

## COMMUNITY RESOURCES

### Child Care

#### **Child Care Services Program**

Phone: (214) 670-8258

Description:

This program pays a portion of child care expenses for working parents whose income falls below 150% of the State's median income for a period of one year. The program provides assistance to individuals ineligible for Head Start and Child Care Management Assistance (CCMA).

To Qualify:

- Reside within the city limits of Dallas
- Choose child care in licensed facility within city limits of Dallas
- Have legal custody of the child/ren who are enrolling
- Total gross monthly income for ALL adults in household must fall within the prescribed guidelines

### Comprehensive Information & Referral

**Phone:** 2-1-1

Description:

2-1-1 Texas delivers efficient access to the most appropriate sources of help and information. Anywhere in Texas, anyone can call 2-1-1 for free information and referrals to health and human service agencies, nonprofit and faith-based organizations, disaster relief resources, and volunteer opportunities. The 2-1-1 helpline in Dallas maintains a comprehensive community resource database of services providing assistance with healthcare, employment, educational, legal, housing, counseling, and transportation needs, and much more.

### Domestic Violence Counseling

#### **The Family Place**

Main Line: (214) 559-2170

24-Hour Crisis Hotline: (214) 559-2170

Description:

The largest family violence service provider located in Dallas. Provides emergency shelter and crisis counseling for all victims—women, children and men—including transitional housing and case management.

#### **New Beginnings Center**

Main Line: (972) 276-0423

24-Hour Crisis Hotline: (972) 276-0057

Description:

Fosters an environment of safety, support and respect for families affected by domestic violence through crisis intervention, counseling, shelter, education, advocacy, and diverse community partnerships.

**Brighter Tomorrows**

Main Line: (972)263-0506

24-Hour Crisis Hotline: (972) 262-8383

Toll Free Crisis Hotline: (866) 925-SAFE(7233)

Description:

- emergency shelters
- counseling and community outreach centers in Grand Prairie and DeSoto. These centers provide support groups, counseling, and community education.
- thrift stores (Desoto, Grand Prairie) provide household goods and other necessities for agency clients. The store in DeSoto also provides utility assistance for individuals and families in that community.
- Transitional Housing Program up to 2 yrs that includes life skills training, counseling.
- Sexual Assault Services - a full range of services to survivors of sexual assault.
- Non-resident Services: 24-hour crisis hotline, counseling, groups, parenting classes, life skills classes, referrals (housing, employment, childcare, training, governmental resources, etc.).

**Mosaic Family Services**

Main Line: (214) 821-5393

Domestic Violence Hotline: (214) 823-4434

Human Trafficking Hotline: (214) 823-1911

Description:

MFS , formerly known as East Dallas Counseling Center, meets unmet needs of multicultural communities of the Metroplex. Provides direct and outreach services. Multicultural staff is fluent in over 30 languages and provides case management, counseling, legal assistance, and shelter.

**CONTACT Dallas**

Main Line: (972) 233-0866

24 Hour Crisis Hotline: (972) 233-2233

Teen Help Line: (972) 233-8336

Description:

Serving teens to seniors facing daily life challenges. 24-hour free confidential listening, comfort, and a connection to resources, education and emergency assistance.

**Rape Crisis Center**

24-Hour Crisis Hotline: 972-641-RAPE (7273)

Description:

Provides comprehensive programs including counseling, crisis intervention and advocacy for survivors of sexual violence. Includes LBGT to the disabled and the elderly persons in their scope of service.

### **Suicide and Crisis Center of North Texas**

Main Line: (214) 824-7023

24-Hour Crisis Hotline: (214) 828-1000 or (866)672-5100

Description:

Answer calls throughout the Metroplex, as well as 2 national crisis lines. People in crisis call 24 hours a day.

### **Department of Family and Child Protective Services**

State Office: 512-438-4800

Report abuse or neglect : 1-800-252-5400 (

Texas Runaway Hotline: 1-888-580-HELP (4357)

Texas Youth Hotline: 1-800-210-2278

Description:

DFPS is charged with protecting children, adults, elderly and individuals with disabilities living at home or in state facilities, licensing group day-care homes, day-care centers, and registered family homes. Manages community-based programs that prevent delinquency, abuse, neglect and exploitation of Texas children, elderly and disabled adults. Services provided through Adult Protective Services, Child Protective Services, and Child Care Licensing divisions.

### **Teen Contact**

Main Line: (972) 233-0866

24-Hour Teen Crisis Hotline: (972) 233-8336

24-Hour Adult Crisis Hotline: (972) 233-2233

Description:

Offers teens a free 24-hour help line, 7 days a week, 365 days a year.

## **Employment**

### **City Square (WorkPaths)**

Director: Patricia Smith-Harrington (AFMBC member)

Phone: 214.823.4409

Address: 409 N. Haskell Dallas, TX 75246

Description:

Eligibility: Low-income adults (over 18) interested in pre-employment training. Call to initiate services.

Monday – Thursday: 9am – 5pm

### **Workforce Solutions - Greater Dallas**

Phone: (972) 709-5377 (Stemmons office - total of 9 offices in Dallas County) [www.workintexas.com](http://www.workintexas.com)

Description:

Provides array of services to help individual seeking employment. Services include a resource room, job search assistance, unemployment insurance, referrals to other services. Operate several federally funded employment and training programs including: Workforce Investment Act, Trade Adjustment Assistance, Veterans Employment & Training, Job Corps, CHOICES, Child Care Management Services (CCMS).

## Health Care

### City Square

Operations Manager: Frances Martinez

Phone: 214.821.8644

Address: 2835 Grand Avenue Dallas, TX 75215

Description:

Eligibility: Individuals living in Dallas County who are uninsured or underinsured. Initiate services by calling to schedule an appointment M-W-F 8:30 a – 5:30 p, T-Th 8:30 a – 7:30 p

### The Bridge Breast Cancer Network

Phone: 214.821.3820

Description:

Links low-income, uninsured individuals to diagnostic and treatment services for breast cancer.

## Housing

**City Square** (Affordable Housing - Central Dallas Community Development Corporation)

Phone: 214.573.2570

Address: 511 N. Akard St., Suite 301 Dallas, TX 75201

Eligibility: individuals who are homeless or at risk of homelessness

How to initiate services: call number below for appointment Hours: M-F 9 am – 4 pm

### Dallas Housing Authority

Phone: 214.951.8300

Address: 3939 N Hampton Rd., Dallas, TX 75212

Dallas County operates a number of housing programs.

- *Home Loan Counseling Center* (214.819.6060)  
Helps people buy a home by providing counseling services and down payment assistance.
- The HLCC can be reached at The County's *Emergency Rental Assistance/Welfare Program* provides short-term rental assistance to the disabled indigent who do not yet receive social security, workers compensation or other disability benefits. For more information about this program, please call 214.819.2000.
- The County's *Section 8 Rental Assistance Program* provides rental assistance to low-income households. For more information about this program, please call 214.819.1871.
- The County's *Weatherization Program* provides energy-related improvements (insulation, weather-stripping, etc.) to low-income residences. For more information about this program, please call 214.819.1909.

- The County's *Replacement Housing Program* demolishes substandard low/moderate income owner-occupied housing that is too dilapidated to be economically repaired and replaces it with a new 1,000-square-foot home. This program is only operated in a few of the County's smaller cities. For more information about this program, please call 214.653.6884.

## Legal Services

### **Dallas Bar Association**

Main Line: 214-220-7400

Description:

The Dallas Bar Association is dedicated to the continuing education of its members as well as public service programs and improvement of the administration of justice.

### **CitySquare**

Legal Action Works (L.A.W.)

Director: Ken Koonce

Phone: 214.827.1000

Address: 511 N. Akard St., Suite 302 Dallas, Texas 75201

Description:

Eligibility: Dallas County residents who cannot afford traditional legal services. Initiate Services by calling. All applications must be submitted in person.

### **Catholic Charities**

Main Line: 214-520-6590

Description:

Serves, advocates for, and empowers people in need. Catholic Charities of Dallas is committed to:

- Fulfilling the gospel mandate of welcoming the stranger, supporting the weak, serving people in need and celebrating the gifts of every individual and family;
- Empowers individuals and families to become more self-sufficient;
- Providing tools and resources to help individuals and families live productive lives

### **Human Rights Initiative**

Main Line: 214-855-0520

Description:

At Human Rights Initiative includes lawyers, social workers, pastors and students. Through a network of dedicated volunteers, Human Rights Initiative helps those who have suffered terrible wrongs at home for worshipping their God, speaking out against oppression, for being women. Provide legal representation and social services free of charge to those who have fled persecution and arrived in Dallas.

### **Dallas City Attorney**

Main Line: (214) 670-3519

Description:

Provides transactional and advisory services as general counsel, and litigation services, handling the bulk of lawsuits in-house. The General Counsel Division, the Litigation Division, and the Community Advocacy Division of the City Attorney's Office are each divided into several sections.

## Mental Health

### **Dallas MetroCare:**

Contact: 214-743-6188

Location: The Pathways Center 1340 River Bend Drive Dallas, TX

Description:

Services available to anyone, although most clients are members of a state-sponsored plan (NorthSTAR, Medicaid, or Medicare) or have private insurance. Some private pay patients are seen on a sliding fee scale based on the person's ability to pay. "The Metrocare Plan" is an abbreviated set of services offered at a discounted rate for clients who do not qualify for public assistance. The Metrocare Plan includes:

1. Initial evaluation (\$100)
2. Follow-up appointments (\$50)
3. Generic medications (starting at \$4 for a 30 day supply)

Depending on medication, there may be additional lab charges. Persons must request The Metrocare Plan when making an appointment.

### **Metrocare Services Lancaster-Kiest OP Clinic**

Location: 3330 S Lancaster Rd  
Dallas, Texas 75216-4531

Phone (214) 371-6639

Description:

Adult Mental Health Services outpatient clinics, community-based support and rehabilitative programs, housing and homeless services, 24-hour emergency services, hospital liaison services, intensive family services, and long-term supports. Specialize in caring for people with severe and persistent mental illness (such as schizophrenia, major depression, and bipolar disorder) and other severely disabling disorders requiring crisis resolution or ongoing and long-term support and treatment. DMC is the provider of choice for maintaining people with these disorders at home, and off the streets, out of the jails, and out of the hospital.

### **Timberlawn Mental Health System**

Phone (214) 381-7181

Address 4600 Samuell Blvd  
Dallas, Texas 75228-6827 Services Inpatient Care

Description:

Offers a comprehensive range of care for children, adolescents and adults with psychiatric or substance abuse problems. Levels of care are available for every situation.

### **North Texas Behavioral Health Authority**

Main Line: 214-366-9407

Description:

Creates a well-managed, integrated, and high quality delivery system of behavioral health services available to qualified consumers in the NorthSTAR region (must be income eligible)

**LifeNet**

Main Line: 214-221-5433

Description:

LifeNet (a non-profit organization) provides comprehensive services for the homeless and mentally ill in North Texas.

**Turtle Creek Recovery Center**

Main Line: 214.871.2484.

Description:

The only residential program in North Texas dedicated to serving both men and women who have co-occurring disorders of severe mental illness and alcohol or drug addiction.

## Offender Re-Entry

**Project Reconnect**

Phone: (214)- 671-0963

Description: City of Dallas outreach program designed to provide re-entry assistance to non-violent offenders on parole. Program provides case managers to assist both violent and non-violent state or federal offenders who are HIV or AIDS diagnosed. Program includes employment, housing, education/training, recover support, and community service.

## Substance Abuse

**Baylor Center for Addictive Diseases**

Phone: (214) 820-7676

Hotline: (214) 820-7676

Address: 3500 Gaston Avenue Truett Hospital  
Dallas TX 75246

Primary Focus: Mental health and substance abuse services

Services Provided: Substance abuse treatment, Detoxification

Type of Care: Hospital inpatient, Outpatient, Partial hospitalization/day treatment

Payment Accepted: Self payment, Medicare

**Crossroads Recovery**

Phone: 214) 339-3181

Address: 5552 South Hampton Road Dallas TX 75232

Primary Focus: Substance abuse treatment services

Services Provided: Substance abuse treatment, Methadone Maintenance

Type of Care: Outpatient

Payment Accepted: Self payment

**Homeward Bound, Inc.**

Phone: 214-941-3500  
Address: 315 Sunset Ave.  
Dallas, TX 75208

Description:

Residential and outpatient drug and alcohol treatment, detox, group and individual counseling, and social services for men/women ages 18 and above. Mental health assessment, counseling and crisis stabilization services. Medication supported outpatient treatment for opiate dependency. AA Groups and Recovery Support Services.

**Teen Violence**

**No More Violence**

Phone: 214-766-8995  
Address: Johnson Chapel (meets 4<sup>th</sup> Mondays)  
1400 N Hampton Rd  
Desoto, 75115

Description:

Organization campaigns against the use of violence by and against children and youth by raising awareness in the community.

**Utilities**

**Martin Luther King Jr. Community Center (City of Dallas)**

Phone: (214) 670-8416

Description:

Assistance is based upon eligibility and fund availability. Assist with electricity bills (TXU & Reliant only); Dallas Water Utilities, Food Assistance - Showers of Blessings (Tues & Thurs 9:30-11a.m.), Counseling (Budgeting, Benefit Counseling, etc.), Information & Referral, HOPWA. Participants must meet program requirements.

**Women's Shelters**

**Safe Haven**

Main Line: (817) 535-6462  
24-Hour Crisis Hotline: 1-877-701-SAFE (7233)

Description:

SafeHaven has two emergency shelters, Arlington and Fort Worth, for women and their minor children. Provides non-residential services through the Resource Centers to clients seeking emotional, legal and practical support to move from "victim" to "survivor".

**Genesis Women's Shelter**

Main Line: (214)389-7700  
24-Hour Crisis Hotline: (214)946-HELP

Description: Provides shelter and expert services to battered women and their children



**Hopes Door**

Main Line: (972)422-2911

Hotline: (972) 422-7233/24-hour crisis (step 1 for admission to emergency shelter)

Description:

Free services - including crisis counseling and resource referrals. Services to women and their children in Dallas, Collin and surrounding counties for 30 days. Offers intensive group counseling for abusive individuals.