

## 16.0 RESOURCE & REFERRAL GUIDE

At times, a referral to an attorney is not the best course of action. In your search for assistance, you may find that private community organizations or one or more local, state, or federal agencies can help you. 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.

### 16.1 Federal Disaster Assistance

General Assistance	
<b>Disaster Assistance</b>	<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"> <li>■ Find disaster assistance that meets the needs of an individual's particular circumstances</li> <li>■ Apply for disaster assistance and reduce the number of forms required to be completed</li> <li>■ Check the status of applications</li> <li>■ Find a FEMA Disaster Recovery Center nearby</li> <li>■ Find a hotel or a new place to live</li> <li>■ Find programs to help with food and nutrition needs</li> <li>■ Change address for Social Security, VA, or other federal benefits, and</li> <li>■ Learn about Small Business Administration (SBA) loans for homeowners, renters, and businesses.</li> </ul> <p><a href="https://www.disasterassistance.gov/">https://www.disasterassistance.gov/</a></p>
<b>FEMA Assistance</b>	<p><b>FEMA Helpline</b>            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            711 or VRS 1-800-621-3362            Or write to:            FEMA            P.O. Box 10055            Hyattsville, MD 20782-8055</p> <p><b>FEMA Internet Help Desk</b>            Call 24 hours a day, 7 days a week:            1-800-745-0243</p> <p><b>FEMA Disaster Recovery Centers</b>            FEMA Disaster Recovery Centers (DRC) are accessible meeting places set up after a disaster. The services</p>

	<p>offered at each DRC may vary. There are two ways to find a DRC nearby:</p> <ol style="list-style-type: none"> <li>1. Use the DRC locator found at <a href="http://egateway.fema.gov/ESF6/DRCLocator">http://egateway.fema.gov/ESF6/DRCLocator</a></li> <li>2. Text <b>DRC</b> and a <b>Zip Code</b> to 4FEMA (43362). Example: “DRC 77001”. Using this option does not add you to any messaging service.</li> </ol>
<b>Crisis Counseling Assistance</b>	<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 at 1-800-985-5990 FEMA Helpline at 1-800-621-3362, TTY1-800-846-8517.</p> <p>For more information: <a href="http://www.samhsa.gov/dtac/ccp">www.samhsa.gov/dtac/ccp</a></p>
<b>Emergency Housing</b>	
<b>General</b>	<p>Search for open shelters near you by texting <b>SHELTER</b> and a <b>Zip Code</b> to 4FEMA (43362). Example: “SHELTER 01234”. Using this option does not add you to any messaging service.</p>
<b>FEMA Evacuee Hotel List</b>	<p>If you are eligible for Transitional Sheltering Assistance, FEMA will pay for the cost to stay in certain hotels and motels for a limited period of time. For a list of participating locations, please visit:</p> <p><a href="http://www.femaevachotels.com/">http://www.femaevachotels.com/</a></p>
<b>American Red Cross</b>	<p>You can find shelters by:</p> <ul style="list-style-type: none"> <li>■ Visiting <a href="http://www.redcross.org">www.redcross.org</a></li> <li>■ Downloading the “Emergency Red Cross Mobile” app</li> <li>■ Calling 1-800-REDCROSS (1-800-733-2767)</li> </ul>
<b>Salvation Army</b>	<p>Click on “Locations” and enter your zip code to find your nearest Salvation Army location:</p> <p><a href="http://www.salvationarmyusa.org">http://www.salvationarmyusa.org</a></p>
<b>Family Locators</b>	
<b>Safe and Well</b>	<p>The American Red Cross maintains Safe and Well, a web-based system that helps reunite friends and family displaced by a disaster.</p> <p><a href="https://safeandwell.communityos.org/cms/index.php">https://safeandwell.communityos.org/cms/index.php</a></p>
<b>National Emergency Family Registry and Locator System</b>	<p>FEMA’s National Emergency Family Registry and Locator System (NEFRLS) helps reunite families separated during a</p>

(service is not available. If you are looking for information regarding missing adult, please contact your local authorities for assistance.)	<p>disaster. It allows displaced individuals to register and provide information about their current location and situation. Please note: the system is only activated at the request of a State to support Presidentially-declared disasters.</p> <p>Individuals and families can register online at <a href="http://disasterassistance.gov">disasterassistance.gov</a> or by phone at 1-800-588-9822.</p>
National Center for Missing & Exploited Children	<p>The National Emergency Child Locator Center is operated by the National Center for Missing &amp; 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 1-877-908-9570; 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><a href="http://www.nokr.org">www.nokr.org</a></p>
Other	<p>USA.gov also offers other sources for locating family.</p> <p><a href="https://www.usa.gov/after-disaster">https://www.usa.gov/after-disaster</a></p>
<b>Finding and Caring for Pets</b>	
Missing Pet Network	<a href="http://www.missingpet.net/">http://www.missingpet.net/</a>
Pet-Friendly Hotels	<p>For a list of pet-friendly hotels, please visit:</p> <p><a href="https://www.gopetfriendly.com/">https://www.gopetfriendly.com/</a></p>
Animal Assistance Organizations	<p>Humane Society (HQ Washington, DC) 1-866-720-2676 (M-F 8:00 am to 11:00 pm and Sat. and Sun. 9:00 am to 6:00 pm Eastern time) <a href="http://www.humanesociety.org">www.humanesociety.org</a></p> <p><b>Wings of Rescue</b></p> <p>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><a href="https://www.wingsofrescue.org/">https://www.wingsofrescue.org/</a></p> <p>ASPCA</p>

	<p><a href="https://www.aspca.org/">https://www.aspca.org/</a></p> <p>GreaterGood.org</p> <p><a href="http://greatergood.org/">http://greatergood.org/</a></p> <p>Best Friends Animal Society</p> <p>1-435-644-2001 – General Information</p> <p><a href="https://bestfriends.org/">https://bestfriends.org/</a></p>
<b>Legal Services Hotlines</b>	
<b>Disaster Legal Services Program</b>	<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>Harvey Hotlines:*</p> <p>Texas 1-800-504-7030 (routed to Lone Star Legal Aid)</p> <p>Louisiana 1-800-310-7029</p> <p>*Hotline is available in English, Spanish, and Vietnamese</p>
<b>National Disaster Legal Aid</b>	<p>The National Disaster Legal Aid Resource Center 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><a href="https://www.disasterlegalaid.org/">https://www.disasterlegalaid.org/</a></p>
<b>State Bar Associations</b>	<p>Texas 1-800-204-2222 <a href="http://www.texasbar.com">www.texasbar.com</a></p> <p>Alabama 1-800-354-6154 <a href="http://www.alabar.org">www.alabar.org</a></p> <p>Louisiana 1-800-421-5722 <a href="http://www.lsba.org">www.lsba.org</a></p> <p>Mississippi 1-601-948-4471 <a href="http://www.msbar.org">www.msbar.org</a></p> <p>Florida 1-850-561-5600 <a href="http://www.floridabar.org">www.floridabar.org</a></p>

<b>International Evacuees</b>	
<b>General Consulate Information</b>	<a href="http://www.usembassy.gov">www.usembassy.gov</a>
<b>Select Embassy Information in Houston, Texas</b>	<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 / 1-713-785-5932</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>
<b>Insurance Information</b>	
<b>National Flood Insurance Program (NFIP)</b>	<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><a href="https://www.fema.gov/national-flood-insurance-program">https://www.fema.gov/national-flood-insurance-program</a></p>
<b>National Association of Insurance Commissioners</b>	<p>816-783-8500</p> <p><a href="http://www.naic.org">www.naic.org</a></p>
<b>Charitable Organizations (Recommended by FEMA)</b>	
<b>American Red Cross Disaster Donations</b>	<p>1-800-435-7669 to Donate by phone</p> <p><a href="http://www.redcross.org">www.redcross.org</a></p>
<b>Red Cross of Houston</b>	<p>713-526-8300; 2700 Southwest Freeway</p> <p><a href="https://www.redcross.org/local/texas/gulf-coast/about-us/locations/houston.html">https://www.redcross.org/local/texas/gulf-coast/about-us/locations/houston.html</a></p>
<b>Catholic Charities in Houston-Galveston</b>	<p>713-526-4611; 2900 Louisiana Street</p> <p>713-227-9981; 326 South Jensen Drive</p>

	<a href="http://www.catholiccharities.org">www.catholiccharities.org</a>
Salvation Army Disaster Relief	713-752-0677; 1500 Austin Street, Houston, TX <a href="http://www.salvationarmyhouston.org">www.salvationarmyhouston.org</a>
<b>Federal Agencies and Resources</b>	
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) <a href="http://www.usa.gov/">http://www.usa.gov/</a>
Equal Employment Opportunity Commission	1-800-669-4000 Hearing Impaired: 1-800-669-6820 <a href="mailto:info@ask.eeoc.gov">info@ask.eeoc.gov</a> (include zip code and/or city and state so that your email will be sent to the appropriate office) <a href="http://www.eeoc.gov">www.eeoc.gov</a>
Social Security Administration	1-800-772-1213 TTY 1-800-325-0778 <a href="http://www.ssa.gov">www.ssa.gov</a>  Hurricane Harvey: Beginning Sept. 1, customers in Houston and Rio Grande districts who receive Treasury checks via U.S. Mail — including checks from the Social Security Administration, Veterans Administration, and other agencies — can pick up these checks at the Post Office location nearest to their ZIP Code.
United States Postal Service	General: 1-800-ASK-USPS (1-800-275-8777) <a href="http://www.usps.gov">www.usps.gov</a>  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 Health & Human Services (Medicare)	1-800-MEDICARE (633-4227) TTY: 1-877-486-2048 <a href="http://www.cms.gov/">http://www.cms.gov/</a>
Veterans Affairs	1-844-MyVA311 (1-844-698-2311) <a href="http://www.va.gov">www.va.gov</a>
Department of Education	1-800-872-5327 <a href="http://www.ed.gov">www.ed.gov</a>
U.S. Department of Housing and Urban Development (HUD)	Fraud Line: 1-800-347-3735 Fair Housing: 1-800-347-3739

	<p><a href="http://www.hud.gov">www.hud.gov</a></p> <p>Ft. Worth Regional Office: 1-817-978-5600</p> <p>Houston Field Office: 1-713-718-3199</p>
Internal Revenue Service	<p>1-800-829-1040</p> <p><a href="http://www.irs.gov">www.irs.gov</a></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: 719-295-2675</p> <p><a href="https://pueblo.gpo.gov/Publications/PuebloPubs.php">https://pueblo.gpo.gov/Publications/PuebloPubs.php</a></p>
U.S. Immigration and Customs Enforcement (ICE)	<p>To Report Suspicious Activity: 1-866-347-2423</p> <p>Detainee-Related Information: 1-888-351-4024</p> <p><a href="http://www.ice.gov">www.ice.gov</a></p>
Department of Homeland Security	<p>Main: 1-202-282-8000</p> <p>Comments: 1-202-282-8495</p> <p><a href="http://www.dhs.gov">www.dhs.gov</a></p>
Small Business Administration	<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 <a href="http://www.sba.gov">www.sba.gov</a>, in person at a FEMA Disaster Recovery Center, or by mail.</p> <p><a href="http://www.sba.gov">www.sba.gov</a>  <a href="https://disasterloan.sba.gov/ela/information/Index">https://disasterloan.sba.gov/ela/information/Index</a></p> <p>Call 1-800-659-2955 or email at <a href="mailto:disastercustomerservice@sba.gov">disastercustomerservice@sba.gov</a></p>

Credit Bureaus	
Equifax	1-866-548-7878
Experian	1-888-397-3742
Trans Union	1-800-916-8800

16.2 Texas Disaster Assistance

General Assistance	
Texas Hurricane Center	<p><a href="https://gov.texas.gov/hurricane">https://gov.texas.gov/hurricane</a></p> <p>Houston Emergency Updates Call 3-1-1 or 1-713-884-3131</p> <p>Road Conditions 1-800-452-9292 <a href="https://drivetexas.org">https://drivetexas.org</a></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)	<p>Disaster Relief 1-877-541-7905</p> <p>Emergency &amp; Homeless Services (short term rent help, eviction relief, and legal aid services) 1-800-525-0657</p> <p>Foreclosure Mitigation 1-888-995-4673</p> <p>Home Repair Assistance 1-800-525-0657</p> <p>Loan Servicing 1-800-298-4013</p> <p>Manufactured Housing 1-800-500-7074</p> <p>Reduced Rent Apartments 1-800-525-0657</p> <p>Utility Bill Payment Help 1-877-399-8939 1-877-541-7905</p> <p>Other Help 1-877-541-7905</p> <p>Headquarters: Call weekdays 8 a.m. to 5 p.m. 1-512-475-3800 1-800-525-0657</p>



	<p>Email: <a href="mailto:info@tdhca.state.tx.us">info@tdhca.state.tx.us</a></p> <p><a href="http://www.tdhca.state.tx.us">www.tdhca.state.tx.us</a></p>
<b>Child Support Checks</b>	
Texas	<p>Texas Attorney General 1-800-252-8014 <a href="http://www.oag.state.tx.us/cs/index.shtml">http://www.oag.state.tx.us/cs/index.shtml</a></p>
<b>Unemployment Assistance</b>	
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><a href="http://www.twc.state.tx.us/jobseekers/disaster-unemployment-assistance">http://www.twc.state.tx.us/jobseekers/disaster-unemployment-assistance</a></p> <p>Texas Workforce Commission Tele-Center: Call weekdays 8 a.m. to 6 p.m. 1-800-939-6631</p>
<b>Insurance Information</b>	
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><a href="https://www.tdi.texas.gov/">https://www.tdi.texas.gov/</a> Hurricane Harvey relief: <a href="http://www.tdi.texas.gov/consumer/storms/helpafterharvey.html">http://www.tdi.texas.gov/consumer/storms/helpafterharvey.html</a></p>
Texas Windstorm Insurance Association	<p>Available 24/7 Main: 1-800-788-8247</p> <p><a href="https://www.twia.org/">https://www.twia.org/</a></p>
<b>Legal Services</b>	
State Bar of Texas	<p>Main Switchboard: 1-800-204-2222</p> <p><a href="https://www.texasbar.com/">https://www.texasbar.com/</a></p> <p>Legal Hotline: 1-800-504-7030</p> <p>Lawyer Referral: Call weekdays 8:30 a.m. to 4:30 p.m. 1-800-252-9690</p>

<b>Houston Bar Association</b>	<p><b>LegalLine</b></p> <p>1-713-759-1133</p> <p><a href="http://www.hba.org">http://www.hba.org</a></p>
<b>Lone Star Legal Aid</b>	<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><a href="http://www.lonestarlegal.org/">http://www.lonestarlegal.org/</a></p> <p>Houston Office: 1-713-652-0077; 1-800-733-8394</p> <p>Beaumont Office: 1-409-835-4971; 1-800-365-1861</p> <p>Galveston Office: 1-409-763-0381; 1-800-551-3712</p>
<b>Texas Rio Grande Legal Aid</b>	<p>Servicing South, Central, and West Texas.</p> <p>Disaster Legal Aid: 1-866-757-1570</p> <p><a href="http://www.trla.org/">http://www.trla.org/</a></p>
<b>Legal Aid of North West Texas</b>	<p>Individuals and families affected by Hurricane Harvey and who have experienced damage to apartments, homes, cars and personal property may be eligible for free legal assistance. Services Northern Texas.</p> <p>1-888-529-5277</p> <p><a href="https://internet.lanwt.org/en-us">https://internet.lanwt.org/en-us</a></p>
<b>Disability Rights Texas</b>	<p>1-800-252-9108</p> <p><a href="http://www.disabilityrightstx.org/">http://www.disabilityrightstx.org/</a></p>
<b>Aid to Victims of Domestic Abuse</b>	<p>713-224-9911</p> <p><a href="http://avda-tx.org/">http://avda-tx.org/</a></p>
<b>American Civil Liberties Union (Houston)</b>	<p>713-942-8146</p> <p><a href="https://www.aclutx.org">https://www.aclutx.org</a></p>
<b>American Civil Liberties Union (Austin)</b>	<p>512-478-7300</p>
<b>Family Violence Legal Hotline</b>	<p>1-800-374-HOPE (4673)</p> <p><a href="http://www.texasadvocacyproject.org/">http://www.texasadvocacyproject.org/</a></p>

Legal Services (Bexar County)	
San Antonio Bar Association	(210) 227-8822 <a href="http://www.sanantoniobar.org/">http://www.sanantoniobar.org/</a>
San Antonio Young Lawyers Association	<a href="http://www.sayla.org">www.sayla.org</a>
Legal Services (Collin County)	
Plano Bar Association	972-424-6113 <a href="http://www.planobar.com">www.planobar.com</a>
Legal Services (Dallas County)	
Dallas Bar Association	(214) 220-7400 <a href="http://www.dallasbar.org/">http://www.dallasbar.org/</a>
Dallas Association of Young Lawyers	214-969-7675 <a href="http://www.dayl.com">www.dayl.com</a>
Dallas Criminal Defense Lawyers Association	<a href="http://dcdla.com/">http://dcdla.com/</a>
North Dallas Bar Association	972-980-0472 <a href="http://attorneys-dallas.com/north-dallas-bar-association/">http://attorneys-dallas.com/north-dallas-bar-association/</a>
Legal Services (El Paso County)	
El Paso Bar Association	915-532-7052 <a href="https://elpasobar.com/">https://elpasobar.com/</a>
Harris County	
Houston Bar Association	713-759-1133 <a href="http://www.hba.org">www.hba.org</a>
Houston Young Lawyers Association	713-224-4952 <a href="http://www.hyla.org">www.hyla.org</a>
Houston Bar Lawyer Referral Service	713-237-9429/1-800-289-4577 <a href="https://hlrs.org/">https://hlrs.org/</a>

Harris County Criminal Lawyers Association	713-498-9649 <a href="http://www.hccla.org">www.hccla.org</a>
Dispute Resolution Center/Neighborhood Justice Center	713-755-8274 / 713-274-7100 <a href="https://drc.harriscountytexas.gov/en-usa/Pages/Default.aspx">https://drc.harriscountytexas.gov/en-usa/Pages/Default.aspx</a>
Harris County Domestic Relations	713-274-7300 <a href="http://www.dro.hctx.net/">http://www.dro.hctx.net/</a>
Harris County DA's Office	Main: 713-274-5800 <a href="http://app.dao.hctx.net/">http://app.dao.hctx.net/</a>  Consumer Fraud                      713-274-5555  Family Violence Unit                713-274-0212  General Intake and Information                713-274-5800
South Texas College of Law Legal Clinic	713-646-2990 <a href="https://www.stcl.edu/lawclinics/index.html">https://www.stcl.edu/lawclinics/index.html</a>
Texas Southern University	Thurgood Marshall School of Law Legal Clinic  713-313-7275 <a href="http://www.tsulaw.edu/legal_clinic/index.html">http://www.tsulaw.edu/legal_clinic/index.html</a>  The Earl Carl Institute for Legal and Social Policy, Inc.  713-313-4455 <a href="http://www.tsulaw.edu/centers/ECI/">http://www.tsulaw.edu/centers/ECI/</a>
University of Houston Legal Aid Clinic	713-743-2100 <a href="http://www.law.uh.edu/clinic/">http://www.law.uh.edu/clinic/</a>
<b>Legal Services (Jefferson County)</b>	
Jefferson County Bar Association	1-409-835-8647 <a href="http://www.jcba.org">www.jcba.org</a>
<b>Legal Services (Nueces County)</b>	
Corpus Christi Bar Association	1-361-883-4022 <a href="http://www.corpusbar.com">www.corpusbar.com</a>

Legal Services (Tarrant County)	
Tarrant County Bar Association	817-338-4092 <a href="http://www.tarrantbar.org">www.tarrantbar.org</a>  LegalLine Call weekdays 6 p.m. to 8 p.m. second & fourth Thursday of each month 1-817-335-1239
Arlington Bar Association	817-277-3113  <a href="http://arlingtonbarassociation.org/">http://arlingtonbarassociation.org/</a>
Texas Legal Services Center (Elderly Issues)	1-800-622-2520  <a href="http://www.tlsc.org/">http://www.tlsc.org/</a>
Legal Services (Travis County)	
Austin Bar Association	512-472-0279  <a href="http://www.austinbar.org">www.austinbar.org</a>
Lawyer Referral Service of Central Texas	512-472-8303  <a href="http://www.austinlrs.com/">http://www.austinlrs.com/</a>
Texas Attorney General	
Main Agency Switchboard	512-463-2100  <a href="http://www.oag.state.tx.us">www.oag.state.tx.us</a>
Consumer Complaints (e.g., price gouging)	1-800-621-0508
Public Information & Assistance	1-800-252-8011 or 512-475-4413
Consumer protection hotline	1-800-621-0508
Child Support (to apply for services)	1-800-252-8014  512-460-6000 Weekdays 8:30 am – 4:30 pm
Other State Agencies & Resources	
Texas Department of Assistive & Rehabilitative Services	1-800-628-5115  <a href="https://twc.texas.gov/news/department-assistive-rehabilitative-services-program-transition">https://twc.texas.gov/news/department-assistive-rehabilitative-services-program-transition</a>

Texas Department of Mental Health	1-512-776-7111 / 1-888-963-7111 <a href="http://www.dshs.state.tx.us/mental-health/">http://www.dshs.state.tx.us/mental-health/</a>
Texas Department of State Health Services (including mental health)	1-512-776-7111 / 1-888-963-7111 <a href="http://www.dshs.state.tx.us/">http://www.dshs.state.tx.us/</a>
Texas Department of Housing & Community Affairs	512-475-3800 / 1-800-525-0657 <a href="http://www.tdhca.state.tx.us">www.tdhca.state.tx.us</a>
Department of Licensing & Regulation	512-463-6599 / 1-800-803-9202 <a href="https://www.tdlr.texas.gov/">https://www.tdlr.texas.gov/</a>
Department of Public Safety	512-424-2000 – Austin Headquarters <a href="http://www.txdps.state.tx.us">www.txdps.state.tx.us</a>  DPS Driver License 512-424-2600 Customer Service
Division of Worker's Compensation	1-800-252-7031 <a href="https://www.tdi.texas.gov/wc/index.html">https://www.tdi.texas.gov/wc/index.html</a>
Texas Department of Education	512-463-9734 <a href="http://www.tea.state.tx.us">www.tea.state.tx.us</a>
Texas Health and Human Services – Aging	1-855-937-2372 (Headquarters – Austin) <a href="https://hhs.texas.gov/services/aging">https://hhs.texas.gov/services/aging</a>

### 16.3 Services by Affinity Group

Alcoholics Anonymous	
Houston Office	713-686-6300
Austin Office	512-444-0071
Dallas Office & Help Line	214-887-6699
San Antonio Office & Help Line	210-828-6235
Immigration Services	
Catholic Charities of the Archdioceses of Galveston-Houston	713-526-4611 <a href="http://www.catholiccharities.org/">http://www.catholiccharities.org/</a>
Central American Resource Center	713-665-1284

	<a href="mailto:carecenhouston@gmail.com">carecenhouston@gmail.com</a>
Casa Juan Diego	713-869-7376 <a href="http://cjd.org/">http://cjd.org/</a>
Immigration Counseling Center	713-953-0047 <a href="mailto:icci@peoplepc.com">icci@peoplepc.com</a>
<b>Family, Women, and Youth Services</b>	
Al-Anon Family Groups (Families coping with alcoholism)	713-683-7227 <a href="http://www.houstonalanon.org/">http://www.houstonalanon.org/</a>
Association for the Advancement of Mexican-Americans, Inc. (AAMA)	713-967-6700 <a href="http://www.aama.org/">http://www.aama.org/</a>
Avance Family Support & Education Program (AAMA)	713-812-0033 <a href="http://www.avancehouston.org/">http://www.avancehouston.org/</a>
Big Brothers Big Sisters of Greater Houston	888-887-2447 <a href="http://www.bbbstx.org/">http://www.bbbstx.org/</a>
Casa de Esperanza/Bilingual	713-529-0639 <a href="https://www.casahope.org/">https://www.casahope.org/</a>
Community Family Center/Bilingual	713-923-2316 <a href="http://www.communityfamilycenters.org/index.php">http://www.communityfamilycenters.org/index.php</a>
Child Advocates, Inc.	713-529-1396 <a href="http://www.childadvocates.org/">http://www.childadvocates.org/</a>
Children Assessment Center, The	713-986-3300 <a href="http://cachouston.org/">http://cachouston.org/</a>
Children's Protective Services – Harris County Protective Services for Children and Adults	713-394-4000 <a href="http://www.hc-ps.org/">http://www.hc-ps.org/</a>
Covenant House	713-523-2231 <a href="https://www.covenanthousetx.org/">https://www.covenanthousetx.org/</a>
DePelchin Children's Center	713-730-2335

	<a href="http://www.depelchin.org/">http://www.depelchin.org/</a>
Escape Family Resource Center	713-942-9500 <a href="http://www.learntoparent.org/">http://www.learntoparent.org/</a>
Family Life Ministry	713-741-8720 <a href="http://www.familylifeministryhouston.org/">http://www.familylifeministryhouston.org/</a>
Family Services of Greater Houston	713-861-4849 <a href="http://www.familyhouston.org/">http://www.familyhouston.org/</a>
Family Time Crisis Hotline	281-446-2615 <a href="http://familytimeecc.org/">http://familytimeecc.org/</a>
Jewish Community Center	713-729-3200 <a href="http://www.erjcchouston.org/">http://www.erjcchouston.org/</a>
Jewish Family Service	713-667-9336 <a href="http://www.jfshouston.org/">http://www.jfshouston.org/</a>
Justice for Children	713-225-4357 <a href="http://justiceforchildren.org/">http://justiceforchildren.org/</a>
Learning Support Center at Texas Children's Hospital	832-822-3700 - Return Appointments 832-822-1900 - New Patients <a href="http://www.texaschildrens.org/departments/psychology/our-team">http://www.texaschildrens.org/departments/psychology/our-team</a>
Aids to Victims of Domestic Abuse	713-224-9911 <a href="http://avda-tx.org/">http://avda-tx.org/</a>
S.H.A.P.E. Community Center	713-521-0629 <a href="http://www.shape.org/">http://www.shape.org/</a>
University of Texas Psychiatric Services	713-741-5000 <a href="https://hcpc.uth.edu/">https://hcpc.uth.edu/</a>
University of Houston-Parent Education Project	713-743-5491 <a href="http://www.uh.edu/education/pep/">http://www.uh.edu/education/pep/</a>
University of Houston-Psychology Research & Services Center	713-743-8600



	<a href="http://www.uh.edu/class/psychology/clinics/">http://www.uh.edu/class/psychology/clinics/</a>
Texas Crime Victims Clearinghouse (Victim Services Division)	1-800-848-4284 <a href="https://www.tdcj.state.tx.us/divisions/vs/index.html">https://www.tdcj.state.tx.us/divisions/vs/index.html</a>
Women's Hospital of Texas Education Department	713-790-1234 <a href="http://womanshospital.com/">http://womanshospital.com/</a>
Bay Area Turning Point	281-286-2525 <a href="http://www.bayareaturningpoint.org/">http://www.bayareaturningpoint.org/</a>
The Bridge Over Troubled Waters	713-473-2801 - 24-Hour Emergency Hotline 713-472-0753 – Administration <a href="http://www.thebridgeovertroubledwaters.org/">http://www.thebridgeovertroubledwaters.org/</a>
Brazoria County, Women's Center of	979-849-9553 <a href="http://www.womenscenterbc.com/">http://www.womenscenterbc.com/</a>
Fort Bend County Women's Center	281-344-5750 / Crises hotline: 281-342-4357 <a href="http://www.fortbendwomenscenter.org/">http://www.fortbendwomenscenter.org/</a>
Houston Area Women's Center	Business: 713-528-6798 Domestic Violence Hotline: 713-528-3625 Sexual Assault Hotline: 713-528-3691 <a href="http://www.hawc.org/">http://www.hawc.org/</a>
Montgomery County Women's Center	936-441-7273 <a href="http://mcwctx.org/">http://mcwctx.org/</a>
<b>Senior Services</b>	
Alzheimer's Association – Houston and Southeast Texas Chapter	713-314-1313 24-Hour Helpline: 800-272-3900 <a href="http://www.alz.org/texas/">http://www.alz.org/texas/</a>
AARP	1-866-227-7443 – Texas Office <a href="http://www.aarp.org/">http://www.aarp.org/</a>
American Cancer Society	1-800-227-2345 <a href="http://www.cancer.org">http://www.cancer.org</a>
American Diabetes Association	1-800-342-2383 / 713-977-7706 (Central South Texas) <a href="http://www.diabetes.org/">http://www.diabetes.org/</a>

<b>American Heart Association</b>	832-918-4000 (Houston Office) / 1-800-242-8721  <a href="http://www.heart.org/">http://www.heart.org/</a>
<b>Houston/Harris County Area Agency on Aging</b>	832-393-4301  <a href="http://www.houstontx.gov/health/Aging/index.html">http://www.houstontx.gov/health/Aging/index.html</a>
<b>Harvey Helpline for Older Adults</b>	346-704-4CFE / 346-704-4233
<b>Interfaith Ministries for Greater Houston</b>	713-533-4900  <a href="https://www.imgh.org/">https://www.imgh.org/</a>
<b>Legal Hotline for Texans</b>	1-800-622-2520, Option 3  <a href="https://www.tlsc.org/legalhotline">https://www.tlsc.org/legalhotline</a>
<b>New Lifestyles – The Source for Senior Living</b>	1-800-869-9549  Visit <a href="http://www.newlifestyles.com/">http://www.newlifestyles.com/</a> for the contact number in your area
<b>Salvation Army - Houston</b>  <b>Salvation Army Family Shelter</b>  <b>Salvation Army Social Services</b>	713-752-0677  <a href="http://www.salvationarmyhouston.org/">http://www.salvationarmyhouston.org/</a>
<b>Senior Guidance Program of the Houston Junior Forum</b>	713-868-1850  <a href="http://houstonjuniorforum.org">http://houstonjuniorforum.org</a>
<b>West University Place, City of Senior Services</b>	713-662-5895  <a href="http://www.westutx.gov/220/Senior-Services">http://www.westutx.gov/220/Senior-Services</a>
<b>Shelter Arms Senior Services In-Home Services</b>	713-685-6577  <a href="https://www.bakerripley.org/services/bakerripley-in-home-senior-services">https://www.bakerripley.org/services/bakerripley-in-home-senior-services</a>

#### 16.4 Houston Area Helpful Numbers

Houston Area Helpful Numbers	
NAACP-Houston	713-526-3389 <a href="http://naacphouston.org/">http://naacphouston.org/</a>
Houston City Hall	713-837-0311 <a href="http://www.houstontx.gov/events/cityhall.html">http://www.houstontx.gov/events/cityhall.html</a>
Houston Health Department	832-393-5169 <a href="http://www.houstontx.gov/health/">http://www.houstontx.gov/health/</a>
Houston Housing Authority	713-260-0600 – Customer 713-260-0547 TTY (for the hearing impaired) <a href="http://www.housingforhouston.com/">http://www.housingforhouston.com/</a>
Automobile Registration (Harris County)	713-274-8000 <a href="http://www.hctax.net/">http://www.hctax.net/</a>
County Clerk (Harris County)	713-755-6411 - Phone 713-274-8600 - Civil Courthouse <a href="http://www.cclerk.hctx.net/">http://www.cclerk.hctx.net/</a>
Child Support Customer Service Center	1-800-252-8014 <a href="https://www.texasattorneygeneral.gov/cs/contact-the-child-support-division">https://www.texasattorneygeneral.gov/cs/contact-the-child-support-division</a>
Harris County Department of Education	713-694-6300 <a href="http://www.hcde-texas.org/">http://www.hcde-texas.org/</a>
Harris County District Clerk	832-927-5800 <a href="http://www.hcdistrictclerk.com/Common/Default.aspx">http://www.hcdistrictclerk.com/Common/Default.aspx</a>
Harris County Offices (Main Switchboard)	713-755-5000 <a href="http://www.harriscountytx.gov/phonedirectory.aspx">http://www.harriscountytx.gov/phonedirectory.aspx</a>
Marriage License	713-755-6411 <a href="https://www.cclerk.hctx.net/PersonalRecords.aspx#Mal">https://www.cclerk.hctx.net/PersonalRecords.aspx#Mal</a>
Probate Clerk's Office	Visit <a href="http://www.co.harris.tx.us/probate/">http://www.co.harris.tx.us/probate/</a> to determine the appropriate probate court

Harris County Veterans Services Office	281-876-6600 <a href="http://www.vso.hctx.net/">http://www.vso.hctx.net/</a>
Texas Department of State Health Services (including mental health)	1-888-963-7111 – Toll Free 512-776-7111 – Main <a href="http://www.dshs.state.tx.us/mental-health/">http://www.dshs.state.tx.us/mental-health/</a>
Texas Department of Insurance	1-800-578-4677 – Main 1-800-252-3439 – Consumer Help Line <a href="http://www.tdi.texas.gov/">http://www.tdi.texas.gov/</a>
Texas Workforce Commission (Houston Office)	800-558-8321 <a href="http://www.twc.state.tx.us/">http://www.twc.state.tx.us/</a>
Texas Department of Assistive & Rehabilitative Services (DARS) – Now with Texas Workforce Commission or Texas Health and Human Services Commission	1-800-628-5115 <a href="https://twc.texas.gov/news/departments-assistive-rehabilitative-services-program-transition#overview">https://twc.texas.gov/news/departments-assistive-rehabilitative-services-program-transition#overview</a>
Texas Department of Insurance – Division of Worker’s Compensation	1-800-252-7031, Option 1 <a href="https://www.tdi.texas.gov/wc/index.html">https://www.tdi.texas.gov/wc/index.html</a>
Texas Workers Compensation Health & Safety Hotline	1-800-252-7031, Option 2 <a href="https://www.tdi.texas.gov/wc/dwcccontacts.html">https://www.tdi.texas.gov/wc/dwcccontacts.html</a>
Texas Veterans Commission	1-800-273-8255 – Crisis Hotline 512-463-6564 – Austin Headquarters <a href="https://www.tvc.texas.gov/">https://www.tvc.texas.gov/</a>
Workforce Solutions	713-627-3200 <a href="http://wrksolutions.com/">http://wrksolutions.com/</a>
Federal Courts, Southern District of Texas	713-250-5500 (Houston Division) <a href="http://www.txs.uscourts.gov/">http://www.txs.uscourts.gov/</a>
Municipal Courts	<a href="http://www.houstontx.gov/courts/">http://www.houstontx.gov/courts/</a>  General ticket and court information      713-837-0311  Administration Department      713-247-5479  Judicial Department      713-247-5464
Small Claims Courts	Visit <a href="http://www.jp.hctx.net/default.htm">http://www.jp.hctx.net/default.htm</a> to determine the appropriate justice of the peace court.

Jail Division Public Information Website	713-755-8430 – 701 N. San Jacinto Street 713-755-1188 – 711 N. San Jacinto Street 714-755-7484 - 1200 Baker Street 713-755-2400 - 1307 Baker Street  <a href="https://www.harriscountysoc.org/JailInfo/Default.aspx">https://www.harriscountysoc.org/JailInfo/Default.aspx</a>
Non-Emergency number (Harris County Sheriff)	713-221-6000  <a href="http://www.harriscountysoc.org/AboutUs/ContactUs/Contact.aspx">http://www.harriscountysoc.org/AboutUs/ContactUs/Contact.aspx</a>
Jury Summons Information for Harris County	713-755-6392 (after 10 am)  <a href="https://www.hcdistrictclerk.com/common/juror/Secure/jurors_earch.aspx">https://www.hcdistrictclerk.com/common/juror/Secure/jurors_earch.aspx</a>
Texas Department of Criminal Justice	512-463-9988 (Austin)  Visit <a href="http://www.tdcj.state.tx.us/">http://www.tdcj.state.tx.us/</a> to determine the appropriate division.
Harris County Community Supervision & Corrections Department	713-755-2700  <a href="http://www.harriscountytexas.gov/cscd/">http://www.harriscountytexas.gov/cscd/</a>
Traffic Ticket Info/Municipal Courts	713-837-0311  <a href="http://www.houstontexas.gov/courts/ticket_information.html">http://www.houstontexas.gov/courts/ticket_information.html</a> <a href="http://www.jp.hctx.net/traffic/default.htm">http://www.jp.hctx.net/traffic/default.htm</a>
Bankruptcy Court, Southern District of Texas	713-250-5500  <a href="http://www.txs.uscourts.gov/offices/houston-division">http://www.txs.uscourts.gov/offices/houston-division</a>
Better Business Bureau (Houston)	713-868-9500  <a href="http://www.bbb.org/houston/">http://www.bbb.org/houston/</a>
Texas Department of Insurance Consumer Help Line	1-800-252-3439  <a href="http://www.tdi.texas.gov/pubs/consumer/cb022.html">http://www.tdi.texas.gov/pubs/consumer/cb022.html</a>
National Association of the Remodeling Industry-Houston Chapter	713-955-6210  <a href="http://www.narihouston.com/">http://www.narihouston.com/</a>
U.S. Consumer Product Safety Commission/Bilingual	1-800-638-2772  <a href="http://www.cpsc.gov/">http://www.cpsc.gov/</a>

**Emergency and Crisis Intervention Services**

Crime Stoppers	713-222-TIPS (8477) <a href="http://www.crime-stoppers.org/">http://www.crime-stoppers.org/</a>
<b>Additional Assistance</b>	
Certified Public Accountant Referral (Houston CPA Society)	713-622-7733 <a href="https://www.houstoncpa.org/homepage">https://www.houstoncpa.org/homepage</a>
Chamber of Commerce, Greater Houston Partnership	713-844-3600 <a href="https://www.houston.org/">https://www.houston.org/</a>
City of Houston	Check <a href="http://www.houstontx.gov">http://www.houstontx.gov</a> for updated information on storm clean up and dial 3-1-1 with questions
Greater Houston Fair Housing Center – Bilingual Intake for housing discrimination matter	713-641-3247 <a href="http://greaterhoustonfairhousingcenter.cfsites.org/index.php">http://greaterhoustonfairhousingcenter.cfsites.org/index.php</a>
Harris County	Check <a href="http://harrisrecovery.org/">http://harrisrecovery.org/</a> for the latest information.
Harris County Medical Society	713-524-4267 <a href="http://www.hcms.org/home/">http://www.hcms.org/home/</a>
Houston Apartment Association	713-595-0300 <a href="https://www.haaonline.org/">https://www.haaonline.org/</a>
Houston Association of Realtors	713-629-1900 <a href="http://www.har.com/">http://www.har.com/</a>
Univision, KXLN-TV Spanish News Station	713-662-4545 <a href="http://www.univision.com/">http://www.univision.com/</a>
Library Public Houston (General)	832-393-1313 (Central Library, Jesse H. Jones Building) <a href="http://houstonlibrary.org/">http://houstonlibrary.org/</a>
Harris County Law Library	713-755-5183 <a href="http://www.harriscountylawlibrary.org/">http://www.harriscountylawlibrary.org/</a>
Federal Public Defenders	713-718-4600 (Houston)

	<a href="http://www.fpdsdot.org/en/">http://www.fpdsdot.org/en/</a>
Copies of State & Federal Laws	512-463-1722 / 1-844-829-2843  <a href="http://www.capitol.state.tx.us">www.capitol.state.tx.us</a> <a href="http://www.sll.texas.gov/">http://www.sll.texas.gov/</a>
Harris County Tax Assessor & Collector	713-274-8000  <a href="http://www.hctax.net/">http://www.hctax.net/</a>
Solid Waste Management Department	Solid Waste Management is responsible for storm debris collection in the city of Houston. Visit <a href="http://www.houstontx.gov/solidwaste/">http://www.houstontx.gov/solidwaste/</a> or call 3-1-1 for debris drop-off locations and pick-up information. For instructions on separating your debris for removal, see <a href="http://www.houstontx.gov/solidwaste/debris_08302017.html">http://www.houstontx.gov/solidwaste/debris_08302017.html</a> .

#### 16.5 Beaumont Area Helpful Numbers

Beaumont Area Helpful Numbers	
American Red Cross (Beaumont Chapter)	409-832-1644  <a href="https://www.redcross.org/local/texas/gulf-coast/about-us/locations/southeast-deep-east.html">https://www.redcross.org/local/texas/gulf-coast/about-us/locations/southeast-deep-east.html</a>
Buckner Children & Family Services	1-844-275-6234  <a href="http://buckner.org/">http://buckner.org/</a>
Catholic Charities	409-924-4400  <a href="http://www.catholiccharitiesbmt.org/">http://www.catholiccharitiesbmt.org/</a>
Communities In Schools, Southeast Texas, Inc.	409-951-1810  <a href="http://cisset.org/">http://cisset.org/</a>
Family Services of Southeast Texas	409-883-2668  <a href="http://www.westrengthenfamilies.org/">http://www.westrengthenfamilies.org/</a>
Goodwill Industries of Southeast Texas, Inc.	409-838-9911  <a href="http://www.goodwilltxla.org/">http://www.goodwilltxla.org/</a>

<b>Nutrition &amp; Services for Seniors – Meals on Wheels of Jefferson and Hardin Counties</b>	409-892-4455 <a href="http://seniormeals.org/">http://seniormeals.org/</a>
<b>Some Other Place</b>	409-832-7976 <a href="http://www.someotherplacebeaumont.com/">http://www.someotherplacebeaumont.com/</a>
<b>The Salvation Army of Beaumont</b>	409-896-2361 <a href="http://www.salvationarmytexas.org/">http://www.salvationarmytexas.org/</a>
<b>United Way of Beaumont and North Jefferson County</b>	409-835-4575 <a href="http://www.uwbmt.org/">http://www.uwbmt.org/</a>
<b>Beaumont Convention &amp; Visitors Bureau</b>	409-880-3749 <a href="http://www.beaumontcvb.com/">http://www.beaumontcvb.com/</a>
<b>SE Texas Food Bank</b>	409-839-8777 <a href="http://setxfoodbank.org/">http://setxfoodbank.org/</a>
<b>Blood and Plasma Research, Inc.</b>	409-835-7268 / 409-444-2299 <a href="http://bloodandplasma.com/">http://bloodandplasma.com/</a>
<b>LifeShare Blood Centers</b>	<a href="http://www.lifeshare.org/">http://www.lifeshare.org/</a>