

OFFICE HANDBOOK VOL. 2 of 2

Outside Resources

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1. 211 Public Help Telephone Resource:

Dial 211 or 1-877-541-7905

WWW.211texas.org

Need help and do not know where to go?

2-1-1 Texas helps you find information on services in your area providing:

- Food
- Shelter
- Rent assistance
- Utility bill assistance
- Counseling
- Child care
- After-school programs
- Senior services
- Disaster relief
- and other programs in your area

The 2-1-1 Texas website takes the knowledge from local Area Information Centers' databases and gives you the ability to search for information on over 6,000 Texas-wide agencies. Just go to the search page, enter your search terms and click on Search.



2. Food: Pantries, Hot Meals, Food Stamps, Meals on Wheels (*List is not Exhaustive*)

Food Resource Listing:

White Rock Center of Hope:

Website: whiterockcenterofhope.org

Address: 10021 Garland Rd, Dallas, TX 75218

☐ Phone: **214-324-8996**

Arms of Hope (Highland Oaks Church of Christ): armsofhope.org, zip codes 75238, 75243, by appointment **972-692-1865**

Salvation Army:

North Texas Command: 8787 N. Stemmons Fwy, Suite 800
214-637-8100, 817-344-1820

Social Services Center: **214-424-7050**

Bethlehem Foundation: Must be working, income under \$19K, will provide food one time only (serving Dallas County). 1159 Camp Wisdom, **214-371-3407**

Brady Center (Catholic Charities): Services East Dallas, Mesquite. Can walk in without appointment, 4009 Elm, **214-826-8330**

CitySquare Opportunity Center, 1610 S. Malcolm X Blvd., Bldg 350, Dallas Tx 75226, **214-303-2100**

First United Methodist Church: Serves all Dallas, 1928 Ross Ave., 75201, **214-220-2727**

First Presbyterian Church: Services all Dallas, 1835 Young St., **214-748-8051**

Southeast Dallas Emergency Food Center: foodpantries.org, Serves Dallas, 6670 Military Parkway, **214-381-5239**



North Dallas Shared Ministries: Dallas Area, 2875 Merrell Rd.,
75229, **214-358-8700**

Care Corp: Will provide food once a month. Must live in a Richardson
ISD zip code. Clients must have an appointment (Richardson East
Church of Christ): carechurch.org
504 East Campbell Road
Richardson, Texas 75081
972-231-8231

Vickery Meadows Neighborhood Alliance Food Pantry located at
the Ivy Apartments, 7225 Fair Oaks, Apt. 1421, Dallas. (Available for
individuals in **Zip Code 75231 only**) Open Wed. 1:00pm to 6:00pm,
Thursday, 9:00am to 12:00 noon, and Saturday 9:00am to 12:00
noon.

Bridge: 1818 Corsicana St., 75201 **214-670-1100,**



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SNAP: In 2008 the federal government renamed the Food Stamp Program as the **Supplemental Nutrition Assistance Program, or SNAP**. The goal of SNAP is to provide nutrition assistance to millions of families and individuals, and inject economic stimulus into their communities. For more detailed information about nutrition, and other free resources for your personal health you can visit www.choosemyplate.gov. The **Texas Electronic Benefit Transfer (EBT) system** uses a magnetic-stripe based plastic card, known as **Lone Star Card**. Benefits for participants of these programs are loaded to Texas Lone Star EBT card each month on a pre-determined date.

APPLY ONLINE You can apply online for Texas SNAP benefits. Please use [Your Texas Benefits online application](#) to start applying for the benefits. Click 'login' and you will be able to fill out application for SNAP food benefits. If you don't have an account already, take a minute to create one.

APPLY IN PERSON You can also apply in person for the program by visiting your nearest HHSC benefits office. You can go [here to find your local](#) office. You can also apply in person by contacting a community group near you. Use this [list of community groups](#)

APPLY BY MAIL You can also apply by mail by downloading an application and sending it in.

Texas Department of Human Services

Temporary Assistance for Needy Families (TANF), Medicaid

Apply in person at any local office

3306 West Walnut, Suite 200

Garland, Texas 75042

Telephone: **972-272-0889**

(Apply in person)

For Clients experiencing problems obtaining Food Stamps

Carolyn Carter

North Texas Food Bank

Food Stamp Outreach Coordinator

214-347-9614



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Meals on Wheels This is a free, nationwide senior meal delivery service. Meals on Wheels is federally funded through a variety of government programs like Medicaid waiver programs, community grants and donations. This program simply delivers frozen meals to your home. Any dietary or nutritional needs are considered when you apply for this service.. You may need a referral letter from a doctor. (VNA Haggerty Kitchen serving VNA Meals on Wheels)
1440 W. Mockingbird Lane
Dallas, TX 75247
214-689-2639



3. Rental, Housing & Homeless (*List is not Exhaustive*):

Rental Assistance Resource Listing:

Under 1 Roof: under1roofdallas.org
5787 South Hampton Road, Suite 270
Dallas, Texas 75232
214-343-7523

Arms of Hope: armsofhope.org
Highlands Oaks Church of Christ
10805 Walnut Hill Lane, 3rd Floor
Dallas, Texas 75238
972-892-1865

Jewish Family Services of Greater Dallas: jfsdallas.org
The Edna Zale Building
5402 Arapaho Rd
Dallas, Texas 75248
972-437-9950

Greenville Avenue Church of Christ: life.gacoc.org
1013 South Greenville Avenue
Richardson, Texas 75081
972-234-8880

Network: thenetwork.org
Limited resource and should be used sparingly.
Will only pay expenses if client is employed. **Telephone: 972-234-8880**

Care Corp (Richardson East Church of Christ): carechurch.org
Must live in a Richardson ISD zip code and must have had some income in the last 6 months. Care Corp does not take walk-in clients. Clients must have an appointment.
1504 East Campbell Road
Richardson, Texas 75081
972-231-8231



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Care Corp will provide the following services:

Rental Assistance: Not to exceed \$150.00

Care Corp will pay partial rent and will work with SVDP and Network to pay a portion of a person's rent.

North Dallas Shared Ministries: ndsm.org

2875 Merrell Rd

Dallas, Texas 75229

214-358-8700

White Rock Center of Hope: whiterockcenterofhope.org

10021A Garland Rd

Dallas, Texas 75229

214-324-8996

Urban League of Greater Dallas, 210 Carver St. Suite 102B, Garland,
972-487-9750

Bethlehem Foundation: 1159 W. Camp Wisdom Rd., **214-371-3407**

Housing Crisis Center, hccdallas.org, 4210 Junius, Dallas, Texas

214-828-4244



Section VIII Housing Assistance: Section 8, the federal government's primary housing program for poor Americans. The Dallas Housing Authority provides a federally funded vouchers. Section 8 Housing is controlled by the State of Texas, Department of Housing and Community Affairs; **1-800-525-0657**. Local administration of state housing programs in the Dallas area is at the following location:
Dallas Housing Authority
3939 North Hampton Road
Dallas, Texas
214-640-6802



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HOMELESS

Austin St. Shelter: 2929 Hickory, Food and shelter for homeless, **214-428-4242**

Dallas Life Foundation, 1100 Cadiz, Dallas, Texas 75215, **214-421-1380.** The first 5 nights are free. After 5 nights, \$10.00 per person. Children remain free.

Urban League of Greater Dallas, 972-487-9750

The Bridges: 1818 Corsicana (Ervey and Corsicana), **214-670-1100**

Metro Dallas Homeless Alliance: Temp. housing for women and children under 18. **214-827-7220, ext. 140**

Shared Housing: individuals and seniors into shared housing, **214-821-0326**

Dallas First Presbyterian Church: 214-220-2727

Family Gateway: 711 St. Paul, **214-823-4500**

Interfaith Housing Coalition: Dallas, 1651 Matilda., **214-827-7220**

Salvation Army:

North Texas Command: 8787 N. Stemmons Fwy, Suite 800
214-637-8100, 817-344-1820

Social Services Center: **214-424-7050**

Good Samaritans of Garland: 214 N. 12th, **972-276-2263**

Friendship House, First Baptist Garland: 620 W. Ave. B, **972-272-1010**



Homeless Veterans Resources:

Disabled American Veterans (DAV) [The DAV Homeless Veterans Initiative](#) promotes the development of supportive housing and necessary services to assist homeless veterans. VA Regional Office, One Veterans Plaza, Waco, Tx 76799, **254-299-9932**

Iraq and Afghanistan Veterans of America (IAVA) If you are experiencing a crisis please call the **Veterans Crisis Line at 1-800-273-8255 and** press 1 or text 838255. If you need immediate shelter, please call the National Call Center for Homeless Veterans at **1-877-4AID VET (1-877-424-3838)**.

The National Coalition for Homeless Veterans' (NCHV) mission is to end homelessness among veterans.. 1730 M St. NW, Suite 705, Washington DC, 20036, **1.800.VET.HELP** , **202-546-1969**, Invo@nchv.org

U.S.VETS has empowered homeless and at-risk veterans to attain their highest level of independence. 1418 Preston St., Hou Tx, 77002, **832-203-1626**

Volunteers of America, we are committed to ending homelessness for those veterans on the street. Learn more about our [services for veterans](#). 1660 Duke Street, Alexandria, VA 22314, **(703) 341-5000**



4. Utility Assistance:

Utility Resource Listing:

Care Corp (Richardson East Church of Christ): carechurch.org
Must live in a Richardson ISD zip code. Clients must have an appointment.

1504 East Campbell Road
Richardson, Texas 75081

972-231-8231, 972-234-2273

Utility Assistance: Not to exceed \$100.00

Will pay partial utility bills and will work with SVDP and Network to pay

Bethlehem Foundation: TXU Only, 1159 W. Camp Wisdom Rd.,
214-371-3407

Housing Crisis Center, hccdallas.org, 4210 Junius, **214-828-4244**

Salvation Army:

North Texas Command: 8787 N. Stemmons Fwy, Suite 800

214-637-8100, 817-344-1820

Social Services Center: **214-424-7050**

White Rock Center of Hope: whiterockcenterofhope.org

10021A Garland Rd
Dallas, Texas 75229

214-324-8996

Network: thenetwork.org

Limited resource and should be used sparingly.

Will not pay electric bills for Reliant Energy. Typically, Network pays TXU only. Will not pay utility deposits. Will only pay for usage.

Will only pay expenses if client is employed. **Telephone: 972-234-8880**

Arms of Hope: armsofhope.org

Highlands Oaks Church of Christ
10805 Walnut Hill Lane, 3rd Floor
Dallas, Texas 75238



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972-892-1865

North Dallas Shared Ministries:

2875 Merrell Rd.

Dallas, Texas 75229

214-358-8700

Senior Source: Must be over 60

214-823-5700



5. Transportation Assistance:

Resource Listing:

Dart Go Link:

Download GoPass App

dart.org

LH area

Dart Paratransit Service:

Download GoPass App

dart.org

For the disabled

Garland Medical Transportation Services

Garland Residents Transportation to Parkland

972-205-2890

My Ride Home

myridedallas.org

Seniors and the disabled

972-855-8084



6. Medical Assistance:

Medical Help Facilities:

Parkland Hospital System:

Refer most medical problems to Parkland Hospital

The **Vickery Health Center** is part of the Parkland System and provides medical services and counseling.

Vickery Health Center

8224 Park Lane, Suite 130

Dallas, Texas 75231

214-266-0350

Parkland Outlet Program: Adult Care Clinic

802 Hopkins

Garland, Texas 75040

214-266-4000

Healing Hands Ministries, healinghandsdallas.org

8515 Greenville Ave.

Dallas, Texas 75243

214-221-0855

Provides basic medical care to individuals without medical insurance. Primarily provides Medical and Dental care to residents of the Lake Highlands area. a nominal fee for office visits, dental and prescription.

Mission East Dallas missioneastdallas.org, **972-682-8917.**

The clinic offers routine medical services. Proof of identification and household income is required. Patients will be evaluated to determine eligibility for the Medicaid and C.H.I.P. programs. Patients must live in zip codes – 75043, 75149, 75150, 75180, 75181, 75182, 75217, 75218, 75227, 75228, 75231, 75243, or 75253. The clinic is staffed completely by volunteers.

Los Barrios Unidos Community Clinic: losbarriosunidos.org, Out Patient Clinic, 3111 Sylvan Ave. 75212, **214-540-0300**



Behavioral Health Help Facilities:

Dallas Metrocare Services, metrocareservices.org, Psychiatric services, 1345 River Bend, Suite 200, Dallas, **214-743-1200, 877-283-2121**

Life Net Community Behavior Healthcare, Psychiatric services, 9708 Skillman St., **214-221-5433, 888-559-7539**

Dentistry: Refer dentistry problems to the following:

Baylor College of Dentistry

3302 Gaston Avenue
Dallas, Texas 75246
214-828-8100
www.tambcd.edu

Kiwanis Dental Clinic: Child dentistry
5216 Monarch St.
214-827-1724

Mission East Dallas, Dental services are by appointment only. Patients must live in zip codes – 75043, 75149, 75150, 75180, 75181, 75182, 75217, 75218, 75227, 75228, 75231, 75243, or 75253. The clinic is staffed completely by volunteers. **972-682-8917**

Glasses

Texas Prevent Blindness, texaspreventblindness.org, 3610 Fairmont St., 75219 at **214-528-5521**

Pearle Vision, 4115 Skillman, **214-821-1655**

Dr. Jyothi, Optometrist, 8989 Skillman, **972-248-4008**



Prescription Assistance:

Partnership for Prescription Assistance; **1-844-261-4842**

Project Access Dallas; **214-824-8500**

Senior Source; **214-823-5700**

Pregnancy Help:

White Rose Pregnancy Center, whiterosewomenscenter.org
4313 N Central Expy, Dallas, Tx 75205, **(214) 821-6292**

Birth Choice, 8610 Greenville Ave. Ste. 200, Dallas, Texas 75243
214-631-2402

Medically Dependent Children Program (MDCP):

A state of Texas funded program for “Medically Dependent Children.” It provides relief to the care giver of a medically dependent child. To qualify, the child must have a physical impairment. Contact: **877-438-5658**



7. Public Protective Services: Child Protective Services (CPS) Adult Protective Services (APS)

If a SVDP volunteer is aware of an incident of abuse, the volunteer must call APS or CPS on behalf of the victim.

APS and CPS are divisions of the Texas Attorney General.

Adult Protective Services: APS provides protection to vulnerable adults (mentally challenged and elderly) who are the victims of abuse, exploitation, or neglect. Individuals can receive assistance from APS by calling **1-800-252-5400**.

Child Protective Services (CPS): CPS provides protection to children who are victims of crimes or who are neglected, abused, or in danger of neglect or abuse. CPS can be contacted by calling **214-826-7920**.

Child Support: If a client is owed Child Support and is not receiving it, refer them to the Texas Attorney General, Office of Child Support Enforcement at **214-630-8887**.



8. Family Help Resources: Domestic Violence, Sexual Abuse, Rape Crisis

Resource Listing:

Family Place: Shelter for up to 30 days, **214-941-1991**

Genesis Women's Shelter: Provides emergency shelter, food, clothing and counseling, **214-946-4357**

New Beginning Center: Emergency shelter, food, clothing and counseling, 218 N. 10th, Garland, **972-276-0423**

Salvation Army:

North Texas Command: 8787 N. Stemmons Fwy, Suite 800
214-637-8100, 817-344-1820

Social Services Center: **214-424-7050**

Women's Advocacy Project: Provides legal information for victims of domestic violence and sexual assault.

Family violence Legal Line: **1-800-374-4673**

Family Law Hotline: **1-800-777-3247**

Sexual Assault Legal Hotline: **1-800-296-7233**

Rape Crisis and Child Abuse Center

972-641-7273



9. Other Support Organizations: Employment Services, Legal Services, Advocacy Inc. (Mental Retardation & Disability), Agencies on Aging, Credit Counseling

Employment:

Texas Workforce Commission

2020 N. Masters Dr., Suite 102
Dallas, Texas 75217
972-288-2703

Texas Work Force Day Labor Office

1050 North Westmoreland, Suite 114
Dallas, Texas 75211
214-330-0364

St. Vincent de Paul Immigrant Business Training Program

Contact Lorraine McCord
972-333-7374

Adecco

Richardson, Texas
972-690-5541
Staffing Service – Numerous types of jobs

Price Staffing

972-661-1617

Day Labor for Men and Women

214/651-0202



Legal Services:

Legal Services of North Texas

214-748-1234

Call general number to get servicing office.

Dallas County Residents

Criteria: Available to Dallas County residents with income must be below 150% of federal poverty guidelines. **No criminal matters, personal injury cases, or traffic tickets.**

Legal Hotline of Texas

1-800-622-2520

Free legal information for individuals 60 and over and persons with disabilities. Also, for Victims of Violent Crimes and poverty level individuals with problems regarding healthcare.

Dallas Volunteer Attorney Program

1515 Main

Dallas, Texas

214-742-5768

Advocacy Inc. Provides legal services for persons with mental retardation, developmental disabilities, for persons seeking vocational rehabilitation services, and for persons with other disabilities. **1-831-429-1913**

Area Agencies on Aging: Provides legal assistance for individuals over 60 years old with problems concerning Medicare, Medicaid, Social Security, SSI, food stamps, and other publicly-funded services. 1341 W. Mockingbird Ln., Dallas, 75247, **214-871-5065**

Consumer Credit and Counseling Services

1717 McKinney Ave., Suite 700

Dallas, Texas 75202

214-593-6421



10. Clothing

Resource Listing:

White Rock Center of Hope: whiterockcenterofhope.org

10021A Garland Rd

Dallas, Texas 75229

214-324-8996

Arms of Hope: armsofhope.org

Highlands Oaks Church of Christ

10805 Walnut Hill Lane, 3rd Floor

Dallas, Texas 75238

972-892-1865

Southeast Dallas Emergency Food Center: foodpantries.org, Serves Dallas, 6670 Military Parkway, **214-381-5239**

Bethlehem Foundation: 1159 W. Camp Wisdom Rd., **214-371-3407**

Interfaith Housing Coalition: Dallas, 1651 Matilda., **214-827-7220**

Salvation Army:

North Texas Command: 8787 N. Stemmons Fwy, Suite 800

214-637-8100, 817-344-1820

Social Services Center: **214-424-7050**



11. Veteran Assistance:

US Veteran Affairs Office:

Services: Medical, Out Based Benefits Office
4500 S. Lancaster Road
Bldg. 2, Room 1C409 (Dallas VA Medical Center)
Dallas, TX 75216
214-857-4201 (Medical, Benefit Counseling)
214-857-4213 (Vocational Rehab and Employment)

Veterans Crisis Line at 1-800-273-8255 and press 1 or text 838255

National Call Center for Homeless Veterans at 1-877-4AID VET (1-877-424-3838). See Section 3 Veteran Homeless Assistance for additional resources

Operation Home Front:

Services: Short Term Critical Financial Assistance, Long-Term Help, Family Support, 1355 Central Parkway S., Ste. 100, San Antonio, Tx 78232, **210-659-7756**,
Critical Financial Assistance **877-264-3968**

Endevors (Support Military Veterans)

Services: Housing, Employment, Mental Health, Disaster Relief, Community Services
6060 N. Central Expy, Ste 639, Dallas, Tx 75206, **214-604-6938**