

## Consumer Resources

*The following information is for informational purposes and is not an endorsement of any program or entity*

### General Resources: Need help but don't know where to start?

<b>Organization</b>	<b>Contact Information</b>	<b>Assistance Description</b>	<b>Requirements for Eligibility</b>
City of Austin 3-1-1	Dial 3-1-1 or 512-974-2000	Access to City services and information, 24/7	City of Austin residents
City of Austin Telecommunications & Regulatory Affairs	Dial 3-1-1 or 512-974-2466	Complaint against a payday or auto title lender	Payday or auto title loan borrowers within City of Austin limits
State of Texas Office of Consumer Credit Commissioner	<a href="http://www.occc.texas.gov/consumers">www.occc.texas.gov/consumers</a>	Complaint against payday or auto title lender and consumer resources	Payday or auto title loan borrowers within the State of Texas
State of Texas Office of the Attorney General	<a href="https://texasattorneygeneral.gov/cpd/file-a-consumer-complaint">https://texasattorneygeneral.gov/cpd/file-a-consumer-complaint</a>	File consumer complaints	N/A
United States Federal Trade Commission	<a href="http://www.consumer.ftc.gov">www.consumer.ftc.gov</a>	File consumer complaints and consumer resources	N/A
2-1-1 Texas United Way for Greater Austin Navigation Center	Dial 2-1-1 <a href="http://www.unitedwayaustin.org/2-1-1">www.unitedwayaustin.org/2-1-1</a> <a href="http://www.211texas.org">www.211texas.org</a>	Free community helpline for information about: housing, food, clothing, healthcare, counseling & support groups, government resources, volunteer opportunities, disaster information, child care, education, employment, financial education, and more. 24/7, confidential, multilingual	Eligibility varies by program

### Financial Education and Coaching: Learn how to manage a budget, pay down debt, and build credit. Stay on track with a financial coach

<b>Organization</b>	<b>Contact Information</b>	<b>Assistance Description</b>	<b>Requirements for Eligibility</b>
Foundation Communities	<a href="http://www.foundcom.org">www.foundcom.org</a> or 512-447-2026	1:1 financial coaching, money management classes, homebuyer classes, college financial aid assistance, free tax preparation	Eligibility varies by program
Goodwill Industries of Central Texas	<a href="http://www.goodwillcentraltexas.org">www.goodwillcentraltexas.org</a> or 512-637-7100	Financial education and financial coaching	Eligibility varies by program
United Way for Greater Austin Financial Stability	<a href="http://www.uwatx.org/financialstability">www.uwatx.org/financialstability</a> or Tel: 2-1-1	Financial education classes, financial coaching, referrals to community resources	Eligibility varies by program
Cornerstone Financial Education	<a href="http://www.csfedu.org">www.csfedu.org</a> or 1-800-336-1245	Financial education, credit counseling and debt management, bankruptcy education and counseling	Eligibility varies by program
Catholic Charities of Central Texas	<a href="http://www.cctx.org/financialstabilityaustin">www.cctx.org/financialstabilityaustin</a>	Case management, education, and emergency financial assistance	Check website to see new client status

### Workforce Development and Job Training: Learn new job skills, earn a GED or certificate, take a computer or ESL class

Workforce Solutions Capital Area	<a href="http://www.wfscapitalarea.com">www.wfscapitalarea.com</a> or 512-454-9675	Job skills training, assistance with finding jobs, targeted occupations and industries, ESL classes.	Eligibility varies by program Multiple locations available contact WFS
Austin Community College Adult Education	<a href="http://www.austincc.edu/abe">www.austincc.edu/abe</a> or 512-223-5300	GED and certificate programs in addition to post-secondary degrees	Eligibility varies by program
LifeWorks	<a href="http://www.lifeworksaustin.org/ged_and_literacy.html">www.lifeworksaustin.org/ged_and_literacy.html</a> or 512.735.2400	GED program	Individuals aged 16-26 years old

*Disclaimer: The intent of this guide is to make consumers available of resources in Austin regarding financial education, basic needs, and general assistance. This guide does not purport to be exhaustive, but rather aims to provide basic resources. Individuals should consult with a professional for specific advice. The City of Austin does not assume any legal liability or responsibility for the accuracy, completeness, or usefulness of any information, product, or process disclosed in these examples. Reference herein to any specific service, product, or process does not constitute or imply its endorsement or recommendation by the City of Austin.*