

**JUNTOS** para la salud y el bienestar de adolescentes Latinos/Hispanos.  
**TOGETHER** for the health and well-being of Latino/Hispanic adolescents.

## **List of Local Support Services**

This packet is a list of local resources given to all of our participants. Both English and Spanish speaking professionals are available at these agencies, and their services are offered at nominal fees or free of cost.

### **Research Team Contact Information**

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### **Hotlines to Know!**

#### **Austin 211 (Call: 211)**

The City of Austin has a special phone number for questions and information about services available for health and well-being. You can dial 211 to speak with an operator with a United Way Directory of Services, including counseling services in the area. Remember if you have an emergency, please call 911. Calling 211 can also help you find resources like the ones below and additional information for the resources we list here.

#### **Texas Suicide and Crisis Hotline at Integral Care**

Integral Care helps adults and children living with mental illness, substance use disorder, and intellectual and developmental disabilities in Travis County. If you are experiencing a mental health crisis, call the hotline. Support services are available 24 hours per day/7 days per week.  
512-472-HELP (4357), Press 1 for English and then option 1 for mental health crisis help.

### **Health Centers**

#### **Community Care Health Centers**

Various locations throughout Travis County

Main Phone (for eligibility): (512) 978-9015

Website: [www.communitycaretx.org](http://www.communitycaretx.org)

The Travis County Community Health Centers operate twenty-two sites, which provide comprehensive primary care and medical, dental, and behavioral health services to residents of Travis County. Locations serve Travis County residents with low income who lack private health insurance. Also accept Medicare, Medicaid, Children's Health Insurance Program (CHIP), and local Medical Assistance Program (MAP) patients. If there is no other payer source, the patient pays for services based on a sliding fee scale. You may verify eligibility criteria by calling (512) 978-9015 or visiting the website, [www.communitycaretx.org](http://www.communitycaretx.org).

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**Volunteer Healthcare Clinic**

4215 Medical Parkway  
Austin, Texas 78756  
Main Phone: (512) 459-6002  
Website: [www.volclinic.org/](http://www.volclinic.org/)

Provides non-emergent medical care to low income families with no access to health care. Services include: primary care services for acute and chronic conditions, laboratory work and x-rays (referrals only), referrals to medical specialists and other medical and dental resources, and medication assistance. Services are provided on a first come, first serve basis. For more information, you may call (512) 459-6002 or visit the website, [www.volclinic.org](http://www.volclinic.org).

**COVID-19 Resources**

**Free COVID-19 Testing**

**Austin Public Health**

512-972-5560 – call to schedule a COVID test in the Austin area (various locations & assistance with transportation can be provided)  
Hotline hours are Mon.-Fri. 8am-6pm and Sat. 9am-1pm.

**CVS Pharmacies**

Multiple locations – by-appointment (online or over the phone)  
Free for uninsured & free for insured (under CARES Act)

**Curative**

Multiple locations – by-appointment (online or over the phone)  
Free for uninsured & free for insured (under CARES Act)

**Emergency Shelter & Fee Assistance**

**City of Austin Utilities**

Assistance with utility bills and payments for those affected by COVID-19 who are eligible  
Phone: 512-494-9400

**Foundation for the Homeless** – shelter for families

Phone: (512) 453-6570

**Lifeworks** – shelter for teens & youth

Phone: (512) 735-2100

**ARCH/Front Steps** - shelter lottery for men only

Phone: (512) 305-4100

## **Mental Health Centers in Your Community**

### **National Alliance on Mental Illness Austin**

Austin State Hospital  
4110 Guadalupe St. Bldg. 781, 4<sup>th</sup> Floor,  
Room 419  
Austin, Texas 78751  
Main Phone: (512) 420-9810  
Website: [www.namiaustin.org/](http://www.namiaustin.org/)  
NAMI is a grassroots organization that provides educational programs and support groups for individuals affected by mental illness, and their families. There is a registration process, but the services are offered free of cost.

### **2-1-1 Texas/United Way Navigation Center**

2000 E. MLK Jr. Blvd.  
Austin, TX 78702  
Main Phone: 211 (crisis line)  
Website: <http://www.unitedwayaustin.org/>  
2-1-1 is a free, easy-to-use phone number that connects callers anywhere in Texas with health and human service providers in their community. This service provides information on resources for housing, transportation, clothing, physical and mental health care, child care, education, employment, counseling, government resources, volunteer opportunities, disaster information, and many other resources. This service is available 24 hours a day, 7 days a week.

### **Austin Police Department Victim Services**

715 E. 8<sup>th</sup> St.  
Austin, Texas 78701  
Main Phone: (512) 974-5037  
Website: [www.austintexas.gov/department/victim-services](http://www.austintexas.gov/department/victim-services)  
Austin Police Victim Services provides crisis intervention, counseling, advocacy, criminal justice support, education, and other services to meet and respond the psychological and emotional needs of residents of Austin. Services are free of cost.

### **The Austin Child Guidance Center**

810 W. 45th Street  
Austin, Texas 78751  
Main Phone: (512) 451-2242  
Website: [www.austinchildguidance.org/](http://www.austinchildguidance.org/)  
The Austin Child Guidance Center provides counseling services to youth under 18 years old who are experiencing emotional, behavioral or social challenges.

### **C2 Change**

1715 S Capital of Texas Hwy #101,  
West Lake Hills, TX 78746  
Main Phone: (512) 981-8787  
Website: <https://www.c2change.org/>  
C2 Change is a nonprofit mental health agency dedicated to providing services that address a variety of behavioral health issues to youth and their families. Services are based on family size and income; thus a sliding scale is provided.

### **Travis County Crisis Intervention Team Mental Health Unit**

Travis County CIT office: (512) 854-3430  
Travis County Sheriff's Office  
24-hr: (512) 974-0845  
Austin Police Department Crisis  
Intervention Team: (512) 854-3450  
Website: [tcsheriff.org/cit](http://tcsheriff.org/cit)  
The Sheriff department of Travis County responds to emergency calls 24/7 involving mental health consumers in a mental crisis and gives referral to appropriate mental health services

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### **Austin Travis County Integral Care**

3 Austin Locations: Main: (512) 447-4141

Crisis Line Phone (24 hrs): (512) 472-4357

Website: [www.integralcare.org](http://www.integralcare.org)

The Austin-Travis County Integral Care is a publicly funded non-profit organization offering a variety of social services to the community. These services include information and referral, 24-hour crisis intervention, employment and vocational services, family support, medication treatment, inpatient treatment, and residential services.

Specific services associated with Austin Travis County Integral Care:

- **Psychiatric Emergency Services (PES)**

Nadine L. Jay Bldg.

56 East Ave.

Austin, TX 78701

Phone: 512-472-HELP (4357)

Monday-Friday 8am – 10 pm

Website: [www.integralcare.org/content/psychiatric-emergency-services-pes](http://www.integralcare.org/content/psychiatric-emergency-services-pes)

PES is an urgent care center that provides services to adults and children having a mental health crisis on a sliding scale fee.

- **Psychiatric & Counseling Services (PCS)**

3 Austin Locations

Website: <http://www.integralcare.org/crisis-services/>

PCS provides a variety of services for adults with mental illness to help them achieve optimum levels of functioning and reduce symptoms and psychiatric hospital admissions. Cost depends on the service, but a sliding scale is provided

## **Community and Family Agencies in Your Community**

### **Casa Marianella**

821 Gunter St

Austin, TX 78702

Main Phone: (512) 385-5571

Website: [www.casamarianella.org](http://www.casamarianella.org)

Casa Marianella welcomes displaced immigrants and promotes self-sufficiency by providing shelter and support services, including housing, emergency rent funding, ESL classes, and legal services

### **El Buen Samaritano**

7000 Woodhue Drive

Austin, Texas 78745

Main Phone: (512) 439-8900

Website: [www.elbuen.org/](http://www.elbuen.org/)

Monday-Friday: 9:00 AM-5:00 PM

El Buen Samaritano is an Episcopal mission program offering health care, emergency food, advocacy, leadership, development, and basic education for working-poor Latino families.

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**Manos de Cristo**

4911 Harmon Avenue  
Austin, Texas 78751  
Main Phone: (512) 477-7454  
Website: [www.manosdecristo.org](http://www.manosdecristo.org)

Manos de Cristo focuses on empowering low-income Latinos in Austin communities. They offer a dental clinic, educational programs, food and clothing for low-income individuals regardless of age, race, gender, or religious preference.

**RAICES Texas**

2101 S IH 35 Frontage Rd, Suite 300,  
Austin, Texas 78741  
Main Phone: (512)-994-2199 extension 160  
or Text: (512)-537-8835

RAICES is a nonprofit agency that promotes justice by providing free and low-cost legal services, social programs, bond assistance, and access to an advocacy team, to underserved immigrant children, families, and refugees.

**The Austin Project (TAP)**

Main Office: 5221 Ledesma Rd  
Austin, Texas 78721  
Main Phone: (512) 414- 6825  
Website: [www.theaustinproject.org](http://www.theaustinproject.org)

The Austin Project is a nonprofit organization that focuses on the importance of family stability, parental engagement, and neighborhood participation to ensure that children, youth, and families reach their full potential. TAP provides different initiatives and Family Resource Centers for families.

**Skillpoint Alliance – Empower Program**

201 East 2nd Street, Suite B  
Austin, Texas 78701  
Main Phone: (512) 323-6773  
Website:  
[www.skillpointalliance.org/empower](http://www.skillpointalliance.org/empower)

Through their Empower Program, Skillpoint Alliance offers computer proficiency classes for adults in need of updated computer and software skills. Training is offered in Microsoft Office, professional development, and business practices.

**Know Your Rights**  
You have constitutional rights:

- DO NOT OPEN THE DOOR if an immigration agent is knocking on the door.
- DO NOT ANSWER ANY QUESTIONS from an immigration agent if they try to talk to you. You have the right to remain silent.
- DO NOT SIGN ANYTHING without first speaking to a lawyer. You have the right to speak with a lawyer.
- If you are outside of your home, ask the agent if you are free to leave and if they say yes, leave calmly.
- GIVE THIS CARD TO THE AGENT. If you are inside of your home, show the card through the window or slide it under the door.

I do not wish to speak with you, answer your questions, or sign or hand you any documents based on my 5th Amendment rights under the United States Constitution.

I do not give you permission to enter my home based on my 4th Amendment rights under the United States Constitution unless you have a warrant to enter, signed by a judge or magistrate with my name on it that you slide under the door.

I do not give you permission to search any of my belongings based on my 4th Amendment rights.

I choose to exercise my constitutional rights.  
*These cards are available to citizens and noncitizens alike.*

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## **Things Families with Immigrant Members Should Know**

### **You ALWAYS have the right to:**

Remain Silent. Speak to a lawyer. Make a phone call if you are arrested.

### **If you are *UNDOCUMENTED*...**

- NEVER show any FALSE document and DO NOT LIE!
- If you have VALID immigration status documents, show it. ALWAYS carry it with you
- Do not answer any questions or say anything about where you were born or entered the U.S ONLY SAY, "I need to speak to my lawyer."
- DO NOT carry papers from another country. If you do, the government can use this information in a deportation proceeding.
- Show them the Know Your Rights Card if you have one. You can cut and keep the card on pg. 4.

### **If you are stopped or questioned by police or immigration agent...**

- STAY CALM. DO NOT RUN! This may be viewed as an admission that you have something to hide.
- S/he may not arrest you unless s/he has a warrant or evidence that you are a non-citizen.
- You have the right to ask the officer if you are being arrested/detained.
- If you are NOT: ask officer if you may leave. When s/he says you may leave, slowly and calmly walk away.
- *If you ARE:* YOU HAVE THE RIGHT TO REMAIN SILENT AND REFUSE A SEARCH!

### **If police or immigration comes to your home:**

- YOU HAVE THE RIGHT TO SEE A WARRANT if any government official tries to enter your home. The warrant specifies areas that the official has the right to search. Observe whether the official searches any other areas that are not listed. Get a receipt for any property taken by the official.
- DO NOT OPEN THE DOOR! Ask the officer to slip the warrant underneath the door. If s/he enters without a warrant, request the names and badge numbers of the officers and say, "I do not consent to a search." Write down the names and contact info of anyone who witnessed the incident.

### **Develop a family safety plan:**

1. Find an immigration attorney who specializes in deportation defense. Memorize his/her name and phone number.
2. Carry contact information of your immigration attorney and trusted family member as well as your Know Your Rights Card, if you have one.
3. Assign TRUSTED family/friends as caregivers for your family in case you are detained
4. Keep important documents at hand: birth certificates, marriage certificates, passports, etc.

To learn more about your immigration options, find legal help near you, or learn about current immigration laws, visit **[www.immi.org](http://www.immi.org)**