

# SAN ANTONIO KINSHIP CAREGIVER COMMUNITY RESOURCE GUIDE (SEPTEMBER 2004)



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This Resource Guide was developed through the efforts and contributions of the following organizations that have been involved in the work of the **San Antonio Kinship Care Collaborative**:

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AARP  
ADOPTION COUNSELING AND SEARCH  
ALAMO AREA COUNCIL OF GOVERNMENTS-BEXAR AREA AGENCY ON AGING  
ARCHDIOCESE OF SAN ANTONIO-OFFICE OF SOCIAL CONCERNS  
CASEY FAMILY PROGRAMS  
CATHOLIC CHARITIES  
CITY OF SAN ANTONIO, CHILDREN'S RESOURCES DIVISION  
FAMILY COUNSELING SERVICES  
FAMILY SERVICES ASSOCIATION  
FOOD BANK OF SAN ANTONIO  
JOVEN  
KINSHIP CAREGIVER REPRESENTATIVES  
OFFICE OF ATTORNEY GENERAL-CHILD SUPPORT DIVISION  
METHODIST HEALTHCARE MINISTRIES  
METHODIST MISSION HOME  
PROJECT UJIMA  
TEXAS RURAL LEGAL AID  
TEXAS DEPARTMENT OF HUMAN SERVICES  
TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES  
THE CHILDREN SHELTER OF SAN ANTONIO

**Inside cover**

# San Antonio Kinship Care Collaboration's Mission and Values

We seek to establish a community collaborative of agencies, community organizations, and kinship caregivers, in order to:

- Increase access to and coordination of current Kinship Care services
- Create a comprehensive, coordinated system of care for and with kinship families
- Secure, develop, and implement new resources based upon what Kinship Caregivers say are the most necessary support services.

## **WE BELIEVE IN:**

**Permanencies for children**-We believe children deserve to be raised by their family of origin when their parents cannot provide for their care. This maximizes the possibility of healthier outcomes for children than when placed outside their families.

**Strengths of heritage**-We believe children benefit by remaining within their own cultural, ethnic, and religious roots.

**Collaboration**-We believe we must work as a united community to respond to expressed needs of kinship providers and to close gaps in needed services. The wisdom of kinship caregivers and the children in their care must genuinely guide these cooperative efforts.

**Advocacy**-In order to meet the needs of children in extended family care, we commit to advocacy and support for efficient, comprehensive service delivery through public awareness and systems change.



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**Are you raising your grandchildren, nieces or nephews, or any other relative because their birth parents are absent or unable to care for their children?**

**Are you trying to help someone who is???**  
**Then this GUIDE is for you.**

This resource guide is divided into 2 sections. The first 6 pages of this guide are a **QUICK GUIDE to Kinship Caregivers**

**Most Frequently Asked Questions**

We have also tried to collect information on as many sources as possible that may be important to Kinship Caregivers and those who support them. This listing of resources starts on page 8.

*This resource guide would not have been possible without the help of some very special people and organizations!!*

*Many thanks to:*

*Kinship Caregivers who told us they need more information*

*Child Protective Services, Casey Family Programs and The United Way's, CREST Program Resource Manual*

*Alamo Area Council Of Governments and Bexar Area Agency on Aging's Senior Resource Directory For Bexar County*

*The entire San Antonio Kinship Care Collaboration, especially The City of San Antonio's Children's Resource Division, and Terra Health Inc.*



If you are a grandparent of the child(ren) you are raising and 45 years of age or older, ask about the **one time, \$1000 Grandparent Grant**. (This IS based on your income and assets---but many grandparents qualify)

Ask about **Medicaid** for your relative's child(ren) you are raising to help you cover the cost of medical insurance.

If you do not get the information regarding the DHS services you are requesting at your local DHS office, please call the Customer Service Line at:

**210-871-6434**  
**TDD 210-871-6443**

**Call the IRS** or ask a tax advisor to find out about tax credits and other financial supports. Keep in mind you may be allowed to claim the child(ren) as your **dependent**, and you may be eligible for the **Earned Income Credit**, the **Child Tax Credit**, and an **Adoption Credit**. Often times these are large sums of money so be persistent.

**800-829-4477**

**FREE tax preparation** may be available at a site near you. For information call **800-829-1040**

If the child or the caregiver is physically or emotionally disabled, you may qualify for income assistance through **the Social Security Administration**.

**800-772-1213**

To find out what state programs you qualify for via the internet: **The State of Texas Assistance and Referral System (STARS)** allows you to self-screen for potential eligibility for many programs provided by the Texas Department of Human Services and other Texas state agencies.

[www.txstars.net](http://www.txstars.net)

**See Pages 22-28 for more information**

[www.benefitscheckup.org](http://www.benefitscheckup.org)

**For help with food, clothing and utilities see pages 40-44**

**For Child support payment information see pages 57**

## **4. How can I obtain Health Care/Medicaid/CHIP and can I go the doctor of my choice?**

**For help with raising your relatives' children--**If you are the full-time kinship caregiver of the child(ren), and can prove blood relationship, and the child's birth parent does not live with you, the child(ren) may qualify for Medicaid. To apply for Medicaid, please go to the nearest DHS office, or KidsMed. Call DHS Customer Service Center for more details.

**210-871-6434**

**For medical insurance help with your biological children,** The Children's Health Insurance Program (CHIP) is for uninsured children 0-18 years of age. Rates are based on the size of the family, and income.

**210-354-CHIP(354-2447)**

**For help regarding healthcare of Kinship Caregiver, see pages 29-38**

The doctor of your choice must be on your plan, whether you have Medicaid or any other type of insurance. If you have private insurance, check with your insurance carrier to see if you can add to the plan the child(ren) for whom you are caring  
**See Pages 29-38 for more information**

## **5. Where can I get Legal Assistance or advice regarding Power of Attorney, Custody, or Adoption?**

**Texas Rural Legal Aid** provides assistance with all civil matters to include Power of Attorney, legal custody (conservatorship) and adoption.

**1-866-988-9996**

**Tell them you are a Kinship Caregiver**

**AACOG & the Bexar Area Agency on Aging** provide legal assistance to kinship caregivers who are age 60. Intake information is taken over the phone and an appointment for a **consultation** is made with an attorney appointed by BAAA if appropriate.

**210-362-5254**

**Check with your school district** to see if they have a program that will help you legally enroll the child(ren) you are caring for and legally advocate for their educational needs.

**See Pages 39 for more information**

## **6. Where can I go for help with the costs of Food, Clothing and Utilities?**

Provides personalized help locating resources for food, clothing, shelter, medical and other basic needs in Bexar County and the surrounding 11 counties 24 hours a day, 7 days a week.

**Texas Health and Human Services Commission and the United Way of San Antonio & Bexar County HELP LINE**

**Call 2-1-1**

**Cell phones call-227-4357**

**See Pages 40-44 for more information**

## **7. Where can I go for help with birth parent issues discipline, or behavioral problems?**

Mental Health Association in Greater San Antonio

8431 Fredericksburg Road

**210-614-7566**

San Antonio, Texas 78229

Ask for a counselor who has experience working with Kinship Caregivers

**See Pages 52-56 for more information**

## **8. Can Child Support Payments be transferred to kinship caregivers, and what is the process?**

The first step is for the caregiver to make an application with the Office of the Attorney General.

**800-252-8014**

Proof exist that the caregiver has cared for the child for at least 6 months after a voluntary relinquishment of the care and possession of the child, the Attorney General's office may file a Motion to Redirect Child Support payments asking the court to redirect payments to the person caring for the child.

If the caregiver wants to seek support from the parent who originally had possession and the right to receive child support, in appropriate situations, the OAG may file a Notice of Change of Status..

In situations where there are no orders affecting the parent-child relationship: the OAG can seek to establish an order giving the caregiver the right to receive payments. **See Page 57 for more information**

## **9. Where can I find a Support group/Education groups with individuals who are in the same situation as I am?**

Bexar Area Agency on Aging in partnership with Edgewood ISD and Northside ISD have form 2 Grandparent/Kinship Support Groups that are open to the community.

Information on meeting dates

**210-362-5271**

**See Pages 58-62 for more information**

## **10. What documents should I take to my appointments for all types of assistance?**

Ask the individual that is setting up your appointment what documents you should take. If you are not able to ask, or you forgot to ask, remember to take all legal documents assigning you as the guardian. If you are not the legal guardian, remember to take Birth Certificates, Baptismal Certificates, Social Security Cards, Proper Identification or any other documents that prove blood relationship. Do not be discouraged if you do not have all or any of these documents, go to your appointments anyway.

**See Page 65 for more information**

## **11. Where can I get help with Housing and Home Repairs?**

There is no central number to call regarding all housing issues; however, call the numbers below and if they cannot answer your question, ask them for a number you can call.

City of San Antonio-Fair Housing Program- Community Action Division

115 Plaza de Armas, Suite 150

**210-207-7821**

San Antonio, TX 78205

**210-207-7843 Fax**

The Directory of Accessible Housing

**210-733-3247**

Information on available housing for elderly and people with disabilities in San Antonio and Bexar County.

**See Pages 45-49 for more information**

## **12. Where can I get help with transportation?**

Texas Department of Health-Medical Transportation Program

**1-877-MED-TRIP  
1-877-633-8747– VIA  
210-362-2140**

This service is available to most Bexar County residents who have a medical condition that prevents them from traveling on their own by VIA city buses for most trips. VIAtrans riders must be pre-registered to use the service and must make reservations at least twenty-four (24) hours in advance of their planned trip. VIAtrans riders may schedule trips for any purpose and, if pre-registered, and may travel with a helper.

In the following pages you will find more detailed information about each of the frequently asked questions.

This information is organized according to what Kinship Caregivers tell us THEY need most.

If you come across a phone number that is not correct, please call us at 210-362-5271. We will make sure to change the number before our next printing. If you come across a helpful resource that is NOT listed here, please call us so that we can list it.

[See Page 50-51 for more information](#)

# **INFORMATION HOTLINES**

**THE KINSHIP CAREGIVER WARM-LINE IS:** **210-619-TALK (8255)**

Sponsored by **TEXAS DEPARTMENT OF HUMAN SERVICES**

Hours of operation, 8am-5pm, but a voice mail message can be left 24 hours a day.

About the program: Information about services and support specifically for Kinship Caregivers

## **ALAMO AREA COUNCIL OF GOVERNMENTS-BEXAR AREA AGENCY ON AGING**

8700 Tesoro, Suite 700

San Antonio, TX 78217

210-362-5254

800-960-5201

210-225-5937 Fax

Hours of operation: 8:00 - 5:00 weekdays

Fees: No fees, donations accepted.

Eligibility requirements: Serves all Bexar County residents 60 years or older, and their spouses, families and caregivers.

Intake Procedure: Call the Information and Assistance Staff at 362-5254, 362-5262 or 362-5273

Area Served: Bexar County including all municipalities.

About the program: Provides services to Bexar County seniors 60 years and older. Direct services include information and assistance, legal awareness and benefits counseling, advocacy, outreach, case management and nursing home ombudsman services. Contracts with other entities to provide services authorized through the Older Americans Act, particularly congregate and home delivered meals, medical transportation, legal, personal care and respite care services.

**ALCOHOL AND DRUG ABUSE HOTLINE:** **800-252-6465**

**ADULT PROTECTIVE SERVICES** **800-252-5400**

**AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP)** **800 424-3410**  
**210-348-8684**

**ATTORNEY GENERAL CONSUMER COMPLAINTS** **800-621-0508**

**CITY COUNCIL REPRESENTATIVES** **210-207-7040**

**CITY OF SAN ANTONIO INFORMATION LINE** **Dial 311**

Hours of operation: 24 hour line

Fees: No fees.

Area Served: City of San Antonio

About the program: Provides information on services provided by the City of San Antonio such as code compliance, animal control, dead animal pickup, garbage/brush pick-up, traffic control, social services, etc.

# **CRISIS, DISASTER, RESPONSE TO TERRORISM**

## **AMERICAN RED CROSS**

210-224-5151

[www.redcross.org](http://www.redcross.org)

Information plans for before, during, and after disasters for individuals, special groups, and children.

## **SALVATION ARMY**

210-352-2020

[www.salvationarmysatx.org](http://www.salvationarmysatx.org)

Assistance with basic needs and shelter that begin during the disaster and continue through recovery from the disaster

## **US DEPARTMENT OF HOMELAND SECURITY**

1800-BE-READY (237-3239)

[www.ready.gov](http://www.ready.gov)

Comprehensive planning information & resources for specific types of terrorist events & disasters

## **HEARING HELP LINE DEAF AND HARD OF HEARING**

210-227-4357

VOICE 734-3323

## **INCOME ASSISTANCE HOTLINE (TANF/FOOD STAMPS)**

1-877-322-3233

210-871-6434

## **LEGAL HOTLINE FOR TEXANS**

800-622-2520

Operating Agency: Legal Hotline for Older Texans

About the program: Attorneys available to assist senior citizens with any legal questions.

## **LEGISLATIVE CONTACTS**

\*During the interim

512-438-3603

\*During the session

512-438-2897

## **MEDICAID HOTLINE**

800-252-8263

## **MEDICARE HOTLINE**

800-638-6833

## **NATIONAL EYE CARE PROGRAM**

800-222-3937

## **NATIONAL FRAUD INFORMATION CENTER**

800-876-7060

## **NATIONAL INFORMATION CENTER FOR CHILDREN WITH HANDICAPS**

Provides information and materials on disabilities

800-695-0285

## **CRISIS, DISASTER, RESPONSE TO TERRORISM (CON'T)**

### **NATIONAL DOMESTIC VIOLENCE HOTLINE**

800-799-7233

About the program: Provides nationwide 24-hour multi-lingual crisis intervention, referrals, information and support to victims of domestic violence, their families and advocates.

### **NURSE LINK-UNIVERSITY HEALTH SYSTEM, BEXAR COUNTY, TEXAS**

Hours of operation: hotline always available

210-358-3000

Fees: No fees.

Eligibility requirements: Anyone is eligible and welcome to call.

Area Served: Primarily Bexar County

About the program: Call-in health service. Nurses provide health information, clinic appointments and other assistance over the phone to people who have medical problems or questions.

### **OFFICE OF THE GOVERNOR**

800-843-5789

### **PARENTS ANONYMOUS TEXAS**

800-554-2323

#### **PARENT HEARTLINE**

Hours of Operation: 7:00 a.m.-midnight, daily

Fees: No fees

Eligibility requirements: Any caregiver of children.

Area served: Texas

About the program: Offers a mutual help program whose mission and goal is to strengthen families and prevent/treat child abuse/neglect.

### **POISON CONTROL CENTER**

800-222-1222

Hours of operation: Always available.

Fees: No fees.

About the program: Provides emergency information for medical personnel or others who may need to take immediate corrective action to treat an individual who has been poisoned or to prevent such an occurrence.

### **RAPE CRISIS CENTER, 24 HOUR CRISIS LINE**

210 349-7273

### **SOCIAL SECURITY ADMINISTRATION**

800-772-1213

Local Phone Number

210-472-4400

### **SOCIAL SECURITY ADMINISTRATION-San Antonio South Office**

210-534-5443

Locations

727 E. Durango, Rm B 701A

8020 Alamo Downs Parkway

4100 S. New Braunfels, Suite 101

### **SPECIAL EDUCATION HOTLINE (TEA)**

800-252-9668

About the program: Provides information for parents of children in special education in public schools.

## **CRISIS, DISASTER, RESPONSE TO TERRORISM (CON'T)**

**TEXAS COMMISSION FOR THE BLIND**  
San Antonio

800-687-7039  
210-734-3323

**TEXAS DEPARTMENT ON AGING**

512-424-6840  
800-252-9240

**TEXAS DEPARTMENT OF PROTECTIVE  
AND REGULATORY SERVICES** (Child Protective Services)

800-252-5400

**TEXAS MEDICAL FOUNDATION HOT LINE**  
(Medicare questions and complaints)

800-725-8315

**TEXAS RUNAWAY HOTLINE - TDPRS, Austin, TX**

888-580-4357

Hours of operation: Always available

Area Served: Statewide

About the program: Offers 24-hour crisis intervention and telephone counseling for runaways.

**UNITED WAY HELP LINE**

210-227-HELP (4357)

Hours of Operation: Always available.

Area Served: San Antonio, Bexar County, and 11 surrounding counties.

About the program: A confidential telephone information, referral and crisis intervention service operated by volunteers and staff, in partnership with the Center for Health Care Services' Adult Mental Health Program. Maintains information about human service resources in the San Antonio region and links people who need assistance with appropriate service providers.

**YOUTH HOTLINE - TDPRS**

800-210-2278

Hours of operation: Always available.

Area Served: Texas

About the program: Offers a hotline for youth and families. Targets troubled youth. Sponsored by the State of Texas. Day Care, After School Care, Mentoring and Respite Care Information

# **DAY CARE, AFTER SCHOOL CARE, MENTORING AND RESPITE CARE INFORMATION**

## **CHILD CARE AND AFTER SCHOOL CARE AND TUTORING**

### **CITY OF SAN ANTONIO, DEPT. OF COMMUNITY INITIATIVES, CHILDREN'S RESOURCE DIVISION, KIDCARE**

1222 N. Main, Suite 300  
San Antonio, TX 78212

210-246-5276  
210-246-5255 Fax

Hours of operation: 7:00 - 5:45 weekdays

Fees: No fees.

Eligibility requirements: None

Intake Procedure: Call 246-5276 or walk-in

Area Served: Bexar County and 34 surrounding counties

About the program: Locates childcare facilities in a specific geographic area to meet parent's needs. Parents are sent a computer printout and brochure titled "Selecting Quality Child Care, designed to help parents identify quality childcare. Child Care Resource Specialist will assist the families with inquiries on early childhood education, quality child care, parent/caregiver concerns and resources to assist them. The City of San Antonio, Department of Community Initiatives offers a program through the Children's Resources Division. The Children's Resource Division will act as the central broker for quality child care programs and initiatives that enhance the quality of life for families by providing access to services, education, and training to families and the community of support systems that promote economic self-sufficiency.

### **CITY OF SAN ANTONIO, DEPT. OF COMMUNITY INITIATIVES, CHILDREN'S RESOURCE DIVISION, OUR CITY CARES**

1222 N. Main, Suite 803  
San Antonio, TX 78212

210-246-5740  
210-246-6255 Fax

Hours of operation: 7:00 - 5:45 weekdays

Fees: No fees.

Eligibility requirements: Have an emergency situation

Intake Procedure: Call 246-5276 or walk-in

Area Served: San Antonio City Council Districts

About the Program: Short term, up to 12 weeks, child care assistance for families in an emergency situation. Must live within the San Antonio Council Districts, have no one to care for the child and have an emergency such as: current extenuating circumstances (fire, natural disaster, emergency medical needs); newly appointed guardian of a child without parents due to death, abandonment, or imprisonment.

## **CHILD CARE AND AFTER SCHOOL CARE AND TUTORING (CON'T)**

### **CHILD CARE DELIVERY SERVICES (CCDS)-CITY OF SAN ANTONIO - CHILDREN'S RESOURCE DIVISION**

1222 N. Main, Suite 400  
San Antonio, TX 78212

210-246-5240  
210-246-5241 Fax

Hours of operation: 7:00 - 5:45 weekdays

Fees: May be a co-pay for services.

Eligibility requirements: CPS clients, CHOICES participants, transitional clients, TANF, SSI and Food Stamp, Training and working recipients.

Intake Procedure: Call 246-5240.

Area Served: City of San Antonio, Bexar County and the 11 surrounding counties.

About the program: Helps parents who are striving to become self-sufficient by giving them more choices in child care arrangements, by helping them find qualified caregivers, and paying for the care.

### **BOYS AND GIRLS CLUBS OF SAN ANTONIO**

#### **(Calderon Branch)**

600 S.W. 19th Street  
San Antonio, TX 78207

210-436-0686  
210-436-0974 Fax

#### **(Eastside Branch)**

3503 Mt. Luther King Dr  
San Antonio, TX 78220

210-227-2642

Hours of operation: Varies during summer and school year; call for information.

Fees: Membership fee: \$12 per year for children 6-12 years; \$13 per year for children 13-18 years.

Eligibility requirements: Ages 6-18.

Intake Procedure: Membership application required.

Area Served: Bexar County

About the program: Physical education including sports, aquatics, intramurals, health, hygiene; cultural education including music, education, dramatics, field trips and tours; fine arts; social and recreational groups, keystone clubs, junior service clubs, counseling, teen center; academic achievement including computer training, homework assistance, tutoring and incentives for strong academic performance and improved grades.

### **CHILD CARE SERVICES-INMAN CHRISTIAN CENTER**

1214 Colima St.  
San Antonio, TX 78207

210-222-9641  
210-227-9566 Fax

Hours of operation: 7:00 - 6:00 weekdays

Fees: Sliding fee scale.

Eligibility requirements: Parents who are working, in training, or in school.

Intake Procedure: Call for appointment.

Area Served: San Antonio

About the program: Cares for infants, pre-school and school-age children. Funded through Texas Workforce Commission and local funds. CCMS designated vendor.

## **CHILD CARE AND AFTER SCHOOL CARE AND TUTORING (CON'T)**

### **DEPARTMENT OF PARKS & RECREATION-CITY OF SAN ANTONIO**

950 E. Hildebrand D offered at 146 schools in 8 school districts  
San Antonio, TX 78212

210-207-3170

Hours of Operation: Varies by location; call for information.

Fees: No fees.

Eligibility requirements: Must be of elementary, middle or high school age (6 years or older); however, they are allowed to bring other siblings registered in the program.

About the program: After-school care and focuses on fun. Positive socialization, safe competition and academic achievement are accomplished through activities scheduled after school at 146 school sites in 8 school districts.

### **ELLA AUSTIN COMMUNITY CENTER -AFTER SCHOOL LITERACY PROGRAM**

1023 N. Pine St.  
San Antonio, TX 78202

210-224-2351  
210-229-9126 Fax

Hours of operation: 4:00 - 6:00 weekdays

Fees: No fees.

Eligibility requirements: Children in first through eighth grades.

Intake Procedure: Must complete intake forms.

About the program: Develops reading and writing skills to eastside Elementary and Middle School Children. Is geared towards encouraging cooperative learning, building vocabulary, promoting guided reading and writing to increase self-confidence.

### **HEAD START- PARENT/CHILD INCORPORATED**

1227 Brady Blvd. - locations all over the city  
San Antonio, TX 78207

210-226-6232

Hours of operation: 8:00 - 5:00 weekdays

Fees: No fees.

Eligibility requirements: Children must be 3-5 years of age; parents' income for the past year must meet income criteria guidelines.

Intake Procedure: Full and part day services are available.

Area Served: San Antonio and Bexar County

About the program: Provides quality comprehensive child development, education, health, nutrition, mental health, parent involvement, social services, and specialized services for children with disabilities.

## **CHILD CARE AND AFTER SCHOOL CARE AND TUTORING (CON'T)**

### **JOVEN**

102 W. White  
San Antonio, TX 78214

210-924-0330  
210-924-0670 Fax  
[joven@stic.net](mailto:joven@stic.net)

Hours of operation: 8:30 - 5:30 Monday-Thursday; additional evening and weekend hours by appointment and for events.

Fees: All services are free, based on eligibility.

Eligibility requirements: Children ages 6-17 who either meet federal income guidelines or demonstrate identifiable risk factors.

Intake Procedure: Call Intake Coordinator at 924-0330.

Area Served: Bexar County

About the program: Provides prevention and intervention programs and services in schools and through after school programs. After school program is offered at 3 sites and includes homework help, tutoring, computer lab, sports, structured recreational activities, art, dance and music.

Individual and family counseling is available. Special programs include services for victims of violence.

### **SMART START- FAMILY SERVICE ASSOCIATION OF SAN ANTONIO, INC.**

Hours of operation: hotline always available

210-65S-MART (657-6278)

Fees: No fees.

[dwhite@fsasatx.org](mailto:dwhite@fsasatx.org)

Intake Procedure: By telephone.

Area Served: San Antonio

About the program: Provides a community telephone line to respond to inquiries on early childhood education, quality child care, parenting tips and resources, and consultation and referral for parents, caregivers and employers. Projects include parent educating, caregiver training and certification, and accreditation of childcare and early childhood programs.

# **MENTORING FOR CHILDREN**

## **BIG BROTHERS BIG SISTERS, ALAMO AREA**

202 Baltimore

San Antonio, TX 78215

Hours of operation: 8:00 - 5:00 weekdays; evening and weekend hours by appointment.

Fees: No fees.

Eligibility requirements: Children, 7-14, living in single parent homes, who show a need for additional adult support and guidance. Volunteers must be over 18 years of age and be accepted following the agency's orientation and screening process.

Area served: San Antonio and Kerrville

About the program: Recruits, screens, trains, carefully matches and supervises Big Brothers/Sisters with appropriate Little Brothers/Little Sisters. Big Brothers, Big Sisters and parents participate in ongoing support activities including volunteer training, child anti-victimization training, and parenting classes.

210-225-6322

210-225-1961 Fax

## **COMMUNITIES IN SCHOOLS OF SAN ANTONIO (C.I.S.)**

1616 E. Commerce, Bldg. 1

San Antonio, TX 78205

Hours of operation: 8:00 - 5:00 weekdays

Fees: No fees.

Eligibility requirements: Must adhere to Community in the School's code of ethics; serve as a role model to students at all times by maintaining professional conduct.

Area Served: San Antonio

About the program: Mentors provide guidance and support for school-aged children at risk of failing academically or socially. This requires a solid commitment of 60-90 minutes a week, every week for an entire school year. Works with students Kindergarten through 12th grade.

210-520-8440

210-520-1104 Fax

## **ELLA AUSTIN'S JUMP PROGRAM**

1023 N. Pine

San Antonio, TX 78202

Hours of operation: 8:00 - 5:00 weekdays

Fees: No fees.

Eligibility requirements: Mentor must be at least 21 years of age; mentee must be in the fifth or sixth grade.

Area served: East side of San Antonio

About the program: Provides school-based, one-on-one mentoring for fifth and sixth graders at three San Antonio east side schools. Mission is to have an impact on the lives of young people by matching them with a positive adult mentor who will encourage, support and act as a non-judgmental friend. Sponsored by the U.S. Department of Justice.

210-224-2351

## **MENTORING FOR CHILDREN (con't)**

### **I HAVE A DREAM FOUNDATION**

1400 N. Flores

San Antonio, TX 78212

210-229-1535

Hours of operation: 8:30 - 5:30 weekdays

Fees: No fees:

Eligibility requirements: Second or third graders residing in any housing project; those with a sponsor also available. Area served: San Antonio, with a focus on zip codes

## **RESPIRE CARE AND IN-HOME SUPPORT FOR CAREGIVER**

### **AACOG BEXAR AREA AGENCY ON AGING**

210-362-5254

provide respite care and in home support to kinship caregivers who are age 60 and older. Intake information is taken over the phone.

### **COMMUNITY BASED ALTERNATIVES PROGRAM**

210-337-3550

3635 S.E. Military Dr.

619-8008/8036

San Antonio, TX 78223

Services: Provides eligible individuals services in their own homes, foster homes, or in assisted living settings. Services include: personal care and attendant services, nursing care and therapies, prescribed medications, medical supplies, and equipment, electronic emergency monitoring, caregiver relief, 24-hour supervision and care in foster homes and personal care homes, and home modifications to enhance personal safety and physical access.

### **FAMILY SUPPORT PROGRAM- CHILDREN'S ASSOCIATION FOR MAXIMUM POTENTIAL (C.A.M.P.)**

P.O. Box 27086

210-292-3575

San Antonio, TX 78227

210-292-3576 Fax

Hours of operation: 8:00 - 4:00 weekdays

[campmail@sprynet.com](mailto:campmail@sprynet.com)

Fees: All event fees vary; sliding fee scale and scholarships available.

Eligibility requirements: depends on event.

Intake Procedure: Application process for each event.

Area Served: Texas

About the program: Offers a variety of direct and indirect services to assist children with special needs and their families. Events include respite weekends or evenings; parent conferences, emergency respite and training courses aimed at individuals from high school level to professionals. In-home CAREGIVER support.

## **RESPIRE CARE AND IN-HOME SUPPORT FOR CAREGIVER (CON'T)**

### **FAMILY SERVICE ASSOCIATION OF SAN ANTONIO, INC. HOMEMAKING, ORGANIZING & PARENTING EFFECTIVENESS SERVICES (HOPES)**

130 Lewis

210-226-8130

San Antonio, TX

210-226-8984 Fax

Hours: 8:30 - 5:00 weekdays

Fees: No fees.

Eligibility: Bexar County families with newborn babies referred from the Baptist Memorial Hospital.

Area served: Bexar County

About the program: Provides home visitation to new Caregivers and infants to increase parenting knowledge and skills, and to prevent child abuse. Services include child development, parenting, home management and child care training in the client's home with additional efforts focused on connecting the family with other community services they may need for long self sufficiency.

### **GREAT START - AVANCE**

210-220-1788

2300 W. Commerce, Suite 304

210-220-3795 Fax

San Antonio, TX

Hours: 8:00 - 5:00 weekdays

Fees: No fees.

Eligibility: Parent must deliver at the Baptist Hospital.

Area served: Zip codes 78221, 78207, 78237, 78228

About the program: Serves families that have delivered their newborn children at the Baptist Hospital by providing family support, education and coordination of social services through a home base setting.

### **HEALTHY FAMILIES SAN ANTONIO**

Family Support Services & Home Visits

210-829-5437

3308 Broadway, Suite 401

210-829-5882 Fax

Hours: 8:00 - 5:00 weekdays

[capssa.swb.net](http://capssa.swb.net)

Fees: No fees.

Eligibility: Teen parents 15-19 years of age that deliver at any Bexar County hospital.

Area served: Bexar County

About the program: Offers home-based parenting and child development education designed to strengthen the family, enhance the parent-child bond and promote safe, healthy child development.

## **RESPIRE CARE AND IN-HOME SUPPORT FOR CAREGIVER (CON'T)**

### **RESPIRE CARE OF SAN ANTONIO, INC. "UN TIEMPO ESPECIAL UN LUGAR ESPECIAL"**

605 Belknap Place

P.O. Box 12633

San Antonio, TX 78212-2633

Hours of operation: 8:30 - 4:30 Monday and Wednesday

Fees: Sliding fee scale.

Eligibility requirements: Must have a developmental disability (received before age 22). Must be registered with the agency to receive services.

Area Served: Bexar County

About the program: "A Special Time a Special Place" allows families to bring their family member with a disability and his/her siblings to the school building at Our Lady of Guadalupe Church. For children from six weeks to five years of age.

210-737-1212

210-737-1221 Fax

### **RESPIRE CARE OF SAN ANTONIO, INC.**

605 Belknap Place

P.O. Box 12633

San Antonio, TX 78212-2633

Hours of operation: 8:30 - 5:00 weekdays; after hours scheduled in advance.

Fees: Sliding fee scale.

Eligibility requirements: Must have a developmental disability (received before age 22). Must be registered with the agency to receive services.

Area Served: Within Loop 1604.

About the program: Trained respite workers come into the home to care for the disabled individual while other family members are absent or resting. In-home respite is for 4-16 hours.

210-737-1212

210-737-1221 Fax

### **TEXAS DEPARTMENT OF HUMAN SERVICES TO THE AGED AND DISABLED**

210-337-3550

### **TEXAS DEPARTMENT OF HUMAN SERVICES-FAMILY PATHFINDERS PROGRAM**

Fees: No Fee

Eligibility: child or family must be receiving TANF support

Area served: Texas

About the program: Team of trained volunteers work with a family to help them access transportation, childcare, nutrition and finances, housing, clothing, job coaching and emotional family support.

210 619-8078

800-355-7284

[familypathfinders@hotmail.com](mailto:familypathfinders@hotmail.com)

## **OTHER NUMBERS YOU CAN CALL TO INQUIRE ABOUT RESPITE CARE-All with area code 210:**

<b>ALLIED PRIMARY HOME CARE SERVICES</b>	<b>682-5000</b>
<b>CAPROCK HOME HEALTH</b>	<b>225-7003</b>
<b>CHRISTIAN SENIOR SERVICES</b>	<b>735-5115</b>
<b>COLONIAL HOME HEALTH</b>	<b>225-1115</b>
<b>COMFORT KEEPERS</b>	<b>494-4601</b>
<b>COMMUNITY CARE NET</b>	<b>732-7074</b>
<b>DOMESTIC AGENCY</b>	<b>694-4215</b>
<b>HAVENWOOD CAREGIVER SERVICES</b>	<b>340-1350</b>
<b>HOME INSTEAD SENIOR CARE</b>	<b>614-1132</b>
<b>IN HOME SENIOR CARE</b>	<b>256-2273</b>
<b>RIGHT AT HOME</b>	<b>308-9346</b>
<b>SENIOR SOLUTIONS OF THE SOUTHWEST</b>	<b>481-1119</b>
<b>STAR CARE HOME NURSING</b>	<b>558-9606</b>
<b>SUPPORTS WITHOUT LIMITS</b>	<b>512-392-1406</b>

# GENERAL FINANCIAL AID, EMPLOYMENT/TRAINING SMALL BUSINESS DEVELOPMENT, CREDIT COUNSELING

## FINANCIAL ASSISTANCE SPECIFICALLY FOR KINSHIP CAREGIVERS

THE DEPARTMENT OF HUMAN SERVICES (Welfare/Food stamp Office) is the place to call to learn more about the following areas with which assistance can be obtained. To find the nearest DHS office to you call:

1-877-322-3233

210-871-6434

Ask for the Child only Grant. (no income guidelines)

Ask for Food stamps. (You may qualify now that you are raising more children)

Ask for the one time \$1000 Grandparent Grant if you 45 years of age, or older (This is based on your income and assets---but many grandparents qualify)

Ask about Medicaid

If you do not get information on the services that you are requesting from DHS, please call the DHS Customer Service Line at:

210 871-6434

or call the Kinship Caregiver Warm Line at:

210 619-TALK (8255)

**INTERNAL REVENUE SERVICE (IRS)** You may be allowed to claim the child as your dependent, and you may be eligible for the Earned Income Credit and the Child Tax Credit, or the adoption credit. Call the IRS or a tax advisor for more information:

800-829-4477

800-829-1040

800-695-6879

## VITA/TCE FREE TAX PREPARATION ASSISTANCE

Call the United Way Help Line for the location nearest you.

210-227-4357

Fees: No fees

Eligibility Requirements: VITA services are offered for low-income families; AND TCE/AARP services are offered for persons age 60 and above.

Area served: Bexar County

About the Program: Offers free tax preparation services beginning February 1 through April 15.

Persons should bring the following items to a VITA location: W-2 form from every place of employment for the past year, 1099 forms, Social Security cards for self and all dependents, a copy of last year's return, and any other information that will help in preparing the return.

## **GENERAL FINANCIAL AID (con't)**

SOCIAL SECURITY ADMINISTRATION--If the child is physically or emotionally impaired or handicapped he/she may qualify for Supplemental Security Income through the Social Security Administration. Call the Social Security Administration for more information

800-772-1213

### **SOCIETY OF ST. VINCENT DE PAUL, ARCHDIOCESAN COUNCIL**

928 W. Commerce

210-225-7837

San Antonio, TX 78207

210-225-8878 Fax

Hours of operation: 9:00 - 12:30 and 1:30 - 4:30 weekdays

Fees: No fees

Eligibility requirements: Client must reside in a parish that has a Society of St. Vincent de Paul.

Intake Procedure: Call the central office at 225-7837 to obtain information on the St. Vincent de Paul Society nearest them.

Area Served: Archdiocese of San Antonio

About the program: By working in many local Catholic parishes, the Society provides food, clothing, financial assistance and very limited furniture assistance.

### **WESLEY COMMUNITY CENTERS OF SAN ANTONIO, INC.**

1406 Fitch

210-924-5191

San Antonio, TX 78211

210-924-0222 Fax

Hours of operation: 8:00 - 5:00 weekdays

Fees: No fees

Eligibility requirements: Must reside in primary service area.

Intake Procedure: Must provide social security card, photo I.D., proof of income and copy of final bill and written referral (YOU CAN GET REFERRAL FROM A SOCIAL WORKER, CASE WORKER OR THERAPIST YOU ARE WORKING WITH)

Area Served: Primarily Southside San Antonio; FOLLOWING ZIP CODES--78201, 78204, 78207, 78210, 78211, 78212, 78214, 78221, 78222

About the program: Provides emergency assistance when available: information, referral, food, clothing and financial assistance. Offers a monthly rummage sale.

# EMPLOYMENT AND SMALL BUSINESS DEVELOPMENT

## **ACCION TEXAS**

2014 Hackberry  
San Antonio, TX 78210

Hours of operation: 9:00 - 6:00 weekdays

Fees: Interest charged on loans.

Eligibility requirements: Small Business must have been in operation for at least one year. Must be at least 21 and live or have a business in San Antonio.

210-226-3664

210-533-2940 Fax

[info@acciontexas.org](mailto:info@acciontexas.org)

Area Served: San Antonio area.

About the program: Offers business loans between \$300 - \$25,000 to small business owners who do not have access to bank loans. Loans may be used for working capital, inventory, or to purchase equipment.

## **ALAMO AREA COUNCIL OF GOVERNMENTS-WORKFORCE DEVELOPMENT**

8700 Tesoro Dr. Suite 700  
San Antonio, TX 78217

Hours of operation: 8:00 - 5:00 weekdays

210-362-5200 or 5230

210-225-5937 Fax

[mail@aacog.dst.tx.us](mailto:mail@aacog.dst.tx.us)

Area Served: Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina and Wilson Counties

About the program: Provides self-service/resource library for job listings, resume writing, Internet access, education and training information, and career consultation. Also provides Job Placement, Employer Services, and Specialized Services to include aptitude testing, on-the-job training, English as a Second Language, literacy programs, GED and child care referral and assistance.

## **BEXAR COUNTY OPPORTUNITIES INDUSTRIALIZATION CENTER EMPLOYMENT SEARCH**

1023 N. Pine  
San Antonio, TX 78202

210-225-6291

210-225-2448 Fax

Hours of operation: 8:00 - 11:30 and 1:30 - 4:30 Monday through Thursday.

Fees: No fees.

Intake Procedure: Enrollment application.

Area Served: San Antonio and Bexar County

About the program: Teaches participants competitive job searching strategies. Develops marketable resume writing skills, job application skills, correct telephone techniques, interviewing skills, and grooming for employment. Job leads are provided.

## **EMPLOYMENT (con't)**

### **HISPANIC COMMUNITY CENTER-HISPANOS DE ORO**

533 N. Gen McMullen Drive

210-434-3676

San Antonio, TX 78228

210-432-6744 Fax

Hours of operation: 7:00 a.m. Friday, Saturday and Sunday

Fees: \$6.00 per person

Intake Procedure: Call for registration.

Area Served: 78228, 78237, and 78207

About the program: A weekly resale program where senior citizens and low income single parent families can sell their wares for extra income as well as socialization and companionship. Also sponsors health fairs.

### **PROJECT AYUDA- NATIONAL ASSOCIATION FOR HISPANIC ELDERLY**

2300 W. Commerce, Suite 106

210-226-3806

San Antonio, TX 78207

210-224-2591 Fax

Hours of operation: 8:30 - 4:30 weekdays

[satxanppm@aol.com](mailto:satxanppm@aol.com)

Eligibility requirements: Persons must be 55 years or older and live in Bexar, Dimmit, or Atascosa County.

Area Served: Bexar, Dimmit and Atascosa County

About the program: Provides older low-income persons with part-time subsidized employment in community service work in public and private nonprofit agencies. Project Ayuda is a Senior Community Services employment program.

### **PROJECT QUEST**

301 S. Frio, Suite 400

210-270-4690

San Antonio, TX 78207

210-270-4691 Fax

Hours of operation: 8:00 - 5:00 weekdays

[quest@NetXpress.com](mailto:quest@NetXpress.com)

Fees: No fees.

Eligibility requirements: High School diploma or G.E.D.

Intake Procedure: Complete application at Outreach Sites. Contact QUEST office for site locations.

Area Served: San Antonio

About the program: Trains and places unskilled, unemployed adults in careers that pay family-level wages. Training is long-term and requires a commitment of one to two years.

### **SENIOR EMPLOYMENT PROGRAM**

1405 N. Main, Suite 222

210-222-1294

San Antonio, TX 78212

Hours of operation: 8:00 - 4:30 weekdays

Fees: No fees

Eligibility requirements: Bexar County residents 55 years and older.

Area Served: Bexar County

About the program: Maintains a filing system of older workers by job category and matches them with potential employers.

## **EMPLOYMENT (con't)**

### **TEXAS WORKFORCE CENTER---EMPLOYMENT SERVICES**

1201 Austin Hwy.  
San Antonio, TX 78217 210-822-7640

2538 Castroville Rd.  
San Antonio, TX 78237 210-436-0670

4535 E. Houston  
San Antonio, TX 78205 210-581-0190

6723 S. Flores  
San Antonio, TX 78214 210-928-3985

### **TEXAS WORKFORCE CENTER---EMPLOYMENT SERVICES**

Hours of operation: 8:00 - 5:00 weekdays

Fees: No fees

Eligibility requirements: Must be eligible to work in the United States (citizen or eligible alien).

Area Served: Bexar County and the Alamo Area Council of Governments region

About the program: Provides job placement, employer services, special services for veterans, youth, older workers and disabled.

### **TEXAS WORKFORCE CENTER**

1201 Austin Hwy.  
San Antonio, TX 78217 210-822-7640

2538 Castroville Rd.  
San Antonio, TX 78237 210-436-0670

4535 E. Houston 78205  
San Antonio, TX 210-581-0190

6723 S. Flores  
San Antonio, TX 78214 210-928-3985

1499 Hillcrest  
San Antonio, TX 78228 210-438-0581

800 Quintana Rd.  
San Antonio, TX 78211 210-921-4802

Hours of operation: 8:00 - 5:00 weekdays

Eligibility requirements: Low income and be skills deficient, dropout, pregnant/ parenting youth, disabled, homeless, runaways or offenders.

Area Served: Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Karnes, Kendall, Kerr, Medina, and Wilson Counties

About the program: Offers services to the general public through the universal program. Offers basic skills training, classroom occupational skills training, pre-employment/on-the-job training, work experience, and entry employment experience.

## **EMPLOYMENT (con't)**

### **YWCA WOMEN'S ENTERPRISE PROGRAM (YWEP)**

405 N. St. Mary's St., Suite 550  
San Antonio, TX 78205

210-228-9922  
210-228-9949 Fax  
[eforhan@intx.net](mailto:eforhan@intx.net)

Hours of operation: Classes 8:30 a.m. - 9:00 p.m. weekdays

Fees: No fees for low income or TANF

Eligibility requirements: Must receive TANF (Temporary Assistance to Needy Families) or be low-income.

Intake Procedure: Complete intake form by telephone.

Area Served: San Antonio About the program: Serves low-income women and men and individuals who qualify for TANF with a complete and structured program of self-employment and small businesses.

## **EMPLOYMENT/TRAINING for YOUTH**

### **POSITIVE SOLUTIONS PRE-EMPLOYMENT EDUCATION**

1325 N. Flores  
San Antonio, TX 78212

210-299-1025  
210-299-1052 Fax

Hours of operation: 8:00 - 5:00 weekdays

Fees: Must meet economically disadvantaged federal criteria.

Eligibility requirements: Youth ages 16-21, in or out of school, residing in Bexar County.

Area Served: Bexar County

About the program: Prepares applicants for unsubsidized employment in private industry. Curriculum consists of occupational knowledge, life skills, basic skills and motivation and attitudinal development.

### **SUMMER YOUTH EMPLOYMENT AND TRAINING PROGRAM (SYETP) - BCOIC**

1023 N. Pine  
San Antonio, TX 78202

210-225-6291  
210-225-2448 Fax

Hours of operation: 8:00 - 4:30 weekdays

Fees: No fees.

Eligibility requirements: Must be 14-21 years of age, attend junior or senior high school, or a dropout, or disabled.

Intake Procedure: Applications taken at Texas Workforce Centers for employment.

Area Served: Bexar County

About the program: Offers services including orientation to the world of work, work experience, summer school classes for credit, workshops on Drug and Alcohol Awareness, and goal setting. Provides opportunities for youth to earn an income while learning about the world of work.

# **CREDIT COUNSELING**

## **CHRISTIAN CREDIT COUNSELING**

210-341-5911

## **CONSUMER CREDIT COUNSELING SERVICE OF GREATER S.A.**

6851 Citizens Parkway, Suite 100  
San Antonio, TX 78229

210-979-4300

210-979-4330 Fax

Hours of operation: Lobby open 8:30 - 5:30 weekdays; available by telephone 8:30 - 7:00 Monday through Thursday

Fees: No fees.

Eligibility requirements: Available to all.

Intake Procedure: Contact main office at 979-4300 for appointment.

Area Served: San Antonio

About the program: Provides financial and housing counseling, evenings by appointment.

# Health Care, Medicaid, CHIP, Dental, Vision, Hearing, Diabetes and Prescription Information

**DEPARTMENT OF HUMAN SERVICES**--if you are the full-time caregiver of the child, the birth parent is out of the home and can prove blood relationship, the child may qualify for Medicaid. To apply for Medicaid, please go to the nearest DHS office or call: **210-871-6434**

The Doctor of your choice must be on your plan, whether you have Medicaid or private insurance.

**THE CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP)** is based on the size of the family, and income.

210 354-CHIP (2447)  
800 647-6558

Fees: sliding scale depending on income

About the program: CHIP is a national program designed for families who earn too much money to qualify their family for Medicaid, yet cannot afford commercial insurance on their own. The Texas CHIPS program offers a comprehensive benefits package with a full range of coverage, including regular checkups, immunizations, prescription drugs, eyeglasses, lab tests, X-rays, hospital visits, dental care and mental health care - from a broad choice of doctors.

## **DAUGHTERS OF CHARITY SERVICES OF S.A.**

Services: Provides medical, dental, child care, wellness, and social services to individuals living in South San Antonio and surrounding counties on an ability-to-pay basis.

### **Locations:**

**DE PAUL FAMILY CENTER**  
7603 Somerset Road

210-924-5903

**EL CARMEN WELLNESS CENTER**  
18555-1 Leal Rd.

210-626-1745

**LA MISSION FAMILY HEALTH CARE**  
19780 Hwy. 281 South

210-626-3854

### **DIXON CLINIC**

1954 E. Houston, Suite 201  
San Antonio, TX 78202

210-472-1835

Fees: Based upon family size and income.

Eligibility requirements: Residents of San Antonio and South Texas.

Area Served: South Texas

About the program: Offers board certified family practice physicians, pediatrics, adult medicine, women's health and wellness, laboratory, immunizations, gynecology, electrocardiograms, and physical exams to persons who are doing without medical care due to the expense of health insurance.

## **Health Care, Medicaid, CHIP (con't)**

### **EL CENTRO DEL BARRIO-SOUTH PARK MEDICAL CARE CENTER**

6315 S. Zarzamora  
San Antonio, X 78211

210-924-9254  
210-922-0162 Fax

Hours of operation: 8:00 - 7:00 Monday through Thursday; 8:00 - 5:00 Friday;  
9:00 - 1:00 Saturday.

Fees: Sliding fee scale, insured patients welcome.

Eligibility requirements: Bexar County residents, particularly those in southern Bexar County.

Area served: Bexar County

About the program: Provides comprehensive outpatient primary health care to include Family Practice, Pediatrics, and OB/GYN pharmacy, laboratory, medical social work services and pregnancy testing.

### **ELLA AUSTIN HEALTH CENTER**

1920 Burnet St.  
San Antonio, TX 78202

210-224-2112

Hours of operation: 8:30 - 5:00 weekdays; 8:30 - 8:30 Mondays

Fees: Based on sliding scale; minimum down payment of \$10.

Eligibility requirements: Must show proof of residence, income and photo identification.

Area served: Must reside in zip code areas of 78205, 78205, 78203, 78208, or 78210.

About the program: Provides comprehensive primary medical, dental and preventive health care including prenatal, breast/cervical cancer screenings with mammography, family planning, health/patient education, HIV/AIDS intervention and treatment, social services and podiatry. Transportation, laboratory and pharmacy also available. Assists public housing residents access health care through the Public Housing Primary Care Program and the mobile medical/dental unit.

### **SAN ANTONIO METROPOLITAN HEALTH DISTRICT PUBLIC HEALTH CLINIC SERVICES**

332 W. Commerce (clinics located throughout the city)  
San Antonio, TX 78205

210-207-8802

Hours of operation: Vary, call for information.

Fees: Sliding scale fee.

Area served: Bexar County

About the program: Provides preventive health care for residents of the district. Services include maternity, well child, adult health and immunization clinics, family planning and Women, Infant and Children (WIC) services available to those who qualify.

### **SU FAMILIA—NATIONAL HISPANIC FAMILY HEALTH HELPLINE**

Hours of operation: Monday through Friday, 9:00 – 6:00 (e.s.t.)

Toll-free helpline 866-783-2645  
(866-SU-FAMILIA)

About the program: Su Familia bilingual information specialists help Hispanic families get basic health information to help them prevent and manage chronic conditions, and refer them to local health providers and federally supported programs including the State Children's Health Insurance Program. Callers can also request basic health information, referrals to information sources, or receive consumer-friendly, bilingual **Su Familia fact sheets**.

## **Health Care, Medicaid, CHIP (con't)**

### **UNIVERSITY HEALTH CENTER**

527 N. Leona (Downtown)  
San Antonio, TX 78207

210-358-3400

302 W. Rector (North)  
San Antonio, TX 78216

210-358-0800

1055 Ada (Southeast)  
San Antonio, TX 78223

210-358-5500

2121 S.W. 36th Street (Southwest)  
San Antonio, TX 78237

210-358-5100

Hours of operation: 8:00 - 4:30 Monday through Thursday; 8:00 - 3:00 Friday

Fees: CARELINK program for residents who qualify.

Eligibility requirements: CARELINK monthly payment plan uses a simple formula based on family size/income to determine amount owed for services.

Area served: Bexar County

About the program: Provides family-oriented health care services, with an emphasis on preventive health care.

## **DENTAL ASSISTANCE**

### **BARRIO COMPREHENSIVE FAMILY HEALTH CARE CENTER, INC.**

Barclay Street Clinic  
1102 Barclay  
San Antonio, TX 78207

210-434-2647

Hours: 8:00 - 5:00 Monday, Wednesday, Friday; 8:00 - 7:00 Tuesday, Thursday

Services: Provides preventive, emergency, diagnostic, and basic restorative dental services. Exams, cleanings, sealants, fluoride treatments, fillings, extractions, root canals, crowns, bridges, and dentures also provided. Service only in their area.

### **BARRIO COMPREHENSIVE FAMILY HEALTH CARE CENTER, INC.**

2121 S. W. 36th Street  
San Antonio, TX 78237

210-431-4807

Hours: 8:00 - 6:00 Monday and, Wednesday; 8:00 - 7:00 Tuesday and, Thursday;  
8:00 - 5:00 Friday

Services: Provides comprehensive treatment to include preventive, restorative, prosthetics, endodontics, and oral surgery. Excludes orthodontics.

Service only in their area.

### **CENTRAL DENTAL APPOINTMENTS**

210-207-6505

Services: Provide fillings, extractions, cleaning, and x-rays. \$6.00 to reserve fillings, extractions, cleaning, and x-rays. Clinics charge \$6.00 to reserve an appointment and fees for services are based on a sliding scale.

To make an appointment persons must call their local clinic at the following number:

East Side  
North Side  
South Side  
West Side

210-475-9557  
210-731-9968  
210-924-9035  
210-733-0085 or 210-436-0098

## **DENTAL ASSISTANCE (CON'T)**

### **DE PAUL FAMILY CENTER**

210-924-5903

7603 Somerset

San Antonio, TX 78211

Hours: 8:00 - 4:30 weekdays

Services: Dental Only - Offers exams, cleanings, fillings, extractions, and root canals.

### **EL CENTRO DEL BARRIO-SOUTH PARK DENTAL CLINIC**

6315 S. Zarzamora

San Antonio, X 78211

210-924-7344

210-977-9326 Fax

Hours of operation: 8:00 - 7:00 Monday through Thursday; 8:00 - 5:00 Friday

Fees: Sliding fee scale, insured patients welcome.

Eligibility requirements: Bexar County residents, particularly those in south San Antonio and Bexar County.

Area served: Southwest Bexar County

About the program: Dental services provided by two full-time dentists and a full-time dental hygienist. Dental laboratory and x-ray services are also available.

### **ELLA AUSTIN HEALTH CENTER**

210-224-2112

Public Housing Primary Care Program

1920 Burnet

San Antonio, TX 78202

Hours: 8:30 - 5:30 weekdays; other hours by agreement

Services: Provides public housing residents access to dental care through a mobile unit.

### **SAN ANTONIO CHRISTIAN DENTAL CLINIC**

135 Taylor Street

San Antonio, TX 78205

210-226-8041

Hours of operation: 9:00 - 5:00 Tuesday through Friday

Fees: No fees, except for outside lab work. Donations accepted.

Area served: San Antonio and Bexar County

About the program: Offers general dental care including cleaning, extractions and fillings.

### **SAN ANTONIO METROPOLITAN HEALTH DISTRICT PUBLIC HEALTH DENTAL SERVICES**

332 W. Commerce (clinics located throughout the city)

San Antonio, TX 78205

210-207-8895

Hours of operation: 7:45 -4:30 weekdays

Fees: Based on income or Medicaid eligibility. No one denied care based on inability to pay.

Eligibility requirements: Children 2-20 years of age; must meet Federal Income Poverty Guidelines.

Area served: Bexar County

About the program: Provides routine and preventive dental treatment, education and counseling for children and adults.

## **DENTAL ASSISTANCE (CON'T)**

### **UTHSC DENTAL SCHOOL**

7703 Floyd Curl Drive  
San Antonio, TX 78284

210-567-3222

Hours of operation: 8:00 - 5:00 weekdays

210-567-3261 Fax

Fees: Minimal fees cover cost of materials only.

Eligibility requirements: Good teaching case.

Area served: Bexar County

About the program: Screens patients for acceptance as teaching case for dental treatment by graduate and undergraduate dental students.

### **WESLEY COMMUNITY CENTERS OF SAN ANTONIO, INC.**

210-922-6922

Primary Care Dental Clinic  
1406 Fitch

San Antonio, TX 78211

Hours: 8:00 - 4:30 weekdays

Services: Provides dental services to include cleanings, fluoride treatments, examinations, fillings, extractions, composites, root canals and preventive education. Will see emergency cases with availability of staff. Appointments required. Referrals given for procedures not available.

## **DEAF AND HARD OF HEARING RESOURCES**

### **ALAMO HEARING IMPAIRED CENTER**

210-222-2567 SENIOR CITIZENS  
800-735-2988

Services: Provides a transportation program for seniors who are deaf and hard of hearing as well as a senior center with activities, crafts, games, speakers, etc.. Services a free of charge, however donations are accepted.

### **BETTER HEARING INSTITUTE**

800-327-9355

Services: Provides information and literature on any hearing-related issue.

### **CSD of TEXAS DEAF AND HARD OF HEARING RESOURCE CENTER**

5323 Blanco Rd.

210-349-3332

San Antonio, TX 78216

Services: Provides emergency response telephones, amplified phones, speech enhancers, hands-free speaker phones, and other telephone equipment for people that are hard of hearing or cannot use a regular phone.

## **DEAF AND HARD OF HEARING RESOURCES (CON'T)**

### **HEAR LAB**

210-614-6990

5282 Medical Drive, Suite 150

San Antonio, TX 78242

Hours of Operation: 8:00-5:00 Weekdays

Services: Free hearing test.

### **HEAR NOW**

800-648-4327

Services: Recycles hearing aids to bring the gift of hearing to those with limited incomes.

### **LIONS CLUB OF SAN ANTONIO**

210-225-1164

P. O. Box 15395

San Antonio, TX 78212

Hours of Operation: 9:00-4:30 Monday-Thursday

Services: Provides hearing aids to adults based upon financial need and funds available.

### **SELF HELP FOR HARD OF HEARING PEOPLE**

210-656-3829

210-673-2478

Services: Provides a support group to discuss awareness of hearing impaired individuals. An annual membership fee is involved. Agency has socials and other activities.

### **SOUTH TEXAS HEARING CLINIC**

210-533-1211

3314 E. Southcross

San Antonio, TX 78223

Hours of Operation: 8:30-5:00 Weekdays

Services: Free hearing test.

### **SOUTH TEXAS HEARING CLINIC**

210-341-1414

4801 Fredericksburg Road

San Antonio, TX 78229

Hours of Operation: 8:30-5:00 Weekdays

Services: Free hearing tests.

### **SPECIALIZED TELECOMMUNICATIONS ASSISTANCE PROGRAM TRAINING SITES**

Deaf Action Center 3115 Crestview Drive

Dallas, TX 75235

214-521-0407

Voice & TTY

### **COALITION OF TEXANS WITH DISABILITIES**

316 W. 12th St., Suite 405

Austin, TX 78701

512-478-3366 Voice

800-998-3363 TTY

### **TEXAS HEARING SERVICES DOGS (THSD)**

877-839-3647

Dogs are free.

# DIABETES INFORMATION

## **AMERICAN DIABETES ASSOCIATION**

210-829-1765

8918 Tesoro Drive, Suite 575

San Antonio, TX 78217

Services: Provides literature, outreach programs, and information and referrals.

## **CHRISTUS SANTA ROSA**

Self Management Education

519 W. Houston

210-704-2074

2827 Babcock

210-705-6288

Services: Provides in patient education and outpatient gestational patient education.

## **TEXAS DIABETES INSTITUTE**

210-358-7000

701 S Zarzamora

San Antonio, TX 78207

Services: Provides educational classes, individual one on one nutritional counseling, glucose screening, a dietary cooking class, and a gym with fitness equipment.

## **UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER**

210-567-4773

Diabetes Division

210-567-4686

7703 Floyd Curl Drive

San Antonio, TX 78284

Services: Nationwide research project aimed at understanding why Type II diabetes runs in families.

# EYE GLASSES INFORMATION

## **LION'S CLUB**

210-225-1164

P. O. Box 15395

San Antonio, TX 78212

Hours of Operation: 9:00-4:30 Monday-Thursday

Services: Provides prescription eyeglasses to adults based on financial need and funds available.

## **EYE GLASSES INFORMATION (CON'T)**

### **NATIONAL EYE CARE PROJECT**

800-222-EYES (3937)

Services: Eye exams, will refer client to a provider in the area.

### **PARTNERS IN PREVENTION**

210-340-1007

Doctors donate free eye exams and eyeglasses for those in need. Eligibility based on financial status.

### **PREVENT BLINDNESS TEXAS/GLAUCOMA ALERT PROGRAM**

2929 Mossrock, Suite 203

210-340-1007

San Antonio, TX 78230

Services: Provides vision and glaucoma screening; assistance with eyeglasses.

### **UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER** 210-567-8419

7703 Floyd Curl

San Antonio, TX 78229

## **PRESCRIPTION ASSISTANCE**

### **AACOG BEXAR AREA AGENCY ON AGING**

210-362-5254

8700 Tesoro Dr, #700

San Antonio, TX 78217

### **CHRISTIAN ASSISTANCE MINISTRY**

210-223-6648

110 McCullough

San Antonio, TX 78205

### **CONSCO SAVERS PLAN**

800-308-0374

Save up to 30 % on prescription drugs,  
40% on dental, 50% on hearing care, chiropractic, and travel services.

### **GALAXO WELLCOME PATIENT ASSISTANCE PROGRAM**

P.O. Box 5218

800-722-9294

Phoenix, AZ 85072-9711

Hours of Operation: 8:00 am – 8:00 pm eastern time

### **THE MEDICINE PROGRAM**

573-778-1118

P. O. Box 515

Doniphan, MO 63935-0515

[www.themedicineprogram.com](http://www.themedicineprogram.com)

## **PRESCRIPTION ASSISTANCE (con't)**

### **PEOPLES PRESCRIPTION PLAN**

800-642-4400

People without prescription plans and those on Medicare

### **PRESCRIPTION DRUG WEB LINKS**

[www.medicare.gov](http://www.medicare.gov)

[www.needymeds.com](http://www.needymeds.com)

[www.seniorhealth.com](http://www.seniorhealth.com)

[www.phrma.org](http://www.phrma.org)

## **VISION LOSS**

### **PREVENT BLINDESS TEXAS/GLAUCOMA ALERT**

210-340-1007

2929 Mossrock, Suite 203

San Antonio, TX 78230

Services: Provides vision and glaucoma screening and some assistance with eyeglasses.

### **SAN ANTONIO LIGHTHOUSE FOR THE BLIND**

210-533-5195

2305 Roosevelt

San Antonio, TX 78210

Services: Provides services to blind or severely visually impaired seniors 55 years and older. This program offers a variety of training options to help assist seniors maintain their independence.

### **SAN ANTONIO LOW VISION CLUB**

210-344-1479

11510 Sandman

San Antonio, TX 78216

Services: Provides a support and information group for the blind and low vision. Meetings are held once a month.

### **SANTA ROSA LOW VISION CLINIC**

210-228-0030

315 N San Saba, Suite 900

San Antonio, TX 78207

Services: To provide assistance to individuals who are unable to do every day tasks because of a vision problem.

### **TALKING BOOK PROGRAM**

800-252-9605

Services: Provides free library services to Texans who are unable to read standard print material due to visual, physical, or reading disabilities-whether permanent or temporary.

### **TEXAS COMMISSION FOR THE BLIND**

210-732-9751

San Antonio Regional Office

4204 Woodcock, Suite 274

San Antonio, TX 78228

Services: Includes programs such as the Independent Living Program which provides assistance with routine activities like Cooking, money management, mobility or communication in order for people to function in their homes and communities. Services also assist people to secure or maintain employment.

## **VISION LOSS (CON'T)**

### **UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER 210-567-5088 AT SAN ANTONIO**

University Hospital  
4502 Medical Center Drive  
San Antonio, TX 78229

Services: The University Eye Consultants Office provides complete eye care for all patients. A referral is NOT required.

### **UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER 210-567-5106 LOW VISION CLINIC**

University Hospital-Optometry Office-Sublevel  
4502 Medical Center Drive  
San Antonio, TX 78229

Services: Provides assistance to individuals who are unable to do everyday tasks because of a vision problem.

### **VETERANS ASSOCIATION SERVICES 210-949-3523**

Audie Murphy Veterans Hospital VA  
Medical Center-122  
Room 105 Eye Clinic  
7400 Merton Minter Blvd.  
San Antonio, TX 78284

Services: Offers comprehensive services for all visually Impaired veterans. Services range from Low Vision Aids to Blind Rehabilitation Training and Adaptive Computer Training. Any honorably discharged veteran is eligible for services.

# Legal Information and Advice

## **AACOG BEXAR AREA AGENCY ON AGING – LEGAL AWARENESS**

8700 Tesoro, Suite 700

210-362-5254

San Antonio, TX 78217

Hours: 8:00 - 5:00 weekdays

Services: Provides legal services in cooperation with the San Antonio Bar Association.

Prepares wills, power of attorney, probates and other cases. Offers benefits counseling with regards to Medicare, Medicaid, QMB, SLMB, appeals, Medicare supplements and other benefit areas.

Provides legal consultations to the public. Intake information is taken over the phone and an appointment for a Legal Consultation is made with an attorney appointed by BAAA. Due to the Older Americans Act, Services are provided only to individuals 60 and over.

## **TEXAS RURAL LEGAL AID**

434 S. Main, Suite 300

San Antonio, TX 78204

1-866-988-9996

Hours of operation: 8:30 - 5:00 weekdays

210-223-4728 Fax

Fees: No fees

[bcla-mo@swbll.net](mailto:bcla-mo@swbll.net)

Eligibility requirements: Initial application may be made in person by the prospective client or by phone.

About the program: provides assistance with all civil matters to include Power of Attorney, legal custody (conservatorship) and adoption. Tell them you are a Kinship Caregiver

## **LEGAL HOTLINE FOR TEXANS**

800-622-2520

Hours: 9:00 - 4:00 weekdays

Services: Provides free intake and screening, benefits counseling, legal advice and consultation.

## **LAWYER REFERRAL SERVICE- SAN ANTONIO BAR ASSOCIATION**

San Antonio, TX 78205

210-227-8822

210-227-1853

About the program: Maintains a list of private attorneys and link people who need legal assistance with attorneys who specialize in the required area of law.

## **SAN ANTONIO BAR ASSOCIATION**

210-227-8822

Bexar County Courthouse, 5th Floor

San Antonio, TX 78205

Services: Provides a reduced fee program for seniors to prepare wills, power of attorney, guardianships, any other legal services.

## **SAN ANTONIO COMMUNITY LAW CENTER**

210-271-9595

322 W. Woodlawn Ave.

San Antonio, TX 78212

Hours: 9:00 - 5:00 weekdays

Services: Provides legal services for those ineligible for Legal Aid. Must be "working poor" or elderly and ineligible for legal services through Bexar County Legal Aid.

About the program: Attorneys are available to answer calls from 9:00 a.m. - 5:00 p.m. Monday through Friday.

## **WOMEN'S LEGAL HOTLINE**

San Antonio, TX

800-777-3247

# Help with Food, Clothing, Rent and Utilities

## **CITY OF SAN ANTONIO-COMMUNITY ACTION PROGRAM (CAP) ASSISTANCE WITH UTILITIES PER ZIP CODE:**

**CAP EAST** 210 227-0335  
2805 E. Commerce, 78203

**CAP WEST** 210-227-2856  
2300 W. Commerce, 78207

**CAP NORTH** 210-733-5989  
305 Dora, 78212

**CAP SOUTH** 210-922-3689  
102 W. W. White, 78219

## **BEXAR COUNTY HOUSING AND HUMAN SERVICES**

233 N. Pecos, Suite 590  
San Antonio, TX 78207 210-335-6770  
Hours of operation: 8:00 - 5:00 weekdays 210-335-6788 Fax Eligibility  
requirements: Must meet 125% of Federal Poverty Index. Must be a U.S. Citizen or legally admitted alien. Proof of ID, income and crisis.  
Intake Procedure: Appointments are given by telephone at 9:00 a.m. every Tuesday morning.  
Area Served: Bexar County  
About the program: Assists low income households affected by financial emergencies. Provides assistance such as utilities, and shelter to low-income families facing a sudden and immediate loss of income (subject to available funding).

## **CATHOLIC CHARITIES CRISIS INTERVENTION**

2903 W. Salinas  
San Antonio, TX 78207 210-433-3256  
Hours of operation: 8:00 - 5:00 weekdays 210-433-0851 Fax  
Fees: No fees.  
Eligibility requirements: Must meet city income eligibility requirements.  
Intake Procedure: By telephone. Call on Monday morning for an appointment for financial assistance.  
Area Served: San Antonio  
About the program: Offers direct financial assistance for rent and utilities for those individuals who meet eligibility requirements.

## **CHRISTIAN ASSISTANCE MINISTRY**

110 McCullough  
San Antonio, TX 78215 210-223-6648  
Hours of operation: 9:00 - 4:00 weekdays; closes noon to 1:00 p.m. No fees.  
Eligibility requirements: Needy persons from throughout Bexar County.  
Area Served: Bexar County  
About the program: Provides emergency food and clothing as well as limited financial assistance by referral from another agency or sponsoring church.

## **Help with Food, Clothing, Rent and Utilities (CON'T)**

### **CHURCH AND COMMUNITY MINISTRIES-FIRST BAPTIST CHURCH**

212 N. Alamo

210-226-0636

San Antonio, TX 78215

Hours of Operation: 9:30 - noon Monday, Wednesday, Friday

Intake Procedure: Walk-in

Services: Provides information and referral assistance with food, city bus tickets, clothing (by appointment only), and showers.

### **CITY OF SAN ANTONIO-COMMUNITY ACTION DIVISION**

115 Plaza de Armas, Suite 150

210-207-7830

San Antonio, TX 78205 locations all over the city

210-207-7843 Fax

Hours of operation: 7:45 - 4:30 weekdays

Fees: No fees.

Eligibility requirements: Low income individuals residing in San Antonio and Bexar County.

Area Served: San Antonio and Bexar County

About the program: Provides services designed to fulfill immediate home and family needs of disadvantaged residents of San Antonio and Bexar County. Direct services include: counseling, emergency assistance with utilities, food and rent; referrals, follow-up, bus tickets, volunteer income tax assistance (VITA); form preparation; landlord/tenant rights counseling; investigation of housing discrimination complaints; comprehensive social services for homeless individuals; temporary disability assistance; and Project WARM.

### **CITY PUBLIC SERVICE**

210-353-3279

146 Navarro

San Antonio, TX 78205

Services: CPS has various payment plans as well as programs to help in cases of temporary hardship (Budget Payment Plan, Senior Citizen's Billing Program, and Hardship Extensions).

### **COMMUNITY COUNCIL SOUTH CENTRAL TEXAS, INC**

307 Pfiel

210-658-9772

Schertz, TX 78154

Hours of Operation: 8:00 – noon, 1:00 - 5:00 Tuesday and Wednesday

Services: Provides emergency assistance in the areas of utilities, food, housing, transportation, and medical needs.

### **COMPREHENSIVE ENERGY ASSISTANCE PROGRAM (CHEAP)**

233 N. Pecos

210-335-6770

San Antonio, TX 78207

Hours of Operation: 8:00 - 5:00 pm

Intake Procedures: Must call for appointment Tuesdays at 9:00 am

Services: Assists low-income households needing energy assistance.

## **Help with Food, Clothing, Rent and Utilities (CON'T)**

### **EMERGENCY NUTRITION AND TEMPORARY EMERGENCY**

RELIEF PROGRAM

210-335-6770

233 N. Pecos

San Antonio, TX 78207

Intake Procedures: Must call for appointment Tuesdays at 9:00 am

Services: Assists low-income households affected by financial emergencies. Crisis must have occurred within 30 days.

### **GREATER RANDOLPH AREA SERVICE PROGRAM, INC.**

417 E. Aviation

210-658-6351

Universal City, TX 78148

Hours of Operation: 8:00 - noon and 1:00 - 5:00 weekdays

Services: Comprehensive Emergency Assistance (provides emergency food and clothing assistance, utility and rent assistance, financial assistance for medical prescriptions), GRASP Thrift Shop (provides clothing and items to families who are experiencing a crisis or are in need), Senior Enhancement Program (offers hot nutritious noon meals, transportation for medical appointments, and grocery shopping).

### **HELPING HANDS LIFELINE**

210-922-4280

Intake Procedure: Must call Monday, Wednesday, Friday at 9:00 am for appointment.

Services: Assists with utilities, rent, food, and clothing.

### **INDIVIDUAL AND FAMILY SERVICES- ELLA AUSTIN COMMUNITY CENTER**

1023 N. Pine St.

San Antonio, TX 78202

210-224-2351

Hours of operation: 9:00 - 6:00 weekdays

210-229-9126 Fax

Fees: No fees.

Eligibility requirements: Economically disadvantaged residing in Bexar County, focusing primarily on east side.

Area Served: San Antonio and Bexar County

About the program: Promotes limited short-term support in periods of family crisis including emergency food, infant formula, clothing, information and referral, counseling, and income tax assistance (VITA).

### **HOUSE OF NEIGHBORLY SERVICE**

407 N. Calaveras St.

210-434-2301

San Antonio, TX 78207

210-434-2309 Fax

Hours of operation: 11:00 - 2:00 Monday, Wednesday, Thursday and Friday

Fees: No fees.

Eligibility requirements: Must live in Bexar County and be able to provide photo identification and proof of address.

Intake Procedure: Intake form.

Area Served: Bexar County

About the program: Provides food once a year to families and individuals in urgent need.

## **Help with Food, Clothing, Rent and Utilities (CON'T)**

### **INNER CITY DEVELOPMENT -EMERGENCY FOOD AND CLOTHING**

1300 Chihuahua St. 210-224-7239  
San Antonio, TX 78207 210-224-2199 Fax  
Hours of operation: 10:00 - noon weekdays and 9:00 - 11:30 first  
Saturday of every month.  
Fees: No fees  
Eligibility requirements: Must have a legitimate need.  
Area Served: Texas  
About the program: Provides emergency food and clothing for needy families.

### **LA VILLITA**

210-226-3593

10:00 am to 4:00 p.m. Mon-Fri

### **SALVATION ARMY**

210-352-2020

910 N. Flores  
San Antonio, TX 78212  
Intake Procedure: Must call for appointment Mondays at 9:00 am  
Services: Assists with utilities, rent, food, and clothing.

### **SAN ANTONIO FOOD BANK**

4311 Director Drive  
San Antonio, TX 78219 210-337-3663  
210-337-2646 Fax

Hours of operation: 8:00 - 5:00 Monday through Thursday; 8:00 - 2:30 Friday  
Fees: No fees.  
Eligibility requirements: Persons in need of food assistance.  
Intake Procedure: Call the Food Bank for a referral to a pantry nearest you.  
Area Served: San Antonio, Bexar County and 19 surrounding counties  
About the program: Provides information and referral services to individuals in need of food assistance; also provides USDA Commodities.

### **SOCIETY OF ST. VINCENT DE PAUL, ARCHDIOCESAN COUNCIL**

928 W. Commerce  
San Antonio, TX 78207 210-225-7837  
Hours of operation: 9:00 - 12:30 and 1:30 - 4:30 weekdays 210-225-8878 Fax  
Fees: No fees.  
Eligibility requirements: Client must reside in a parish that has a Society of St. Vincent de Paul.  
Intake Procedure: Call the central office at 225-7837 to obtain information on the St. Vincent de Paul Society nearest them.  
Area Served: Archdiocese of San Antonio  
About the program: By working in many local Catholic parishes, the Society provides food, clothing, financial assistance and very limited furniture assistance.

## **Help with Food, Clothing, Rent and Utilities (CON'T)**

### **TRINITY BAPTIST CHURCH**

210-732-9573

419 E. Mulberry

San Antonio, TX 78212

Intake Procedures: Must call for appointment Tuesdays at 9:00 am

Services: Assists with utilities and rent.

### **WESLEY COMMUNITY CENTERS OF SAN ANTONIO, INC.**

1406 Fitch

San Antonio, TX 78211

210-924-5191

Hours of operation: 8:00 - 5:00 weekdays

210-924-0222 Fax

Fees: No fees.

Eligibility requirements: Must reside in primary service area.

Intake Procedure: Must provide social security card, photo I.D., proof of income and copy of final bill and written referral (YOU CAN GET REFERRAL FROM SOCIAL WORKER, CASE WORKER OR THERAPIST YOU ARE WORKING WITH)

Area Served: Primarily Southside San Antonio; FOLLOWING ZIP CODES--78201, 78204, 78207, 78210, 78211, 78212, 78214, 78221, 78222

About the program: Provides emergency assistance when available: information, referral, food, clothing and financial assistance. Offers a monthly rummage sale.

### **WOMEN, INFANT AND CHILDREN-WIC**

800-942-3678

Fees: no fees

210-225-0213

About the program: provides healthy food and nutrition advice for those who qualify.

## **GROCERY SHOPPING ASSISTANCE**

### **JEFFERSON AREA COMMUNITY OUTREACH FOR OLDER PEOPLE**

201 Meredith

210-734-5016

San Antonio, TX 78228

Hours of Operation: 8:30-3:30 Weekdays

Services: Provides basic needs to frail elderly residing in the Jefferson area.

Services include transportation, mobile meals, lunch, handyman, telephone reassurance, and HEB co-op grocery delivery.

### **NORTH EAST SAN ANTONIO COMMUNITY OUTREACH FOR OLDER PEOPLE**

10635 IH 35 North, Suite 211

210-967-6372

San Antonio, TX 78233

Hours of Operation: 9:00-3:00 Weekdays

Services: Offers grocery shopping service for clients. Clients are responsible for payment of groceries. There is no charge for the delivery.

### **SOUTHEAST COMMUNITY OUTREACH FOR OLDER PEOPLE**

1602 Goliad Road

210-359-6678

San Antonio, TX 78223

Hours of Operation: 9:00-2:00 Weekdays

Services: SCOOP volunteers take the orders to HEB. HEB fills the orders and tallies the bills. Volunteers deliver the groceries.

# HOUSING AND HOME REPAIRS

## **AVENIDA GUADALUPE ASSOCIATION-HOUSING COUNSELING PROGRAM**

1327 Guadalupe St.  
San Antonio, TX 78207

210-223-3151  
210-223-4405 Fax

Hours of operation: 8:00 - 5:00 weekdays

Fees: \$20 per couple/family

Eligibility requirements: First time homebuyers; must be Bexar County residents.

Area Served: Bexar County

About the program: Offers a 6-hour homeownership-training course, which is offered monthly to potential homeowners. There is a \$20 fee per couple/family. The classes cover all very important aspects of purchasing a house, including qualifying for a mortgage, locating a house, repairing credit problems, budgeting, types of mortgage loans, closing the loan, obtaining homeowner insurance, property taxes, and home maintenance. Each participant also receives a copy of his or her credit report along with individual credit counseling and Fannie Mae homebuyer guide in either English or Spanish. Upon completion of the course, participants receive a certificate that entitles them to a certain percent off their Mortgage Insurance Premium on an FHA-insured loan.

## **BEXAR COUNTY HOUSING AUTHORITY**

301 S. Frio, Suite 410  
San Antonio, TX 78207

210-225-0071  
210-225-6976

Hours of operation: 8:00 - 12:00 and 1:00 - 4:30

Eligibility requirements: U.S. citizens or non-citizens with eligible immigration status. Must qualify within low or very low income according to HUD.

Area Served: Bexar County, outside city limits.

About the program: Administers housing programs for families needing assistance in paying rent. Families living outside the city limits of San Antonio and existing municipalities within Bexar County are assisted.

## **CITY OF SAN ANTONIO-FAIR HOUSING PROGRAM- COMMUNITY ACTION DIVISION**

115 Plaza de Armas, Suite 150  
San Antonio, TX 78205

210-207-7821  
210-207-7843 Fax

Hours of operation: 7:45 - 4:30 weekdays

Fees: No fees.

Intake Procedure: Call and request to speak with a housing counselor.

Area Served: San Antonio and Bexar County

About the program: Provides comprehensive housing counseling services to include tenant/landlord conflict resolution; pre-purchase homebuyer education; mortgage default counseling and fair housing discrimination investigation.

## **HOUSING AND HOME REPAIRS (con't)**

### **CONSUMER CREDIT COUNSELING SERVICE OF GREATER S.A. HOUSING EDUCATIONAL SERVICES**

6851 Citizens Parkway, Suite 100

San Antonio, TX 78229

210-979-4300

Hours of operation: 8:30 - 5:30 weekdays

210-979-4330 Fax

Intake Procedure: Telephone the office.

Area Served: San Antonio

About the program: Offers educational courses to individuals, employee groups, schools and churches about family budgets, wise use of credit, debt reduction and how to buy a home.

### **DEPARTMENT OF VETERANS AFFAIRS - VETERANS BENEFITS OFFICE LOAN GUARANTY DIVISION**

5788 Eckhert Rd.

San Antonio, TX 78240

210-699-2302

Hours of operation: 7:30 - 4:00 weekdays

210-699-2342 Fax

Fees: Earnest money for owner-occupied properties is \$500.

Eligibility requirements: Must qualify as credit worthy and meet income requirements.

About the program: Properties are advertised on our Web site <http://www.vahouston.com> or our Fax-on-Demand line at (713) 951-0244 and sold through sealed bids to the highest bidder. These properties are for sale to anyone. Some of the advantages are 100% financing, low interest rates, fixed rate terms, no pre-payment penalty, etc.

### **DIRECTORY OF ACCESSIBLE HOUSING**

210-733-3247

Information on available housing for elderly and people with disabilities in San Antonio and Bexar County.

### **HABITAT FOR HUMANITY OF SAN ANTONIO**

311 Probandt

P.O. Box 15884

San Antonio, TX 78204

210-223-5203 Main

210-223-5536 Fax

Hours of operation: 9:00 - 5:00 weekdays

[hfhhsa@stic.net](mailto:hfhhsa@stic.net)

Fees: No application fee.

Eligibility requirements: Must have good credit.

Intake Procedure: Must complete the application process.

Area Served: Bexar County

About the program: Builds homes for those who have a steady, low income and cannot qualify for a conventional loan.

## **HOUSING AND HOME REPAIRS (con't)**

### **HOUSING AUTHORITY OF THE CITY OF SAN ANTONIO, TEXAS SECTION 8 HOUSING PROGRAMS**

818 S. Flores

San Antonio, TX 78204

210-277-3501

Hours of operation: 8:00 - 5:00 weekdays

Fees: Rents based on 30% of income.

Eligibility requirements: Families, single disabled persons, or single persons 62 years of age or older may be admitted. Income guidelines.

Area Served: Texas

About the program: Assists families with rent payments. There is a yearly lease between private landlord and resident for family's portion of the rent; housing assistance payments between private landlord and San Antonio Housing Authority pay the balance of the rent. Family's pays based on 30% of income. OTHER PROGRAMS MAY BE OF ASSISTANCE TO YOU AS WELL IF YOU QUALIFY.

### **SAN ANTONIO ALTERNATIVE HOUSING CORPORATION FAMILY CREATIVE RESPONSE TO CONFLICT**

1215 S. Trinity

210-224-2349

San Antonio, TX 78207

210-224-9686 Fax

Hours of operation: 8:00 - 5:00 weekdays; some weekends and evenings

Fees: No fees.

Eligibility requirements: Families must have youth ages 9-17 that live in service area.

Intake Procedure: Attend orientation.

Area Served: Commerce on the north; Saltillo on the south; IH 35 South on the east and Zarzamora on the west.

About the program: Offers first time affordable home ownership and community based conflict resolution programs.

### **THE FAIR HOUSING COMMUNITY ACTION DIVISION**

700 S Zarzamora, Suite 207

210-207-5910

San Antonio, TX 78207

Services: Mortgage counseling, Fair Housing program, tenant and landlord issues, Counsels, and assists flood victims.

## **HOME REPAIRS**

### **AACOG BEXAR AREA AGENCY ON AGING**

210-362-5254

Services: Minor home repairs

### **CHRISTMAS IN APRIL**

210-732-5845

Services: Provides home repairs to low-income families, disabled and elderly home owners.

## **HOME REPAIRS (CON'T)**

### **CITY OF SAN ANTONIO NEIGHBORHOOD ACTION DEPARTMENT**

1400 S. Flores

210-207-7881

San Antonio, TX 78204

Services: Provides home repairs to low income families, disabled, and elderly home owners who live in the San Antonio Area. Repairs may consist of roof, foundation, electrical, and plumbing. Application procedures are required.

### **COMMUNITY ACTION**

210-207-7821

Services: Reviews mortgage problems and counsels on options.

### **JEFFERSON AREA COMMUNITY OUTREACH FOR OLDER PEOPLE**

Services: Provides a handyman to residents of the Jefferson area only.

(78201 and 78228)

210-734-5016

### **NORTHEAST SAN ANTONIO (NESA)**

210-967-6372

10635 IH 35N

San Antonio, TX 78233

Hours of Operation: Call center for hours

Services: Transportation limited to NE San Antonio for doctor's appointments, grocery shopping, and handy man for minor repairs.

### **NEIGHBORHOOD HOUSING CENTER**

210-533-6673

Services: SSI clients' only

210-533-8740

### **PLUMBERS TO PEOPLE**

210-207-7830

Services: Provides repairs on clear water leaks. Program also offers a Toilet Replacement Program.

### **PROJECT H.O.G.A.R.**

210-434-5531 EXT. 268

1600 Saltillo

San Antonio, TX 78207

Services: Provides minor home repairs for home owners 55 or older who live in the zip code area 78207 and 78237. Persons

**must be enrolled in program prior to receiving home repairs.**

### **SAN ANTONIO ALTERNATIVE HOME REPAIR REPAIR AND MODIFICATION PROGRAM (R.A.M.P)**

210-223-6815

1215 S. Trinity

San Antonio, TX 78207

Services: Provides minor home repairs for the elderly.

### **SCOOP**

210-359-6678

1602 Goliad Road

San Antonio, TX 78223

Services: Provides home visits, minor repairs, telephone visits.

## **HOME REPAIRS (CON'T)**

### **UU HOUSING ASSISTANCE CORP.**

210-731-8203

1002 W. Huisache

San Antonio, TX 78201

Services: Provides an Owner Occupied Home Repair Program, Home Improvement Loans Program, and a First Time Home Buyer's Leveraged Loan Program for homes located in the Alta Vista or Beacon Hill areas.

### **WEATHERIZATION PROGRAM (AACOG)**

210-362-5245

Services: Provide measures for utility (energy) conservation.

## **PLUMBING**

### **COMMUNITY ACTION PROGRAM WEST**

210-227-2856

### **COMMUNITY ACTION PROGRAM EAST**

210-227-0335

Services: Community Action Program East and West offers a Laturals Program that provides assistance with sewer or drainage problems. Eligibility is based on income guidelines, you must be receiving water through SAWS, and you must be a homeowner.

### **PLUMBING TO PEOPLE**

Claude Black Center

210-227-0335

Kenwood Center

210-733-5989

Mexican American Unity Council

210-227-2856

### **COMMUNITY ACTION DIVISION INITIATIVES**

210-207-7830

2300 W. Commerce, Suite 202

Services: Provides repairs on clear water leaks. Program also offers a Toilet Replacement Program.

### **SAWS RESIDENTIAL TOILET DISTRIBUTION PROGRAM**

210-704-7534

Conservation Department

P.O. Box 2449

San Antonio, TX 78298

Services: Provides toilets (2 per household) with SAWS account customers who are heads of households. Program also provides free low flow showerheads and handicap toilets. An application must be submitted prior.

# HELP WITH TRANSPORTATION

## **BEXAR AREA AGENCY ON AGING**

210-362-5254

800-960-5201

## **CITY OF SAN ANTONIO – ELDERLY AND DISABLED SERVICE SUPPORTIVE SERVICES FOR THE ELDERLY PROJECT**

2805 E. Commerce

210-207-6680

San Antonio, TX 78203

Hours: 7:45 - 4:30 weekdays

Area Served: Bexar County

Services: Provides transportation for medical and business purposes and to the grocery store.

## **GREATER RANDOLPH AREA SERVICE PROGRAM, INC. (GRASP)**

250 Donalan

210-658-3578

Converse, TX 78109

Hours: 9:00 - 3:00 weekdays

Area Served: A small area of East Bexar County, Cibolo, Schertz, Marion

Universal City, Live Oak and Converse.

Services: Provides transportation to medical appointments and to the senior center for area residents age 55 or older.

## **HEAVENLY WHEELS**

210-543-7144

Services: Provides transportation to doctor's appointments, etc at a flat rate charge one way or round trip.

## **JEFFERSON AREA COMMUNITY OUTREACH FOR OLDER PEOPLE**

201 Meredith

210-734-5016

San Antonio, TX 78228

Hours: 8:30 - 3:30 weekdays

Area Served: Jefferson area

Services: Provides basic need to frail elderly residing in the Jefferson area.

Services include transportation, mobile meals, lunch, handyman, telephone reassurance, and HEB Co-op grocery delivery.

## **MADONNA NEIGHBORHOOD CENTER**

210-432-2374

1906 Castroville Rd.

San Antonio, TX 78237

Services: Provides limited transportation to residents of 78237 zip code. Priority given to community center participants.

## **METHODIST HOSPITAL**

210-377-4884

Area Served: Northeast and Metro – 6 mile radius from hospital

Services: To hospital or doctor appointments

## **NIX HOSPITAL**

210-271-1977

Area Served: Within Loop 1604.

Services: Provides transportation for appointments to any of the 3 Nix facilities.

## **HELP WITH TRANSPORTATION (con't)**

### **NORTH EAST S. A. COMMUNITY OUTREACH FOR OLDER PEOPLE- NESA CO-OP**

210-967-6372

10635 IH 35 North  
(NCOA Building)

San Antonio, TX 78233

Area Serviced: Northeast area of San Antonio

Services: Volunteers provide transportation in private autos for medical appointments. Four days prior notice is required. Grocery delivery services, and minor home repairs to help clients live independently in their own homes.

Must live in zip codes: 78212, 09, 17, 34, and parts of 16, 18, 33, 39 and 47

### **PRESA COMMUNITY CENTER**

210-532-5295

3721 S Presa

San Antonio, TX 78210

### **SENIOR SOLUTIONS OF THE SOUTHWEST**

210-481-1119

21610 Rio Comal

San Antonio, Texas 78259

### **SOUTHEAST COMMUNITY OUTREACH FOR OLDER PEOPLE (SCOOP)**

1602 Goliad Road

210-359-6678

San Antonio, TX 78223

Area Serviced: Southeast Bexar County

Services: Provides transportation assistance to senior citizens and physically and/or mentally disabled individuals.

### **SOUTHWEST GENERAL HOSPITAL COMMUNITY OUTREACH**

Hours: 8:00 - 5:00 weekdays

210-977-9886

Area Serviced: Bexar County

Services: Provides transportation to doctor appointments affiliated with Southwest General Hospital.

### **TEXAS DEPARTMENT OF HEALTH- MEDICAL TRANSPORTATION PROGRAM**

1-877-MED-TRIP

1-877-633-8747

Medicaid clients can get a free ride to health care services and back if:

They have a current Medicaid Identification Card, or they have a Medicaid Verification Letter, and they have no other way to get there. There are special rules that apply to minors

### **VIA-TRANS**

210-362-2140

This service is available to most Bexar County residents who have a medical impairment or condition that prevents them from independently traveling by VIA city buses for most trips. VIAtrans riders must be pre-registered to use the service and must make reservations at least twenty-four (24) hours in advance of their anticipated trip. VIAtrans riders may schedule trips for any purpose and, if pre-registered, may travel with a helper.

# HELP WITH BIRTH PARENT ISSUES, DISCIPLINE EMOTIONAL OR BEHAVIORAL PROBLEMS

## SPECIALIZED COUNSELING FOR KINSHIP CAREGIVERS

All of the counselors or counseling agencies directly below have worked closely with Kinship Caregivers in the past. The San Antonio Kinship Caregiver Collaboration does NOT endorse any of these counselors or counseling agencies. If a counselor who does have expertise in the area of Kinship Care would like to be included in this resource manual, please call Nellie Garay at 352-6200.

<b>AVALON SERVICES</b>	210-685-6767
<b>KAREN BROCHUE</b>	210-572-8327
<b>KRISTY DEAN</b>	210-226-6360
<b>PATRICIA MARTINEZ-DORNER</b>	210-341-2070
<b>FAMILY COUNSELING SERVICES</b>	210-821-5980
<b>DIANA GILLIMAN</b>	210-572-8327
<b>KATE ZINAMAN</b>	210-828-1309

## GENERAL COUNSELING

### **BARRIO CLINIC**

210-434-3271

1102 Barclay  
San Antonio, TX 78207

### **CATHOLIC CHARITIES, ARCHDIOCESE OF SAN ANTONIO, INC.**

2300 W. Commerce, Suite 200

San Antonio, TX 78207

210-475-9011

Hours of operation: 8:30 - 5:00 weekdays; evening appointments scheduled.

Fees: Sliding fee scale.

Area served: San Antonio and Bexar County

About the program: Offers individual, couples and family counseling.

## **GENERAL COUNSELING (CON'T)**

### **COUNSELING CENTER-FAMILY VIOLENCE PREVENTION SERVICES**

7911 Broadway

San Antonio, TX 78209

210-930-3669

Hours of operation: 9:00 - 8:00 Monday through Thursday; 9:00 - 4:00 Friday

Fees: Sliding scale fee.

Eligibility requirements: Victims of family violence.

Area served: Primarily San Antonio, but will accept any victim of family violence.

About the program: Provides counseling and support services for child, adolescent, and adult victims of family violence. Offers violence intervention program for female perpetrators of family violence called "Changing Behavior through Choice (CBC)."

### **ECUMENICAL CENTER FOR RELIGION & HEALTH**

210-616-0885

8310 Ewing Halsell

San Antonio, TX 78229

### **EL CENTRO DEL BARRIO- INDIVIDUAL AND FAMILY COUNSELING**

123 Ascot

San Antonio, TX 78211

210-927-3715

Hours of operation: 8:00 -5:00 Monday, Wednesday and Friday; 8:00 -7:00 Tuesday and Thursday

Fees: Sliding fee scale.

Eligibility requirements: Bexar County residents, all ages, and no income requirement.

Area served: Bexar County

About the program: Provides problem-solving psychotherapeutic counseling to children, adolescents and families. Individual, family and group services are provided.

### **FAMILY LIFE CENTER**

One Camino Santa Maria

San Antonio, TX 78228

210-436-3133

Hours of operation: 9:00 - 8:00 weekdays

Fees: Based upon income of client.

Area served: Bexar and surrounding counties.

About the program: Provides education/therapy for dealing with divorce adjustment, family violence (spouse, child, elderly parent), marital and family stress, pre-marital/relationship concerns, social, emotional/behavioral problems of children and adolescents, and substance abuse.

### **FAMILY SERVICE ASSOCIATION OF SAN ANTONIO, INC. -INDIVIDUAL AND FAMILY COUNSELING**

230 Pereida

San Antonio, TX 78210

210-226-3391

210-615-3853 Fax

Hours of operation: 8:30 - 8:00 Monday through Thursday; 8:30 - 5:00 Friday

Fees: Sliding fee scale based on family size and income.

Eligibility requirements: All residents of San Antonio and Bexar County including Military.

Area Served: Must live or work in Bexar County

About the program: Helps people help themselves through short-term, problem-focused individual, couple, family and group counseling. Problems addressed encompass marriage, divorce, substance abuse, parenting, adolescence, stress, grief, relationships and work-related issues.

## **GENERAL COUNSELING (CON'T)**

### **GAY AND LESBIAN COMMUNITY CENTER**

210-223-6016

611 E Myrtle  
San Antonio, TX 78212

### **JEWISH FAMILY AND CHILDREN'S SERVICE OF SAN ANTONIO- INDIVIDUAL AND FAMILY COUNSELING**

12500 N.W. Military Hwy.  
San Antonio, TX 78231

210-302-6920

210-302-6952 Fax

Hours of operation: 8:00- 9:00 Monday through Thursday; 8:00 -4:00 Friday; 10:00- 5:00 Sunday

Fees: Sliding fee scale starts at \$0; insurance accepted.

Area served: Bexar County

About the program: Provides individual, group and family counseling to resolve emotional problems or stress and to treat diagnosable mental illness such as depression. Goal is to improve individual and family functioning, to overcome emotional trauma and more.

### **PRESA COMMUNITY CENTER**

210-532-5295

3721 S. Presa  
San Antonio, TX 78210

### **ROY MAAS YOUTH ALTERNATIVES-COUNSELING CENTER**

3103 West Avenue  
San Antonio, TX 78213

210-340-7971

210-340-2232 Fax

Hours of operation: 10:00 - 9:00 Monday through Thursday;  
10:00 - 7:00, Friday; 10:00 - 2:00 Saturday

Fees: No fees

Eligibility requirements: Youth ages 6-17 and their families.

Area served: Bexar County

About the program: Provides services to youth and families "in crisis," i.e. runaway behaviors, truancy, abandonment, abuse or neglect, or family communication. Counseling sessions offered on individual and family basis. Parenting skills classes offered to the community free of charge.

### **ST. LUKE'S BEHAVIORAL HEALTH CENTER**

210-297-5440

St. Luke's Baptist Hospital  
7930 Floyd Curl  
San Antonio, TX 78229

### **WESLEY COMMUNITY CENTER**

210-924-5191

1406 Fitch  
San Antonio, TX 78211

# RESOURCES FOR CHILDREN WITH PHYSICAL OR EMOTIONAL CHALLENGES OR IN NEED OF SPECIAL EDUCATION

## **ADVOCACY INCORPORATED**

210-737-0499

6800 Park Ten Blvd. Suite 208-N  
San Antonio, TX 78213

The mission of Advocacy, Inc. is to advocate for, protect, and advance the legal, human, and service rights of people with disabilities. Advocacy Inc provides Information and materials (advice and/or written information); Referrals to programs and services for persons with disabilities; Services to represent individuals, including:

investigation, mediation, negotiation, advice, and representation in administrative and legal proceedings in priority areas only; Systems advocacy services including: monitoring and commenting on state agency policies and regulations, legislative activities, and collaboration with other disability organizations regarding public policy; Training for persons with disabilities on their rights, how to advocate for themselves, and how to access services from state agencies

## **ANY BABY CAN OF SAN ANTONIO, INC.**

217 Howard  
San Antonio, TX 78212

210-227-0170

[abcsa@stic.net](mailto:abcsa@stic.net) Email

Hours of operation: 8:00 - 5:00 weekdays; always available on-call for emergencies

Fees: No fees.

Eligibility requirements: For children ages birth through 12 years with chronic illness or disabilities.

Area Served: Bexar and surrounding counties

About the program: Professional case managers work with families to identify concerns, find available community resources, and coordinate care with health and social service providers.

## **EARLY CHILDHOOD INTERVENTION- BRIGHTON SCHOOL, INC.**

271 E. Lullwood  
San Antonio, TX 78212-5296

210-826-4492

Hours of operation: 7:30 - 4:30 weekdays

210-826-7887 Fax

Fees: No fees.

Eligibility requirements: Must be under age 3; meet eligibility criteria; infant or toddler with a developmental delay.

Area Served: Northeast, Randolph, Judson, Southwest and South San Antonio Independent School Districts.

About the program: Infants and toddlers with disabilities and their families are offered early intervention services, which may include (as needed): assistive technology, audiology services, early identification/assessment, family counseling, family education, health services, home visits, medical services, nursing, nutrition, occupational therapy, physical therapy, psychological services, social work services, special instruction, speech and language therapy, transportation assistance, and vision services. A Service Coordinator assists the family in accessing the various services needed. ECI services are offered in the family's natural environment, in the home, in a center, etc., as requested by the family.

## **RESOURCES FOR CHILDREN WITH SPECIAL NEEDS (Con't)**

### **EASTER SEAL EARLY CHILDHOOD INTERVENTION**

2203 Babcock Rd.

San Antonio, TX 78229

Hours of operation: 8:00 - 5:00 weekdays

Fees: Provided at no cost to parents.

Eligibility requirements: Ages 0-3 years as meets state guidelines.

Area Served: Northside, Lackland, Medina Valley, Edgewood, Schertz-Cibolo, Comal, Boerne, Alamo Heights and Fort Sam Houston Independent School Districts.

About the program: Evaluates and treats problems in motor skills, speech, language skills and intellectual skills. Specialization skills are strongly emphasized. Occupational, physical, speech

210-614-3911

210-616-0443 Fax

### **PROJECT P.O.D.E.R. - TEXAS FIESTA EDUCATIVA**

1017 N. Main Ave., #207

San Antonio, TX 78212

Hours of operation: 8:00 - 5:00 weekdays

Fees: No fees.

Eligibility requirements: Must have a child 0-22 with a disability, live in S.A., Hondo, Castroville or Lower Rio Grande Valley; training component.

Area Served: San Antonio, Hondo, Castroville and Lower Rio Grande Valley

About the program: Operates a parent training and information center that provides family training on special education rights, services, program options, and other disability related topics. Offers a support network for families and assistance in obtaining community services and programs. Monitors families on an ongoing basis. Offers leadership training for project families and information materials and referrals to families and professionals statewide. All services are bilingual. Services are not exclusively for Hispanic families.

210-222-2637

800-682-9747

[poder@tfepoder.org](mailto:poder@tfepoder.org)

### **TEXAS DEPARTMENT OF HEALTH, PUBLIC HEALTH REGION 8 -CHILDREN WITH SPECIAL HEALTH CARE NEEDS (CSHCN)**

7430 Louis Pasteur Drive

San Antonio, TX 78229

Hours of operation: 8:00 - 5:00 weekdays

Eligibility requirements: Must be under age 21; have a medical problem that is covered by the program; meet income/asset guidelines; live in Texas.

Area Served: Bexar and 27 surrounding counties

About the program: Arranges and pays for treatment and equipment for children with medical needs such as: bone, muscle and joint disorders; cancer, including leukemia; cerebral palsy; epilepsy; spina bifida; hemophilia; severe burns and other medical conditions.

210-949-2155

### **THE CENTER FOR HEALTH CARE SERVICES-PARENT AND CHILD EDUCATIONAL SERVICES**

227 W. Drexel

San Antonio, TX 78210

Hours of operation: 7:30 - 5:30 weekdays

Eligibility requirements: Under age 3; visually/hearing impaired; or a condition that is medically diagnosed, delayed, or atypical development.

Intake Procedure: Referrals from parents, health professionals, clinics and community agencies.

Area Served: Bexar County to include San Antonio, East Central, Harlandale, Somerset and Southside Independent School Districts. About the program: Provides comprehensive early intervention services to developmentally delayed children birth to three years old and resources and support to their families.

210-532-5158

Fees: No fees

# HELP WITH CHILD SUPPORT PAYMENTS

The first step is for the kinship caregiver to make an application with:

**THE OFFICE OF THE ATTORNEY GENERAL.**

800-252-8014

Once an application is completed, the case is reviewed and a decision is made as to the proper action to take. Every effort is made to collect child support. If the child is receiving Temporary Assistance to Needy Families (TANF), an attempt is made to recover the amounts owed to the State of Texas in addition to collecting child support.

If a court order exists, and the caregiver has cared for the child for at least 6 months after a voluntary relinquishment of the care and possession of the child, and this can be proved, the Office of the Attorney General may file a Motion to Redirect Child Support asking the court to redirect payments to the kinship caregiver. If the caregiver wants to seek support from the parent who originally had possession and the right to receive child support, in appropriate situations, the Office of the Attorney General may file a Notice of Change of Status.

In situations where there are no orders affecting the parent-child relationship, the Office of the Attorney General can seek to establish an order giving the caretaker the right to receive payments.

## **CHILD SUPPORT ENFORCEMENT UNIT -BEXAR COUNTY JUVENILE PROBATION DEPARTMENT**

300 Dolorosa, Suite B033  
San Antonio, TX 78205-3033

210-335-2799  
210-335-2443 Fax

Hours of operation: 8:00 - 5:00 weekdays

Eligibility requirements: Bexar County residents who are court-ordered to pay child support are automatically monitored for compliance.

Area Served: Bexar County

About the program: Enforces child support and medical support payments of Bexar County residents through the establishment of wage assignment and contempt orders. The office does not handle out of county/state residents or cases where one party has received state aid assistance for child support.

# SUPPORT GROUPS FOR KINSHIP CAREGIVERS AND OTHER TYPES OF SUPPORT GROUPS

## SUPPORT GROUPS SPECIFICALLY FOR KINSHIP CAREGIVERS

### GRANDPARENTS/KINSHIP RAISING CHILDREN SUPPORT GROUP

In Collaboration with Independent School Districts there are Community Based Support Groups for grandparents or other relatives who are raising a child(ren), **ALL Kinship Caregivers are Welcome**

#### **EDGEWOOD ISD GARDENDALE ELEMENTARY SCHOOL**

1731 Dahlgreen  
San Antonio, TX  
Group meets – every other Friday  
Additional information contact:  
Free Child care is available  
**Open to everyone in the community**

Time: 8:30am-10:30am  
Angela Potenza – 222-8162  
Nellie Garay - 362-5271  
[www.ngaray@aacog.com](http://www.ngaray@aacog.com)

#### **NORTHSIDE ISD SUL ROSS MIDDLE SCHOOL**

3630 Callaghan Rd  
San Antonio, TX  
Group meets: First Monday of the Month  
Additional Information contact:  
Free Child care is available  
**Open to everyone in the community**

Time: 6:45pm-7:45pm  
Irene Alvarez - 431-6373  
Nellie Garay - 362-5271  
[www.ngaray@aacog.com](http://www.ngaray@aacog.com)

#### **Methodist Healthcare Ministries – MELD for growing family program**

2143 E. Houston St.  
San Antonio, TX 78202

210-223-9349

Services: The MELD for Growing Families Program offers community based support groups for grandparents who are raising their grandchildren. These support Groups provide grandparents with the opportunity to get feedback and support in a group setting form other grandparents that are in a similar situation. Groups are offered within various churches, schools community /venters, and community agencies within the city. Free child care and meals are provided.

**If the child(ren) you are caring for have an open Child Protective Services' (CPS) case, ask your caseworker about the CREST Programs.**

# VARIOUS TYPES OF SUPPORT GROUPS

ALL NUMBERS BELOW ARE AREA CODE 210

## **ADULTS MOLESTED AS CHILDREN SUPPORT GROUP-FAMILY SERVICE ASSOCIATION OF SAN ANTONIO**

210 226-3391

## **ADULTS MOLESTED AS CHILDREN SUPPORT GROUP- RAPE CRISIS CENTER**

210 822-5795

24-Hour Crisis Line 210 349-7273

210 521-7278 Fax

[rcrisis@connecti.com](mailto:rcrisis@connecti.com)

## **AL-ANON SUPPORT GROUP**

102 Thames

San Antonio, TX 78216

210 342-3063

Hours of operation: 10:30 - 4:00 weekdays; hotline always available.

Fees: No fees.

Eligibility requirements: Desire to learn about the disease of alcoholism and to help others to do the same.

Area Served: Bexar County and Texas

About the program: Regularly scheduled meetings. Alateen (for teens using alcohol) is sponsored by Al-Anon members. Support groups for families, friends or relatives of the alcoholic. Offers support for adult children of alcoholics.

(All numbers below, area code 210)

## **ALCOHOLIC'S ANONYMOUS**

828-6235

## **ALZHEIMER'S FAMILY SUPPORT GROUP**

822-6449

## **AMERICAN PARKINSON'S DISEASE SUPPORT GROUP**

567-6688

## **ARTHRITIS FOUNDATION ALAMO BRANCH**

829-7573

8918 Tesoro Drive, Suite 590

## **BREAST CANCER HELPLINE**

692-9535

## **BEREAVEMENT SUPPORT GROUP**

302-6920

## **CANCER INDIVIDUAL and FAMILY COUNSELING**

616-5570

## **CAREGIVERS INFORMATION AND FELLOWSHIP**

680-3041

## **CAREGIVERS of THE MENTALLY ILL**

658-6394

## **CHRISTUS SANTA ROSA HEALTH CARE-Children's Clinic**

704-2335

## **VARIOUS TYPES OF SUPPORT GROUPS (CON'T)**

<b>COMMUNITY BASED PREVENTION SERVICE- Family Violence</b>	733-8810
<b>GRIEF SUPPORT GROUP</b>	738-7780
<b>JEWISH FAMILY AND CHILDREN'S SERVICE Service: Caregiver Support group</b>	302-6920
<b>LOW VISION SUPPORT GROUP</b>	344-1479
<b>LUPUS SUPPORT GROUP</b>	661-4815
<b>MADONNA NEIGHBORHOOD CENTERS</b>	432-2374
<b>MARTINEZ ST. WOMEN'S CENTER-Family Caregiver</b>	222-0021
<b>NATIONAL ALLIANCE FOR THE MENTALLY ILL</b>	734-3349
<b>NATIONAL MULTIPLE SCLEROSIS PEER SUPPORT</b>	494-5531
<b>SAN ANTONIO AREA WIDOWED PERSON SUPPORT</b>	738-8141
<b>SAN ANTONIO POST POLIO SURVIVORS GROUP</b>	696-1710
<b>STROKE VICTIMS SUPPORT GROUP EASTER SEALS</b>	614-3911
<b>TRINITY BAPTIST CHURCH GRANDPARENT SUPPORT GROUP</b>	738-7780
<b>WARM SPRINGS-Caregiver Support Group</b>	595-9200

## **SUPPORT GROUPS-YOUTH**

### **ALAMO CHILDREN'S ADVOCACY CENTER- VICTIM OF SEXUAL ABUSE.**

7130 W. US Hwy 90

San Antonio, TX 78227

Hours of operation: 4:00 - 5:00 Wednesday

Fees: No fees.

Eligibility requirements: Child 0-18 years of age who is the victim of sexual abuse.

Intake Procedure: Call for an appointment.

Area Served: Bexar County

About the program: Support groups are provided to children and adolescents who are the victims of sexual abuse. Group therapy provides peer support and dealing with isolation due to the abuse.

210-675-9000

210-675-9020 Fax

## **SUPPORT GROUPS-YOUTH – (con't)**

### **CHILDREN AND ADULTS WITH ADD SUPPORT GROUP (CHADD)**

Fees: None

210-490-7246

About the program: Support group for children and adults with Attention Deficit Disorders.

### **SUBSTANCE ABUSE SUPPORT/TREATMENT**

#### **ALCOHOL AND DRUG ABUSE HOTLINE**

800-252-6465

#### **AL-ANON SUPPORT GROUP**

102 Thames

San Antonio, TX 78216

210-342-3063

Hours of operation: 10:30 - 4:00 weekdays; hotline always available.

Fees: No fees.

Eligibility requirements: Desire to learn about the disease of alcoholism and to help others to do the same.

Area Served: Bexar County and Texas

About the program: Regularly scheduled meetings. Alateen (for teens using alcohol) is sponsored by Al-Anon members. Support groups for families, friends or relatives of the alcoholic. Offers support for adult children of alcoholics.

#### **ALCOHOLICS ANONYMOUS CENTRAL SERVICE OFFICE**

8804 Tradeway (locations throughout the city)

San Antonio, TX 78217

210-828-6235

Hours of operation: 9:00 - 5:00 weekdays

Fees: No fees.

Eligibility requirements: The only requirement for membership is a desire to stop drinking.

Area served: San Antonio and Bexar County

About the program: Provides help to the alcoholic who wants it. Requests for speakers are answered through the office. Provides general information and literature about alcoholism and Alcoholics anonymous to alcoholics and those interested in helping alcoholics.

#### **CHRISTIAN GROWTH CENTER- VICTORY FELLOWSHIP**

1030 S.W. 39th St.

San Antonio, TX 78237

210-434-2774

Hours of operation: Always available

Fees: No fees.

Eligibility requirements: Anyone, male or female, who has a drug problem.

About the program: Provides a residential program that offers spiritual therapy founded on Biblical principles. Also offers referral guidance and assistance through follow-up home visitations and family interaction. Drug prevention rallies, presented through our Youth Drama Team, Gospel concerts and special guest speakers depict the pros and cons on drug abuse and are available to churches, schools, groups and organizations.

## **SUPPORT GROUPS-YOUTH (con't)**

### **PALMER DRUG ABUSE PROGRAM, SAN ANTONIO, INC.**

315 E. Pecan

San Antonio, TX 78205

Hours of operation: 12:00 - 6:30 weekdays

Fees: No fees.

Intake Procedure: No waiting list.

Area Served: San Antonio

About the program: Counsels young people about drug and alcohol related problems. Provides weekly group meetings for young people, adults and parents (separately) for positive peer support. Offers consultation, awareness seminars, intervention and referral services available to the community.

210-227-2634

210-226-2468 Fax

### **RESIDENTIAL TREATMENT DETOXIFICATION PROGRAM- THE PATRICIAN MOVEMENT**

222 E. Mitchell

San Antonio, TX 78210

Hours of operation: Always available.

Fees: Slide scale fees based on ability to pay.

Eligibility requirements: Individual must have a primary substance abuse problem and be 18 years or older. Area Served: Bexar and surrounding counties. About the program: Offers a comprehensive treatment program for persons with substance abuse problems, including pregnant women. Pregnant women in the program may stay up to three months after delivery. Also assesses patient and refers for detoxification if needed. Provides individual, family and group counseling, educational classes, vocational counseling and personal growth through community living.

210-532-3126

210-534-3779 Fax

### **SAN ANTONIO COUNCIL ON ALCOHOL AND DRUG ABUSE**

1222 N. Main, Suite 660

San Antonio, TX 78212

Hours of operation: 8:00 - 6:00 weekdays or by appointment

Fees: Sliding scale fee.

Eligibility requirements: Available to individuals and families in the Bexar County area.

Intake Procedure: Walk-ins, appointment, or referral.

Area Served: Bexar County

About the program: Provides support groups, education and prevention programs; assessment and placement services. Offers programs for "Minors in Possession," which are state approved and designed for court referred individuals. Also offers anger management, parenting and family education. Minor in Possession Program-5:00 - 8:00 1st Wednesday and Friday of the month; 9:00 - noon 3rd and 4th Saturdays of the month.

About the program: For young people who are mandated or volunteer to attend an alcohol education class. Meets the law and court requirements.

210-225-4741

210-225-4768 Fax

[sacada@aol.com](mailto:sacada@aol.com)

# PARENTING CLASSES

## **MEXICAN AMERICAN UNITY COUNCIL-HUMAN RESOURCES DIVISION**

2300 W. Commerce, #300  
San Antonio, TX 78207

210-978-0505  
210-978-0547 Fax

Hours of operation: Call for times. English classes meet on Tuesdays; Spanish Classes meet on Thursdays.

About the program: Offers parenting classes for single parents and couples in English and Spanish. Fee of \$5 per class

## **FAMILY SERVICE ASSOCIATION**

230 Pereida  
San Antonio, TX 78210

210-226-3391  
210-226-0108 Fax

Hours of operation: 8:30 - 5:00 weekdays

Fees: Vary according to services; some services are free.

Eligibility requirements: Varies according to services.

Area served: Bexar County

About the program: Enriches and strengthens individuals and families by providing counseling and support groups through Community Education Program, Families and Schools Together Program, Family Effectiveness Training, and HOPES

## **PRECIOUS MINDS, NEW CONNECTIONS PROGRAM**

7615 Bronco Lane  
San Antonio, TX 78227

210-678-2989  
210-678-2994 Fax

Hours of Operation: 8:00 – 5:00pm weekdays

Fees: No charge

Service Area: Northside ISD residents, SA Urban Ministries surrounding area, Leon Valley residents  
About the program: Free Parent Enrichment Classes. Open to all parents, expectant parents, foster parents, grandparents and caregivers of children 0 to 4 years old. Morning and evening classes. Free childcare during classes, transportation assistance available.

# ADULT EDUCATION-GED, ENGLISH AS A SECOND LANGUAGE, CITIZENSHIP CLASSES

## **AVANCE**

210-220-3795

Fees: No fees

About the program: Provides GED and literacy services across the city, provides parent-child education, and helps fathers/grandfathers become better parents.

## **BENITIA FAMILY CENTER**

210-433-9300

4650 Eldridge Ave.

San Antonio, TX 78237

Hours of Operation: 9:00 - 9:00 Monday-Thursday

Services: Provides opportunity for adults to learn English, obtain their GED, or citizenship.

## **BEXAR COUNTY OPPORTUNITES INDUSTRIALIZATION CENTER (BCOIC)**

1023 N. Pine

210-225-6291

San Antonio, TX 78202

Hours of Operation: 8:00 – 5:00 weekdays

Services: Offers adults the opportunity to upgrade their academic skills and/or prepare for the GED test. All training is individualized, self-paced and computerized.

## **CHURCH AND COMMUNITY MINISTRIES, FIRST BAPTIST CHURCH- Adult Basic Education**

515 McCullough

210-226-0363

San Antonio, TX 78215

Hours of Operation: 8:30 - 5:00 weekdays

Services: Offers English as a second language classes, GED preparation, citizenship training, family-cultural personal awareness and enrichment.

## **CITY OF SAN ANTONIO - LITERACY SERVICES DIVISION**

1502 Fitch

CALL 311

San Antonio, TX 78211

Hours of operation: 8:30 - 5:15 weekdays

Fees: Free to all citizens of San Antonio and Bexar County.

Eligibility requirements: Must be 17 years of age and older.

Area Served: Bexar County

About the program: Provides literacy referrals to clients to 200 literacy locations throughout the city.

## **OASIS**

210-647-2546

Ingram Park Mall (Lower Level)

San Antonio, TX 78238

Hours of Operation: 10:00 - 3:00 weekdays

Services: An educational center designed to enrich the lives of individuals over the age of 55. Provides programs which enhance the dignity and intellectual quality of life with a focus on arts and humanities and the promotion of good health.

## **SAN ANTONIO COLLEGE-SENIOR CITIZEN AUDITING PROGRAM**

1300 San Pedro

210-733-2173

San Antonio, TX 78212

Services: Based on availability, provides any class offered at SAC to persons 65 and over. Tuition is waived; student must pay for books, lab fees, and parking.

# DOCUMENTS YOU MAY NEED TO APPLY FOR HELP

Ask the individual that is setting up your appointment what documents you should take. If you are not able to ask, or you forgot to ask, remember to take all legal documents assigning you as the guardian. If you are not the legal guardian, remember to take Birth Certificates, Baptismal Certificates, Social Security Cards, Proper Identification or any other documents that prove blood relation. Do not be discouraged if you do not have all or any of these documents, go to your appointments regardless.

## **STATISTICAL SERVICES-SAN ANTONIO METROPOLITAN HEALTH DISTRICT**

332 W. Commerce

San Antonio, TX 78205

210-207-8815

Hours of operation: 7:45 - 4:30 weekdays

210-226-3539 Fax

Fees: \$11/copy; \$12.83/copy non-Bexar County birth certificates.

Area Served: Texas

About the program: Records all births and deaths occurring in Bexar County. Sells certified copies of birth and death records.

## **SOCIAL SECURITY ADMINISTRATION**

727 E. Durango

800-772-1213

San Antonio, TX 78206

8020 Alamo Downs Parkway

San Antonio, TX 78238

4100 S. New Braunfels, Room 101

San Antonio, TX 78223

Hours of Operation: 9:00 - 4:00 weekdays

Fees: No fees.

Intake Procedure: By telephone or walk-in to any Social Security location for ordering documents needed such as duplicate Social Security Cards or Award Letters. You may also apply for benefits at any of the above locations.

Area Served: San Antonio and Bexar County

# OTHER HELPFUL NUMBERS

## **ADVOCATES SOCIAL SERVICES, INC.**

210-212-7700

1610 Buena Vista

San Antonio, TX 78207

Hours: 8:00 - 5:00 weekdays

Services: Explains the rights, benefits, and laws governing the services provided by federal, state, local, educational, and private agencies. Ensures that people receive entitlements and are treated with respect and dignity. Provides intervention, guidance and counseling, client representation, and referral services to achieve program goals and objectives.

## **BEXAR COUNTY DISTRICT ATTORNEY'S FAMILY VIOLENCE UNIT**

Bexar County Justice Center, 5th Floor

210-335-2865

San Antonio, TX 78205

Hours: 8:00 - 5:00 weekdays

Services: Provides advocacy services to victims of family violence by trained advocates who assist victims through the legal process and provide appropriate referrals for social services. Protective orders are issued to victims of family violence.

## **BEXAR COUNTY DETENTION MINISTRIES, INC.**

210-271-3927

Community Outreach

1018 E. Grayson

San Antonio, TX 78208

Hours: 8:30 - 4:30 weekdays

Services: Provides education, advocacy, job search, and support groups for people released from detention and their families.

# ELDER ABUSE

## **EL CENTRO DEL BARRIO**

210-927-6883

Hours of Operation: 24 Hours a day.

Services: Provides emergency room and board for abused/neglected elderly or disabled adults who are waiting placement by TDPRS.

## **GUARDIANSHIP SERVICES**

210-302-6920

12500 N. W. Military Drive

Services: Provides legal intervention through guardianship and probate alternatives to prevent and terminate abuse, neglect, and exploitation of the mentally incapacitated elderly of Bexar County.

## **SENIOR RESOURCES**

210-945-9999

Olympia Business Center

9330 Corporate Dr., Suite 402

Selma, TX 78154

Hours: 10:00 - 5:00 weekdays

Services: Works to protect the rights of seniors and their quality of life by providing advice, intervention and social services for the best interest of the client. Assists in cases involving abuse, fraud, neglect, and social intervention of special needs cases.

## DISTRICT AND ZIP CODES

District 1 Roger O. Flores  
210-207-7279

78201  
78204  
78205  
78207  
78210  
78212  
78213  
78215

District 2 Joel Williams  
210-207-7278

78109  
78202  
78203  
78205  
78208  
78210  
78215  
78218  
78219  
78220  
78222  
78234  
78239  
78244  
78263

District 3 Ron Segovia  
210-7064

78112  
78204  
78210  
78214  
78221  
78222  
78223  
78224  
78235  
78263

District 4 Richard Perez  
210-207-7281

78073  
78214  
78221  
78224  
78227  
78236  
78241  
78242  
78245  
78252

District 5 Patti Radle  
210-207-7043

78204  
78207  
78210  
78211  
78214  
78225  
78226  
78237

District 6 Enrique M. Barrera  
210-207-7065

78226  
78227  
78237  
78238  
78245  
78250  
78254

District 7 Julian Castro  
210-207-7044

78201  
78207  
78228  
78237  
78238  
78240  
78250  
78251

District 8 Art A. Hall  
210-207-7086

78229  
78230  
78231  
78238  
78240  
78248  
78250  
78254  
78255  
78256  
78257  
78289

District 9 Carroll Schubert  
210-207-7325

78209  
78212  
78213  
78216  
78230  
78231  
78232  
78247  
78248  
78257  
78258  
78259

District 10 Christopher  
Haass  
210-207-7276

78023  
78209  
78209  
78217  
78217  
78218  
78232  
78233  
78239  
78247  
78259  
78266

**REMEMBER KINSHIP CARE WARM LINE IS  
619-TALK (8255)**

**PERSONAL NOTES AND NUMBERS**