The Victim Services Unit within the Travis County Sheriff's Office can provide assistance with information about your case status, Crime Victims’ Rights, Crime Victim Compensation, navigation of the criminal justice system and referrals to appropriate community helping professionals or organizations according to your specific needs.

Resources

First Call For Help : Dial 211

www.211texas.org

Provides information about and referral to both non-profit agencies and participating businesses based on individual resource needs.

On the phone, representatives listen to what the caller’s needs are, and provide referrals that are appropriate.

Online, users can browse or search the database using keywords and topics, and print lists of organizations that meet their criteria.
What are Basic Needs?

Basic Needs are the minimal resources each individual needs to survive day-to-day life. These needs may include, but are not limited to: food, shelter, clothing and necessary medical care.

Some of us take these resources for granted, while many of us struggle to maintain them each day. Still others find themselves without their basic needs due to an unexpected crisis situation: a disaster, the death of a loved one/caregiver, unemployment, eviction, loss of support, family violence.

There are many reasons why people need help with basic needs, and it is difficult to know where to turn when you are the person in need.

It can also be said that information is a basic need. In this pamphlet you will find helpful information for local agencies that assist with basic needs in the Austin area on a regular basis.

This is not an exhaustive list, so if you find that you are in need of assistance beyond the scope of this pamphlet, Dial 211 to speak with an operator who can locate specific local resources to meet your needs.

If you need further assistance, feel free to contact the Victim Services Unit within the Travis County Sheriff’s Office at (512) 854-9709. We are happy to help.

Food

Capital Area Food Bank
Largest local food bank, supplies multiple locations — Call for details
6500 Metropolis Dr, Austin, TX 78744
www.centraltexasfoodbank.org (512) 282-2111

Caritas of Austin
Housing services, Food, Financial assistance, Employment assistance
611 Neches Street, Austin, Texas 78701
www.caritasofaustin.org 512-479-4610

The Storehouse
Groceries and clothing for those in need. (POP Plaza) 1202 FM 685, Ste. C-4,5,7 Pflugerville, TX 78660
www.thestorehousenetwork.com (512) 989-9989

Shelter - General

ARCH - Shelter for Men
500 E. 7th St., Austin, TX 78701
(512) 305-4100 Main

Salvation Army Shelter (may also have clothing)
Passages Program
501 E. 8th St., Austin, TX 78701
(512) 476-1111 Main
www.salvationarmytexas.org

Salvation Army – Shelter for Women and Children
4523 Tannehill Ln., Austin, TX 78721
(512) 933-0600 Main

Casa Marianella
821 Gunter St., Austin, TX 78702
(512) 385-5571 Main
(512) 928-8862 Posada Esperanza
www.casamarianella.org

Shelter - Special Populations

SAFE Alliance – Emergency Shelter for survivors of Family Violence and Sexual Assault
(including parents with children)
Call to be screened for shelter (512) 267-7233

Medical Assistance

STAR Program
Allows Texans to identify their own eligibility for Health and Human Services Benefits such as Medicaid
Self-screening line: 1-888-834-7406

Travis County Healthcare District Medical Assistance Program (MAP Card)
Call (512) 978-8130 for information and screening