



## Community Resources

*The goal of the Austin Code Department is to bring our communities to a safe standard for Austin residents and visitors. The following is a list of community resources to help Austin residents resolve potential hazards.*

### City of Austin Resources



Austin 3-1-1 provides the citizens of Austin with a simple single point of contact for every City department. What started as a police non-emergency line for the City of Austin has become a robust Citywide Information Center where ambassadors are available to answer residents' concerns 24 hours a day, 7 days a week, and 365 days a year.

For additional information, contact Austin 3-1-1 by dialing 311 or visiting [www.austintexas.gov/department/311](http://www.austintexas.gov/department/311).



The mission of the City of Austin's Neighborhood Housing and Community Development (NHCD) is to provide housing and community development services to benefit eligible residents, so they can have access to livable neighborhoods and increase their opportunities for self-sufficiency.

For additional information, contact NHCD at <http://www.austintexas.gov/department/housing> or 512-974-3100.



*Building a Better and Safer Austin Together*

For those looking for information regarding permits and zoning information, this is the department to contact. The Development Services Department (DSD) collects and reviews zoning fees & expired permits, building Inspection form requests. For all zoning and permit questions, Development Services is there. For further information, see below.

For additional information, contact the Development Assistance Center (DAC) at 512-978-4000 or <http://www.austintexas.gov/department/development-assistance-center>





The Austin Public Health’s (APH) mission is to prevent disease, promote health, and protect the well-being of our community, with the vision of making Austin/Travis County the healthiest in the nation. When we support well-being, we ensure that everyone has equal access to health and human services so all may live their best life. APH services include graffiti removal, rodent control, swimming pool/spa inspections, health screening, and free social services. Visit Neighborhood Centers for services for low and moderate-income families in need including basic needs (food pantry), seasonal program services (Christmas Bureau applications) and social services (crisis intervention).

For additional information contact Austin Public Health at [www.austintexas.gov/department/health](http://www.austintexas.gov/department/health), 512-972-5000, or dial 3-1-1.

## State of Texas Resources



2-1-1 Texas, a program of the Texas Health and Human Services Commission, is committed to helping Texas citizens connect with the services they need. Whether by phone or internet, 2-1-1 Texas’ goal is to present accurate, well-organized and easy-to-find information from state and local health and human services programs. 2-1-1 Texas is a free, anonymous social service hotline available 24 hours a day, 7 days a week, and 365 days a year.

No matter where you live in Texas, you can contact 2-1-1 Texas, and find information about resources in your local community. Whether you need help finding *food or housing, child care, crisis counseling or substance abuse treatment*, one number is all you need to know.

For additional information, contact 2-1-1 Texas by dialing 211, 877-541-7905 or visiting [www.211texas.org](http://www.211texas.org).



The Texas Department of Family and Protective Services (DFPS) is responsible for investigating abuse, neglect and financial exploitation. They provide services to persons who are aged 65 or older or, if age 18-65, with mental, physical, or developmental disabilities. This organization aims to protect older adults and other person with disabilities.

For additional information, visit DFPS at <https://www.dfps.state.tx.us/>.



Many people care for loved ones older than 60 years of age and for those looking for resources, the Texas Department on Aging and Disability Services (DADS) is an invaluable one. They offer Community Partner Programs, resources to help Texans age and live to their very best, faith and community programs as well as resources that support aging adults. In short, this department offers long term care, disable, financial, health, employment, medical & physical disabilities, blind, deaf, autism and comprehensive rehab. For more information, see below.

For additional information, contact DADS at 855-937-2372 or [www.dads.state.tx.us](http://www.dads.state.tx.us).



The Texas Health and Human Rights Services department is dedicated to promoting a diverse environment, free of discrimination. For those experiencing discrimination or abuse, this is the agency to report it to. Abuse can occur in: nursing homes, assisted living facilities, home health and hospice, day activity and with health services intermediate. For advice and advocacy, this is the agency to contact. Please see below for additional information.

For additional information, contact Consumer Rights & Services 800-458-9858 or [www.dads.state.tx.us/services/crs](http://www.dads.state.tx.us/services/crs).

## County Resources



They provide direct services or services through the nonprofit sector that address the community, family support services, weatherization and home repair. For additional information, see below.

Travis County Health & Human Services and Veteran Service (7 Community Centers):

Phone numbers by zip (78701) 512-854-4120, (78653) 512-854-1520, (78704) 512-854-1550, (78645) 512-854-9130, (78735) 512-854-1500, (78660) 512-854-2130 or 512-854-1530.

For additional information, visit [www.traviscountytexas.gov/health-human-services/divisions/family-support-services](http://www.traviscountytexas.gov/health-human-services/divisions/family-support-services).





## Non-Profit Resources



The Texas RioGrande Legal Aid (TRLA) provides free civil legal services to residents in 68 Southwest Texas counties, and represents migrant and seasonal farm workers throughout the state and in six other southern states. TRLA also operates public defender programs that serve at least 10 Texas counties, representing low-income and indigent people accused of felonies, misdemeanors, and juvenile crimes. TRLA serves about 23,000 clients each year. TRLA attorneys specialize in more than 45 practice areas, including *family, employment, foreclosure, bankruptcy, subsidized housing, farmworker, civil rights, and environmental law*.

For additional information, contact TRLA at [www.tria.org/office/austin](http://www.tria.org/office/austin) or 888-988-9996.



Building and Strengthening Tenant Action (BASTA) is a non-profit project dedicated to helping Austin renters work with their neighbors to improve conditions in their homes and communities. BASTA's goal is to create sustainable and autonomous tenant associations by cultivating leadership in tenant communities.

BASTA provides one-on-one guidance and group trainings in the following areas: *outreach methods, facilitation techniques, negotiation strategy, campaign planning, and property research*.

For additional information, contact BASTA at [www.bastaaustin.org](http://www.bastaaustin.org) or 512-522-9984.



The Austin Tenants' Council protects tenants' rights and educates the community on fair housing. The council has been around for forty- five years and is committed to advocating for safe, decent and affordable housing for all. For any renter who needs representation or who has questions regarding their rights as renters, this is a helpful resource.

For additional information, contact the Austin Tenants' Council at [www.housing-rights.org](http://www.housing-rights.org) or 512-474-6000.





For those looking for additional support for loved ones with disabilities, East Seals Central Texas is a wonderful organization to contact. In addition to supplying summer camps and employment opportunities, they also offer a community for women with disabilities and adult day services. In-home care, therapy and mental health programs are also offered. For more information, see below.

For additional information, contact Easter Seals Central Texas' Critical Home Accessibility Modification Program (CHAMP) at 512-615-6820 or [www.easterseals.com/centraltx](http://www.easterseals.com/centraltx).



Meals on Wheels is a great organization dedicated to providing quality food for all Texans. This service provides a myriad of resources including, in-home care, veteran services, home repair, treatment for depression and meals. For those who are homebound or who just need a little help within their home, Meals on Wheels is wonderful organization and resource. For further information, see below.

For additional information, contact Meals on Wheels at 512-476-6325 or [www.mealsonwheelscentraltexas.org](http://www.mealsonwheelscentraltexas.org).



For those looking for some help around the house or for someone to help them in their career, the Austin Area Urban League is a great resource. They cover home repairs, advocacy, financial empowerment and workforce and career development. As an organization that works with traditionally underserved communities, this is a valued and useful resource.

For additional information, contact Austin Area Urban League at 512-478-7176 or <http://aaul.org>.





Affiliate of Distinction 2015-2017

A well-known resource, Habitat for Humanity aims to provide home repairs for low income homeowners. Services include home repair, painting, windows and doors, ramps, tree trimming and addressing safety and accessibility.

For additional information, contact Austin Habitat for Humanity at [www.austinhabitat.org](http://www.austinhabitat.org) or 512-472-8788 ext. 411.



Integral Care is a valuable and important resource for adults and children, people with mental and behavioral health and substance abuse. Integral Care offers drug prevention and homeless services as well as support groups. For any looking for these resources, see additional information below.

For additional information, contact Integral Care Crisis hotline at 512-472-HELP (4357), toll free 844-398-8252 or [www.integralcare.org](http://www.integralcare.org).

