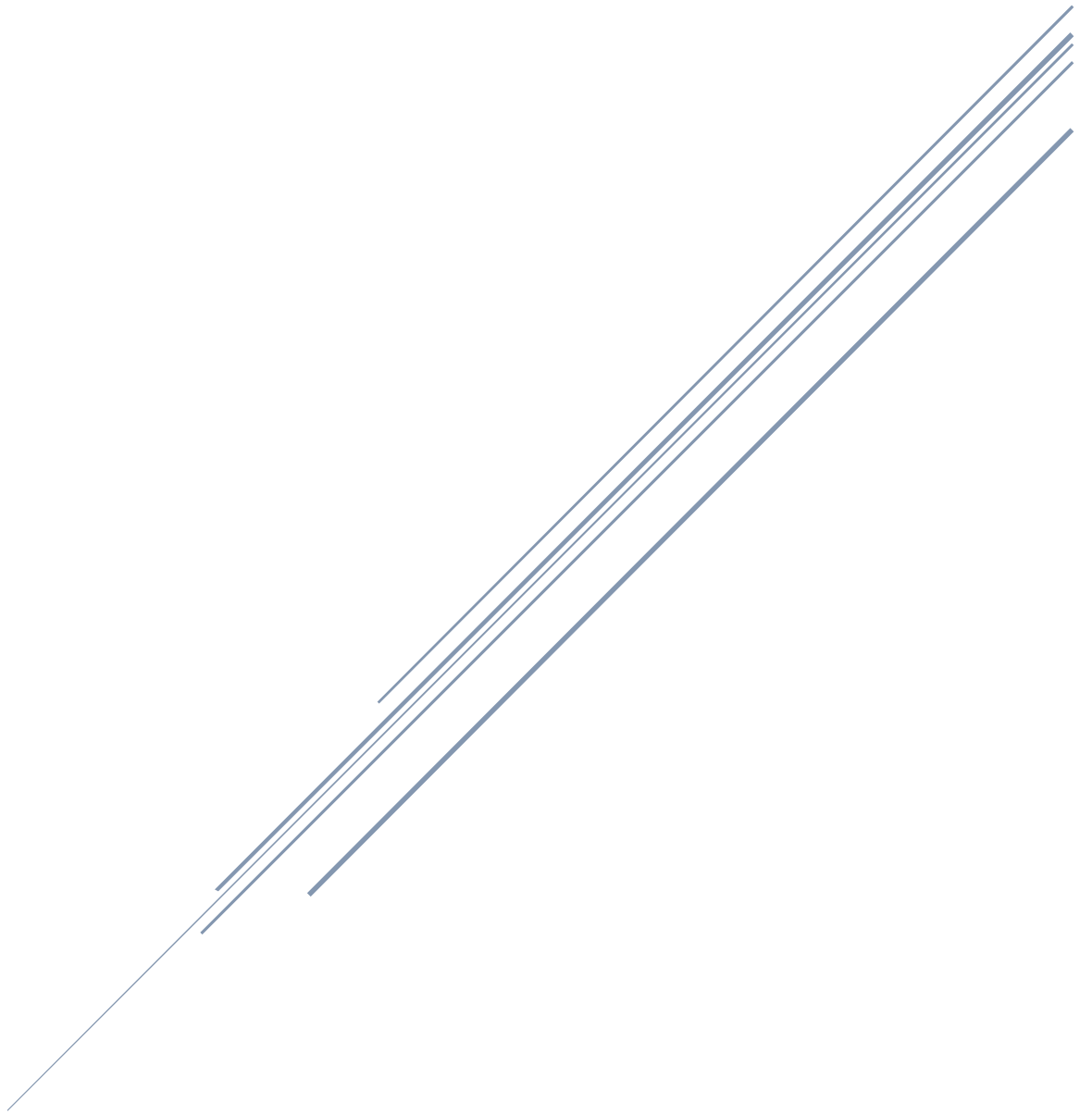


Resources for Kidney Patients



Contents

Transportation4

Food Access & Grocery Programs.....16

Utility Assistance22

Housing.....24

Benefits Assistance32

Legal48

Directory of Resources54

Transportation



METROACCESS

MetroAccess is a medical transportation service provided by Capital Metropolitan Transportation Authority, from Austin, TX.

MetroAccess can pick you up to take you to the eligibility appointment.

This program provides reduced-cost paratransit. Call the *MetroAccess* eligibility line to schedule an eligibility appointment, request an application, or for more information regarding the eligibility process.

Phone: 512-389-7501 (eligibility department)

Website:

<https://www.capmetro.org/metroaccess/>

Days and Hours:

8:00 AM - 5:00 PM Monday to Friday

Scheduling rides: 512-852-7272 (must schedule rides no later than 5:00 PM the previous day)

Eligibility: Must have medical verification from you doctor

Languages: English, Spanish

Cost: \$1.75 per pick-up

How to pay: Riders can pay with a monthly pass, a paper ticket, or can connect a credit card to pay and use their app.

Coverage Area: This program covers residents from Austin, TX.

Documents Required: Completed application and verification by a medical professional.



ElderWheels Transportation

They assist the elderly population with leisure wishes and mobility needs using accessible vans, whether it is a medical appointment or a leisure activity like fishing.

Serving all ages, 7 days a week. Weekends by Appointment only, and some people can help who are Spanish speaking.

Phone:

For existing clients

Text or call Elsa at 512-779-8383

For new clients

Text or call Amy at 512-850-6335

Web site: <https://www.elderwheels.care/>

Hours: 8:00 AM – 5:00 PM Monday-Friday, transportation hours are 24/7

Scheduling rides: call the day before.

Eligibility: No requirements

Languages: English, Spanish

Costs: Prices vary depending on location, time of day, and traffic conditions.

Most trips are between \$90-95.

For a full-service option for help with transfers in or out of a bed or wheelchair, note-taking or advocacy, and scheduling assistance on the patients' behalf. Call for pricing options.

For patient discharge service, rates start at \$110.

Coverage area: Anywhere in Texas

Documents required: None



modivcare

Modivcare

It is a company that provides non-emergency transportation services, personal care at home, patient care in virtual and remote formats, and integrated health services. Services include support in performing mass transportation services (e.g., bus, train, etc.), as well as supporting the patient in seeking mileage/gas reimbursement through their medical plan for transportation by a family member.

Phone: 1-866-427-6607 (you must call your insurance and ask if they work with

Modivcare)

1-866-528-0441 (Reservation line)

UnitedHealthcare Community Plan Texas
Medicare & Medicaid Dual Eligible (MMP):
1-866-427-6607

UnitedHealthcare Medicare National:
1-866-418-9812

Web site: <https://www.modivcare.com/>

Web site for Medicaid:

<https://www.modivcare.com/who-we-serve/medicaid-plans-state-agencies/>

Web APP: <https://www.mymodivcare.com/>

Days and Hours: 9:00 AM – 5:00 PM Monday through Friday (to call).

Scheduling rides: You must schedule your ride 2 business days before your scheduled appointment. Services can vary depending on the type of health insurance you have.

Eligibility: After you call member services from your medical insurance provider, confirm with them whom they are receiving transportation benefits through and if they accept **Modivcare** as a medical transport company.

Languages: English, Spanish

Costs: Covered completely by the insurance provider.

Coverage area: Up to 75 miles one way. For more than 75 miles, a preauthorization form would be required.

Documents required for application: First and last name, date of birth, phone number, home address, health care plan and member ID number, date and time of your appointment, appointment address and facility name, general reason for appointment, patient delivery address, level of service required (e.g., wheelchair?), and special instructions (e.g., medical equipment?).



The Country Bus

Enjoy the convenience of having a CARTS bus pick you up at your home, take you to your destination, and then back home again. Ideal for disabled individuals or others requiring special assistance, Community Transit service provides curb-to-curb transportation throughout Central Texas.

Phone: 512-478-7433

Web site: <https://www.ridecarts.com/routes/>

Hours: Office hours are from 7:30 AM-5:30 PM.

Scheduling rides: To schedule your ride call 1-800-456-RIDE (7433). Rides are scheduled Monday through Friday, from 7:00 AM to 4:00 PM. 24-hours advance notice is recommended. Same-day reservations can be made based on availability.

Eligibility: Must live in the service area, have a disability/ be 65+ years old.

Languages: English, Spanish

Costs: Rides are \$6 round trip

How to pay: Riders can pay with cash or can connect a credit card to pay in the app.

Coverage area: Bastrop, Lockhart, Marble Falls and Taylor City Limits

Documents required: Download and return the **Discount Eligibility form** found here at <https://www.ridecarts.com/disability/>



Medical Transportation Program by Texas Health and Human Services Commission (HHSC)

Medicaid provides free rides in Texas to eligible patients who have no other means to get to a medically necessary healthcare checkup or exam covered by Medicaid.

Free rides are also available when a patient needs to get to another Medicaid provider, such as doctors, dentists, hospitals or drug stores.

Non-emergency Medical Transportation (NEMT) services are available to:

- Children and youth ages birth through 20 years who are enrolled in Texas Health Steps.
- Individuals enrolled in the Children with Special Health Care Needs (CSHCN) Services Program and Transportation for Indigent Cancer Patients.
- Most others who are eligible for Medicaid medical and dental services.

Phone: If you are not enrolled in a Medicaid health plan call the toll-free Medical Transportation Program (MTP) hotline at 877-633-8747 (877-MED-TRIP).

For those who have QMB (Qualified Medicare Beneficiary) or Medicare, call 800-633-4227.

Apply to Medicaid at YourTexasBenefits.com, or download their **YourTexasBenefits** app for your phone (using the app is the easiest and fastest way).

Web site: For general information go to <https://www.hhs.texas.gov/services/health/members/medical-transportation-program>

To contact your health plan's designated transportation resource, go to <https://www.hhs.texas.gov/services/health/members/medical-transportation-program/health-plan-contact-information>

Days and Hours: 5:00 AM -7:00 PM Monday through Saturday.

Scheduling rides: Local rides must be scheduled at least **two business days** before, rides before require three days before.

Eligibility: Those qualifying for transportation under Texas Medicaid, Tickle QMB, SSI/QMB, and QMB with waivers.

Languages: English, Spanish

Costs: Free

Coverage area: All of Texas

Documents required: Medicaid or Social Security number.



Best Neighbor Transportation

Best Neighbor Transportation offers reliable, compassionate NEMT (non-emergency medical transportation) services for both ambulatory and wheelchair clients. Our commitment to punctuality and safety has built us a stellar track record. We ensure every journey to healthcare appointments is accessible and stress-free. With us, you're more than a passenger—you're a valued member of our community.

Phone: 512-551-0214 or 512-669-3951.

Web site:

<https://www.bestneighbortransportation.com>

Days and Hours

Scheduling rides:

Eligibility:

Languages: English, Spanish

Costs: Free

Coverage area: All of Texas

Documents required: Medicaid or Social Security number.

How to ask for transportation services:

"Hello, my name is [Your Name], and I am a dialysis patient. I would like to inquire about the medical transportation services your organization provides. Could you please tell me how I can arrange transportation to and from my dialysis appointments, doctor's appointments or to the supermarket?"

Tips for processing your Medicaid application and obtaining transportation services:

If you have any questions about Medicaid, call #211 and an agent will direct you towards someone who can help in English or Spanish.

After you have submitted a Medicaid application (which can take up to 45 days), do the following to try to escalate your Medicaid application exactly as instructed below:

1. Call 211
2. When the voice recording asks for your language preference, press option 1 to continue in English, or press 2 for Spanish.
3. The voice recording will ask you to press a number for each of their services, press 2 for Medicaid.
4. The voice recording will then say: *“I’m your virtual agent and I can help with certain tasks.”*
5. Say *“Agent”* until they say *“Let me transfer you to a live agent”*.
6. A Medicaid eligibility agent will come on the phone.
7. Provide them with your Social Security number or HHSC (Health and Human Services Commission) case number. This was given to you by mail from the Health and Human Services Commission. If you don’t find the HHSC you can go to your www.YourTexasBenefits.com account to get this number.
8. Ask to be transferred to Medicaid.
9. Tell the Medicaid representative that you are a Dialysis patient and urgently need transportation to your chair appointment on [**say the days and the chair time**]. Ask them what other transportation options are available to you to go to your dialysis appointments until your Medicaid application is approved. Ask for city or county

programs that can provide you with transportation to your dialysis.
You will be provided with free or low-cost options

Food Access & Grocery Programs



Central Texas Food Bank: Find Food Now Directory

Eating the right foods helps your kidneys do their job of cleaning your blood. Just like using clean fuel helps a car run better, a healthy diet keeps your kidneys strong and prevents damage. This means less sickness and feeling better overall.

Central Texas Food Bank (CTFB) is a community-based program that offers a variety of services, including help with SNAP application, cooking classes, food pantry, and fresh food like vegetables. CTFB partners with community non-profit organizations to have mobile pantries around Central Texas and different counties. Some Spanish speakers are available here in this organization and other partners.

Website: (To search for a pantry near you)

<https://www.centraltexasfoodbank.org/food-assistance/get-food-now>

Some pantries:

Austin Spanish Seventh Day Adventist is an example of the partnership with CTFB that our patient can use, the information is below:

Address:

100 West Rundberg, Austin, TX 78753

Day and Hours: Wednesday from 12:00 PM - 5:00 PM

(only day and time this pantry is open)

Languages: English, Spanish

El Buen Samaritano Food Pantry is another partner of CTFB that kidney patients can use.

Address:

7000 Woodhue Dr. Austin, TX 78745

Phone: 512-439-0733

Days and Hours: Tuesday and Thursday from 8:00 AM - 10:00 AM

(only open these two days)

Languages: English, Spanish



Meal Delivery Program from Meals On Wheels of Central Texas (MOWCT)

Meals On Wheels is an organization that seeks to enrich and help people in need through services that promote dignity and independent living for the elderly population. They offer several services such as home-delivering food services to seniors and adults with disabilities; Healthy Options Program for the Elderly (HOPE) delivery of nutritional groceries; and Groceries to Go for people who can't drive anymore.

Address:

3227 East 5th Street Austin, TX 78702

Phone: 512-476-6325

Website:

www.mealsonwheelscentraltexas.org/

Eligibility:

- Must be primarily homebound.
- Must be unable to easily prepare nutritious meals.
- Must be without consistent daytime assistance.
- Must be able to accept meals during delivery time frame.
- Must live in the Greater Austin area.

Languages: English, Spanish



Mom's Meals

Mom's Meals serves clients who are covered under Medicare Advantage plans, Medicaid plans, Long-Term Services and Supports (LTSS) programs or the Older Americans Act, and by individuals or their caregivers who are looking for a self-pay program. They provide many healthy prepackaged food options, including renal-friendly meals. They can order from 10-21 meals per order.

Medicaid and Older American Act Recipients: Mom's Meals offers meals to recipients under certain Medicaid and Older American Act programs. Eligibility for meals varies by state and by program. If you have a Case Manager, he or she will be able to tell you if home-delivered meals are part of your benefits. If you don't know or don't have an assigned Case Manager, you can get in touch with your local Area Agency on Aging, who may be able to help.

Medicare Advantage Beneficiaries: Many Medicare Advantage plans offer meals as part of their post-discharge or chronic care support programs. To see if yours does, consult you plan materials or call the phone number on the back of your insurance card.

Self-pay Individuals: Mom's Meals offers a self-pay program for those without an eligible health plan or who

don't qualify for government assistance, but still want the convenience of home-delivered meals for themselves or a loved one. This program offers nine health-condition menus with a variety of meal options. You choose every meal, every delivery.

Phone: 877-508-6667

Website: www.momsmeals.com

Days and hours: Monday-Friday 8am-6pm

Eligibility: This is determined by your health insurance, or you can purchase meals directly.

Cost: Free, Reduced cost, Self-pay individuals pay \$7.99/meal, Renal-friendly, Pureed and Gluten Free meals cost \$8.99/meal. Flat rate shipping fee applies of \$14.95.

How to pay: For Private pay, call the private pay line at 1-866-971-6667

Coverage area: Texas

Documents Required: None

Languages: English, Spanish

Process to have Medicare fund meal deliveries through Mom's Meals:

1. Call Medicaid by calling 211 or the Medicaid helpline at 800-335-8957 to see if you qualify for Home Delivered Meal Benefits

2. If you do qualify, Medicaid or Medicare Advantage will send an authorization to Mom's Meals, telling them that you have a Home Delivered Meal Benefit.
3. This authorization will be processed by Mom's Meals within 72 hours, and someone from Mom's Meals will reach out to you within about 1-week from the time the insurance company has sent the authorization.
4. What does this authorization tell Mom's Meals?
 - a. That the benefit exists
 - b. How many meals you would get
 - c. How often you would get this benefit
 - d. Provides them your demographic information
 - e. Dietary needs, food allergies, or dietary restrictions
5. An account will be set up for you, and a representative will call you to schedule meal delivery.

How to ask for food delivery services:

"Hello, my name is [Your Name], and I am a dialysis patient. I would like to inquire about the food delivery services your organization offers. Could you please provide information on how I can sign up and what types of meals are available? Do you have renal-friendly meals?"

Utility Assistance



City of Austin Utilities Financial Support Plus 1 Program

This service helps pay for your utility bills. The Plus 1 fund provides emergency financial help if you are having temporary difficulty paying utility bills due to issues like serious illness, a recent job loss, or other emergencies.

Phone: 512-494-9400

If you have difficulty contacting a Plus 1 Partner Agency or have a concern or complaint contact billhelp@austinenergy.com

Website:

<https://www.financialsupportplus1.com>

Days and Hours: Monday to Friday from 7:00 AM – 9:00 PM, and Saturday from 9:00 AM – 1:00 PM

Eligibility: Program eligibility is determined by the community organizations listed on the website above. For additional information, click on the following link [Financial Support](#)

Plus 1 program agencies and contact the agencies directly.

Languages: English, Spanish

How to ask for utility assistance support:

"Hello, my name is [Your Name], and I am a dialysis patient. I would like to inquire about the utility assistance support your organization offers. Could you please explain how I can apply for assistance and what types of support are available?"

Housing



Family Eldercare

Having a safe and steady home helps you maintain a Just like you need a calm place to rest and feel good, your kidneys need a stable life to work best. This means you can stay healthier and feel better.

The Family Eldercare Benefits Enrollment program provides education and application assistance with public benefits to increase stability related to food, housing, transportation, and health.

Services:

- Benefits enrollment, Benefits management (this service is called Rep Pay), Homeless prevention and Rapid Re-Housing for Older Adults

Phone:

Main: 512-450-0844

Intake and referrals: 512-483-3580

Email: info@familyeldercare.org

Website: www.familyeldercare.org

Days and Hours:

Monday to Friday from 8:00 AM – 5:00 PM

Address: 1700 Rutherford Lane, Austin, TX
78754

Eligibility for the Rep Pay program:

- Clients eligible for **Rep Pay** services must be elderly or adults with disabilities
- Must be low-income (at or below 200% of the Federal Poverty Index),
- Must be incapable of performing the tasks themselves and without anyone available or appropriate to assist them.

Languages: English, Spanish

Costs: Reduced costs

Coverage Area: Travis County and Williamson County, TX

Documents: Proof of income



Affordable Housing
Online Search Tool

**Affordable Housing Online Search Tool
(AHOST)**

If you are looking for affordable rental housing in the City of Austin, search the Affordable Housing Online Search Tool (AHOST) by entering your household income and household size at the website

where it says “Search for Affordable Housing” to view affordable rental properties.

<https://www.austintexas.gov/department/affordable-housing-online-search-tool-ahost>



Foundation Communities

Foundation Communities owns and operates 28 affordable apartment communities, 20 for families in Austin and North Texas, and eight efficiency studio communities for single adults in Austin.

Services: Free benefits assistance, tax prep, financial coaching, college navigation, and health coverage help. Schedule an appointment online or by phone.

Address:

North: 5900 Airport Blvd, Austin, TX 78752

South: 2900 S I-35 Frontage Rd, Austin, TX 78704

Phone:

- General number 737-717-4000
- For Family apartments, contact each property for availability or call the Family Apartment Housing Navigator at 512-610-7392.
- For Studios for single adults, check out their waitlist information page or call the Supportive Housing Navigator at 512-610-4010.

- For general housing info.: Housing Navigator at 512-610-4010
- For additional assistance, you may call 512-447-2026.

Website:

To Apply, select “View Our Austin Communities” on their website

<https://foundcom.org/housing/>

Days and Hours: Monday to Friday from 9:00 AM – 5:00 PM, and Wednesday from 12:00 PM – 5: 00 PM (North)

Eligibility: To live at a Foundation Communities property, you must:

1. Meet specific income guidelines
2. Pass criminal and credit checks
3. Have a good rental history

Apartments and duplexes are perfect for individuals and families with low to moderate incomes. The minimum and maximum income requirements vary by location.

Languages: English, Spanish

Costs: Reduced costs

Coverage area: Travis County and Williamson County, TX.

Documents required:

- Identification card (Driver's license
- State ID card)
- Proof of Income (last 60 days)
- Completed application
- Social Security Card

- Two years of verifiable residential history
OR a minimum of two personal references
- Homeless status
- Background check
- Rental history check
- Credit background check



Sunrise Homeless Navigation Center-Way Finder Program

Ask about the Way Finder Program at Sunrise Navigation to get more information on how to get your apartment application fee and security deposit paid for.

Phone: 512-522-1097

Email: wayfinder@sunriseaustin.org

Web site: <https://sunrisenavigationcenter.org/>

Days and Hours: Monday to Friday 9:00 AM – 1:00 PM

Address: 4430 Menchaca Rd., Austin, TX 78745.

Eligibility: This program serves unhoused residents and low-income populations of Travis County.

Languages: English, Spanish

Costs: Free

Coverage area: This program covers residents of Austin, TX.

Documents required: Complete the DRE (Diversion/ Rapid Exit) Property Checklist (this application must be picked up at Sunrise Navigation).



Urban Alchemy's Austin Resource Center for the Homeless (Arch) Homeless shelter

The Austin Resource Center for the Homeless (ARCH) provides nightly shelter to 130 adult homeless men who are currently engaged in case management to find housing.

Address: 500 East 7th Street, Austin, TX 78701

Phone: 512-881-8951

Website: <https://urban-alchemy.us/>

Day and Hours: Monday-Friday 8-5pm CDT,
Walk-ins are Mon-Fri at 8:00 a.m.

Services: Overnight shelter, Case management,
Meals, Showers

Costs: Free

Eligibility: Open to everyone

Coverage area: This program covers residents
of the following counties: Travis County, TX.

Languages: English

How to ask for affordable housing support:

For affordable housing: "Hello, my name is [Your Name], and I am a dialysis patient. I would like to inquire about the affordable housing services your organization provides. Could you please explain how I can get assistance with finding affordable housing or assistance with paying for my security deposit and what the application process involves?"

For an emergency shelter: "Hello, my name is [Your Name], and I am a dialysis patient. I would like to inquire about your emergency shelter. Could you please explain how I can get assistance with finding emergency shelter and what the application process involves?"

Benefits Assistance



CommUnityCare: Southeast Health & Wellness Center and Walk-In Clinic

CommUnity Care offers walk-in primary care services to uninsured and under-insured residents of Travis County, aged 6 months and older. The program's doctors serve as key members of their patient's health care team and help coordinate patient care all in one place.

Services: Family Medicine, Pediatrics, Women's health, Internal Medicine, Internal Medicine, HIV Care, Dental, Walk-in Care, Behavioral Health, Nutrition, Pharmacy, Lab, Radiology including X-ray and screening mammograms, Pulmonology, Cardiology, Endocrinology, Gastroenterology, Rheumatology, Audiology, Dermatology and other services integrated.

They also provide walk-in MAP application support if patient's are experiencing homelessness.

Phone:

Primary Care Services: 512-978-9500

Dental Services: 512-978-9865

HIV Services: 512-978-9100

Walk-In Clinic: 512-978-9960

Web site: <https://communitycaretx.org/all-locations/southeast-health-and-wellness-center-walk-in-clinic/>

Days and Hours:

Walk-In Clinic Hours

Monday to Saturday from 7:15 AM to 8:00 AM

Primary Care Hours

Monday to Friday from 7:20 AM to 6:00 p.m.

Acute Clinic

Saturday by appointment only

8:00 AM to 4:30 PM

Pharmacy Hours

Monday to Friday from 8:00 AM to 6:00 PM

Lab Hours

Monday to Friday from 7:00 AM to 7:00 PM

Saturdays from 9:00 AM to 4:00 PM

Dental Hours

Monday to Friday from 7:15 AM to 6:00 PM

Address: 2901 Montopolis Dr, Austin, TX 78741

Eligibility: This program serves pediatric patients 6 months or older and adult patients on a first come first serve basis.

Languages: English, Spanish

Costs: Sliding scale

Coverage area: Travis County, Bastrop County, Caldwell County, Hays County, and Williamson County, TX.



CommUnityCare: Hancock Walk-in Care

CommUnity Care offers walk-in primary care services to uninsured and under-insured residents of Travis County, aged 6 months and older. The program's doctors serve as key members of their patient's health care team and help coordinate patient care all in one place.

Services: Family Medicine, Walk-In Care

Phone: 512-978-9940.

Website: <https://communitycaretx.org/all-locations/hancock-walk-in-care/>

Address: 1000 E. 41st St., Suite 925
Austin, TX 78751

Hours:

Clinic hours

Monday – Sunday 7:00 a.m. to 8:00 p.m.

Hours include holidays

Lab Hours

Monday – Thursday 8:00 a.m. to 7:00 p.m.

Eligibility: This program serves pediatric patients 6 months or older and adult patients.

Languages: American Sign Language, English, Interpretation Services Available, Spanish

Cost: Sliding Scale

Coverage Area: This program covers residents of the following counties: Travis County, TX, Bastrop County, TX, Caldwell County, TX, Hays County, TX and Williamson County, TX.



Trinity Center

Trinity Center is a faith-based organization conducting programs that serve the spiritual, emotional, and physical needs of the poor and homeless in Austin.

Services: Meals, government food benefits, help find housing, clothing, help pay for transit, transportation, health insurance, financial assistance, help pay for work expenses, community support services, computer or internet access, navigating the system, one-on-one support, notary

Phone: (512) 610-3520

Website: <https://www.trinitycenteraustin.org/>

Address: 304 E. 7th St, Austin, TX 78701

Days and Hours:

This program provides:

Breakfast - every day from 9:00 AM - 9:30 AM, you need to go style at doors alongside Trinity Street.

Mail Service - Their address can be used as your mailing address. Mail checks occur Monday to

Friday between 9:30 AM - 1:00 PM. Mail will be returned to center after 30 days.

Prescription Help- Trinity will pay up to \$35 in prescription costs. Purchasing prescriptions at CVS, Wal-Mart, or HEB are preferable.

Schedule:

Below is Trinity Center's current Schedule:

Monday Services - Women's Day (Only Women allowed inside for Services)

- Women's Clothing Closet - Starts at 10:00 AM
- A landline phone is available for in- and out-of-state calls available- Begins at 9 AM
- Public Computer Usage is available- Begins at 9 AM - 20-minute limit per use - Printing available (10 sheet limit)

Tuesday Services

- ID Assistance - First 12-15 people who line up on Trinity Porch. Able to help with Texas IDs, Driver's Licenses, in- and out-of-state Birth Certificates, and Food Handler's Permits. The program begins at 9:30 AM, be sure to line up outside on the porch by 8:30 AM.
- Insurance Outreach - *Medical Access Program Insurance (MAP)* - A representative is present to replace, renew, or help first-time applicants apply for a MAP Card. The rep. is usually at Trinity Center between 9:00 AM to 12:30

PM. Trinity staff should have a schedule that lists other locations to find MAP representatives.

- A landline phone is available for in- and out-of-state calls available- Begins at 9 AM
- Public Computer Usage is available- Begins at 9 AM - 20-minute limit per use - Printing available (10 sheet limit)

Wednesday Services

- 7-Day Bus Pass Distribution - First come, first served for the first 50 people in line. Doors open at 8:15 AM.
- ID Assistance - First 12-15 people who line up on Trinity Porch. Able to help with Texas IDs, Driver's Licenses, in- and out-of-state Birth Certificates, and Food Handler's Permits. The program begins at 9:30 AM, be sure to line up outside on the porch by 8:30 AM
- A landline phone is available for in- and out-of-state calls available- Begins at 9 AM
- Public Computer Usage is available- Begins at 9 AM - 20-minute limit per use - Printing available (10 sheet limit)

Thursday Services

- Men's Shower Ministry (10-12 male-identified individuals)
- A landline phone is available for in- and out-of-state calls available- Begins at 9 AM

- Public Computer Usage is available- Begins at 9 AM - 20-minute limit per use - Printing available (10 sheet limit)

Friday Services

- SNAP Assistance - Food Bank
Representative is available every Friday to apply, update and renew their food stamp EBT benefits
- 10-15 spots available.
- Men's Clothing Closet
- A landline phone is available for in- and out-of-state calls available- Begins at 9 AM
- Public Computer Usage is available- Begins at 9 AM - 20-minute limit per use - Printing available (10 sheet limit)

Miscellaneous Services Throughout Week

- Case Management Services - Open at different times of the year. Ask a staff member for more information.
- Resource referrals (For clothing, financial assistance, transportation, etc.)
- Free HIV Testing, STD Testing, and Sexual Education (biweekly)

Every day

- Notary Services available every day Long Distance Bus Tickets for unhoused individuals only if their desired situation gets a person out of their unhoused situation -- Will need to provide proof that they have someone to stay with. Trinity

Center will contact the person they plan on staying with. This is a reunification program that gets people to reunite with a friend or a family member.

Languages: English, Spanish

Cost: Free

Coverage area: Travis County, TX



IntegralCare

Integral Care clinics provide mental health care and primary health care for adults who live with mental illness, an intellectual and/or developmental disability, and/or use drugs or alcohol. Mental healthcare services include one-on-one and group emotional support, exercise and nutrition programs, medicines, and case management. Primary healthcare services include physical exams, sick visits, and treatment for long-term health problems like heart disease and diabetes. An onsite partner provides primary healthcare services at clinics.

Services: Primary care, mental health care, group therapy, individual counseling, navigating the system, one-on-one support.

Phone: Call 512-472-4357 to schedule an appointment.

Website: <https://integralcare.org/en/home/>

Address:

Stonegate Clinic (South location)

2501 West William Cannon Drive
Building 4
Austin, TX 78745

Days and Hours:

M-T-W-Th-F: 8:00 AM - 5:00 PM

Saturday and Sunday: Closed

East 2nd Street Clinic (Central location)

1631 East 2nd Street
Austin, TX 78702

Days and Hours:

M-T-W-Th-F: 8:00 AM - 5:00 PM

Saturday and Sunday: Closed

St. Johns Clinic (North location)

6937 North Interstate-35 (2nd floor)
Austin, TX 78752

Days and Hours:

M-T-W-Th-F: 8:00 AM - 3:00 PM

Saturday and Sunday: Closed

Oak Springs Clinic (Central location)

3000 Oak Springs Drive
Austin, TX 78702

Days and Hours:

M-T-W-Th-F: 8:00 AM - 3:00 PM

Saturday and Sunday: Closed

This location is by referral only, and it is determined during intake.

This clinic specializes in mental health and substance abuse.

Eligibility:

This program serves adults living with mental illness who have had mental health-related hospitalizations, are at risk for hospitalization, or have a co-occurring substance use disorder, and/or developmental disability.

Languages: Arabic, Chinese, English, French, German, Gujarati, Hindi, Japanese, Korean, Nepali, Russian, Spanish, Tagalog, Urdu, Vietnamese

Costs: Scale varies and depends on services, insurance, and income.

Coverage area: Travis County, TX

Documents: Picture ID, Proof of income (if any), proof of address (if any), Health insurance card (if any)



YourTexasBenefits

Your Texas Benefits gives you a convenient way to apply for and manage your benefits such as SNAP (helps families to buy food), Medicaid (health, living, caregivers, and mental care), Chip, and TANF (cash payments to help families with children age 18 and younger with food, housing, and other essentials).

Services: Access to manage benefits through ***Your Texas Benefits***, for you to:

- Apply for benefits
- Upload documents
- Check the status of your case

You'll need to answer questions about everyone in your family and be prepared to share documentation about your income. You can use a computer or phone to access and see if you qualify for any of the services.

Phone: 211

Website:

<https://www.yourtexasbenefits.com/Learn/Home>

Hours:

M-T-W-Th-Fy: 8:00 AM - 5:00 PM Saturday and Sunday: Closed

Eligibility: Call 2-1-1 to get more info about eligibility, get help applying for benefits, and ask any additional questions.

Languages: English

Cost: Free

Coverage Area: This program covers residents from the state of Texas.



CENTRAL HEALTH
MAP

Medical Access Program (MAP) by Central Health

If you live in Travis County and are uninsured, they can help you get access to local doctors, specialists, and pharmacies through the Medical Access Program (MAP) or MAP Basic by Central Health, or one of our healthcare partners.

Services: Help pay for healthcare, health insurance, prescription assistance

Phone: Call 512-978-8130 to schedule an appointment.

Website: <https://www.centralhealth.net/map/>

Days and Hours:

M-T-W-Th-F: 08:00 AM - 05:00 PM

Saturday and Sunday: Closed

Eligibility:

- Must be a Travis County resident.
- This program helps people with income at or below 200% of federal poverty guidelines.
- Must not be eligible for or enrolled in Medicaid or Medicare, and does not have private insurance.

Languages: American Sign Language, English, Spanish

Cost: Free

Coverage area: Residents from Travis County, TX.

Documents:

- Identification (Picture ID for all adults in your household. This can include a state-issued driver's license, foreign ID, USCIS document, or passport).
- Proof of Income (Check stubs, cash contribution letter, retirement or Social Security benefits letter, unemployment benefits letter, child support payment letter, Self-Employment Statement, MAP's Residence and/or Financial Support Statement, or MAP's Employment Verification Form).
- Proof of residency (Current Texas driver's license, utility bill, or mail postmarked in the last 30 days)
- Household Member Documents (Photo ID required)
- Other Documents (Proof of U.S. citizenship or residency if applicable, this can include birth certificate, Legal Permanent Resident Card, passport, or other USCIS documents, proof you are the parent or legal guardian of all children in your household. This can include birth certificates, adoption papers, legal guardianship papers, or court documents. Proof of any other health care benefits for which you have been approved, been denied, or have a pending application).



Sunrise Homeless Navigation Center

The Sunrise Homeless Navigation Center offers a unhoused populations day resource center, providing humanitarian aid as a bridge toward conversations that help get people housed.

Services:

- Showers (8:30 AM - 12:00 PM)
- Coordinated housing assessments
- Free Clinic and Healthcare Navigation from CommUnityCare (Thursday)
- HIV/STD Testing with AIDS Health Foundation (Tuesday)
- MAP Signups (Thursday)
- Integral Care Consultations (Usually Tuesday and Thursday)
- Drug & Alcohol Treatment Referrals (Weekdays)
- Virtual SNAP applications (Friday)
- Mobile Laundry (Mission Accomplished Mondays)
- Clothing Closet (Tuesdays and Thursdays)
- Community First Village Virtual Tour and Application (1st and 3rd Wednesday at 9:00 AM)

Please call to confirm hours as they change often. No documents are required for services but may be requested for Housing Assessments.

Phone: 512-522-1097

Web site: <https://sunrisenavigationcenter.org/>

Days and Hours: Monday to Friday from 9:00 AM to 1:00 PM

Address: 4430 Menchaca Rd., Austin, TX 78745.

Eligibility: This program serves unhouse residents of Travis County, TX.

Languages: English, Spanish

Costs: Free

How to ask for support in applying for Benefits assistance:

"Hello, my name is [Your Name], and I am a dialysis patient. I would like to inquire about how to apply for Texas State Benefits. Could you please explain how I can apply for benefits and what types of assistance are available to help with the application process?"

Legal



TEXAS LEGAL SERVICES CENTER

Workforce Solutions Capital Area

Texas Legal Services Center is a statewide nonprofit organization whose mission is to provide high quality legal representation, advice, advocacy, and education at no cost to underserved people across the state. With more than a dozen practice areas, their work touches almost every aspect of civil law that impacts low-income Texans.

To receive services, visit their website, and complete the Online Intake. Completing the intake will help them pair you with one of their attorneys. If you do not qualify for our services, they let you know right away and point you towards other programs, organizations, and free resources that may be able to help.

Phone: 512-477-6000

Website: <https://www.tlsc.org/>

Day and Hours: Monday- Friday 9-5pm CDT

Services:

- Accessing Public Benefits, like SNAP, Medicaid, Medicare, SSI, SSDI, and TANF
- Criminal Record Expungement or Occupational Driver License

- Housing, Debt Collection, Bankruptcy, Garnishment, Property Damage, or Foreclosure
- Elder Law, Retirement Plans, Estate Planning, or Long-term Care
- Divorce, CPS, Child Custody, Visitation Rights, Paternity, Child Support, or Name Changes
- Military Service and Benefits
- Protection from Violence, Physical Abuse, or Stalking
- Representing Yourself in Court

Eligibility: Apply online to see if you qualify or learn more about our services below

Costs: All their services are free, but they have eligibility requirements

Coverage area: For residents of Texas

Languages: English, Spanish

How to ask for job assistance:

"Hello, my name is [Your Name], and I am in need of legal assistance. Could you please provide information on how I can schedule a consultation and what areas of law you specialize in? Do you have expertise in [specific legal issue, e.g., family law, tenant rights, etc.]?"

Here are some questions to ask yourself to determine if you are ready to live independently

For each question, circle “Yes” or “No”. If you have more “No’s” than “Yes’s”, it’s an indicator that you need more assistance and probably more support in your daily living activities.

Questions related to your Activities of Daily Living (ADL):

1. Personal hygiene:

- ☐ Can I bathe or shower by myself? Yes/No
- ☐ Am I able to dress and undress without assistance? Yes/No
- ☐ Can I manage my grooming, such as brushing my teeth and combing my hair? Yes/No

2. Mobility:

- ☐ Can I move around my home safely and without assistance? Yes/No
- ☐ Am I able to get in and out of bed or a chair on my own? Yes/No
- ☐ Can I navigate stairs or other obstacles in my home? Yes/No

3. Toileting:

- ☐ Can I use the toilet independently? Yes/No
- ☐ Am I able to manage my bowel and bladder control? Yes/No

4. Eating:

- ☐ Can I prepare my three-dialysis dietary healthy meals every day? Yes/No
- ☐ Am I able to feed myself without assistance? Yes/No

5. Medication management:

- ☐ Can I remember to take my medications on time and in the correct doses? Yes/No
- ☐ Am I able to manage my dialysis treatments and any related equipment? Yes/No
- ☐ Am I able to manage any medical co-occurrence treatment, such as diabetes, high blood pressure, mental health medications, and any related equipment? Yes/No
- ☐ Am I able to remember to call the pharmacist, doctors, or any other related medical staff to re-order my medications and pick them up or ask to be delivered? Yes/No

Questions related to your finances:

1. Income and Expenses:

- ☐ Do I have a stable source of income to cover my living expenses? Yes/No
- ☐ Can I create and follow a budget to manage my finances? Yes/No
- ☐ Can I save 10% of my income for any emergency that can occur? Yes/No

2. Bill Payment:

- ☐ Am I able to pay my bills on time, including rent/mortgage, utilities, phone, transportation, and medical expenses? Yes/No
- ☐ Do I know how to access financial assistance programs if needed? Yes/No

3. Financial Planning:

- ☐ Have I planned for unexpected expenses, such as medical emergencies? Yes/No

- ☐ Do I have savings or a plan for long-term financial stability? Yes/No

4. Insurance and Benefits:

- ☐ Do I have health insurance to cover my medical needs, including dialysis treatments, and co-occurrence conditions, such as diabetes, high blood pressure, and/or mental support and medications? Yes/No
- ☐ Am I aware of and applying for any benefits or assistance programs I may qualify for? Yes/No
- ☐ Do I know how to renew my insurance any time it's needed? Yes/No

5. Managing Financial Documents:

- ☐ Can I keep track of important financial documents, such as bank statements, bills, and insurance policies? Yes/No
- ☐ Do I know how to seek help if I need assistance managing my finances? Yes/No

Question related to housing:

1. Managing housing-related maintenance

- ☐ Am I able to clean the house or apartment every week? Yes/No
- ☐ Am I able to pay for any cleaning or maintenance at the place where I live? Yes/No

Questions related to your health management:

1. Support System:

- ☐ Do I have a reliable support system of family, friends, or community services to help if I need assistance? Yes/No
- ☐ Am I comfortable asking for help when needed? Yes/No

2. Health Management:

- ☐ Can I keep track of my medical appointments and transportation to and from dialysis treatments? Yes/No
- ☐ Am I able to communicate effectively with my healthcare providers? Yes/No

If you find that you are unable to answer "yes" to many of these questions, it's important to remember that you are not alone and there are resources available to help you. Please consult with your physical or occupational therapist to get a professional assessment of your ability to perform Activities of Daily Living (ADLs). They can provide valuable guidance and support to help you manage your daily activities.

Additionally, if you are unable to find the necessary support in the areas where you need help, consider exploring living arrangements where you can receive more comprehensive assistance. This might include assisted living facilities or in-home care services that can provide the support you need to maintain a good quality of life.

Your well-being is the most important priority, and there are many people and resources available to support you through this process.

Directory of Resources

Category	Name	Phone #	Website
Transportation	MetroAccess Eligibility department	512-389-7501	www.Capmetro.org/metroaccess
	ElderWheels For New Clients	512-850-6335	www.Elderwheels.care
	Modivcare Reservation line	866-528-0441	www.modivcare.com
	The Country Bus	512-478-7433	www.ridecarts.com/routes/
	Medical Transportation Program by Texas Health and Human Services Commission (HHSC)	877-633-8747 877-MED-TRIP	www.hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members/medical-transportation-program
	Best Neighbor Transportation	512-588-9454	https://www.bestneighbortransportation.com

Food Access & Grocery Programs	Central Texas Food Bank: Find Food Now Directory	512-282-2111	https://www.centraltexasfoodbank.org/food-assistance/get-food-now
	Meals On Wheels Central Texas	512-476-6325	https://www.mealsonwheelscentraltexas.org
	Mom's Meals	877-508-6667	www.momsmeals.com
Utility Assistance	City of Austin Utilities Financial Support Plus 1 Program	512-494-9400	https://www.financialsupportplus1.com
Housing	Family Eldercare	512-483-3580	www.familyeldercare.org
	Affordable Housing Online Search Tool (AHOST)		https://www.austintexas.gov/department/affordable-housing-online-search-tool-ahost
	Foundation Communities	737-717-4000	https://foundcom.org/housing/

	Sunrise Homeless Navigation Center-Way Finder Program	512-522-1097	https://sunrisenavigationcenter.org/
	Urban Alchemy's Austin Resource Center for the Homeless (Arch) Homeless shelter	512-881-8951	https://urban-alchemy.us/
Benefits Assistance	CommUnityCare Southeast Health & Wellness Center and Walk-In Clinic	512-978-9500	https://communitycaretx.org/all-locations/southeast-health-and-wellness-center-walk-in-clinic/
	CommUnityCare Hancock Walk-in Care	512-978-9940	https://communitycaretx.org/all-locations/hancock-walk-in-care/
	Trinity Center	512-610-3520	https://www.trinitycenteraustin.org/

	IntegralCare: Stonegate Clinic, East 2nd Street, St. John's, and Oak Springs	512-472-4357	https://integralcare.org/en/home/
	Your Texas Benefits	211	https://www.yourtexasbenefits.com/Learn/Home
	Medical Access Program (MAP) by Central Health	512-978-8130	www.centralhealth.net/map/
	Sunrise Homeless Navigation Center	512-522-1097	https://sunrisenavigationcenter.org/
Legal	Texas Legal Services Center	512-477-6000	https://www.tlsc.org/