrangements, Planned Parenthood asks for a minimum 3 days notice.

## Contact Information

- To schedule an appointment, visit the links below to book your appointment online, or call your nearest health center at one of the numbers below:
- North Austin Health Center: 512-331-1288
- Downtown Austin Health Center: 512-477-5846
- South Austin Health Center: 512-276-8000
- South Austin Abortion Services Center: 512-276-8000

## Additional Notes

- Planned Parenthood does not provide childcare at health centers. For safety reasons, children need to be accompanied by an adult when they're in the waiting room. Only infants or toddlers in a car seat or stroller can accompany you to the exam room. Please bring a friend or family member to be with your children if you don't have childcare at home.
- Pills by Mail is available at all of the Austin area Planned Parenthood health centers — a service that delivers birth control pills to your home each month. Ask the health center staff for more information.
- Texas state law requires all women seeking an abortion to make at least two visits to the abortion facility: the first for an ultrasound, and the second for the procedure. We understand that requiring multiple visits makes things more challenging for women during a stressful time, but it is now mandated by Texas state law.
- Specially trained staff are available for people with developmental disabilities.

## CommUnity Care - David Powell Clinic

### Description of Services

- David Powell Clinic (DPC) is a Federally Qualified Health Center (FQHC) that provides services to people living with HIV/AIDS regardless of their ability to pay.
- DPC hosts a lab and pharmacy on-site, doctors who serve as both HIV-specific providers as well as primary care physicians, a financial eligibility team to help uninsured and underinsured clients apply to funding sources, patient assistance program (PAP) team who helps connect clients to short term access to medications, psychiatrist and dietician as needed, and short-term behavioral health counseling (6-8 sessions). Social workers do not provide case management, but can help refer clients to other community organizations and resources for case management, housing, food assistance, transportation assistance, dental care, partner testing, PrEP for partners, and more.
- DPC provides integrated healthcare, a combination of mental health and physical health care under the same roof. DPC services include treatment of mental health disorders including substance use disorder, as well as HIV-specific care and primary care.

### Agency Mission and Goals

- DPC is dedicated to providing healthcare to all people living with HIV/AIDS, regardless of their ability to pay.
- As one of the CommUnity Care Health Centers, DPC strives to provide patients with “the right care, at the right time, at the right place.”
- One of DPC's main goals is to connect people living with HIV to medical treatment and antiretroviral medications (HIV medications) as quickly as possible.
- Another of DPC's goals is to ensure that patients and their families have the education and support to actively participate in their own care.



## Financial Eligibility

- DPC provides services regardless of a patient's insurance or ability to pay.
- DPC accepts private insurance, Medicaid and Medicare, MAP, and also provides a sliding fee payment program based on income for those who do not qualify for alternative funding sources.
- Patients will meet with an Eligibility Specialist to determine eligibility for various funding sources and apply to funding programs as needed.
- Patients should bring a valid ID, proof of income, proof of residence, and proof of insurance to their meeting with the Eligibility Specialist.

## Eligibility Criteria

- DPC serves only people living with HIV/AIDS. All patients will receive on-site confirmatory lab testing during their first visit.
- No specific referral is required to receive services at DPC.
- 17-year-olds may receive services at DPC, but may need a parent or guardian consent to receive medical treatment.
- DPC serves people residing in the following counties: Travis, Williamson, Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, and Llano.
- DPC provides services regardless of race, ethnicity, age, gender, sexuality, disability, religion, language, country of origin, legal status, insurance coverage, or criminal record.

## Intake Process

- To receive services at DPC, each new patient must first speak with a social worker over the phone for an initial screening in order to determine the needs of the individual patient and schedule an intake appointment.
- Then, patients must attend an intake appointment with a social worker, which lasts about one hour. The social worker will conduct a basic biopsychosocial assessment to determine the patient's relevant history and current needs.
- Next, the patient will attend an initial provider appointment where their provider will collect similar information and work together with the patient to determine the best treatment plan. The patient will also receive lab testing on the day of their first visit.
- If necessary, the patient will also meet with a Financial Eligibility Specialist and/or PAP on the day of their first visit to discuss insurance and access to medications.

## Location and Access

- David Powell Clinic is located at 4614 N IH-35, Austin, TX 78751.
- Hours are Monday/Thursday/Friday 8am-5pm, Tuesday/Wednesday 8am-8pm, and Saturday/Sunday closed.
- Capital Metro routes: #15 Red River, #37 Colony Park, #350 Airport.
- Limited transportation assistance, including bus passes and cab vouchers, are available based on need. If a patient believes they will miss an appointment because of transportation, DPC encourages them to call first to discuss transportation assistance with a social worker. The priority is for patients to attend all of their appointments.
- Most of DPC's services are available in English or Spanish. For other languages, providers will call an Interpreter Line to translate over the phone.
- No child care services are available at the clinic, but patients can bring their children to appointments if necessary.

## Contact Information

- To schedule an appointment, patients can call DPC's main number at 512-978-9100.
- LSJA Case Managers can call the social work rapid line directly at 512-978-8648 with any questions or to discuss a patient's appointment.
- LSJA staff can also call the Social Work Supervisor, Derek Kerl, directly at 512-978-9149.

## Additional Notes

- Social workers and medical providers can help connect patients to other DPC services or outside referrals as needed.
- LSJA Case Managers are welcome to accompany patients to appointments and inquire about appointment information on the patient's behalf if the patient authorizes that permission during their intake appointment.

# AIDS Services of Austin

## Description of Services

- AIDS Services of Austin (ASA) provides services for people living with HIV as well as for the general community.
- Services include a food bank, housing assistance, medical nutrition therapy, legal assistance, case management (both medical and non-medical), support groups, and medical treatment (both HIV-specific treatment and primary care) for people living with HIV.
- ASA's food bank operates twice per month, and is a client-choice food bank, where individuals can choose their food from a "menu" of options, with a focus on produce and protein, not only shelf-stable food.
- ASA also offers a Health Insurance Assistance Program for people living with HIV to help apply for health coverage and help pay for health insurance premiums.
- ASA also provides access to PrEP and related services for people without HIV who are seeking to prevent exposure to HIV. Those people can also seek primary care at Moody.
- ASA offers education and outreach programs including free testing for HIV, gonorrhea, syphilis, and Hepatitis C - both at Health Promotion Department at 1023 Springdale Rd., and through mobile testing in the community.
- ASA's testing programs also offer "linkage to care," or referrals for people who test positive to access the appropriate treatment.
- ASA also has a Condom Distribution Network (CDN) which distributes free condoms, lube, and other items in safer sex kits. The CDN operates through over 150 locations throughout Austin, and also has an online portal where individuals can order free supplies up to once every 3 months.
- Women Rising is one of ASA's peer-led support groups; it serves to build advocacy and peer support to empower women who are HIV positive who may be facing barriers beyond access to medical care. ASA staff help manage the program in an advisory role.
- Healthy Relationships Program: interactive support program for people living with HIV. Some programs serve couples, some are women-only and men-only groups.
- The Q Program is a space for MSM (men who have sex with men) ages 18-29. It is a status-neutral space (you can be HIV positive or HIV negative) and provides education and support around sexuality and how to stay healthy and safe.
- ASA's Jack Sansing Dental Clinic provides dental care for people living with HIV. Please refer to Section I: Physical Health for more information.

## Agency Mission and Goals

- ASA's mission is to enhance the health and well-being of the community and people affected by HIV and AIDS.
- ASA envisions an empowered community committed to healthier lives, and free from stigma, for people affected by HIV and AIDS.
- ASA's core values are adaptability, collaboration, diversity, integrity, and respect.

## Financial Eligibility

- Inability to pay is not a barrier to care at ASA.
- Moody operates on sliding fee scale, and also accepts private insurance and Medicaid/Medicare.
- Individuals without insurance who are seeking medical services at ASA must meet with an Eligibility and Intake Specialist before the first appointment to discuss financial eligibility.

## Eligibility Criteria

- Some of ASA's programs, such as the food bank, require people to be HIV-positive and receiving case management services (doesn't need to be case management from ASA).
- Medical and clinical services don't require individuals to be receiving case management.
- Patients must live within the following counties: Travis, Williamson, Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, and Llano.
- 17-year-olds may receive medical services at the Moody Medical Clinic, and may need a parent/guardian consent. 17-year-olds are not eligible to receive case management services at ASA or access the food bank. ASA can refer 17-year-olds to other organizations in the community for these services.
- Depending on the services, individuals may be required to complete ASA's Eligibility and Intake pre-screen, detailed below.

## Intake Process

- For individuals seeking services at ASA, they should first call the main number, listed below, to speak with someone on the phone about what services they need and ensure their eligibility for services.
- Individuals seeking clinical services (medical clinic, dental clinic) as well as case management services, must attend an in-person intake to complete new patient paperwork. The intake appointment lasts about an hour.
- Patients are required to bring valid ID, proof of income, and proof of residence in order to determine their financial eligibility for funding assistance and health insurance assistance.
- For services such as the food bank, condom distribution network, or HIV/STI testing, no intake is required.

## Location and Access

- ASA's main campus, including Moody Medical Clinic, is located at 7215 Cameron Rd., Austin, TX 78752.
- ASA's Health Promotion Department (which houses The Q Program, Women Rising, and Healthy Relationships) is located at 1023 Springdale, Building 14, Austin, TX 78721.
- Jack Sansing Dental Clinic is located at 711 W. 38th St., Suite E4, Austin, TX 78705.
- ASA's main office hours are Monday-Friday 8:30am-6pm.
- Transportation assistance is available for individuals receiving case management services at ASA.
- The following bus routes have stops on Cameron Rd. within walking distance from ASA's main campus: 10, 485, 300.

## Contact Information

- LSJA program participants should call ASA's main number at 512-458-2437 and staff will direct them to the appropriate services based on their need.
- LSJA staff and case managers can call Chris Alberts, Director of Development, at 512-406-6115.

# ASHwell

## Description of Services

- ASHwell offers all of its services for free.
- Medical services include HIV testing and treatment, PrEP and PEP, Hep C testing and treatment, and STI testing and treatment are available to current patients receiving any of the medical care listed above.
- ASHwell also offers HIV case management services.
- Primary care services are also offered on a limited basis.

## Agency Mission and Goals

- ASHwell medical clinic exists to empower clients to be happy, healthy, and confident.
- ASHwell's mission is to educate and empower patients about sexual health, provide access to sexual health care for all people, and eliminate stigma around HIV/AIDS and other STIs

## Financial Eligibility

- All services are free.
- There are no income requirements. ASHwell serves all people, with a focus on serving those who are uninsured and underinsured.

## Eligibility Criteria

- There are no income or residency restrictions. Residents of Travis County, Williamson County, or any other county can receive services at ASHwell.
- ASHwell does serve 17-year-olds; they will need parental or guardian consent for certain services, such as primary care. However, no consent is required for HIV/STI testing.
- No referrals are required, but clients should call ahead to make an appointment.
- Walk-ins are accepted on a case-by-case basis depending on availability.

## Intake Process

- Clients should call ASHwell at the number below to schedule their first appointment. Clients should expect to receive services within about a week of calling to schedule an appointment.
- The first day that a client visits ASHwell for services, they will complete 4-5 pages of intake paperwork including consent forms, demographic information, contact information, and information about housing and income.
- An ASHwell employee will be available in the lobby to walk clients through paperwork if needed.
- Medical providers will collect the client's medical history during their sexual health assessment, completed one-on-one with providers.
- Providers will also focus on substance use history and mental health history when completing the intake assessment.

## Location and Access

- ASHwell clinic is located at 8101 Cameron Rd., Austin, TX 78754
- Hours vary based on the service.
- Case management hours are Monday through Friday 8:30am-5pm
- The clinic is open Mondays and Wednesdays; clinic hours vary.
- ASHwell is closed on Saturday and Sunday.
- Bus lines 10, 325, 339 and 485 stop within short walking distance of the clinic.
- Transportation assistance is available for HIV-positive clients through Ryan White funding, which ASHwell case managers can help arrange.
- For clients who are not HIV-positive, ASHwell has very limited transportation assistance available, and they are working on increasing those options.
- The whole organization is English/Spanish bilingual. For other languages, staff can access an interpreter line, but it would be helpful for them to know in advance if possible.
- No childcare is available but clients can bring their children to appointments; stuffed animals are available in the waiting room for their entertainment.

## Contact Information

- For scheduling appointments at clinic call direct line to clinic coordinator, Moe Lu Jan (pronounced "Hahn"): 737-990-4328, moe@ashwellatx.org
- For case management services, call the front desk number: 512-467-0088
- Clinic Director, Ben Walker: ben@ashwellatx.org
- Outreach Specialist: Esteban (bilingual) 512-467-0088 ext. 115, esteban@ashwellatx.org
- Participants and/or participants' case managers can reach out directly to either Moe or Ben at the contacts above.
- LSJA staff should reach out to Esteban if interested in scheduling outreach activities such as a resource convention or presentation.

## Additional Notes

- Telemedicine services are available for clients who have access to a phone or computer with camera, who may have trouble reaching the clinic in person.
- Clients can complete lab testing at the closest lab available that ASHwell is contracted with.
- ASHwell can send prescriptions to the pharmacy of the client's choice.
- ASHwell can mail medicine directly to patients if they do not want to or cannot pick them up at a pharmacy.
- Appointments are quick and the clinic is small.
- ASHwell tries to make sure patients aren't waiting to be seen by a provider. There is no waitlist; once ASHwell clinic reaches 2-week wait times for appointments, they open up more clinical time on their schedule to accommodate clients.

## CARE Program (Community AIDS Resources and Education)

### Description of Services

- Case management, mental health and substance use counseling and psychiatric services to people living with HIV.
- For people living with HIV:
  - Referrals to residential substance use treatment services
  - HIV and Hepatitis C testing and harm reduction materials, including free safer sex kits, needle cleaning kits, safer smoking kits, and opioid overdose kits
  - Outreach services to people with substance use issues, people experiencing homelessness, people involved with sex work, and people who are at high risk for becoming HIV positive or those with an HIV diagnosis who are out of care.
  - HIV and Hepatitis C testing on a walk-in basis on Mondays and Wednesdays from 8:30-11:30am, and at multiple locations throughout our community, including Trinity Center, the ARCH, and the Austin Galano Club, among others.

### Agency Mission and Goals

- CARE's mission is to improve the quality of life for people whose lives are seriously affected by HIV/AIDS, and mental health problems and/or substance use disorders.
- CARE envisions an understanding community that respects and accepts each person's differences and responds with compassionate, comprehensive, and quality services for those in need.

### Financial Eligibility

- CARE offers a sliding scale fee schedule based on income, but the majority of people are not charged a fee for services.
- CARE does not deny services to anyone based on inability to pay.

## Eligibility Criteria

- CARE provides services to residents of the following counties: Travis, Williamson, Hays, Caldwell, and Bastrop.
- For services for people living with HIV, CARE serves only adults, age 18 and up.
- 17-year-olds can receive HIV or Hepatitis C tests at CARE.
- For outpatient substance abuse services, adults are eligible who are HIV positive and have been diagnosed with a substance use disorder, a mental health disorder, or both.
- For outpatient mental health services (psychiatric services, mental health counseling, and mental health case management services) adults are eligible who are HIV positive and who report experiencing a mental health disorder. Mental health treatment may also be offered as support for adults who are newly diagnosed with HIV.

## Intake Process

- If someone is HIV+ and is interested in accessing clinical services from CARE (i.e. case management, mental health counseling, substance use counseling and/or psychiatric services), the first step is for them to call CARE's main phone number: 512-804-3650 to complete a phone screening so CARE can learn more about their needs and make sure they're eligible for CARE services.
- Once they have completed the phone screening, the client will be scheduled for a CARE intake appointment.
- When they attend their CARE intake appointment, they will provide eligibility documentation, complete intake paperwork and receive information about all of CARE's services.
- Then the person will be assigned a case manager and/or counselor at CARE's weekly clinical team meeting on Thursday morning. Their assigned case manager/counselor will contact them to schedule an initial case management/counseling appointment.
- Initial intake assessments last approximately one hour.

## Location and Access

- CARE is located at 1165 Airport Blvd., Austin, TX 78702.
- Hours are Monday through Friday 8am-5pm.
- The closest bus stop is within short walking distance from CARE's office location. Bus routes: 350, 2 and 485.
- CARE provides 31-day bus passes, MetroAccess passes, and cab vouchers to eligible individuals. Most of the people CARE serves are eligible for a 31-day bus pass.
- CARE case managers often transport clients to and from community appointments such as medical appointments.
- CARE can provide an interpreter for Spanish-speakers, and also utilizes an interpreter line for over-the-phone interpretation services.
- Clients can bring their children to appointments, but CARE does not provide childcare.

## Contact Information

- LSJA staff can contact Emily Johnston, Program Manager: 512-804-3653.
- LSJA program participants or their case managers can call CARE's main phone number: 512-804-3650.
- If someone has an assigned case manager/counselor at CARE, then they can call that person directly at their direct phone number.

## Additional Notes

- There is not currently a waitlist to access CARE services, but CARE has used a waitlist in the past when necessary.



# Center for Health Empowerment

## Description of Services

- Center for Health Empowerment (CHE) provides HIV and STI testing, as well as STI treatment, at no out-of-pocket cost. This includes testing and treatment for syphilis, gonorrhea, chlamydia, and Hepatitis C.
- CHE also provides prescriptions for PrEP and PEP.
- CHE does not provide HIV treatment, but does provide referrals for HIV treatment to anyone who tests positive for HIV at CHE.
- CHE also provides some outreach and education services, with a focus on serving people of color.

## Agency Mission and Goals

- CHE believes that everyone deserves to live free of sexually transmitted infections, with access to free resources that promote total health and wellness in an atmosphere of acceptance and respect.

## Financial Eligibility

- CHE serves all adults regardless of their ability to pay. If a client has health insurance, CHE will bill the services to the insurance provider. If a client does not have health insurance, CHE will provide services for no out-of-pocket cost.

## Eligibility Criteria

- CHE provides services to adults only, over the age of 18.
- There are no income, insurance, or residency restrictions to receive services at CHE. CHE will provide services regardless of ability to pay. CHE also accepts Medicaid, Medicare, MAP, and private insurance.
- No referral is required; anybody can call CHE to schedule an appointment.
- If a patient applies for PrEP, CHE requires proof of income and proof of ID in order to process the application and issue a prescription.
- In order to receive PrEP services, patients must return to CHE every 3 months for a check-up to monitor their kidney and liver functions.

## Intake Process

- CHE does not offer walk-in services; individuals must call to schedule an appointment.
- New patients must provide ID and complete basic intake paperwork during their first visit.
- Intake paperwork includes questions about the patient's demographics; social, sexual, and medical histories; income information if applicable; most recent test results if applicable/available; and consent forms.

## Location and Access

- Center for Health Empowerment is located at 4534 West Gate Blvd #106, Austin, TX 78745.
- Hours are Monday/Wednesday 3-8pm, Thursday 1-7pm, Friday 10am-3pm, and Saturday 10am-4pm.
- There is a bus stop located directly in front of CHE's building, and several more about a half block around the corner. Bus routes 30, 105, 300, 311, 315 and 318 all stop nearby.
- Transportation assistance is not currently available, but CHE is looking into applying for a transportation grant that will allow them to offer transportation assistance to clients.
- CHE has English/Spanish bilingual staff who are there during most clinic hours.
- CHE is looking into gaining access to an Interpreter line for translation services in the future.

### Contact Information

- To schedule an appointment, call the main number at 512-840-1273.
- For LSJA staff and case managers, call the main number at 512-840-1273 and ask to speak with Joanna Saucedo.

### Additional Notes

- Childcare is not provided at CHE. Joanna is looking into whether or not clients can bring their children to appointments.
- Pets are not allowed in the clinic.

# Healthy Relationships

## The Center for Relationships

### Description of Services

- Individual Counseling, Relationship Counseling, Family Counseling
- Ongoing Support Groups on Relationships
- Free events, workshops, and drop in classes

### Agency Mission and Goals

- Mission is to flourish human connection through relationship science
- See all clients as capable of healing and flourishing in relation to their self, others, work, and community
- Personal wellness is fundamentally interpersonal

### Financial Eligibility

- Individual sessions and groups have high costs
- Collaborating with the center to potentially create services specifically for participants
- Free classes and workshops posted online

### Eligibility Criteria

- No specific criteria, normally clients who can privately pay

### Intake Process

- Complete online appointment request form: [https://docs.google.com/forms/d/e/1FAIpQLSdhASw9jXyK-8W4lV1YLKr\\_mKrhXfNje8ZHdd-OPFmM-fliBA/viewform](https://docs.google.com/forms/d/e/1FAIpQLSdhASw9jXyK-8W4lV1YLKr_mKrhXfNje8ZHdd-OPFmM-fliBA/viewform)
- Or call 512-465-2926 and ask for assistance from the intake coordinator
- Can sign up for groups and workshops online

### Location and Access

- North: 8810 Business Park Dr, # 200 Austin, TX 78759
- South Lamar: 2111 Dickson Drive, Ste 20, Austin, TX 78704

### Contact Information

- Dr. Vagdevi Meunier, 512-465-2926, [vagdevi@thecenter4relationships.com](mailto:vagdevi@thecenter4relationships.com)

## Spirit Reins Liberty Hill

### Description of Services

- Alternative and experimentally based therapeutic sessions in an outdoor environment with horses
- Potential to offer weekly individual and group sessions

### Agency Mission and Goals

- Pairing mental health professionals with horses to work alongside individuals who have experienced trauma to build a foundation for lifelong well-being.

### Financial Eligibility

- Except most private insurances as well as medicaid and chip but also have a scholarship/charity policy in place for individuals in need
- The organization has applied for specific grants that they hope they could use to fund a partnership/program with LSJA

### Eligibility Criteria

- Individuals ages 4-25 can receive services

## Intake Process

- It is possible LSJA could organize a specific program for participants with coordinator Rhonda
- Normal intake process: Complete online new client enrollment form, then Spirit Reins will make contact to discuss insurance benefits/possibilities, if an opening is available a staff member will set up an initial intake appointment to create therapy goals
- Following Sessions will take place between 10 a.m. and 6 p.m. Monday to Friday.

## Location and Access

- 2055 County Rd. 284 Liberty Hill, TX 78642
- 9:00 a.m. - 6:00 p.m. Monday - Friday

## Contact Information

- Rhonda, 512-635-0605, [info@spiritreins.org](mailto:info@spiritreins.org)

# Vela

## Description of Services

- VELA is a nonprofit that provides for parents of children with special needs. They usually work with parents who have children under 18 by providing courses, case management, training, support groups, and social events.
- Courses and groups include topics such as raising a child with Autism, parent self care, and general monthly parent support groups

## Agency Mission and Goals

- Empowering families with children of special needs through education, support, and community building.

## Financial Eligibility

- All services are provided free of charge

## Eligibility Criteria

- Families who have a child with special needs under 18 years of age

## Intake Process

- Parents can call for support at 512-850-8281 or any service provider can refer a family at [www.velafamilies.org](http://www.velafamilies.org) through our online referral form.
- Parents can also walk in to learn about all specific services.

## Location and Access

- Bilingual services
- 4900 Gonzales St Austin TX 78702
- Monday - Friday 9:00 - 5:00 p.m.

## Contact Information

- Imelda Rodriguez, [imelda@velafamilies.org](mailto:imelda@velafamilies.org), 512-850-8281

# El Buen Samaritano

## Description of Services

- Offer supportive and educative groups in areas such as wellness, nutrition, spiritual development, and female focused support
- Also offer a food pantry, medical clinic, ESL classes, Basic Education Classes for individuals 15 and up, and computer literacy classes

### Agency Mission and Goals

- Helping families in central Texas lead healthy and productive lives through basic needs services, health services, and education.

### Financial Eligibility

- Classes range from no cost to a maximum of \$50 dollars for a 6 month education course: <https://45pkb8376a6v34cw74r1f7hw-wpengine.netdna-ssl.com/wp-content/uploads/2017/06/Health-Edu-Brochure-Fall-2018.pdf>
- Support groups are free
- Individuals without health insurance or who qualify for MAP can access medical service at the clinic

### Eligibility Criteria

- No eligibility requirements other than those listed above but agency focuses on working with Latino families/ Spanish speakers

### Intake Process

- Varies depending on service being accessed. Support groups are open to the public and schedules are listed online as long as individual meets group criteria
- Process for education classes is not made clear online but can discuss this further with Karen.
- For a medical appointment, call 512-439-0700 to speak with an eligibility specialist. If you are eligible, an appointment will be scheduled within two working days and there will be no cost. The specialist will advise patients to complete online forms prior to coming to their first appointment.

### Location and Access

- 7000 Woodhue Dr. Austin, TX 78745
- Monday - Friday 9:00 - 5:00 p.m. (\*clinic has extended hours)
- Bilingual services

### Contact Information

- Roxanna Fuentes or Karen Green (Supervisor): [kgreen@elbuen.org](mailto:kgreen@elbuen.org), 512-439-0700

### Additional Notes

- Services here overlap with physical health domain, mental health domain, behavioral health domain, and education domain

## Texas Parent to Parent

### Description of Services

- Provide resource information and assistance in applying for medical insurance for parents of children of all ages with disabilities, chronic illness, or special healthcare needs
- Mentor program that matches parents together based on child's need for mutual support

### Agency Mission and Goals

- Improving the lives for families with children with specific health needs and disabilities.
- Empowering families to advocate for themselves with education, support, and resource referrals.

### Financial Eligibility

- Services are free of charge

## Eligibility Criteria

- Must have a child with a special health need, illness, or disability

## Intake Process

- On the website, click the “join our family link”
- Complete the parent registration form and a match request for a mentor pairing
- Parents may call to receive specific information or referrals

## Location and Access

- 1805 Rutherford Ln Suite 201, Austin, TX 78754 (hours not listed)

## Contact Information

- 512-458-8600, cynda.green@txp2p.org

## CoDA Texas

### Description of Services

- Anonymous support meetings for individuals who want to create and engage in healthy relationships in their lives

### Agency Mission and Goals

- Giving individuals the support and tools needed to develop healthy relationships

### Financial Eligibility

- All groups are free

### Eligibility Criteria

- All individuals are welcome

### Intake Process

- Refer to online meeting schedule and show up to a meeting! Contact person for each meeting is listed.

### Location and Access

- No physical location, meetings are held at various locations

### Contact Information

- Webmaster@CoDA Texas.org, 512-243-0884

## Austin Healthy Adolescent Program (City of Austin)

### Description of Services

- Healthy relationships and sexual health support groups for adolescents and young adults
- Youth Development program which mentors and employees 17-22 year olds

### Agency Mission and Goals

- Amplify youths’ voice in the community through empowerment, health education, and positive development.

### Financial Eligibility

- No cost

### Eligibility Criteria

- Age ranges for groups are from 13-25
- Employment opportunities reserved for people pursuing or who already have a high school degree/GED

### Intake Process

- Contact group coordinator to get participants set up with current group location and schedule information (not posted online).

### Location and Access

- Groups are held at different government locations across the city. Group coordinator need to be contacted, see number below.

### Contact Information

- 512-972-6216 Cindy Gomez (supervisor), 512-903-1638 Zana (in charge of groups)

### Additional Notes

- They would like to set up a meeting/phone call with LSJA

## Austin Child Guidance Center

### Description of Services

- Offer a variety of outpatient mental health services: individual, group, and family therapy as well as psychiatric evaluations and assessments
- Support groups, education classes, and community projects

### Agency Mission and Goals

- Enriching community mental health and wellbeing by supporting and educating families.

### Financial Eligibility

- Sliding scale fee based on family size and income and also take many private insurances/ Medicaid

### Eligibility Criteria

- Children under 17 can receive services as well as their caregivers
- Services normally received once a week

### Intake Process

- To request services at ACGC, please call ACGC at 512-451-2242.
- ACGC is open five days a week, and its hours of operation for appointments are 8:00 a.m. to 8:00 p.m. Monday through Thursday and 8:00 a.m. to 6:00 p.m. on Friday.
- During your call, the Intake Specialist will gather the necessary information to determine if ACGC services are appropriate for your family's needs. Be advised that an initial phone intake typically lasts 10-20 minutes. If ACGC services are appropriate for your family's needs, the Intake Specialist will schedule an intake appointment for you and your child.
- ACGC can also be contacted to find out about support groups

### Location and Access

- Bilingual Services available
- 810 W. 45th Street Austin, TX 78751
- 8:00 a.m. to 8:00 p.m. Monday through Thursday and 8:00 a.m. to 6:00 p.m. on Friday

### Contact Information

- Augustina, intake specialist, 512-451-2242



## Any Baby Can

### Description of Services

- Supportive groups for moms, parenting classes, case management

### Agency Mission and Goals

- Provide hope and stability for families by providing wraparound services

### Financial Eligibility

- Parenting Nurturing classes are free of charge, childbirth preparation classes are offered on sliding scale
- Support groups are free

### Eligibility Criteria

- Must be a parent or expecting parent

### Intake Process

- Contact Dyann at the phone and email listed below to find out about the support group, currently meets Thursday from 10 - 11:30 a.m.
- Use website to see start dates of next classes and sign up online

### Location and Access

- Bilingual services/groups available
- 6207 Sheridan Avenue, Austin, TX 78723
- Monday - Friday 8:00 a.m. - 5:00 p.m.

### Contact Information

- DyannA@anybabycan.org, 512-851-3317, Dyann Avila (LCSW)

# Community Service

## Austin Public Library

### Description of Services

- Offers community service opportunities based on staff need in areas such as shelving and assisting with community programs
- The usher program allows for a smaller time commitment as volunteers sign up to help during special events when they can

### Agency Mission and Goals

- Promoting open access to information, literacy, and opportunities for all members of the community

### Eligibility Criteria

- Positions require a 3-6 month minimum commitment and at least 24 overall hours of volunteer work.
- City of Austin requires all volunteers to complete a criminal background check. The Austin Public Library does not accept court ordered community service requests for the following offenses: felonies, violent crime (felony or misdemeanor), crimes against children (felony or misdemeanor), or theft (felony or misdemeanor).

### Intake Process

- Current volunteer opportunities are posted on their website. An application for a specific position should be submitted to the volunteer coordinator at this email: [APL.Volunteers@austintexas.gov](mailto:APL.Volunteers@austintexas.gov).
- Applicants are chosen based on fit, then after a background check is processed, a brief orientation is given before starting.

### Location and Access

- Opportunities available at multiple library locations in Austin and hours vary slightly based on location.
- Limited English proficiency is fine as long as the participant feels comfortable with the communication requirements of the specific volunteer position. Accessibility accommodations can be made if needed.

### Contact Information

- Stephanie, volunteer coordinator, 512-974-7443, [APL.Volunteers@austintexas.gov](mailto:APL.Volunteers@austintexas.gov)

## Caritas

### Description of Services

- Long-term and short-term volunteer opportunities in Caritas' community kitchen, at their events, and in administrative support

### Agency Mission and Goals

- Housing, educating, feeding, and employing homeless individuals in the community to help end homelessness in Austin

### Eligibility Criteria

- Volunteer coordinator stated that individuals arrested of a violent or sexual crime would not be eligible. Otherwise anyone is eligible to volunteer.
- Volunteers will need to schedule ahead of time with the coordinator.

### Intake Process

- Volunteers should complete the volunteer form on Caritas website and can contact Melissa, the volunteer coordinator, with any questions. They will be contacted after submitting their form.

### Location and Access

- Two Locations: 611 Neches Street Austin, Texas 78701 and 9027 Northgate Boulevard Austin, TX 78758
- 8:00 a.m. - 4:40 p.m. M-Th, 8:00 a.m. - 11:45 a.m. F
- Spanish language speakers can volunteer

### Contact Information

- Melissa Ortiz, volunteer coordinator, mortiz@caritasofaustin.org, 512-479-4610 ext. 131

## PAWS Shelter of Central Texas

### Description of Services

- Court ordered community service program, even though these service hours will not be court ordered the contact stated they would go through this process in order to volunteer as it takes away the normal volunteer fee and orientation
- Volunteers have direct access with the animals and can assist in community outreach on responsible pet ownership

### Agency Mission and Goals

- Nonprofit animal shelter committed to finding homeless, lost, and abused pets a healthy home.

### Eligibility Criteria

- Nonviolent crime offenses only
- Comfortable with animals

### Intake Process

- Volunteers will complete paperwork in house and have a tour of the facility on their first day. Volunteers must bring a picture ID.
- Volunteers can arrive any day they want to start and must stay a minimum of four hours. They must start at 9:00 a.m. each day they choose to volunteer but no advanced scheduling is required.

### Location and Access

- 500 FM 150 East Kyle, Texas 78640
- Public hours are between 12:00 p.m. and 5:00 pm. but volunteers should arrive at 9:00 a.m.

### Contact Information

- Volunteer contact: Katherine, 512-268-1611, volunteer@pawsshelter.org

## Top Drawer Thrift Store

### Description of Services

- Volunteer opportunities in thrift store setting

### Agency Mission and Goals

- All proceeds that come from providing the Austin community with top quality thrift clothing go to fund Project Transitions, which helps people living with HIV/AIDS.

### Eligibility Criteria

- Nonviolent crime offenses only
- English language speakers

### Intake Process

- Volunteers can apply online at <https://www.projecttransitions.org/volunteer/>. Volunteers should indicate they wish to volunteer in the store when submitting their application.
- Volunteers will then need to schedule their regular hours with Karin Kokinba at the Burnett store location. She can also be contacted by phone.

### Location and Access

- 4902 Burnet Rd Austin, TX 78756
- Monday - Saturday, 10:00 a.m. - 6:00 p.m.

### Contact Information

- Karin Kokinba, 512-454-5161

## Austin History Center

### Description of Services

- Volunteers do preservation photocopying, data entry, phase box construction, oral history transcription, arranging and describing manuscript collections, map encapsulation, and processing materials to add to the Austin Files

### Agency Mission and Goals

- The Austin History Center's mission is to procure, preserve, present and provide the historical records that make up Austin's unique story.

### Eligibility Criteria

- Not certain at this time but the volunteer contact wants to coordinate a phone call

### Location and Access

- 810 Guadalupe St, Austin, TX 78701
- 10 a.m. - 6p.m. Monday to Saturday, 12 p.m. - 6 p.m. Sunday

### Contact Information

- Ayshea Khan, volunteer coordinator, 512-974 -7394, email: [ayshea.khan@austintexas.gov](mailto:ayshea.khan@austintexas.gov)

## Habitat for Humanity Restore Round Rock & Georgetown

### Description of Services

- Volunteer opportunities in home improvement stores

### Agency Mission and Goals

- Bringing communities and people together to promote home ownership. Putting families in homes in order to benefit all aspects of their lives and the community.

### Eligibility Criteria

- 18 and up only
- Minimum four hour commitment when volunteering from 8:30 a.m. to 12:30 p.m. or 1:00 p.m. to 5:00 p.m. from Tuesday to Saturday

### Intake Process

- Read and complete volunteer handbook from website. Can start any day during the above schedule and should bring completed volunteer packet (pre-registration is not required). <https://williamsonhabitat.org/volunteer/>

### Location and Access

- 2108 N Austin Avenue Georgetown, Texas 78626 (T-Sat. 9-5:00 p.m.)
- 3916 Gattis School Road Round Rock, Texas 78664 (T-F 11- 7:00 p.m., Sat. 9-5:00 p.m.)
- Staff are not Spanish speaking

### Contact Information

- Linda Sloan, 512-863-4344, Georgetown Location

## Habitat for Humanity/Restore Austin

### Description of Services

- Construction volunteer opportunities as well as volunteer shifts in Restore Austin store location

### Agency Mission and Goals

- Largest provider of affordable homes to hardworking families in Central Texas. Seek to keep families affordably and stably housed.

### Eligibility Criteria

- No eligibility criteria on website.
- Volunteers can sign up for opportunities online that fit their schedule as they please.

### Intake Process

- Create an account on their website, <https://austinhabitat.volunteerhub.com/events/index>, then choose a volunteer opportunity on the calendar and sign up.
- Finally, complete the volunteer orientation and online safety course.

### Location and Access

- 500 W Ben White Blvd, Austin, TX 78704
- 9:00 - 8:00 p.m. M-Sat, 11:00 - 6:00 p.m. Sun.
- Not certain of language criteria

### Contact Information

- Sarah Joiner, [volservices@ahfh.org](mailto:volservices@ahfh.org), 512-472-8788 X106

## Austin Humane Society

### Description of Services

- Anyone with a love for cats and dogs can volunteer at Austin Humane. Volunteer opportunities include opportunities to work with animals at the shelter.
- Volunteer programs exist for court mandated service and the general population as well.

### Agency Mission and Goals

- Saving animal lives by placing them in good homes.

### Eligibility Criteria

- Minimum three month commitment of two hours per week
- Volunteers age 16 and 17 can volunteer independently with parent consent
- Need to contact, RTrinidad@austinhumanesociety.org, to determine if participants can volunteer through the normal process or with the Community Service Restitution program as requirements differ for each.

### Intake Process

- Two different intake processes depending on the volunteer program. However, steps for each can be found here: <http://www.austinhumanesociety.org/volunteer/how/> (includes registration for an orientation, orientation, an onboarding shift, and later the first volunteer shift)
- After, volunteers can show up for shifts when they please

### Location and Access

- 124 W. Anderson Lane, Austin, Texas 78752
- Mon. - Sat. 12:00 - 7:00 p.m., Sunday - 12:00 - 5:00 p.m.

### Contact Information

- Rick Trinidad, 512-685-0140 or RTrinidad@austinhumanesociety.org

## Austin Pets Alive

### Description of Services

- Animal shelter with volunteer opportunities

### Agency Mission and Goals

- Specially designed initiative to save the most at-risk animals in the community

### Eligibility Criteria

- Ask that volunteers commit to 6 hours of service per month
- Do not accept volunteers with court ordered community service hours
- If under 18 parents must also complete an application on behalf of the individual and sign a parent waiver

### Intake Process

- Volunteers should complete the online volunteer application: <https://www.austinpetsalive.org/get-involved/volunteer/>
- Complete online orientation session, \$30 cost or \$20 for students and minors, but can request a fee waiver if needed
- Attend in person tour, sign up and volunteer for 3 jump start activities prior to general volunteering at APA. Then volunteers can work independently.

### Location and Access

- 1156 West Cesar Chavez, Austin, TX 78703
- 11:30 a.m. - 7:00 p.m. daily

### Contact Information

- [volunteer@austinpetsalive.org](mailto:volunteer@austinpetsalive.org) , 512-961-6519

# Education

## PelotonU

### Description of Services

- PelotonU matches students with online universities, offers scholarships, tutoring, study spaces around Austin, and a personal coach to support the student on their journey to graduation.
- Study spaces provides peer collaboration, onsite tutoring, laptops, and coaches to keep the student and their grades on track

### Agency Mission and Goals

- Mission: Provide working students with a pathway and the support to graduate from college on time and debt-free.

### Financial Eligibility

- Set tuition: Starting at \$5500/year - includes everything
- Students have the ability to apply FAFSA toward a Pell Grant
- Scholarships and grants are available
- PelotonU has a dedicated budget for scholarships

### Eligibility Criteria

- High school diploma or GED
- At least 9th grade proficiency in English and Math
- No geographic restrictions

### Intake Process

- Fill out form to apply (on website: [pelotonu.org](http://pelotonu.org)) or visit the study space
- Advising: advising manager will talk to anyone who's interested, learn more about a student's career and education goals, and will determine the best pathway for the student
- First four weeks: academic onboarding (trial period, getting to "know" college, free of charge)

### Location and Access

- Central Study Space:
  - 500 East St. Johns Ave., Suite 1460, Austin, TX 78752
  - Hours: Monday - Thursday: 9AM - 9PM; Friday: 9AM - 5PM; Saturday: 10AM - 4PM
- South Study Space:
  - 2901 Montopolis Dr., Austin, TX 78741
  - Hours: Monday - Thursday: 3PM - 9PM

### Contact Information

- Phone: 512-553-2338
- Email: [info@pelotonu.org](mailto:info@pelotonu.org)
- Contact Person: Navid Ladha ([navid@pelotonu.org](mailto:navid@pelotonu.org))

### Additional Notes

- Students make their own schedules
- Classes start every month



## Literacy Coalition of Central Texas

### Description of Services

- Free adult education classes to receive high school degree or GRE or HiSET
- Job readiness and computer classes

### Agency Mission and Goals

- Everyone should have the skills they need to reach their full potential and function in society.

### Financial Eligibility

- Classes are free

### Eligibility Criteria

- Ages: 18 and up

### Intake Process

- Intake sessions are offered on specific dates year round and class schedules can also be found online by clicking the above link.
- Attend an intake and testing day of the dates listed at either 10:30 or 5:30 p.m.
- Bring: picture I.D., proof of citizenship or residency, proof of address, and income/benefits if any

### Location and Access

- 724 Eberhart Ln #500, Austin, TX 78745
- 9:00 a.m. - 5:00 p.m. M-F

### Contact Information

- Sarah, 512-326-8655

## Austin Community College

### Description of Services

- Offer free GED/HSE classes as well as free ESL classes

### Agency Mission and Goals

- Providing quality, accessible, and affordable education in the Austin community

### Financial Eligibility

Classes are free

### Eligibility Criteria

- 19 years and up can register individually
- Although 16-18 year olds can attend classes there are further requirements for registration

### Intake Process

- Students 19 years and older can apply online here with their social security number.
- Students ages 16-18 must apply in person and bring appropriate documents (various options)
- After applying, students take a TABE placement test to enter into their appropriate level

### Location and Access

- Classes are offered at multiple locations of ACC in Travis and Williamson counties
- 5930 Middle Fiskville Rd. Austin, Texas 78752 (main office)
- Free Capital Metro passes and tutoring can be provided

## Contact Information

- 512-223-4636

## Todos Juntos

### Description of Services

- Adult education (ESL) classes, early childhood education classes, and culturally relevant and evidence based parenting program, Mommy and Me.

### Agency Mission and Goals

- Helping primarily low-income, Latino, Spanish-speaking families gain access to a quality learning experience.

### Financial Eligibility

- Adult classes are free and program participants receive free child education classes for their children

### Eligibility Criteria

- Must be 18 and up, not have a high school degree, and be a Travis County Resident

### Intake Process

- Participants interested cannot apply online but should contact the agency or walk in during business hours

### Location and Access

- 4229, 200 Brushy St, Austin, TX 78702 (hours not listed)

### Contact Information

- Christina is the Founder and Educational Director: [christina@todosjuntoslc.org](mailto:christina@todosjuntoslc.org)
- (512) 788-7255

## Community Action Inc. of Central Texas

### Description of Services

- Adult HSE classes, ESL classes, a College Prep course, and Computer Literacy classes in the rural communities surrounding Travis County

### Agency Mission and Goals

- Community Action will ensure that all low-income individuals have access to the education and job training necessary for transitioning into employment, career advancement, and lifelong learning.

### Financial Eligibility

Classes are free

### Eligibility Criteria

- All Adult Education students must be at least 19 years or older to enroll unless:  
They are 17 or 18 years old and have the written permission of their parents or guardian as well as proof of their official withdrawal from school or  
They are 16 years old and have the written permission of their parents or guardian as well as proof of their official withdrawal from school and have been ordered to attend GED classes by a court of law.

### Intake Process

- Classes are offered at multiple locations in Williamson County see options here.
- Intake various by individual location: contacts on various fliers above

### Location and Access

- Central Office: 101 Uhland Road, Suite 107, P.O. Box 748, San Marcos, TX 78667-0748

### Contact Information

- Cynthia: carocha@communityaction.com

## Preparation for Adult Living (PAL program by DFPS)

### Description of Services

- For Youth (16-21) in substitute care: GED Classes, college entrance exam prep, driver education, high school expenses for graduation, independent living skills training. Other services - transitional living stipend (up to \$1000 a month) and case management

### Agency Mission and Goals

- Designed for youth who have been involved with Texas Family and Protective Services to ensure their departure from care is smooth and they have life skills to support them in the challenges of adulthood.

### Eligibility Criteria

- Youth 16 and older who are in substitute care and likely to remain in care until at least age 18 qualify for services up until their 21st birthday

### Intake Process

- It is not clear if referrals for individuals can be made, but there are no guidelines for what a participant's experience has been other than the eligibility guidelines listed above. Individuals in the system are eligible. Many have emotional and psychological trauma, and most have few options for living arrangements once they are discharged from care.
- Once in the program, individuals take an assessment in order to form a program specific to their needs in areas of independent skills training and supportive services.
- If interested, Tacolya's contact is listed below.

### Location and Access

- Services are provided in various locations
- DFPS PAL Coordinator Office: 14000 Summit Dr. Ste. 100 Austin, TX 78728

### Contact Information

- Tacolya, 512-834-3111 (coordinator in Austin)
- 1150 S Bell Blvd, Cedar Park, TX 78613 (hours not listed)

## Christian Resource Center at Twinlakes

### Description of Services

- Connect individuals to various community partners and collaborative services across many domains. Specifically: GED Prep, ESL, Life skills, vocational training, children/youth services, housing, counseling, and other resources.

### Agency Mission and Goals

- Connect individuals to various community partners and collaborative services across many domains. Specifically: GED Prep, ESL, Life skills, vocational training, children/youth services, housing, counseling, and other resources.

### Intake Process

- Complete online form with interests/needs or call 512-258-0080 and someone will be in touch with you.

## Location and Access

- 1150 S Bell Blvd, Cedar Park, TX 78613 (hours not listed)

## Contact Information

- Chris Rowley, [chrisrowley.crc@gmail.com](mailto:chrisrowley.crc@gmail.com), (512) 909-9166

# Mentoring

## Street Youth Ministry

### Description of Services

- Client services: build relationships with clients and provide crucial resources such as meals and snacks, socks, toiletries, and clothing; provide bus passes when working toward goals and college textbooks when enrolled in school.
- Events at Street Youth Ministry every day of the week except for Sunday's
- Events provide food, clothing, toiletries, pet supplies, and first aid items.
- Provide a shared laundry service at the drop-in location
- Provide cold weather supplies when appropriate
- Can receive one sleeping bag/year and one backpack every four months
- Provide access to strengths-based guidance counseling, group activities, Bible study, and safe fun activities

### Agency Mission and Goals

- To know, love, and serve street-dependent young people
- Client goals: more stability, more sobriety, reconnection with God, and finding a faith home.
- Clients constantly set and work toward personal goals under the guidance of Street Youth Ministry

### Eligibility Criteria

- Age limit is typically 28 years old
- Serve young people who are homeless, traveling, or at risk of becoming homeless

### Intake Process

- Show up to the Youth Street Ministry of Austin
- They will ask for the client's "street name," age, ethnicity, and something positive that you like
- No ID is required

### Location and Access

- 408 West 23rd Street Basement, Austin, TX 78705
- Hours:
- Monday, Wednesday, Friday: 12PM - 4PM
- Tuesday & Thursday: 12PM - 4PM; 6PM - 8PM
- Saturday: 8AM - 12:30PM
- Sunday: Closed
- Provide first daily bus pass to any client who attends an indoor event
- Can obtain follow-up bus passes if client does any of the following: a) visit doctor/counselor, b) apply for a job, c) attend support group, d) apply for benefits/ID, e) attend a faith-based activity

### Contact Information

- Phone: 512-553-3796
- Email: [info@StreetYouthMinistry.org](mailto:info@StreetYouthMinistry.org)

## Additional Notes

- Faith activities or participation from clients is not required, although some relationship-based activities do involve prayer, Bible study, or other discussion of Christian faith.
- Youth Street Ministry welcomes everyone of faith and non-faith
- Youth Street Ministry does not discriminate on the bases of race, ethnicity, gender, sexuality or faith or non-faith

## Boys and Girls Club of Georgetown

### Description of Services

- Sports and recreation: help develop physical fitness, reduce stress and promote a positive use of leisure time, appreciation for the environment, and interpersonal skills
- Education: ensure that all club members graduate from high school on time, ready for a post-secondary education and 21st-century career
- The arts: foster creativity in young people and give them outlets for self-expression
- Health and wellness: develop young people's capacity to engage in positive behaviors to nurture their well-being, set personal goals and grow into self-sufficient adults
- Career Development: prepares youth for success in their first jobs and helps them develop a plan to achieve their chosen careers
- Character and leadership: help youth become responsible, caring citizens and acquire skills to participate in the democratic process; develop leadership skills and gain opportunities for planning, decision-making, contributing to Club and community and celebrating national heritage

### Agency Mission and Goals

- Mission: To inspire and enable all young people, especially those who need support the most to realize their full potential as productive, responsible, and caring citizens
- Committed to providing a safe place for youth to learn and grow, offer ongoing relationships with caring, adult professionals and engage in life-enhancing programs and character development experiences

### Financial Eligibility

- Membership fee: \$20 per calendar year

### Eligibility Criteria

- Youth ages 6-18

### Intake Process

- Fill out a form on Boys and Girls Club of Georgetown website
- Membership form must be completed and signed by a parent or guardian each calendar year (even for membership renewal)

### Location and Access

- 1200 W 17th Street, Georgetown, Texas, 78626
- Hours:
- After School Hours: Monday - Friday: 3PM - 7PM
- Summer Hours: Monday - Friday: 7:30AM - 5:30PM

### Contact Information

- Phone: 512-868-3700 Ext. 100
- [www.bgctx.org/BoysandGirlsClubofGeorgetown/Default](http://www.bgctx.org/BoysandGirlsClubofGeorgetown/Default)
- Email: [info@bgctx.org](mailto:info@bgctx.org)

## Additional Notes

- Participants' children can also be involved as members of Boys and Girls Club
- Community service opportunities are also available here

## Youth Advocates Program, Inc. (YAP)

### Description of Services

- Provide safe, cost-effective services to youth and families involved in numerous systems, including the Child Welfare, Juvenile Justice, Behavioral Health, Developmental Disabilities, Education and Adult Systems.
- Services Provided by YES Waiver:
  - Adaptive aids and supports, community living support, family support, minor home modifications, non-medical transportation, paraprofessional services, in-home and out-of-home respite, specialized therapy (art, music, animal assisted, recreational, and nutritional), supportive family-based alternatives, and transitional services

### Agency Mission and Goals

- To provide individuals who are, have been or may be subject to compulsory care with the opportunity to develop, contribute and be valued as assets so that communities have safe, proven effective and economical alternatives to institutional placement.

### Eligibility Criteria

- Must be eligible for Medicaid
- Between ages 3-18
- Must have a severe emotional disturbance

### Intake Process

- YAP meets with the family in their home or their preferred location to complete intake
- Takes approximately 45 minutes to an hour
- YAP documents are completed and pertinent information is obtained from the family to provide quality services

### Location and Access

- 3000 Joe DiMaggio, Suite 7, Round Rock, Texas 78665
- No hours listed

### Contact Information

- Phone: 512-394-7249
- Email: [ebitar@yapinc.org](mailto:ebitar@yapinc.org)
- Contact Person: Erika Bitar

### Additional Notes

- Referrals to organization come from Local Mental Health Authorities (LMHAs), such as Austin Travis County Integral Care (ATCIC) and Bluebonnet Trails (BBT).
- Families must contact their intake lines in order to receive services and if they are eligible for the YES waiver, they can request to work with YAP
- Participants can bring their children with them, as most YES waiver services encourage development/inclusion of natural support. However, there is no child care available.
- If YAP reaches a waitlist, it is managed by LMHA's.



# Employment/Workforce Development

## Goodwill Central Texas

### Description of Services

- Education and job training: career advancement training, interview coaching, educational programs, internship opportunities, career navigation, occupational or technical certification

### Agency Mission and Goals

- Goal: empowering people to work
- Everyone matters, and advancing business and valuing our earth leads to stronger communities where individuals and families thrive

### Eligibility Criteria

- ID (government-issued ID, driver's license, or passport)
- Authorization to Work (birth certificate, social security card, permanent US residency identification card (green card), or US government issued authorization to work)
- Proof of all household income for the past 30 days (paycheck stub, temporary aid for needy families (TANF), SSI or SSDI, unemployment, disability, or workers compensation, alimony, pensions, or military family allotments)
- Residence (government-issued ID with current address, lease agreement, utility bill, voter registration card, or statement from landlord or social services agency that includes address)

### Intake Process

- Complete a screening: call 512-637-7580, email [intake@goodwillcentraltexas.org](mailto:intake@goodwillcentraltexas.org), or visit an intake office in person at one of the locations. Walk-in appointments are first-come, first served
- After a screening is completed, an intake appointment will be scheduled where the client will talk with Goodwill Central Texas staff about education and employment goals
- Once the intake is finished, the client will need to provide eligibility documents to complete enrollment
- Referral to permanent career case manager
- Within 5 business days of completing eligibility, client will be connected with a permanent Goodwill Career Case Manager, who will assist with education and employment goals
- Program participation

## Location and Access

- Austin Area:
- Goodwill Community Center (GCC): 1015 Norwood Park Blvd., Austin, TX 78753
- Hours: Monday - Thursday: 9AM - 12PM; 1PM - 4PM; Friday 1PM - 4PM
- Rosewood Job Help Center: 2001 Rosewood Ave., Bldg B #2101, Austin, TX 78702
- Hours: Tuesday and Wednesday: 9AM - 12PM; 1PM - 4PM
- Goodwill Resource Center (GRC): 6505 Burleson Rd., Austin, TX 78744
- Hours: Monday - Thursday: 9AM - 12PM; 1PM - 4PM; Friday 1PM - 4PM
- Round Rock Job Help Center: 150 West Palm Valley Blvd., Round Rock, TX 78664
- Hours: Thursday: 9AM - 12PM & 1PM - 4PM
- Georgetown and San Marcos
- Georgetown Community Resource Center: 805 W. University Ave., Suite 127, Georgetown, TX 78626
- Hours: Monday: 11AM - 1PM; Wednesday: 1PM - 3:30PM; Thursday: 1PM - 4PM; Tuesday and Friday: By appointment only
- Phone: 512-591-7808
- San Marcos Job Help Center: 1005 Highway 80, San Marcos, TX 78666
- Hours: Monday-Thursday: 9AM - 12PM; 1PM - 4PM; Friday: by appointment only
- Phone: 512-392-4020

## Contact Information

- Phone: 512-637-7580
- Email: [intake@goodwillcentraltexas.org](mailto:intake@goodwillcentraltexas.org)

## Additional Notes

- Goodwill Central Texas also provides childcare for adults accessing their services
- Also provide Healthy Marriage and Responsible Fatherhood Support Groups
- Also provide community service opportunities ([click here for step by step process](#))

# Workforce Solutions

## Description of Services

- Job assistance and employment-related services
- Help with: finding a job, building a resume, preparing for interviews, earning a GED, gaining occupational skills

## Agency Mission and Goals

- Mission: to lead the region's workforce system in the development of a world-class workforce
- Vision: All people are productive and our region is prosperous
- Values: Diversity, leadership, collaboration, innovation, & accountability and results

## Intake Process

- Step 1: Register for [WorkInTexas.com](http://WorkInTexas.com) (website for broad matching of job seekers to potential employers)
- Step 2: Attend one of Workforce Solutions' free Career Center Orientations
- Step 3: Email, fax, or drop off your Universal Services Application at one of the Career Centers

## Location and Access

- North Center: 6505 Airport Blvd., Suite 101, Austin, TX 78752
- Hours: Monday - Friday: 8AM - 5PM
- Phone: 512-454-9675
- South Center: 6505 Burleson Rd., Goodwill Bldg., Austin, TX 78744
- Hours: Monday - Friday: 8AM - 5PM
- Phone: 512-381-4200
- East Center: 3401 Webberville Rd., Bldg 1000, Austin, TX 78702
- Hours: Monday - Friday: 8AM - 5PM
- Phone: 512-223-5400

## Contact Information

- North Center: 512-454-9675
- South Center: 512-381-4200
- East Center: 512-223-5400

# Literacy Council WILCO

## Description of Services

- Provide GED, English as a Second Language (ESL), Adult Basic Education (ABE), and Vocational Training

## Agency Mission and Goals

- Goals: Dedicated to improving communities through adult literacy education

## Financial Eligibility

- HVAC classes are free
- Beginning in January, fees will be \$25
- If a student cannot pay, they will not be turned away
- Scholarships available for the GED test

## Eligibility Criteria

- 18 years old+ (will serve 17 year olds with parental consent, and with proof that they are not enrolled in high school)
- No geographic restrictions

## Intake Process

- Sign up on website
- First two classes are achievement testing (reading and math levels)
- After achievement testing, the client will start their classes

## Location and Access

- 2411 Williams Dr., Ste. 1, Georgetown, TX 78628
- If student lives in Georgetown, Literacy Council WILCO will provide GoGeo passes
- No classes in Spanish, but if a student needs print materials in Spanish, they are available
- ESL programs are bilingual (Literacy Council WILCO has about 45 different languages in their ESL classes)

## Contact Information

- Phone: 512-869-0497
- Contact Person: Kimberly Goode (email: kimberly@literacycouncilwilco.org)

## Additional Notes

- The HVAC classes that are offered through Literacy Council WILCO have a 100% placement rate for jobs
- Classes are provided free of charge

# Capital IDEA

## Description of Services

- Students enroll in one of the degrees that Capital IDEA sponsors at Austin Community College
- Provides financial support and extensive professional guidance to motivated, non-traditional students who want to earn more and move up in a great career

## Agency Mission and Goals

- Committed to providing individuals the opportunity and support they need to earn a degree and get started in a promising career

## Financial Eligibility

- If eligible for the program, tuition and textbooks are paid for by funders of Capital IDEA

## Eligibility Criteria

- Serves students who are 18+
- Need at least a GED or a high school diploma
- First-time college student (those who do not have a degree are prioritized)
- Resident of Williamson, Hays, or Travis county
- Can only help students who are citizens, permanent residents, or under refugee status protection

## Intake Process

- Step 1: Attend a Career Up in person OR online:
- Online: <http://www.capitalidea.org/dashboard/landing>
- In person: <http://www.capitalidea.org/apply-today/>
- Step 2: Complete an application:
- A Career Up session will provide the student with instructions, documents, and links needed in order to complete an application
- Step 3: Take a Basic Skills Assessment:
- Helps to assess a student's current reading and math levels
- Student will also complete a professional skills and interest assessment in this step, which will help Capital IDEA to build an individual education plan
- Step 4: Interview
- Student will meet with Career Guidance staff who will walk the student through the program, review assessment results, discuss plan to balance life as a full-time student, verify income qualification and budget, and discuss career goals and potential challenges
- Step 5: Commitment Interview
- Director will talk with student about commitment, career choice, and how the student plans to give back to the community after graduation.

## Location and Access

- 835 N. Pleasant Valley Rd., Austin, TX 78702 (3rd floor)
- Hours: Monday - Friday: 8:30AM - 5:00PM

## Contact Information

- Phone: 512-457-8610
- Email: [info@capitalidea.org](mailto:info@capitalidea.org)

## Dress for Success Austin

### Description of Services

- **Suiting:** Help clients in choosing interview outfits and provide guidance and support for any upcoming interviews
- **Career Advancement:** Mapping out the future through financial planning, help clients become self-sufficient and economically independent forward thinkers.
- **Leadership:** Learn to initiate social change
- **Employment Retention:** Helps clients remain employed, and provides them with strategies to nurture professional growth.
- **Job Training & Career Center:** Addresses and eliminates the frustrating obstacles that may arise during a search for employment. Women meet regularly to support and encourage each other through building confidence, networking, and discussing workplace-related topics.

### Agency Mission and Goals

- **Mission:** empower women to achieve economic independence by providing a network of support, professional attire, and development tools to help them thrive in work and in life.
- **Goals:** Provide services and opportunities to help women establish a solid work history and permanently leave the cycle of poverty.

### Financial Eligibility

- No costs associated with services

### Eligibility Criteria

- There are no eligibility requirements. Dress for Success Austin will accept any woman who needs help with professional clothing and looking for a job.

### Intake Process

- The client will complete a profile form and schedule an initial 2-hour appointment.
- The peer support specialist can make the appointment for the client. The client also has the option to call themselves.

### Location and Access

- 701 Tillery Street, Ste. A-5, Box 11, Austin, TX 78702
- Hours: Monday-Thursday: 10AM - 4PM; Saturday: 10AM - 2PM; Friday & Sunday: Closed

### Contact Information

- Phone: 512-389-3723
- Email: [austin@dressforsuccess.org](mailto:austin@dressforsuccess.org)
- For specific program questions: Mia Johns (Director of Programs) - [mia@dressforsuccessaustin.org](mailto:mia@dressforsuccessaustin.org)

### Additional Notes

- Austin Yellow Cab will offer a ride to and from the interview
- Clients cannot bring clients; there is no childcare

# Child Care

## Opportunities for Williamson and Burnet Counties Early Head Start and Head Start

### Description of Services

- Opportunities Head Start provides comprehensive child development and social services to low-income families with young children from pre-natal up to five years of age. Each year, the program serves over 600 low-income infants, preschoolers, and toddlers from Williamson County.
- Opportunities for WBC ensures that all children enrolled in its program receive nutrition, dental, health, vision, hearing, emotional wellness, and educational screenings, as well as appropriate follow-up and treatment when necessary
- Highly trained teachers use a research-based curriculum daily to create a stimulating educational environment that prepares children for success in future learning.

### Agency Mission and Goals

- To prepare children to become successful students and members of society
- To promote and guide families to self-sufficiency

### Financial Eligibility

- There are no fees

### Eligibility Criteria

- People must be living at or below the poverty line

### Intake Process

- Enrollment application, child physical form, and dental record form
- People must submit paperwork so they can get some info over the phone
- They will need to meet with a case manager. For many clients, depending on the program they can meet them in their home or somewhere near to them.

### Location and Access

- Bagdad Early/Head Start: 351 N. Bagdad Road Leander, Texas 78641
- Bartlett Head Start: 620 West Clark St. Mail: P.O. Box 426 Bartlett, Texas 76511
- Florence Head Start: 203 Adams St Mail: P.O. Box 156 Florence, Texas 76527
- Harris-Ross Early/Head Start: 303 Ferguson Mail: P.O. Box 369 Taylor, Texas 76574
- Hutto Head Start: 80 Mager Lane Hutto, Texas 78634
- Mary Bailey Head Start: 601 N. College Georgetown, Texas 78626
- Rawleigh Elliott Early/Head Start: 103 Holly St. Georgetown, Texas 78626
- Round Rock Head Start: 1001 E. Main Street Round Rock, Texas 78664
- T.H. Johnson Head Start: 3100 Duck Lane Taylor, TX 76574
- Monday - Friday, 7:30am - 4:00pm
- Language: English and Spanish
- Transportation not provided but they refer to local partners and in some cases can pay for transportation vouchers. This is a case by case situation.
- Language: English and Spanish

## Contact Information

- Marco Cruz, Executive Director 512-763-1400 mcruz@opportunitiesforwbc.org
- Call the main office for direction to a specific program 512-763-1400
- Bagdad Early/Head Start: (512) 259-9010 or (512) 259-7810
- Bartlett Head Start: (254) 527-4645
- Florence Head Start: (254) 793-3011
- Harris-Ross Early/Head Start: (512) 365-1070
- Hutto Head Start: (512) 642-3144
- Mary Bailey Head Start: (512) 863-5259
- Rawleigh Elliott Early/Head Start: (512) 864-9733
- Round Rock Head Start: (512) 255-4536
- T.H. Johnson Head Start: (512) 352-2275

## Additional Notes

- Meal services for all enrolled participants

# Sammy's House

## Description of Services

- Non-profit agency that provides services for children with and without special needs
- Child development center, respite care program, summer camp, and family support services
- Programs serve children 0-16 years
- Special educational services such as speech therapy, occupational therapy, and physical therapy
- Day and weekend programs

## Agency Mission and Goals

- Provide high quality child care and educational services to children with and without special needs in an inclusive environment
- Provide family support through educational services addressing issues relevant to child caring of both the special needs and typically developing child and respite care and referrals to appropriate agencies for additional services
- Teaching children in a child-centered, family focused and peer-oriented setting
- Value nurturing and diversity for children

## Financial Eligibility

- Non-profit organization and families help with fundraising to the best of their ability
- Scholarships available
- Current childcare rates can be received from info@sammyshouse.org or 512-453-5258.

## Eligibility Criteria

- Non-profit organization that makes every attempt to offer

## Location and Access

- 2415 Twin Oaks Dr Austin, TX 78757
- 7:00am - 6:00pm

## Contact Information

- 512-453-5258
- info@sammyshouse.org



## Child Inc

### Description of Services

- Nonprofit organization that provides low-income families with comprehensive early childhood education, including mental health services, disabilities services, nutritional services, medical and dental services, social services and parent engagement activities
- Early head start, head start, and home based programs available

### Agency Mission and Goals

- To provide high-quality education and comprehensive support services for children and their families while promoting personal and social responsibility in the communities we serve

### Financial Eligibility

- Families whose income falls at or below the poverty guideline for the preceding 12 months or the previous calendar year are income-eligible for Early head Start and Head Start Services.
- Head Start Performance Standards require that at least 90% of enrolled participants meet federal poverty income guidelines.
- If space remains available after income-eligible applicants are enrolled, eligibility can be extended to families with incomes at or below 130% of the poverty guideline.

### Eligibility Criteria

- Serves the young children of low-income families who reside in Travis County
- Children in foster care or kinship care; homeless families (as determined by McKinney-Vento guidelines); and families receiving Supplemental Security Income or Temporary Assistance to Needy Families are eligible, regardless of income.
- Up to 10% of families may be over-income if special circumstances warrant enrollment. Most of these slots are filled with children with formally diagnosed disabilities.
- At least 10 percent of Head Start's enrollment is dedicated to children with disabilities or other special needs. Specially trained staff members work closely with community agencies to provide services to disabled children while simultaneously providing them with an integrated, developmentally appropriate early childhood experience within the Head Start classroom.

### Intake Process

- Contact Child Inc at 512-451-7361 to schedule an appointment or to ask any questions
- Find what to bring to the appointment here: <http://childinc.org/eligibility/what-to-bring/>
- Participants can apply online here: <http://childinc.org/eligibility/enrollment/>

### Location and Access

- 818 East 53rd Street Austin, TX 78751
- Language: English and Spanish

### Contact Information

- (512)451-7361

# Housing

## SAFE

### Description of Services

- Emergency housing and long term housing (transitional and permanent) for families and individuals escaping domestic and sexual violence
- Also counseling, school, parenting support, educational classes

### Agency Mission and Goals

- A just and safe community free from violence and abuse
- Strive to provide safety, access, prevention, respect, diversity, and collaboration

### Financial Eligibility

- Services are provided free of charge

### Location and Access

- Language: English and Spanish

### Contact Information

- 512-267-7233

## Hope Alliance

### Description of Services

- Temporary emergency housing for those who have been affected by family or sexual violence
- Residents have access to clothing closet, basic toiletries and food items for meals and snacks
- Also legal advocacy, counseling, case management, hotline, and primary prevention

### Agency Mission and Goals

- To assist those whose lives have been affected by family and sexual violence by providing services and developing partnerships that lead to hope, healing, and prevention

### Financial Eligibility

- All services are provided free of charge

### Location and Access

- 1011 Gattis School Rd #106 Round Rock, TX 78664

### Contact Information

- 512-255-1212
- Emergency hotline: 1-800-460-7233

### Additional Notes

- Maximum 30 day stay

## Caritas of Austin

### Description of Services

- Housing program for people experiencing homelessness, permanent supportive housing
- Also help with food, education, and employment

## Agency Mission and Goals

- Integrating people into the community they call home

## Intake Process

- Coordinated Entry survey needs to be completed at Sandra Joy Anderson Clinic, Goodwill of Central Texas, The Southeast Health and Wellness Clinic, Trinity Center, or online
- It is a 50 question survey that should take 30-45 minutes

## Location and Access

- Headquarters: 611 Neches Street Austin, Texas 78701
- Caritas North: 9027 Northgate Boulevard Austin, TX 78758

## Contact Information

- 512-479-4610

# Saint Louise House

## Description of Services

- Provide affordable and supportive housing for low income homeless women and their children
- Apartment style housing environment
- Housing provided along with program that includes case management, counseling, life skills training, and employment services

## Agency Mission and Goals

- Goal of helping families develop long term stability
- Empowering women with children to overcome homelessness

## Financial Eligibility

- Rent is based on the family's income

## Eligibility Criteria

- Be a single female head of household with children in custody
- Be currently homeless
- Have consistent, verifiable income that can be put toward bills
- Be able to turn the electricity on in their own name
- Be able to work and/or go to school
- Be interested and willing to participate in the program voluntarily

## Intake Process

- Application that is online at their website: <https://saintlouiseshouse.org/supportive-housing/what-we-do/>
- Can be mailed in or faxed

## Location and Access

- 2026 Guadalupe St Austin, TX 78705
- Language: English and Spanish

## Contact Information

- 512-302-0027
- [ecruz@saintlouiseshouse.org](mailto:ecruz@saintlouiseshouse.org)

## Texas Reach Out

### Description of Services

- Provides Christian Texas men and women leaving the criminal justice system with safe housing, spiritual guidance, employment assistance, social skills, and support while reintegrating into society
- Residential furnished homes
- -participants are matched with a spiritual mentor
- Help to find employment and provide life skill classes
- Can be picked up from bus station and brought to designated home
- Immediate needs of food, clothing, bus pass and shelter are provided
- Drug and alcohol free program and random drug tests permitted

### Agency Mission and Goals

- To prepare formerly incarcerated men and women to live life as productive Christian citizens

### Financial Eligibility

- \$400 per month to stay at the home which includes utilities
- \$30 per week to grocery fund of his or her home

### Eligibility Criteria

- Christian
- Currently or formerly incarcerated
- Employable and sober

### Intake Process

- Application that can be obtained online or potential participant can write to the mailing address and ask for one to be sent to them
- <http://texasreachout.org/applyservices>
- A letter of recommendation from a pastor, ministry volunteer etc. is required

### Location and Access

- Physical Address: 500 E. St. John Ave. Suite 1220 Austin, TX 78752
- Mailing Address: P.O. Box 17006 Austin, TX 78760

### Contact Information

- 512-291-0921

### Additional Notes

- The homes are all male or all female

# Project Transitions

## Description of Services

- Serves people with HIV/AIDS by providing housing, supportive living, recuperative care and hospice
- Roosevelt Gardens and Highland Terrace are transitional housing programs for people living with HIV/AIDS - independent living, apartment-style, usually for 24 months; social work staff works on goals in independent living (things like recovery, conflict resolution, mental health), participants can bring family members to live with them
- Social workers help residents apply for permanent housing and achieve their goals
- Staff also provides life skills training, relapse prevention, counseling, as well as educational and vocational guidance
- Doug's House is the medical care facility for folks with HIV who are too ill to care for themselves. Many arrive homeless and haven't been on medication or have had HIV for a while. It is a residential facility. If beds are available they take people who are treatment naive (not on meds or long time since they have been). They also help with other medical or extraneous issues as well: substance abuse counseling, mental health, financial resources, housing, nursing and social work staff. Typically a 6 months stay dependent on client

## Financial Eligibility

- No one is denied participation in ANY of their programs because of inability to pay
- Costs are set by the Housing and Urban Development (HUD) guidelines, which is normally 30% of the resident's income. There is a small deduction from the program fee to help pay for utilities.

## Eligibility Criteria

- HIV positive persons
- Any age

## Intake Process

- Contact the Project Transitions office at 512-454-8646 and ask for an intake appointment with one of the coordinators
- A staff member will set up an appointment with potential participant to determine if they can assist at one of their transitional housing programs
- Takes 10 min to get on list for housing or Doug's House
- Later on there is a face to face assessment
- Medical records are needed for Doug's House but Project Transitions takes care of that not the client

## Location and Access

- 7101 Woodrow Ave Austin, TX 78757
- Hours: Monday - Friday, 8am-5pm
- Facilities: 24/7
- Transportation with Doug's House: case managers can transport clients, they also have bus passes and taxi vouchers and are working on doing this for the housing program as well
- Language: English, Spanish, and ASL

## Contact Information

- 512-454-8646
- info@projecttransitions.org

## Encore House

### Description of Services

- Supervised community home for men
- Transitional housing
- AA meetings for residents
- Residents may choose to have their own furnished bedrooms or to share a bedroom with 2-4 other people.
- All residents have access to a shared living room, kitchen, dining room, computer room, laundry room, and garden.

### Financial Eligibility

- \$105 - \$135 per week which includes utilities, laundry facilities, cable TV, trash collection, and telephone service
- \$100 refundable deposit
- Oftentimes you can apply for sliding scale fee payment or other options if you are low income. You will need to speak with them to see if you qualify.

### Eligibility Criteria

- Men ages 21+
- Must be clean and sober at intake

### Intake Process

- Call to request an application

### Location and Access

- 1109 E. 52nd St. Austin, TX 78723
- Office hours: Mon-Fri 10:00am-6:00pm, Facility hours: 7 days 24 hours

### Contact Information

- (512)300-2900

## Foundation Communities

### Description of Services

- Foundation Communities provides affordable, attractive homes and free on-site support services for families with children, as well as veterans, seniors, and individuals with disabilities. They offer an innovative, proven model that empowers residents and neighbors to achieve educational success, financial stability, and healthier lifestyles. They own and operate 23 communities across Austin and North Texas.
- Foundation Communities provides a free after-school program, adult education classes, tax services, one-on-one financial coaching, scholarship mentoring, classes in money management and home-buying, fitness and nutrition classes, access to integrated mental health and primary care, substance abuse counseling, smoking cessation support, community gardening, and an insurance enrollment program called Insurance Central Texas.

## Agency Mission and Goals

- Mission:
- Create, own and manage quality affordable housing for working families.
- Provide supportive housing to homeless and extremely low-income adults and children so they can succeed.
- Offer onsite learning center programs that help youth and adults increase their educational and economic standing and build a sense of community.
- Develop innovative asset building tools to help working poor families achieve their financial goals.
- Vision: Foundation Communities envisions affordable, stable, nurturing homes within communities that foster opportunities for growth and self-sufficiency.
- Values: Justice, Self-Sufficiency, Diversity, Mixed Income, Accountability, Sustainability, Entrepreneurship

## Financial Eligibility

- There are specific income guidelines that one must meet to live at a Foundation Communities property, and these guidelines vary by location.

## Eligibility Criteria

- In addition to meeting specific income requirements, one must pass criminal and credit checks, and have a good rental history.

## Intake Process

- For Housing: Go to [www.foundcom.org/housing](http://www.foundcom.org/housing)
- Select "View Our Austin Communities"
- Select Family Apartments or Studios for Single Adults
- Call the properties you're interested in and ask about availability.
- For additional assistance, call 512-610-4010
- For financial stability, education, and health services: visit [www.foundcom.org](http://www.foundcom.org) for more information about specific program requirements

## Location and Access

There are 23 communities located across Austin and North Texas. Information on each location can be found on their website.

## Contact Information

- [www.foundcom.org](http://www.foundcom.org)
- (512) 610-4010



Lone Star Justice Alliance  
1411 West Ave. Suite 200, Austin, TX 78701  
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