

Financial Assistance

Travis County Family Support Services (Palm Square, Austin) 854-4120

Operating Agency: Travis County Health and Human Services & Veterans Svc.
100 North IH-35, Suite 1000, Austin, TX.

- Provides emergency assistance to Travis County residents with low income. Includes rent, mortgage, gas, electricity (NOT telephone), prescription expense, medical supply expense, diapers, food pantry, food vouchers (for food only), and indigent burials.
- **FOOD PANTRY:** Open Mon - Fri 8:00am-4:30pm. People are encouraged to come in the afternoon. Bring photo ID. A 2 or 3-day supply of food is provided. May receive help once every 90 days.
- **ELIGIBILITY FOR FINANCIAL ASSISTANCE:** Dependent on income/assets, disability status, age of household members, number of children in household, and if you have experienced a loss of income within past 30 days.
- **REQUIRED DOCUMENTS:** Must show proof of having lived in Travis County for the past 60 days and must intend to remain in Travis County for 90+ days (proof includes apartment lease, school registration for kids, bills, voter registration card). Must have photo ID (or Social Security card AND birth certificate). Must bring current utility bill, or past due rent or mortgage bill. Documents needed from every household member: Social Security number, date of birth, and proof of gross income for past 30 days (pay stubs).
- **REQUESTING ASSISTANCE:** Clients may request assistance once every 12 months. To request assistance the following year, clients must show proof of participation in a workforce development activity (employment, training, education, literacy or GED classes, etc.). Exception: People ages 60+ may request assistance twice a year and do not need to show proof of workforce involvement.

Also provides limited case management, senior support services, out-of-town bus tickets to escape domestic violence (must have someone to meet them at destination), or to reach medical treatment that is not provided in Travis County. (NOT to attend a funeral)
May do home visits for homebound individuals, or clients can send someone to represent them.

May assist with motel vouchers for families, if consumer has a plan for obtaining permanent housing, or shelters are full and there are extreme weather conditions.
Accepts applications for Blue Santa holiday assistance program, deadline is the first week of December.

Also accepts applications for Coats for Kids and participates in Summer Fan Drive.

- **Intake procedures:** Walk in for appointments; doors open at 8am; first come, first served; people who are homebound may call to schedule appt.

http://www.co.travis.tx.us/health_human_services/family_support_services/default.asp

Baptist Community Center

478-7243

200 E. 2nd St., Austin, TX.

- Provides a food pantry onsite. Also provides limited financial assistance for rent and first month's rent (for apartments only, NOT duplexes or rent houses), local mortgages, utilities (electric, gas, water), prescriptions, and ID/birth certificates.
Sells low-cost clothing, including baby, work, children's, and adult clothing, depending on availability. Serves a Thanksgiving meal the day before Thanksgiving, 1pm-6pm. All are

welcome. Does NOT assist with rental deposits. Does NOT distribute fans. Serves low-income people in need in Travis County. Must call for appointment; does NOT accept walk-ins. Fees Charged: Most services are free; clothing closet prices are low.

Caritas-Community Support Program Appointments: 472-4135, Admin: 479-4610

611 Neches St., Austin, TX.

- Provides financial assistance with rent/mortgage and utilities (electric, water, gas) ONLY. **ELIGIBILITY CRITERIA:** To receive rental, electric, gas, or water bill assistance client must reside within Travis County, regardless of utility company. If client lives outside of Travis County the bill must be with Austin Energy. Household gross income must be at or below 150% of FPG within the past 30 days. Must have experienced an unexpected, verifiable emergency within the past 30 days. Must not have received assistance from Caritas within the past 12 months.
DOCUMENTS REQUIRED:
Proof of household income for all household members, including pay stub or a termination letter from employer, unemployment benefits, government benefits (TANF, SSI, SSDI, food stamps), or child support; Picture ID; Past-due letter from landlord OR past-due utility bill; Paperwork from Travis County DHS Emergency Services to indicate if assistance was received; and Documentation of the unexpected emergency.
- Will only help ONCE each calendar year. Caritas receives a high volume of calls between 8-10am, so clients may call in the afternoons to be pre-screened. If they are determined eligible for assistance, they may call back the next morning to make an appointment. Allows free use of telephone and restroom. If client has lived in the same hotel for the past 6 months and meets all other eligibility requirements, he/she will be considered for rent assistance. **Intake Procedure:** Pre-screening: can call in pm; Appointments: call at 8am; most appts are set 3 days ahead of time & fill up by mid-morning.
<http://www.caritasofaustin.org>
- Hours/Days: Mon Wed Thur 8:00am - 5:00pm; Tues 8:00am - 7:00pm; Fri 8:00am - Noon.

Fresh Food for Families Operating Agency: Capital Area Food Bank

Various locations in Travis and Williamson Counties. Call 211 For Monthly Distribution Schedule, or (512) 973-9203 Choose option 2: 2-1-1 Texas.

- Program coordinates the weekly distribution of donated fruits, vegetables, baked goods, and other items at various sites throughout Travis and Williamson Counties. You can check the current distribution schedule at <http://www.211centraltexas.org> under Food: Food Pantries. Eligibility Requirements: Open to the public; no income restrictions. Intake Procedure: Walk-ins accepted at all sites.

Project HELP—AISD Homeless Education Learning Project

414-3690

- Project HELP (Homeless Education and Learning Project) is a federally funded AISD program which seeks to serve homeless students in our district. Their goal is to help them access and succeed in school by providing support services to the AISD personnel, homeless students and their families. They assist with basic needs and obtaining access to local community resources to assist those who are technically “homeless,” this means anyone who is not living in a home or rental property of their own. You need not be living on the streets to qualify—anyone living with a relative, friend, or in motels/hotels qualifies for services. Project HELP is located in a portable building on the campus of the AISD Alternative Learning Center at 901 Neal St

First Call for Help Online <http://www.211centraltexas.org> has a comprehensive listing of resources for financial assistance for food, rent, utilities etc.