

19.0 RESOURCE & REFERRAL GUIDE

Private community organizations or one or more local, state, or federal agencies can provide disaster assistance when a referral to an attorney is not the best course of action. In addition to providing emergency information, this guide lists resources, community service organizations, and government agencies with offices located in the areas where the people are being temporarily housed. It also includes the toll-free numbers for many state and federal agencies.

19.1 Federal Disaster Assistance

General Assistance	
COVID-19	<p>The White House, Centers for Disease Control and Prevention (CDC), and the Federal Emergency Management Agency (FEMA) have created a website with resources related to COVID-19. There is information for everyone, including people who may think they are sick, travelers, pregnant women, children, and small businesses.</p> <p>The federal COVID-19 Public Health Emergency declaration ended on May 11, 2023. As such, while reporting frequency and source data for some metrics will subside, the agency will continue to report valuable data to inform individual and community health actions to protect the nation’s health. The website below remains in operation with current details about COVID-19 health measures.</p> <p>www.coronavirus.gov</p>
Disaster Assistance	<p>The Disaster Assistance Improvement Program (DAIP) provides disaster survivors with information, support, services, and a means to access and apply for disaster assistance through joint data-sharing efforts between federal, tribal, state, local, and private sector partners.</p> <p>The site allows individuals to:</p> <ul style="list-style-type: none"> • Find disaster assistance that meets an individual’s particular circumstances • Apply for disaster assistance and reduce the number of required forms • Check the status of applications • Find a FEMA Disaster Recovery Center nearby • Find a hotel or a new place to live • Find programs to help with food and nutrition needs • Change address for Social Security, VA, or other federal benefits • Learn about Small Business Administration (SBA) loans for homeowners, renters, and businesses <p>www.disasterassistance.gov</p>
FEMA Assistance	<p>FEMA Helpline Call 7 A.M. to 11 P.M. ET, 7 days a week: 1-800-621-FEMA (1-800-621-3362) TTY 1-800-462-7585</p>

	<p>711 or VRS 1-800-621-3362 Or write to: FEMA P.O. Box 10055 Hyattsville, MD 20782-8055</p> <p>FEMA Internet Help Desk Call 24 hours a day, 7 days a week: 1-800-745-0243</p> <p>FEMA Disaster Recovery Centers FEMA Disaster Recovery Centers (DRC) are accessible meeting places set up after a disaster. The services offered at each DRC may vary. There are two ways to find a DRC nearby:</p> <ol style="list-style-type: none"> 1. Use the DRC locator found at gateway.fema.gov/ESF6/DRCLocator 2. Text DRC and a Zip Code to 4FEMA (43362). Example: "DRC 01234." Using this option does not add you to any messaging service.
Crisis Counseling Assistance	<p>FEMA’s Crisis Counseling Assistance and Training Program (CCP) assists individuals and communities in recovering from natural and human-caused disasters through community-based outreach and access to mental health services.</p> <p>Disaster Distress Helpline—1-800-985-5990 FEMA Helpline—1-800-621-3362 (TTY number: 1-800-846-8517).</p> <p>For more information: www.samhsa.gov/dtac/ccp</p>
Emergency Housing	
General	<p>Search for open shelters near you by texting SHELTER and a Zip Code to 4FEMA (43362). Example: "SHELTER 01234." Using this option does not add you to any messaging service.</p>
FEMA Evacuee Hotels	<p>FEMA has approved non-congregate sheltering assistance for some individuals and households impacted by earthquake activity in the Commonwealth of Puerto Rico. Individuals and households eligible for this assistance will receive communication directly from FEMA officials explaining the process for accessing and checking into available lodging.</p> <p>If you received damages as a result of the earthquake and have questions regarding FEMA assistance, please call the FEMA Helpline at 1-800-621-3362; for people who are deaf, hard of hearing, or with speech disabilities, the Teletypewriter number is 1-800-462-7585.</p> <p>www.femaevachotels.com</p>

American Red Cross	<p>You can find shelters by:</p> <ul style="list-style-type: none"> • Visiting www.redcross.org • Downloading the “Emergency Red Cross Mobile” app • Calling 1-800-REDCROSS (1-800-733-2767)
Salvation Army	<p>Enter your zip code at the top of the screen to find the nearest Salvation Army location:</p> <p>www.salvationarmyusa.org</p>
Family Locators	
Safe and Well	<p>The American Red Cross maintains a web-based system that helps reunite friends and family displaced by a disaster. For reunification requests call 1-800-REDCROSS (1-800-733-2767).</p> <p>www.redcross.org/get-help/disaster-relief-and-recovery-services/contact-and-locate-loved-ones.html</p>
National Center for Missing & Exploited Children	<p>The National Emergency Child Locator Center is operated by the National Center for Missing & Exploited Children (NCMEC) and may be activated through a request to FEMA from a State, Tribe, or Territory during Presidentially-declared disasters. The primary mission is to assist with the reunification of children who have become separated from their parents or legal guardians.</p> <p>Individuals reporting or searching for a child missing as a result of a disaster should call the NEMEC at 1-800-843-5678; it is staffed 24 hours a day.</p>
Next of Kin Registry	<p>The Next of Kin Registry (NOKR) is a FREE tool for daily emergencies and national disasters. NOKR is your emergency contact system to help if you or your family member is missing, injured, or deceased.</p> <p>www.nokr.org</p>
Other	<p>USA.gov also offers other sources for locating family.</p> <p>www.usa.gov/after-disaster</p>
Finding and Caring for Pets	
Pet-Friendly Hotels	<p>For a list of pet-friendly hotels, please visit:</p> <p>www.gopetfriendly.com</p>

<p>Animal Assistance Organizations</p>	<p>Humane Society (HQ Washington, DC) 1-866-720-2676 (M-F 8:00 A.M. to 11:00 P.M.) www.humanesociety.org</p> <p>Wings of Rescue Wings of Rescue is a 501(c)3 charity founded in 2012 by Cindy Smith that flies endangered pets from high-intake and/or high-kill shelters to no-kill shelters, from which they have all been adopted into loving homes.</p> <p>www.wingsofrescue.org</p> <p>ASPCA</p> <p>www.aspca.org</p> <p>GreaterGood.org</p> <p>greatergood.org</p> <p>Best Friends Animal Society</p> <p>General Information—1-435-644-2001 bestfriends.org</p>
<p>Legal Services Hotlines</p>	
<p>Disaster Legal Services Program</p>	<p>The purpose of Disaster Legal Services (DLS) is to provide legal assistance to low-income individuals who, prior to or as a result of the disaster, are unable to secure legal services adequate to meet their disaster-related needs.</p> <p>Hotline:* Texas 1-800-504-7030 (Routed to legal aid providers in individual's area)</p> <p>*Hotline is available in English and Spanish</p>
<p>Advocates for Disaster Justice</p>	<p>The Advocates for Disaster Justice serves as a centralized national resource for legal aid, pro bono, and criminal defender attorneys across the country on legal issues related to all types of disasters.</p> <p>www.advocatesfordisasterjustice.org/about</p>

State Bar Associations	<p>Texas 1-800-204-2222 www.texasbar.com</p> <p>Alabama 1-800-354-6154 www.alabar.org</p> <p>Louisiana 1-800-421-5722 www.lsba.org</p> <p>Mississippi 1-601-948-4471 www.msbar.org</p> <p>Florida 1-850-561-5600 www.floridabar.org</p>
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International Evacuees

General Consulate Information	www.usembassy.gov
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Select Embassy Information in Houston, Texas	<p>Canada 1-713-821-1440</p> <p>Costa Rica 1-713-266-0484</p> <p>El Salvador 1-888-301-1130 / 1-713-773-3539</p> <p>France 1-346-272-5363</p> <p>Guatemala 1-713-953-9531</p> <p>Honduras 1-346-201-6711 / 1-713-785-5931</p> <p>Mexico 1-713-271-6800 / 1-713-995-1227</p> <p>Nicaragua 1-713-789-2762</p> <p>Panama 1-713-622-4451</p> <p>Vietnam 1-713-850-1233 / 1-713-840-0096</p>
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Insurance Information	
HealthCare.gov and COVID-19	<p>All Marketplace plans cover treatment for pre-existing medical conditions and can't terminate coverage due to a change in health status, including diagnosis or treatment of COVID-19.</p> <p>You should check with your health insurance company for your specific benefits and coverage policy, regardless of who your provider is.</p> <p>If you lost your job, experienced hours reduction or were furloughed, you may qualify for a Special Enrollment Period and could be eligible for coverage through HealthCare.gov. Visit: www.healthcare.gov/screener.</p> <p>If you can't pay premiums because of COVID-related hardship, check with your insurance company about extending your premium payment deadline or ask if they will delay terminating your coverage if you can't pay your premiums.</p> <p>www.healthcare.gov/coronavirus</p>
National Flood Insurance Program (NFIP)	<p>The National Flood Insurance Program aims to reduce the impact of flooding on private and public structures. It does so by providing affordable insurance to property owners and by encouraging communities to adopt and enforce floodplain management regulations.</p> <p>www.fema.gov/national-flood-insurance-program</p>
National Association of Insurance Commissioners	<p>1-816-783-8500</p> <p>www.naic.org</p>
Charitable Organizations (Recommended by FEMA)	
American Red Cross Disaster Donations	<p>Donate—1-800-435-7669</p> <p>www.redcross.org</p>
Red Cross of Houston	<p>1-713-526-8300—2700 Southwest Freeway, Houston, TX</p> <p>www.redcross.org/local/texas/gulf-coast/about-us/locations/houston.html</p>
Catholic Charities in Houston-Galveston	<p>1-713-526-4611—2900 Louisiana Street, Houston, TX 1-713-227-9981—326 South Jensen Drive, Houston, TX</p> <p>www.catholiccharities.org</p>

Salvation Army Disaster Relief	1-713-752-0677—1500 Austin Street, Houston, TX www.salvationarmyhouston.org
Federal Agencies and Resources	
U.S. Government's Official Web Portal	This web portal has links to many agencies and programs. 1-844-USA-GOV1 (1-844-872-4681) www.usa.gov
Federal Disaster Unemployment Assistance (through the U.S. Department of Labor)	The Disaster Unemployment Assistance (DUA) program provides temporary benefits to people who, due to a major disaster, lost or had their employment or self-employment interrupted. 1-877-US2-JOBS (1-877-872-5627) TTY number—1-877-889-5627 www.disasterassistance.gov/get-assistance/forms-of-assistance/4466
Equal Employment Opportunity Commission	1-800-669-4000 Hearing Impaired—1-800-669-6820 ASL Video Phone—1-844-234-5122 info@eeoc.gov (include zip code and/or city and state so that your email will be sent to the appropriate office) www.eeoc.gov

Social Security Administration	1-800-772-1213 TTY number—1-800-325-0778 www.ssa.gov
United States Postal Service	1-800-ASK-USPS (1-800-275-8777) TTY number—1-800-877-8339 www.usps.gov USPS is reminding customers to complete change-of-address requests, especially if they expect to be out of their homes for extended periods.
U.S. Department of	1-800-MEDICARE (1-800-633-4227) TTY number—1-877-486-2048

Health & Human Services (Medicare)	www.medicare.gov
Veterans Affairs	<p>1-800-698-2411 TTY number—7-1-1</p> <p>www.va.gov</p> <p>VA Crisis Line (available 24/7)—1-800-273-8255 then press 1 Suicide and Crisis Lifeline—988 Text—838255</p>
Department of Education	<p>1-800-872-5327 TTY number—1-800-877 8339</p> <p>www.ed.gov</p>
U.S. Department of Housing and Urban Development (HUD)	<p>Fraud Line—1-800-347-3735 Fair Housing—1-800-669-9777 Fair Housing TTY number—1-800-877-8339</p> <p>www.hud.gov</p> <p>Ft. Worth Regional Office—1-817-978-5600</p> <p>Houston Field Office—1-713-718-3199</p> <p>San Antonio Field Office—1-210-475-6800</p>
Internal Revenue Service	<p>1-800-829-1040 TTY number—1-800-829-4059</p> <p>www.irs.gov</p>
Federal Citizen Information Center (f/k/a Federal Consumer Information Center)	<p>The U.S. Government Publishing Office Pueblo Distribution Center is a trusted one-stop source for answers to questions about consumer problems and government services. The Pueblo.GPO.gov website is where consumers can go to find information and order publications on a variety of topics from the federal government.</p> <p>Questions Only—1-719-295-2675</p> <p>pueblo.gpo.gov/Publications/PuebloPubs.php</p>
U.S. Immigration and Customs Enforcement (ICE)	<p>Report Crimes—1-866-347-2423 TTY number—1-802-872-6196</p> <p>Detainee-Related Information—1-888-351-4024</p>

	www.ice.gov
Department of Homeland Security	<p>Main—1-202-282-8000</p> <p>Comments—1-202-282-8495</p> <p>www.dhs.gov</p>
Small Business Administration (SBA)	<p>The Small Business Administration (SBA) offers low-interest, long-term disaster loans to small businesses of all sizes, private non-profit organizations, homeowners, and renters to repair or replace uninsured/underinsured disaster damaged property.</p> <p>Loan amounts and terms are set by SBA and are based on each applicant’s financial condition.</p> <p>Apply online at www.sba.gov, in person at a FEMA Disaster Recovery Center, or by mail.</p> <p>www.sba.gov www.sba.gov/funding-programs/disaster-assistance</p> <p>Call 1-800-659-2955 or email at disastercustomerservice@sba.gov TTY number—1-800-877-8339</p>
COVID-19 CARES Act of 2020 and SBA Coronavirus Relief Options	<p>Following the outbreak of Coronavirus (COVID-19), the President signed into law the CARES Act, which contains \$376 billion in relief for American workers and small businesses.</p> <p>The CARES Act established several new temporary programs to address the COVID-19 outbreak and its effect on businesses. These programs include:</p> <ul style="list-style-type: none"> —Paycheck Protection Program (PPP) —Shuttered Venue Operators Grant (SVOG)

<p>SBA Paycheck Protection Program (PPP)</p>	<p>The PPP is a loan designed to provide incentive for small businesses to keep their workers on the payroll. The PPP ended on May 31, 2021, but existing borrowers may be eligible for PPP loan forgiveness.</p> <p>SBA will forgive loans if all employees are kept on the payroll for 8 to 24 weeks following loan disbursement; if the money is used for payroll, rent, mortgage interest, or utilities; and if at least 60% of the money is used for payroll.</p> <p>Apply for loan forgiveness through your PPP lender and complete SBA Form 3508, SBA Form 3508EZ, SBA Form 3508S, or a lender equivalent. You will also need to provide payroll information for all payroll periods that overlap with the covered period and all documentation related to expenses that occurred during the covered period.</p> <p>SBA PPP webpage—www.sba.gov/funding-programs/loans/covid-19-relief-options/paycheck-protection-program/ppp-loan-forgiveness</p>
<p>Shuttered Venue Operators Grant (SVOG)</p>	<p>The Shuttered Venue Operators Grant (SVOG) provides financial assistance to venue operators or promoters that faced financial hardship due to COVID-19. The business must have been in operation as of February 29, 2020. Entities that suffered the highest gross revenue loss between April 2020 and December 2020 will have the highest priority.</p> <p>For eligible entities in operation as of January 1, 2019, grants will be either 45% of 2019 gross earned revenue or \$10 million, whichever is less. For eligible entities that began operation after January 1, 2019, grants will be the average monthly gross earned revenue for each full month of operation in 2019 multiplied by six or \$10 million, whichever is less.</p> <p>For more information, visit—www.sba.gov/funding-programs/loans/covid-19-relief-options/shuttered-venue-operators-grant.</p> <p>Notice: SVOG is no longer accepting new applications. The SVOG portal remains open to all active applicants and awardees.</p> <p>SVOG FAQs—www.sba.gov/sites/default/files/2021-04/SVOG%20FAQs%204-23-21%20FINAL-508.pdf</p>
<p>Bankruptcy</p>	<p>The CARES Act raised the small business bankruptcy debt ceiling to \$7,500,000. Small businesses looking to file bankruptcy rely on Subchapter V of Chapter 11 of the Bankruptcy Code. To qualify, total debts of a business previously had to be less than \$2,725,625.</p> <p>For more information, visit: www.natlawreview.com/article/inside-cares-act-changes-to-bankruptcy-code-under-cares-act.</p> <p>For businesses considering bankruptcy, please consult with an attorney (see “Legal Services” below).</p>

Credit Bureaus	
Equifax	1-888-548-7878
Experian	1-888-397-3742
Trans Union	1-800-916-8800

19.2 Texas Disaster Assistance

General Assistance	
Texas Hurricane Center	<p>gov.texas.gov/hurricane</p> <p>Houston Emergency Updates Call 3-1-1 or 1-713-884-3131</p> <p>Road Conditions 1-800-452-9292 drivetexas.org</p> <p>Roadside Assistance 1-800-525-5555</p>

Emergency Housing

Texas Department of Housing & Community Affairs (search low-income housing by city or county)	Disaster Relief	1-877-541-7905
	Emergency & Homeless Services (short-term rent help, eviction relief, and legal aid services)	1-800-525-0657
	Fair Housing/Housing Discrimination	1-888-452-4778
	Home Modification for Accessibility	1-800-525-0657
	Home Repair Assistance	1-800-525-0657
	Homebuyer Assistance & Education	1-800-792-1119
	Loan Servicing	1-800-298-4013
	Manufactured Housing	1-800-500-7074
	Migrant Labor Housing	1-833-522-7028
	Reduced Rent Apartments	1-800-525-0657
	Rent Payment Help (Section 8)	1-800-237-6500 1-800-955-2232
	Rent Payment Help (eviction relief, legal aid)	1-800-525-0657
	Utility Bill Payment Help	1-877-399-8939 1-877-541-7905
	Weatherization	1-888-606-8889
Headquarters Call weekdays 8 A.M. to 5 P.M. 1-512-475-3800 1-800-525-0657 TTY number— 1-800-735-2989 Email— info@tdhca.state.tx.us www.tdhca.state.tx.us		

Child Support Checks	
Texas	<p>Texas Attorney General 1-800-252-8014 www.oag.state.tx.us/child-support</p>
Unemployment Assistance	
Disaster Unemployment Assistance (DUA)	<p>Disaster Unemployment Assistance (DUA) provides unemployment benefits for individuals who lost their jobs or self-employment or who are no longer working as a <i>direct result</i> of a major disaster or for which a disaster assistance period is declared, and who applied but are not eligible for regular unemployment benefits.</p> <p>www.twc.state.tx.us/jobseekers/disaster-unemployment-assistance</p> <p>Texas Workforce Commission Tele-Center: Call weekdays 8 A.M. to 6 P.M. 1-800-939-6631</p>
Insurance Information	
Texas Department of Insurance	<p>Texas Department of Insurance Consumer Help Line Call 8 A.M. to 5 P.M. 1-800-252-3439</p> <p>www.tdi.texas.gov</p>
Texas Windstorm Insurance Association	<p>Call weekdays 8 A.M. to 5 P.M. 1-800-788-8247</p> <p>www.twia.org</p>

Legal Services	
State Bar of Texas	<p>Phone: 1-512-427-1463 Fax: 1-800-204-2222</p> <p>www.texasbar.com</p> <p>Legal Hotline—1-800-504-7030 Lawyer Referral—1-800-252-9690 Call weekdays 8:30 A.M. to 4:30 P.M.</p>
Houston Bar Association	<p>LegalLine is a hotline designed to help the people of Houston receive simple legal advice, answers, and referrals for free. All volunteers are Texas-licensed attorneys.</p> <p>The Houston Bar Association is currently holding virtual LegalLine sessions on the first and third Wednesdays of each month. Use the following link to sign up for a session:</p> <p>www.hba.org/?pg=about-legalline</p> <p style="text-align: center;">1-713-759-1133</p> <p style="text-align: center;">www.hba.org</p>
Lone Star Legal Aid	<p>Lone Star Legal Aid serves 72 counties in Texas and four in Arkansas, an area that covers one-third of the state of Texas, including almost 60,000 square miles from Texarkana to the Louisiana-Texas Gulf Coast state line, down to Matagorda Bay, and four counties in southwest Arkansas.</p> <p>www.lonestarlegal.org</p> <p style="text-align: center;">Disaster-related questions—1-866-659-0666</p> <p style="text-align: center;">Houston Office—1-713-652-0077; 1-800-733-8394</p> <p style="text-align: center;">Beaumont Office—1-409-835-4971; 1-800-365-1861</p> <p style="text-align: center;">Galveston Office—1-409-763-0381; 1-800-551-3712</p>
Texas RioGrande Legal Aid	<p>Servicing South, Central, and West Texas.</p> <p>www.trla.org</p> <p>General—1-833-329-TRLA (8752)</p> <p>Disaster-related questions—1-956-996-TRLA (8752)</p>

<p>Legal Aid of NorthWest Texas</p>	<p>Eviction-related questions—1-855-548-8457 Disaster-related questions—1-817-339-5391</p> <p>www.lanwt.org</p> <p>To apply, visit www.lanwt.org/gethelp</p>
<p>Disability Rights Texas</p>	<p>1-800-252-9108 Sign Language Video Phone—1-866-362-2851</p> <p>www.disabilityrightstx.org</p>
<p>Aid to Victims of Domestic Abuse</p>	<p>1-713-224-9911 24-Hour National DV Hotline—1-800-799-7233</p> <p>avda-tx.org</p>
<p>American Civil Liberties Union</p>	<p>1-713-942-8146 1-888-653-6498</p> <p>Austin Office—1-512-478-7300 Dallas Office—1-214-346-6575 El Paso Office—1-915-533-8091 Rio Grande Valley Office—1-956-338-1603</p> <p>www.aclutx.org</p>
<p>Family Violence Legal Hotline</p>	<p>1-800-374-HOPE (4673)</p> <p>www.texasadvocacyproject.org</p>

Legal Services (Bexar County)

San Antonio Bar Association

1-210-227-8822

www.sanantoniobar.org

San Antonio Young Lawyers Association

Email - info@sayla.org

www.sayla.org

Legal Services (Collin County)

Plano Bar Association

1-972-424-6113

www.planobar.org

Legal Services (Dallas County)	
Dallas Bar Association	1-214-220-7400 www.dallasbar.org
Dallas Association of Young Lawyers	1-214-969-7675 www.dayl.com
Dallas Criminal Defense Lawyers Association	dcdla.com
North Dallas Bar Association	1-972-980-0472 attorneys-dallas.com/contact-us
Legal Services (El Paso County)	
El Paso Bar Association	1-915-532-7052 elpasobar.com
Legal Services (Harris County)	
Houston Bar Association	1-713-759-1133 www.hba.org
Houston Young Lawyers Association	1-713-224-4952 www.hyla.org
Houston Bar Lawyer Referral Service	1-713-237-9429 hls.org
Harris County Criminal Lawyers Association	1-713-227-2404 www.hccla.org
Dispute Resolution Center	1-713-274-7100 drc.harriscountytexas.gov

Harris County Domestic Relations Office	1-713-274-7300 dro.harriscountytexas.gov
Harris County DA's Office	Main—1-713-274-5800 www.harriscountytexasda.com Consumer Fraud—1-713-274-5555 Family Violence Unit—1-713-274-0212 General Intake & Information/Receptionist—1-713-274-5800
South Texas College of Law Legal Clinic	1-713-646-2990 www.stcl.edu/academics/legal-clinics/request-legal-assistance
Texas Southern University	Thurgood Marshall School of Law Legal Clinic 1-713-313-7275 hlsr.org/resources/legal-aid-tsu-thurgood-marshall-school-of-law-clinic The Earl Carl Institute for Legal and Social Policy, Inc. 1-713-313-4455 hlsr.org/resources/legal-aid-earl-carl-institute
University of Houston Legal Aid Clinic	General—1-713-743-2100 (General) Legal Clinics—1-713-743-2094 www.law.uh.edu/clinic
Legal Services (Jefferson County)	
Jefferson County Bar Association	1-409-835-8647 1-409-835-8438 1-409-835-4971 (Lone Star Legal Aid) www.jcba.org

Legal Services (Nueces County)	
Corpus Christi Bar Association	1-361-883-4022 www.corpusbar.com
Legal Services (Tarrant County)	
Tarrant County Bar Association	1-817-336-4101 www.tarrantbar.org Legalline—1-817-335-1239 (2 nd and 4 th Thursday each month, 6 P.M. to 8 P.M.)
Arlington Bar Association	1-703-228-3390 www.arlingtonbar.org
Texas Legal Services Center (Elderly Issues)	1-800-622-2520 (for veterans or seniors) www.tlsc.org/help
Legal Services (Travis County)	
Austin Bar Association	1-512-472-0279 www.austinbar.org
Lawyer Referral Service of Central Texas	1-512-472-8303 www.austinlrs.com

Texas Attorney General	
Main Agency Switchboard	1-512-463-2100 www.oag.state.tx.us
Consumer Protection & Complaints (<i>e.g.</i> , price gouging)	1-800-621-0508
Public Information & Assistance (Constituent Affairs)	1-800-252-8011 or 1-512-475-4413 (in Austin)
Child Support (to apply for services)	1-800-252-8014 (automated information) or 1-512-460-6000 (Weekdays 8:30 A.M.—4:30 P.M.)
Other State Agencies & Resources	
Texas Department of Assistive & Rehabilitative Services (helping with physical or mental disabilities in employment matters)	1-855-937-2372 Division for Rehabilitative Services—1-254-770-5800 Division for the Blind—1-254-753-1552 ctadvrc.org/blog/projects/texas-department-of-assistive-and-rehabilitative-services
Texas Department of Mental Health	1-512-776-7111 / 1-888-963-7111 1-800-989-6884 (Texas Youth Hotline) www.hhs.texas.gov/services/mental-health-substance-use
Texas Department of State Health Services (including mental health)	1-512-776-7111 / 1-888-963-7111 www.dshs.state.tx.us
Texas Department of Housing & Community Affairs	1-512-475-3800 / 1-800-525-0657 www.tdhca.texas.gov
Department of Licensing & Regulation	1-512-463-6599 / 1-800-803-9202 www.tdlr.texas.gov

Department of Public Safety	Austin Headquarters—1-512-424-2000 www.dps.texas.gov DPS Driver License & Customer Service—1-512-424-2600
Division of Worker's Compensation	1-800-252-7031 www.tdi.texas.gov/wc
Texas Department of Education (Texas Education Agency)	1-512-463-9734 www.tea.state.tx.us
Texas Health and Human Services—Aging	Austin Headquarters—1-855-937-2372 hhs.texas.gov/services/aging

19.3 Services by Affinity Group

Alcoholics Anonymous	
Houston Office	1-713-686-6300 aahouston.org
Austin Office	1-512-444-0071 austinaa.org
Dallas Office & Help Line	1-214-887-6699 www.aadallas.org/wordpress
San Antonio Office & Help Line	1-210-828-6235 Spanish Hotline—1-210-409-8524 aasanantonio.org
Immigration Services	

Catholic Charities of the Archdioceses of Galveston-Houston	1-713-595-4100 / 1-713-874-6750 (St. Frances Cabrini Center for Immigrant Legal Assistance) www.catholiccharities.org
Central American Resource Center	1-713-665-1284 Email: carecenhouston@gmail.com
Casa Juan Diego	1-713-869-7376 cid.org
Immigration Counseling Center	1-713-953-0047 Email: icci@peoplepc.com
Family, Women, and Youth Services	
Al-Anon Family Groups (Families coping with alcoholism)	1-713-683-7227 www.houstonalanon.org
Association for the Advancement of Mexican Americans, Inc. (AAMA)	1-713-967-6700 www.aama.org
Avance Family Support & Education Program (AAMA)	1-713-812-0033 www.avancehouston.org
Big Brothers Big Sisters of Greater Houston	1-888-887-2447 www.bbbstx.org
Casa de Esperanza/Bilingual	1-713-529-0639 www.casahope.org
Community Family Center/Bilingual	1-713-923-2316 www.communityfamilycenters.org

Child Advocates, Inc.	1-713-529-1396
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	www.childadvocates.org
Children Assessment Center, (The CAC)	1-713-986-3300 cachouston.org
Children’s Protective Services—Harris County Protective Services for Children and Adults	1-713-394-4000 To report abuse or neglect—1-800-252-5400 TRIAD Prevention Program—1-713-295-2600 www.hc-ps.org
Covenant House	1-713-523-2231 www.covenanthousetx.org
DePelchin Children’s Center	Houston—1-713-730-2335 Toll Free Outside of Houston—1-888-730-2335 Austin—1-512-719-3222 San Antonio—1-210-691-3222 Lubbock—1-806-745-3222 www.depelchin.org
Family Life Ministry	1-713-659-5461 www.archgh.org/offices-ministries/pastoral-educational-ministries/family-life-ministry
Family Services of Greater Houston	Central Location—1-713-861-4849 www.familyhouston.org
Family Time Crisis Hotline	1-281-446-2615 familytimeccc.org
Jewish Community Center	1-713-729-3200 www.erjcchouston.org

Jewish Family Service	<p>1-713-667-9336</p> <p>www.jfshouston.org</p>
Justice for Children	<p>1-713-225-4357</p> <p>Helpline—1-800-733-0059</p> <p>justiceforchildren.org</p>
Learning Support Center at Texas Children’s Hospital	<p>Return Appointments—1-832-822-3700</p> <p>New Patients—1-832-822-1900</p> <p>Speech, Language, and Learning—1-832-822-3280</p> <p>www.texaschildrens.org/departments/psychology</p> <p>www.texaschildrens.org/departments/speech-language-and-learning</p>
Aids to Victims of Domestic Abuse	<p>1-713-224-9911</p> <p>avda-tx.org</p>
S.H.A.P.E. Community Center	<p>Harambee Administrative Office—1-713-521-0629</p> <p>Nia Becnel Family Center—1-713-521-0641</p> <p>www.shape.org</p>
University of Texas Psychiatric Services	<p>1-713-741-5000</p> <p>hcpc.uth.edu</p>
University of Houston-Parent Education Project	<p>Families Can Program—1-713-743-5491</p> <p>www.uh.edu/education/pep</p>
University of Houston-Psychology Research & Services Center	<p>1-713-743-9682</p> <p>uh.edu/class/psychology/clinics</p>
Texas Crime Victims Clearinghouse (Victim Services Division)	<p>1-800-848-4284</p> <p>www.tdcj.texas.gov/divisions/vs</p>
Women’s Hospital of Texas Education Department	<p>Patient Education—1-281-438-4357</p>

	<p>womanshospital.com</p> <p>womanshospital.com/patient-education</p>
Bay Area Turning Point	<p>24-Hour Hotline—1-281-286-2525</p> <p>www.bayareaturningpoint.org</p>
The Bridge Over Troubled Waters	<p>24-Hour Emergency Hotline—1-713-473-2801</p> <p>Administration (Pasadena Office)—1-713-472-0753</p> <p>Administration (Baytown Office)—1-281-420-5600</p> <p>tbotw.org</p>
Women’s Center of Brazoria County	<p>Administrative Office—1-979-849-9553</p> <p>24-Hour Hotline (Central & South County)—1-800-243-5788</p> <p>24-Hour Hotline (North County)—1-281-585-0902</p> <p>bcwomenscenter.com</p>
Fort Bend County Women’s Center	<p>Office—1-281-344-5750</p> <p>24-Hour Hotline—1-281-342-4357</p> <p>www.fbwc.org</p>
Houston Area Women’s Center	<p>Business—1-346-295-8994</p> <p>24-hour Domestic Violence Hotline – 713-528-2121</p> <p>24-hour Sexual Assault Hotline – 713-528-7273</p> <p>www.hawc.org</p>

Montgomery County Women’s Center	<p>24-Hour Hotline—1-936-441-7273 24-Hour Hotline (Spanish) —1-936-441-7273 Business—1-936-441-4044</p> <p>mcwctx.org</p>
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Senior Services	
Alzheimer’s Association—Houston and Southeast Texas Chapter	<p>Houston Chapter—1-713-314-1313 24-Hour Helpline—1-800-272-3900</p> <p>www.alz.org/texas</p>
AARP	<p>Texas Offices 1-866-227-7443</p> <p>www.aarp.org</p>
American Cancer Society	<p>Cancer Helpline—1-800-227-2345</p> <p>www.cancer.org</p>
American Diabetes Association	<p>Disaster Relief—1-800-342-2383 Central South Texas—1-713-977-7706</p> <p>www.diabetes.org</p>
American Heart Association	<p>Houston Office—1-832-918-4000 Customer Service—1-800-242-8721</p> <p>www.heart.org</p>
Houston/Harris County Area Agency on Aging	<p>1-832-393-4301 / 1-800-213-8471 Email: aging@houstontx.gov</p> <p>www.houstontx.gov/health/Aging</p>
Interfaith Ministries for Greater Houston	<p>1-713-533-4900</p> <p>www.imggh.org</p>
Legal Hotline for Texans	<p>1-800-622-2520, Option 3</p> <p>www.tlsc.org/seniors</p>

New Lifestyles—The Source for Senior Living	1-800-869-9549 / 1-214-824-0022 Visit www.newlifestyles.com for the contact number in your area.
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Salvation Army—Houston	1-713-752-0677 / 1-800-725-2769
Salvation Army Family Shelter	www.salvationarmyhouston.org
Salvation Army Social Services	
Senior Guidance Program of the Houston Junior Forum	1-713-868-6970 houstonjuniorforum.org
West University Place, City of Senior Services	1-713-662-5895 www.westutx.gov/220/Senior-Services

19.4 Houston Area Helpful Numbers

Houston Area Helpful Numbers	
NAACP—Houston	1-713-526-3389 naacphouston.org
Houston City Hall	1-713-837-0311 www.houstontx.gov/events/cityhall.html
Houston Health Department	1-832-393-5088 www.houstontx.gov/health
Houston Housing Authority	Customer—1-713-260-050 TTY (for the hearing impaired)—711 www.housingforhouston.com
Automobile Registration (Harris County)	1-713-274-8000

	www.hctax.net
County Clerk (Harris County)	Clerk's Office—1-832-927-7230 Civil Courthouse—1-713-274-6390 www.cclerk.hctx.net
Child Support Customer Service Center	1-800-252-8014 www.texasattorneygeneral.gov/cs/contact-the-child-support-division
Harris County Department of Education	1-713-694-6300 www.hcde-texas.org
Harris County District Clerk	1-832-927-5800 www.hcdistrictclerk.com/Common/Default.aspx
Harris County Information Center (Online Directory)	1-713-755-5000 www.ccl.hctx.net/admin/default.htm
Marriage License	Personal Records Department—1-713-274-8686 www.cclerk.hctx.net/PersonalRecords.aspx#Mal
Probate Clerk's Office	Visit www.co.harris.tx.us/probate to determine the appropriate probate court.
Harris County Veterans Services Office	1-281-876-6600 www.harrisvets.com
Texas Department of State Health Services (including mental health)	Toll Free—1-888-963-7111 Main—1-512-776-7111 www.dshs.texas.gov/contact-us
Texas Department of Insurance	Main—1-800-578-4677 Consumer Help Line—1-800-252-3439 www.tdi.texas.gov
Texas Workforce Commission (Houston Office)	1-800-628-5115 www.twc.state.tx.us

<p>Texas Department of Assistive & Rehabilitative Services (DARS)— now with Texas Health and Human Services Commission</p>	<p>1-855-937-2372 ctadvrc.org/contact-us</p>
<p>Texas Department of Insurance— Division of Worker’s Compensation</p>	<p>1-800-252-7031, Option 1 www.tdi.texas.gov/wc</p>
<p>Texas Workers Compensation Health & Safety Hotline</p>	<p>1-800-252-7031, Option 2 www.tdi.texas.gov/wc/dwccontacts.html</p>
<p>Texas Veterans Commission</p>	<p>Crisis Hotline—988, Press 1 Austin Headquarters—1-512-463-6564 www.tvc.texas.gov</p>
<p>Workforce Solutions</p>	<p>www.wrksolutions.com</p>
<p>Federal Courts, Southern District of Texas</p>	<p>Houston Division—1-713-250-5500 www.txs.uscourts.gov</p>
<p>Municipal Courts</p>	<p>www.houstontx.gov/courts General ticket & court information—1-713-837-0311 Administration Department—1-713-247-5479</p>
<p>Small Claims Courts</p>	<p>Visit www.jp.hctx.net/default.htm to determine the appropriate justice of the peace court.</p>
<p>Jail Division Public Information Website</p>	<p>Non-emergency—1-713-221-6000 Incarcerated Person Information—1-713-755-5300 Information Line—1-346-286-1600 www.harriscounttyso.org/JailInfo/Default</p>

Non-Emergency number (Harris County Sheriff)	1-713-221-6000 www.harriscountytso.org/ContactUs/Contact
Jury Summons Information for Harris County	1-713-221-6000 / 1-713-755-6392 (after 10 A.M.) www.hcdistrictclerk.com/common/juror/Secure/jurorsearch.aspx
Texas Department of Criminal Justice	Austin—1-512-463-9988 Visit www.tdcj.state.tx.us to determine the appropriate division.
Harris County Community Supervision & Corrections Department	1-713-755-2700 cscd.harriscountytx.gov
Traffic Ticket Info/Municipal Courts	1-713-837-0311 Ticket information— www.houstontx.gov/courts/ticket_information.html Traffic cases— www.jp.hctx.net/traffic
Bankruptcy Court, Southern District of Texas	1-713-250-5500 www.txs.uscourts.gov/offices/houston-division
Better Business Bureau (Houston)	1-713-868-9500 www.bbb.org/local-bbb/bbb-of-greater-houston-and-south-texas
Texas Department of Insurance Consumer Help Line	1-800-252-3439 www.tdi.texas.gov/pubs/consumer/cb022.html
National Association of the Remodeling Industry	1-847-298-9200 www.nari.org
U.S. Consumer Product Safety Commission/Bilingual	1-800-638-2772 www.cpsc.gov

Emergency and Crisis Intervention Services

Crime Stoppers	<p>1-713-222-TIPS (8477)</p> <p>www.crime-stoppers.org</p>
Additional Assistance	
Certified Public Accountant Referral (Houston CPA Society)	<p>1-713-622-7733</p> <p>www.houstoncpa.org/homepage</p>
Chamber of Commerce, Greater Houston Partnership	<p>1-713-844-3600</p> <p>contact@houston.org</p> <p>www.houston.org</p>
City of Houston	<p>Check www.houstontx.gov for updated information on storm clean up and dial 3-1-1 with questions.</p>
Greater Houston Fair Housing Center—Bilingual Intake for housing discrimination matter	<p>1-713-641-3247</p> <p>greaterhoustonfairhousingcenter.cfsites.org/index.php</p>
Harris County	<p>Office—1-832-927-8200</p> <p>Disaster Recovery Hotline—1-832-927-8301</p> <p>Check harrisrecovery.org for the latest information.</p>
Harris County Medical Society	<p>1-713-524-4267</p> <p>www.hcms.org/tmimis</p>
Houston Apartment Association	<p>1-713-595-0300</p> <p>www.haaonline.org</p>
Houston Association of Realtors	<p>HAR Central Office—1-713-629-1900</p> <p>Legal Support Hotline—1-800-873-9155</p> <p>SUPRA Support—1-877-699-6787</p> <p>Matrix MLS – 1-877-805-7301</p> <p>www.har.com</p>

Univision, KXLN-TV Spanish News Station	1-713-965-2600 www.univision.com
Library Public Houston (General)	Central Library, Jesse H. Jones Building—1-832-393-1313 houstonlibrary.org
Harris County Law Library	1-713-755-5183 www.harriscountylawlibrary.org
Federal Public Defenders	Houston Office—1-713-718-4600 www.fpdspot.org/en
Copies of State & Federal Laws	Texas State Law Library: www.sll.texas.gov 1-512-463-1722 / 1-844-829-2843 Texas Legislature Online www.capitol.state.tx.us
Harris County Tax Assessor & Collector	1-713-274-8000 www.hctax.net
Solid Waste Management Department	Solid Waste Management is responsible for storm debris collection in the city of Houston www.houstontx.gov/solidwaste Or call 3-1-1 for debris drop-off locations and pick-up information. For instructions on separating your debris for removal, see: www.houstontx.gov/solidwaste/debris_08302017.html

19.5 Beaumont Area Helpful Numbers

Beaumont Area Helpful Numbers	
American Red Cross (Beaumont Chapter)	1-409-833-2322 www.redcross.org/local/texas/gulf-coast/about-us/locations/southeast-deep-east.html
Buckner Children & Family Services	1-214-758-8000 buckner.org
Catholic Charities	1-409-924-4400 www.catholiccharitiesbmt.org
Communities In Schools, Southeast Texas, Inc.	1-409-951-1810 cisset.org
Family Services of Southeast Texas	Main Office—1-409-833-2668 24-Hour Domestic Violence & Sexual Assault Hotline—1-409-832-7575 / 1-800-621-8882 www.westrengthenfamilies.org
Goodwill Industries of Southeast Texas, Inc.	1-409-838-9911 www.goodwilltxla.org
Nutrition & Services for Seniors—Meals on Wheels of Jefferson and Hardin Counties	1-409-892-4455 www.senior-meals.org
Some Other Place	1-409-832-7976 www.someotherplacebeaumont.com
The Salvation Army of Beaumont	1-409-896-2361 www.salvationarmytexas.org
United Way of Beaumont and North Jefferson County	1-409-835-4575 www.uwbmt.org

Beaumont Convention & Visitors Bureau	1-409-880-3749 www.beaumontcvb.com
SE Texas Food Bank	1-409-839-8777 Toll free – 1-844-356-9084 setxfoodbank.org
Blood and Plasma Research, Inc.	1-409-835-7268 bloodandplasma.com
LifeShare Blood Centers	to donate—1-800-256-5433 donor hotline—1-800-259-7233 www.lifeshare.org