



# 2015 Handbook

## Service Manual

A Guide for HIV and AIDS  
Services in North Texas

**About Our Cover:** *On the evening of Sunday, March 29, 2015, the Omni Hotel, Hunt Consolidated, Bank of America Plaza, Reunion Tower and Bain & Co. turned the Dallas skyline "Parkland Purple" in honor of the dedication of the new Dallas County Parkland Memorial Hospital that took place on March 30, 2015.*

# Table of Contents

Section I: A Guide to HIV/AIDS Services in North Texas .....	2
Section II: Risk Reduction Message.....	3
Section III: Important Resources .....	4
Section IV: How to Use This Handbook.....	6
Section V: Tips and Instructions .....	7
Section VI: Getting Started .....	10
Section VII: Services Listing .....	15
Section VIII: Agency Listing.....	28
Section IX: National Hotlines .....	57
Section X: Comments & Corrections .....	58
Referral Chart.....	59
Medication Chart .....	62
Laboratory Chart.....	64
Notes .....	66

# SECTION I

## A GUIDE TO HIV/AIDS SERVICES IN NORTH TEXAS

July 2015

The 2015 HIV Services Handbook has been designed to help you find services and organizations in Dallas County and surrounding areas. It's not a directory of every service available, and inclusion in this directory does not constitute an endorsement by the Dallas County, Texas Department of State Health Services, or Parkland Health & Hospital System.

The scope of this 17th edition of the Handbook has been redesigned to be more useful to you, the client. Handbooks in the past have primarily listed agencies first, with a list of their services beneath each agency's name. The 2015 Handbook has been designed with services listed alphabetically, with the names of agencies providing the service and the page number where information about that agency can be found.

Agencies providing services in other areas of Texas and surrounding counties have been included as a courtesy for all users of this informational Handbook if the agencies furnished information for publication.

We have relied on the agencies listed to supply us with current and accurate information about their programs and services. If an agency did not respond to our request for information, it may not be included in the Handbook. The Handbook is designed to provide a starting point for accessing services in the Dallas area. In many cases it is only a partial list of the kinds of programs, services, and agencies available to someone living with HIV or AIDS in the Dallas area.

We have made every effort to be accurate in our development of this Handbook. Please understand that services change, and what was true when this book was published may not be true just a few months later. We hope you will find this Handbook useful. We welcome your comments and suggestions. Please contact:

### **Parkland Health & Hospital System HIV Services Department**

1936 Amelia Court • Dallas, TX 75235  
Phone: 214-590-5182 • Fax: 214-590-2832  
[www.parklandhospital.com/HIVServices](http://www.parklandhospital.com/HIVServices)  
Send comments to [HIV-Handbook@phhs.org](mailto:HIV-Handbook@phhs.org)



## Parkland

PDF versions of this Handbook can be found at:  
[www.aidseducation.org/materials/](http://www.aidseducation.org/materials/)  
[www.parklandhospital.com/HIVServices](http://www.parklandhospital.com/HIVServices) &  
[www.dallascounty.org/department/rwpc/resources.php](http://www.dallascounty.org/department/rwpc/resources.php)

## SECTION II

### RISK REDUCTION MESSAGE

Myths persist about how HIV is transmitted. Only certain fluids: blood, semen, pre-seminal fluid, rectal fluids, vaginal fluids, and breast milk from an HIV-infected person can transmit HIV. These fluids must come in contact with a mucous membrane or damaged tissue or be directly injected into the bloodstream (from a needle or syringe) for transmission to possibly occur. Mucous membranes can be found inside the rectum, the vagina, the opening of the penis, and the mouth. An HIV infected woman can transmit HIV to her unborn child if she does not seek treatment in a timely manner.

To decrease the risk of spreading HIV:

- **Use condoms or dental dams** during all sexual activity;
- Preferably, try to stop using street drugs, but definitely **do not share** drug injection equipment;
- If you are HIV positive and pregnant, talk with your health care provider about taking HIV medications to help **prevent HIV transmission** to your baby;
- If you are an HIV-infected woman, **don't breastfeed any baby**;
- **Protect** cuts, open sores, and your eyes and mouth from contact with blood and the other bodily fluids referenced above.

#### IMPORTANT

If you think you have been exposed to HIV, get tested.  
Testing locations are listed in this Handbook.

#### REMEMBER

Getting tested now can lead to early detection of HIV  
which leads to early medical intervention.

### FOR EMERGENCIES CALL 911

<b>Crisis and Suicide Line (Dallas)</b>	214-828-1000 or 1-800-273-TALK
<b>Rape Crisis &amp; Child Sexual Abuse (Dallas)</b>	214-590-2926
<b>National Domestic Violence Hotline</b>	800-799-SAFE (7233) or 800-787-3224 (TTY)
<b>Texas Abuse/Neglect Hotline</b>	800-252-5400 or <a href="https://www.txabusehotline.org">https://www.txabusehotline.org</a>

For reporting abuse, neglect, or exploitation of children, the elderly, or people with disabilities.

## SECTION III: IMPORTANT RESOURCES

This guide contains numerous resources, but the ones in this section are highlighted for the value of the service, and because they are new, under-utilized or generally unknown services. As with all listings in this Handbook, services and programs change, and only the agencies themselves can tell you whether or not you qualify for services.

### Affordable Care Act

#### Assistance with the Health Insurance Marketplace

**If you are already a client of any Ryan White funded agency:** Speak with a case manager. If you do not have a dedicated case manager, tell the receptionist that you want to speak with someone about signing up for health insurance.

**If you are not a client of a Ryan White funded agency, or aren't sure if you are:** You can go to any federally qualified health center (FQHC) and ask to speak with someone about signing up for the healthcare Marketplace. All FQHCs have staff that is trained to assist anyone who needs assistance; you do not need to be a patient at that clinic. For locations and contact information, please contact the following:

#### Dallas County

- Foremost Family Health Center – Balch Springs 972-588-4532 x100
- Los Barrios Unidos Community Clinic, Inc. 214-571-6132
- The Stewpot 214-746-2785
- The Bridge 214-670-1145
- Martin Luther King, Jr. Family Clinic 214-426-3645 x161
- Grand Prairie Community Health Center 469-865-1850
- Mission East Dallas and MetroPlex Project 972-682-8917

#### Tarrant County

- Northside Community Health Center 817-625-4254
- Southeast Community Health Center 817-916-4333

#### Denton County

- Health Services of North Texas (HSNT – 2 locations) 940-387-5788

#### Collin County

- Collin County Adult Clinic 972-423-4941
- Farmersville Family Medical Clinic 972-782-6131
- Health Services of North Texas (HSNT – 2 locations) 972-801-9689

## Link-Up America/Lifeline

[www.lifelinesupport.org](http://www.lifelinesupport.org)

866-454-8387

This program assists low-income individuals with the cost of establishing home or wireless phone services, and offer a discount based on monthly service. Applications for both programs can be made at the same time at the website or telephone number above.

## LITE UP Texas

[www.liteuptexas.org](http://www.liteuptexas.org)

866-454-8387

Under LITE UP Texas (Low Income Telephone and Electric Utilities Program), qualified low-income customers currently receiving Medicaid and food stamps or with a household income at or below 125% of the federal poverty level receive a discount off of their monthly electric bill.

## Qualified Medicare Beneficiary (QMB) & Specified Low-income Medicare Beneficiary (SLMB) Programs

[www.yourtexasbenefits.com](http://www.yourtexasbenefits.com)

866-454-8387

The QMB program is federally mandated coverage for Medicare beneficiaries who have countable income of no more than 100% of the federal poverty level and who have limited resources. The state pays Medicare Part A & B premiums, Medicare deductibles, and Medicare co-insurance costs. Individuals may be eligible for both Medicaid and QMB benefits.

The SLMB program is a federally mandated coverage group that is an extension of the QMB group. Under this program individuals are entitled only to the payment for Medicare Part B premium. Income must be more than 100% but less than 120% of the federal poverty level.

## SECTION IV

### HOW TO USE THIS HANDBOOK

<b>Finding Services and Service Providers</b>	<b>Page</b>
Section V: Tips and Instructions	7
Section VI: Getting Started	10
Section VII: Service Listing	15
Section VIII: Agency Listing	28

### General Information

Section IX: National Hotlines/Online Information	57
Section X: Comments/Corrections	58
Helpful Medical Charts & Notes Section	59

### To Find Services

If you need a specific type of service, turn to Section VII starting on page 15 for an alphabetical list of services with the agencies providing them listed beneath.

### To Find an Agency or Organization

If you are looking for an agency by name, turn to Section VIII starting on page 28 for a listing of agencies and a description about each.

### About Ryan White and The Ryan White Program

The Ryan White HIV/AIDS Program provides HIV-related services in the United States for those who do not have sufficient health care coverage or financial resources for coping with HIV disease. The program fills gaps in care not met by other payers.

Ryan White was diagnosed with AIDS at age 13. He and his mother Jeanne White Ginder fought for his right to attend school, gaining international attention as a voice of reason about HIV/AIDS. At the age of 18, Ryan White died on April 8, 1990, just months before Congress passed the AIDS bill that bears his name – the Ryan White CARE (Comprehensive AIDS Resources Emergency) Act. The legislation has been reauthorized four times since – in 1996, 2000, 2006, and 2009 – and is now called the Ryan White HIV/AIDS Program.

### About Housing Opportunities for Persons with AIDS (HOPWA)

The HOPWA program is a federally-funded grant program that provides housing assistance and supportive services for persons living with HIV/AIDS and their families. HOPWA was established by the National Affordable Housing Act of 1990. HOPWA has helped countless persons managing their HIV infection to avoid homelessness by addressing their needs for housing and access to medical and other care.



## SECTION V

### TIPS AND INSTRUCTIONS

**Establishing your Eligibility:** Each of the agencies and services listed in this Handbook has specific, and sometimes slightly different, eligibility requirements. Different requirements might include things like your health status, where you live, or how much money you make. Read through the “Getting Started” section of this guide to get a better understanding of the help that is available and how to access services.

**What to Carry Around With You:** If you are new to care or returning to care, on the day you go out to seek new services, the following items may be very helpful to have with you in order to speed up the eligibility process:

1. Proof that you are HIV positive;
2. Proof of where you live;
3. Proof of your income; and
4. Proof of your insurance status

**IMPORTANT:** Talk to the staff at whichever agency you visit to find out exactly what documents will be helpful to have when you go for your appointment.

- **Proof of HIV/AIDS Diagnosis must be verified by one of the following:**
  - A lab report of detectable HIV “viral load” that includes the name of the client and the testing facility;
  - A signed statement from a physician, physician’s assistant, an advanced practice nurse or a registered nurse (RN) attesting to the HIV positive status of the person;
  - A hospital discharge summary that documents HIV positive status and includes the name of the client; or
  - A confirmatory HIV+ laboratory result (Western Blot, IFA, NAAT, Multispot HIV-1/HIV-2 Rapid Test [Bio-Rad]) or a detectable HIV RNA) that includes the name of the client and the testing facility.
- **Proof of residency within the Dallas EMA/HSDA and/or Sherman/Denison HSDA is required and must be verified by one of the following in the client’s name:**
  - A valid Texas driver’s license or Texas state identification card, with an address within a specified service delivery area;
  - A current Voter Registration Card;
  - Mortgage or lease agreement with a Texas address within a specified service delivery area, as it relates to the standard Texas Apartment Association (TAA) lease. The first and last page of an executed lease is acceptable, provided all required information is included within these two pages. As for non-TAA leases, the lease must be reviewed thoroughly to determine if the first and last pages have sufficient information to satisfy eligibility requirements;
  - A receipt or documentation from the landlord, dated within the last thirty (30) days, indicating residence or month-to-month lease;
  - One household bill with the client’s name and address (including residential or cell phone bill) delivered within the last thirty (30) days;

- o A signed statement dated within the last thirty (30) days, from the client indicating homelessness or non-traditional habitation outside the boundaries of a physical address, institution, or homeless shelter;
- o Release paperwork from a correctional facility documenting a local address within the Dallas EMA/HSDA and/or Sherman/Denison HSDA;
- o One article of personal mail with the client's name and address, postmarked within the last thirty (30) days;
- o One article of business or bulk mail, with the client's name and address, delivered in the last thirty (30) days; a postmarked envelope is not required if the correspondence includes the business name, date sent, and the client's name and address;
- o Pay stubs dated within the last thirty (30) days; or
- o A signed statement from a person in the household, dated within the last thirty (30) days verifying that the client lives at a specific address.
- **Proof of Income must require any one of the following for each source of income:**
  - o Award letter (including, but not limited to: SSI, RSDI, VA, and Pension) granting benefits for the current calendar year;
  - o Payroll check stubs to verify the last thirty (30) days of income;;
  - o Most recent bank statement that shows deposit and source within the last thirty (30) days; this may include electronic bank statements obtained online from the banking institution;
  - o "No Income Certification" form signed by the client within thirty (30) days of intake;
  - o Financial support within the last thirty (30) days including cash payment and assistance from family must be documented with the benefactor, verbally or in writing;
  - o Letter or verbal communication within the last thirty (30) days from an employer verifying frequency of payment and amount of wages or salary;
  - o Child support statements;
  - o Alimony statements;
  - o Signed statement from the client indicating that they receive cash payments for labor performed; or
  - o Most recent W-2 Form or U.S. Tax return.
- **Verification of Health Insurance Coverage; Medicaid/Medicare, or Third party Eligibility Verification:** Many programs that you will be accessing, including Ryan White Program services, require that their resources (funding) be used as the "payer of last resort". That means that the agency has to verify that there is no other resource available to cover payment for your services before they can use Ryan White or other funding to do so. Not all services require insurance verification. Below is a list of the services that may require it:
  - o Primary Medical Care (doctor visits/labs, etc.);
  - o Psychiatry Services;
  - o Pharmacy Assistance Programs;
  - o Oral Health Services;
  - o Substance Abuse Treatment Services;
  - o Vision Services;
  - o Transportation Services (Medicaid only);

- o Case Management (for children up to 20 years of age and pregnant women only);
- o Acceptable documentation to verify Medicaid/Medicare or third party eligibility status may include:
  - Client self-attestation (acceptable at every 6 month re-assessment) of no change or self-attestation of change with acceptable documentation from the list below;
  - Medicare/Medicaid or other insurance rejection letters;
  - Current verification of employment, i.e. payroll stub, copy of payroll check, bank statement showing direct payroll deposit, letter from employer on company letterhead indicating weekly or monthly wages no greater than 6 months old (to demonstrate Medicaid/Medicare or third party eligibility status);
  - Medifax slips or other automated system (must be done at least monthly)
  - The following documentation is acceptable only for undocumented and/or homeless clients:
    - > Letter on company letterhead from a case manager, social worker, counselor, or other professional (certifying Medicaid/Medicare or third party eligibility status) from another agency who has provided services to the client, stating that the client is undocumented and/or homeless.

**REMEMBER:** Call ahead to the agency you will be visiting and ask what you'll need to bring when you go for your first appointment. Once you have gathered your eligibility documents, keep them with you for each agency you visit. Some agencies may work with one another and do a central intake, which means once you go through the process at one site it's valid for all sites affiliated with that agency. However, many agencies are stand-alone businesses, and you may have to repeat the eligibility process at each site. Try not to get frustrated by the paperwork – you may find that the process goes smoothly if you stay organized and keep your documents with you while establishing yourself in services.

Be aware that information changes frequently. Since the 2014 Handbook was released, several agencies either added or stopped offering services previously available, and two agencies went out of business. Always call the agency first to verify information.

There are times when individuals do not have all of the information listed. If this is your situation, call and talk to an intake specialist. They often can offer helpful advice on how to collect needed information or offer alternatives not listed in this Handbook.

## SECTION VI GETTING STARTED

### Just Recently Diagnosed or Returning to Care?

Receiving an HIV diagnosis is an overwhelming and often frightening experience. Where do you go? Who do you call? What should you do next? There are choices to consider, but the important thing is not to panic. This Handbook is full of options for you, and behind each option is a team of caring professionals who are going to guide you through maintaining your health and accessing all the services you may need in order to deal with the physical and psychological implications of an HIV diagnosis.

### Reasons to Enter or Re-Enter Primary Medical Care

In order to guide you through the options that are now a part of your life, there should be someone who understands how all parts of your care fit together to keep you as healthy as possible. That person will typically be your primary care provider (PCP). PCPs are responsible for providing health maintenance care and coordinating care among other specialties. The PCP may be a doctor (MD or DO), nurse practitioner (NP), or physician's assistant (PA). It is best if you and your health care provider work together as a team and that you play an active role in understanding your healthcare needs and HIV disease.

Additionally, in order to keep you as healthy as possible, it is important for a clinician to run laboratory testing to find out what HIV disease stage you are in and what treatment options are available to you. While some people may feel they need to take a breath after an HIV diagnosis and therefore wait to seek medical attention, it is strongly advised that as soon as you are diagnosed, you make an appointment to be seen by a doctor to get yourself established in care. Save taking that breath for when you have the facts so you don't scare yourself with what you don't know.

### Who Do I Call First?

To connect or reconnect to the HIV/AIDS care system, simply call one of the organizations listed in pages 28 - 56 that has "RW" (Ryan White) beside the agency name. Each Ryan White organization can either provide you with Intake services, or connect you to an agency that can.

For help in counties beyond Dallas, one of the following organizations can help you:

Ellis & Navarro Counties AIDS Arms, Inc.	214-521-5191 or 866-495-3400
Denton, Collin, Hunt, Kaufman, Rockwall Counties Health Services of North Texas	800-974-2437
Ector County Basin Assistance Services	432-498-4141
El Paso County City of El Paso/HIV Prevention Program	915-212-6665

Cooke, Fannin & Grayson Counties Callie Clinic	903-891-1972
Harris County AIDS Foundation Houston	713-623-6796
Lubbock County Community Action Health Access Multi Program Service "Project CHAMPS"	806-771-0736
Midland County Midland Odessa Area AIDS Support	432-684-7821
Nueces County Coastal Bend Wellness Foundation	361-814-2001
Potter County Panhandle AIDS Support Organization	806-372-1050
Tarrant & Parker Counties AIDS Outreach Center of Fort Worth	817-335-1994
Taylor County Big Country AIDS Resources	325-672-3077
Travis County AIDS Services of Austin "ASA"	512-458-2437

## What is an Intake Session?

Your intake session is your first introduction to what is available in the community to help you take care of your health and begin to plan for the future. Intake sessions are scheduled for the first available appointment, although appointments for urgent situations can be scheduled sooner. Every effort will be made to locate an intake site convenient to you. Home visits are available from most intake sites when illness or transportation problems exist.

There are many services available that, based on certain eligibility criteria such as income, could be free of charge to you. These services are funded at many agencies by the Ryan White HIV/AIDS Treatment Extension Act (RWTEA) of 2009 and are known locally as "Ryan White Program" services (RWP). Not all of the agencies or services in this book are funded by the RWP, but they are available to you based on your eligibility criteria. These services include medical and dental care, case management, medication assistance, insurance assistance, HIV education, transportation, mental health counseling, food pantry, legal services, child care, housing, substance abuse treatment and home health services.

**Eligibility Certification:** All HIV+ individuals who seek care, support and resources from RWP providers must complete an intake session. Intake sessions involve providing important information about yourself so needs/eligibility assessments may be determined. There will be forms to fill out, information and documents to provide to an intake specialist (such as those described on pages 5 – 8), and an in-depth discussion about how help can be provided to you to help you effectively manage living with HIV/AIDS now and in the future.

Once you arrive for your intake session, the intake specialist will fill out a Common Intake Form (CIF) and several other forms that ask many questions. These questions are not meant to intrude on your privacy! They are meant to provide critical information on how best to serve your needs and ensure you understand your diagnosis and the HIV care system. It is good to know that many service organizations require additional paperwork from you beyond the Common Intake Form when you arrive for your first appointment, such as consent to receive services forms.

Once your eligibility has been certified and you have completed the process, your documents and information remain valid for six months from the date of intake. After six months, you will need to update any information that has changed with new documents.

### **IMPORTANT**

**It is vital that you keep your appointments for recertification of eligibility. If you fail to keep your appointment, your eligibility will expire, and a full new intake will be required again before you can return to services.**

### **How Long Does an Intake Session Take?**

You should make plans to spend several hours to complete your intake session to allow the intake specialist the time needed to complete required paperwork, explain the HIV care system, offer information about HIV, the importance of ongoing health care and provide referrals to needed care and resources.

### **Can I Bring Someone With Me?**

Absolutely! It is important that your loved ones be involved in your care and support. We welcome them at the intake session. We can help them better understand HIV and become a stronger support system for you. There may also be services we can offer them as affected family members such as counseling or child care for your children. In addition, we have access to many other non-HIV related services in the community that may be very helpful for caregivers, partners and family members.

### **What Happens to My Information?**

Information provided at the intake session is collected and entered into a Texas Department of State Health Services (DSHS) database called ARIES. ARIES information is secure and confidential in order to protect your privacy. It is used to track the HIV epidemic, the needs of the people impacted by the disease and the services utilized by them. All Ryan White funded organizations are required to enter this information and maintain strict confidentiality of the information provided to us. Only you can provide permission for us to share that information with other providers.

You will be provided a copy of all forms completed during intake. It is important that you take this packet with you to your first appointment at other referral service organizations. We will also, with your permission, share needed information with these referral service organizations to help expedite the referral process so you can begin needed services as quickly as possible.

## The Benefits of Case Management and Care Coordination

Your intake specialist will discuss the benefits of case management and how it can assist your long-term efforts to manage your health, offer support as you and your loved ones adjust to your diagnosis, and help link you to future services you may need, such as legal and counseling services, Social Security, Medicaid, Medicare, Medicare Part D and many other community resources. Case managers are specially trained to respond to the needs of HIV+ people and help plan for long term financial, emotional and physical needs. They can be your advocate and guide to accessing important services, support, education and health care.

Case management is free to any HIV+ person regardless of income.

### How do I Connect to Case Management?

It is easy to get linked to this service. The intake specialist will assess your needs and provide an opinion about your need for case management; however, case management is available to any HIV+ person upon request. Once you request the service, the intake specialist will help you choose the best site to meet your unique needs. You will be referred immediately and a case manager will call you for a first appointment. They will provide additional assessment and begin a comprehensive care plan that focuses on reaching optimal quality within your medical, financial and emotional life. Ongoing referrals will be provided to ensure you remain linked to medical care.

HIV education, treatment adherence planning, home visits, family/partner education and testing, and support groups are just some of the additional support available to you in addition to the wide range of services throughout the North Texas area. Home visits are available at several of the case management sites and bilingual services are available at most for Spanish, French and American Sign Language.

You should ask about the availability and the criteria for case management home visits when you contact one of the listed sites.

### What if I Don't Want Case Management?

Not a problem. Not everyone needs ongoing case management and some people only need intermittent assistance. If you do not want or need future referrals beyond the intake session, you are not required to accept case management. If you should need future referrals, you will require a case manager to assist you. Simply call your original intake site and let them know your needs. They will link you with a case manager as soon as possible in an area that's most convenient to you. We are here to help! If you are HIV+ and need assistance, please call us. We stand ready to guide you through a complex care system with the best possible impact on your health, stability and well-being.

### What Happens Next?

Once the intake specialist completes the required paperwork and assessment for eligibility and needs, he or she will provide you with immediate referrals to needed medical care and supportive services. They will inform you on how to make an appointment and what additional paperwork you may need that is unique to each service organization. They will also provide you a referral form for all referred services you need at that time and educate you on how case management can help you access additional services you may need in the future. Although intake specialists can provide initial referrals at the time of your intake, only a case manager

can provide referrals after the intake process is completed. It is therefore very important to consider case management as a potential service you may need in the future.

Once your intake is complete and you receive your intake packet and referral form, you simply call the referred organizations for a first appointment. Be sure to ask if there is additional information you need to bring beyond the intake packet provided to you. Your intake specialist can help you make these appointments if you choose.

## What Else?

2-1-1 is a free, easy-to-remember phone number connecting callers with health and human services in their community. When you dial 2-1-1, you will talk to a trained resource specialist who has access to comprehensive data base listings of nearly all health and human services that exists in Texas. This includes but is not limited to: rent and utility assistance, food, emergency shelters, where to get employment help, medical and mental health assistance, help with transportation, and trained suicide intervention counseling. You can also get information on affordable child care, information about caring for an aging relative, or help recovering from a disaster. Information and referral is available 24 hours a day, 7 days a week throughout the year. Information can be provided in over 90 different languages.



## SECTION VII SERVICES LISTING

### Adult Day Care Page

AIDS Interfaith Network ----- 30

### Cancer Support Page

Cancer Support Community North Texas ----- 34

### Case Management - Medical Page

AIDS Arms ----- 28

AIDS Services of Dallas ----- 31

Callie Clinic ----- 33

Children’s Medical Center ARMS Clinic ----- 35

Collin County Health Care Services ----- 36

Dallas County Health and Human Services ----- 38

Health Services of North Texas ----- 43

Parkland Health & Hospital System ----- 48

Resource Center Dallas ----- 50

UT Southwestern Dallas Family Access Network ----- 55

### Case Management – Non-Medical Page

AIDS Arms ----- 28

AIDS Interfaith Network ----- 30

AIDS Services of Dallas ----- 31

Austin Street Center ----- 31

The Bridge ----- 32

Bryan’s House ----- 33

Callie Clinic ----- 33

City Square Food Pantry ----- 36

Council on Alcohol and Drug Abuse ----- 38

Health Services of North Texas ----- 43

Homeward Bound ----- 44

Legacy Counseling Center ----- 45

LifePath Systems ----- 46

Parkland Health & Hospital System ----- 48

Resource Center Dallas ----- 50

The Stewpot ----- 51

Urban League of Greater Dallas & North Central Texas	54
UT Southwestern Dallas Family Access Network	55

## **Children’s Services** **Page**

Assistance Center of Collin County	31
Bryan’s House	33
Children’s Medical Center ARMS Clinic	35
City Square Food Pantry	36
Dallas Life	40
Genesis Women’s Shelter & Support	42
LifePath Systems	46
Metrocare Services	47
North Dallas Shared Ministries	47
Resource Center Dallas	50
The Stewpot	51

## **Client Advocacy** **Page**

A Sister’s Gift	28
AIDS Interfaith Network	30
Children’s Medical Center ARMS Clinic	35
Denton County Friends of the Family	41
Parkland Health & Hospital System	48
The Stewpot	51

## **Clinical Trials** **Page**

AIDS Arms	28
Parkland Health & Hospital System – Amelia Court	48

## **Clothing** **Page**

A Sister’s Gift	28
Austin Street Center	31
Dallas Life	40
DOT’s Closet Consignment & Retail	41
North Dallas Shared Ministries	47

## **Counseling - Group** **Page**

A Sister’s Gift	28
Bryan’s House	33
Council on Alcohol & Drug Abuse	38

Dallas Life-----	40
Denton County Friends of the Family -----	41
Genesis Women’s Shelter & Support -----	42
The Group-----	43
Health Services of North Texas -----	43
Homeward Bound-----	44
Legacy Counseling Center -----	45
LifePath Systems-----	46
Resource Center Dallas-----	50

**Counseling – HIV Diagnosis Page**

Abounding Prosperity-----	28
Addiction Services – MHMR of Tarrant County-----	28
AIDS Arms -----	28
AIDS Interfaith Network -----	30
Callie Clinic-----	33
Collin County Health Care Services-----	36
Dallas County Health and Human Services-----	38
Legacy Counseling Center -----	45
Parkland Health & Hospital System -----	48
UT Southwestern CPIU-----	54

**Counseling – Mental Health Page**

The Bridge-----	32
Callie Clinic -----	33
Children’s Medical Center ARMS Clinic-----	35
Council on Alcohol & Drug Abuse-----	38
Dallas Life-----	40
Health Services of North Texas -----	43
Homeward Bound-----	44
Legacy Counseling Center -----	45
LifePath Systems-----	46
Metrocare Services-----	47
Parkland Health & Hospital System -----	48
Resource Center Dallas-----	50

## Counseling - Nutritional

Page

Callie Clinic-----	33
Children’s Medical Center ARMS Clinic-----	35
Health Services of North Texas-----	43
Homeward Bound-----	44
Parkland Health & Hospital System-----	48
UT Southwestern CPIU-----	54

## Counseling - Pastoral

Page

Community Hospice of Texas-----	38
Dallas Life-----	40

## Counseling - Psychosocial

Page

Abounding Prosperity-----	28
Collin County Health Care Services-----	36
Community Hospice of Texas-----	38
Dallas Life-----	40
Denton County Friends of the Family-----	41
Genesis Women’s Shelter & Support-----	42
Grayson County Crisis Center-----	43
Health Services of North Texas-----	43
Homeward Bound-----	44
UT Southwestern CPIU-----	54

## Counseling – Substance Abuse

Page

Abounding Prosperity-----	28
Addiction Services – MHMR of Tarrant County-----	28
Austin Street Center-----	31
The Bridge-----	32
Callie Clinic-----	33
Council on Alcohol & Drug Abuse-----	38
Health Services of North Texas-----	43
Legacy Counseling Center-----	45
LifePath Systems-----	46

## Dental Services

Page

Callie Clinic-----	33
Community Dental Care-----	37

Dallas Life-----	40
North Dallas Shared Ministries -----	47
Resource Center Dallas – Nelson Tebedo Clinic -----	50
The Stewpot -----	51

**Drug & Alcohol Treatment - Inpatient** **Page**

Addiction Services – MHMR of Tarrant County-----	28
Homeward Bound-----	44
Legacy Counseling Center -----	45

**Drug & Alcohol Treatment - Outpatient** **Page**

Addiction Services – MHMR of Tarrant County-----	28
Homeward Bound-----	44
Legacy Counseling Center -----	45
LifePath Systems-----	46

**Educational Services** **Page**

The Group-----	43
Legacy Counseling Center -----	45

**Emergency Shelters** **Page**

Austin Street Center -----	31
Brighter Tomorrows -----	33
Denton County Friends of the Family -----	41
The Family Place -----	42
Genesis Women’s Shelter & Support -----	42
Grayson County Crisis Center -----	43

**ESL Classes** **Page**

Assistance Center of Collin County-----	31
Literacy Instruction for Texas -----	46
North Dallas Shared Ministries -----	47

**Family Planning** **Page**

Planned Parenthood of Greater Texas-----	49
--	----

**Family Violence/Domestic Abuse Services** **Page**

Brighter Tomorrows -----	33
Denton County Friends of the Family -----	41
The Family Place -----	42

Genesis Women's Shelter & Support -----	42
Grayson County Crisis Center -----	43

**Financial Assistance Page**

AIDS Arms -----	28
Bryan's House -----	33
Dallas County Health and Human Services -----	38
Metrocrest Social Services Centers -----	47
North Dallas Shared Ministries -----	47
Parkland Health & Hospital System -----	48

**Financial Education Page**

Assistance Center of Collin County -----	31
Bryan's House -----	33
City Square Food Pantry -----	36

**Food – Hot Meals Page**

AIDS Interfaith Network -----	30
AIDS Services of Dallas -----	31
Austin Street Center -----	31
Dallas Life -----	40
Legacy Counseling Center -----	45
Resource Center Dallas -----	50
The Stewpot -----	51
White Rock Friends -----	56

**Food – Pantry Page**

AIDS Services of Dallas -----	31
Assistance Center of Collin County -----	31
Bryan's House -----	33
Callie Clinic -----	33
City Square Food Pantry -----	36
Dallas County Health and Human Services -----	38
Denton County Friends of the Family -----	41
Health Services of North Texas -----	43
Hunt County Shared Ministries -----	44
Metrocrest Social Services Centers -----	47
North Dallas Shared Ministries -----	47
Resource Center Dallas -----	50

<b>Food – Supplemental (SNAP/WIC)</b>	<b>Page</b>
City of Dallas Community Services Department-----	35
Collin County Health Care Services-----	36
Denton County Health Department-----	41
Texas Health and Human Services Commission -----	52
<b>Food – Vouchers</b>	<b>Page</b>
A Sister’s Gift -----	28
<b>General Store/Thrift Store</b>	<b>Page</b>
Bryan’s House-----	33
Denton County Friends of the Family -----	41
Metrocrest Social Services Centers-----	47
White Rock Friends-----	56
<b>Health Insurance Assistance</b>	<b>Page</b>
Callie Clinic -----	33
Health Services of North Texas -----	43
Resource Center Dallas-----	50
<b>Hearing Impaired Services</b>	<b>Page</b>
Deaf Action Center -----	40
<b>HIV Early Intervention Services</b>	<b>Page</b>
Addiction Services – MHMR of Tarrant County-----	28
Council on Alcohol & Drug Abuse-----	38
Dallas County Health and Human Services-----	38
Urban League of Greater Dallas & North Central Texas -----	54
<b>HIV Prevention Education</b>	<b>Page</b>
Abounding Prosperity-----	28
AIDS Arms -----	28
AIDS Interfaith Network -----	30
Callie Clinic -----	33
Children’s Medical Center ARMS Clinic-----	35
Dallas County Health and Human Services-----	38
The Group-----	43
Parkland Health & Hospital System -----	48

Planned Parenthood of Greater Texas-----	49
Resource Center Dallas-----	50
Urban League of Greater Dallas and North Central Texas-----	54
UT Southwestern CPIU-----	54

**HIV/STD Testing Sites** **Page**

Abounding Prosperity-----	28
Addiction Services of MHMR Tarrant County-----	28
AIDS Arms-----	28
AIDS Interfaith Network-----	30
Callie Clinic-----	33
Collin County Health Care Services-----	36
Council on Alcohol & Drug Abuse-----	38
Dallas County Health and Human Services-----	38
Denton County Health Department-----	41
Parkland Health & Hospital System-----	48
Planned Parenthood of Greater Texas-----	49
Resource Center Dallas-----	50
Urban League of Greater Dallas and North Central Texas-----	54
UT Southwestern CPIU-----	54

**Homeless Shelters** **Page**

The Bridge-----	32
Dallas Life-----	40
Grayson County Homeless Shelter-----	43
The Stewpot (Day Shelter)-----	51

**Hospice Care Services** **Page**

AIDS Services of Dallas-----	31
Community Hospice of Texas-----	38
Veterans Affairs North Texas Healthcare System-----	55
Visiting Nurse Association-----	55
VITAS-----	56

**Housing Assistance** **Page**

A Sister's Gift-----	28
Abounding Prosperity-----	28
AIDS Services of Dallas-----	31



Assistance Center of Collin County-----	31
Callie Clinic-----	33
Cathedral of Hope-----	34
City of Dallas Housing/Community Resources-----	35
City Square Food Pantry-----	36
Dallas County Health and Human Services-----	38
Deaf Action Center-----	40
Hunt County Shared Ministries-----	44
Legacy Counseling Center-----	45
Metrocare Services-----	47
Metrocrest Social Services Center-----	47
North Dallas Shared Ministries-----	47
The Stewpot-----	51
Urban League of Greater Dallas & North Central Texas-----	54

## **Housing – Transitional**

## **Page**

Austin Street Center-----	31
The Bridge-----	32
Genesis Women’s Shelter & Support-----	42
Legacy Counseling Center-----	45
The Stewpot-----	51

## **Interpretation Services For the Hearing Impaired**

## **Page**

Deaf Action Center-----	40
-------------------------	----

## **Job Assistance**

## **Page**

A Sister’s Gift-----	28
Austin Street Center-----	31
The Bridge-----	32
Bryan’s House-----	33
City Square Food Pantry-----	36
LifePath Systems-----	46
North Dallas Shared Ministries-----	47
Texas Department of Assistive and Rehabilitative Services-----	51
Urban League of Greater Dallas and North Central Texas-----	54

<b>Legal Services</b>	<b>Page</b>
Denton County Friends of the Family -----	41
Genesis Women’s Shelter & Support -----	42
Legal Hospice of Texas-----	46
The Stewpot -----	51
<b>Literacy Services</b>	<b>Page</b>
Literacy Instruction for Texas (LIFT)-----	46
<b>Medicaid</b>	<b>Page</b>
Texas Health and Human Services Commission -----	52
<b>Medical Services</b>	<b>Page</b>
<b>HIV/AIDS Specialty Clinics</b>	
AIDS ARMS -----	28
AIDS Healthcare Foundation-----	30
Callie Clinic -----	33
Children’s Medical Center ARMS Clinic-----	35
Dallas County Health and Human Services-----	38
Health Services of North Texas -----	43
Parkland Health & Hospital System-----	48
Resource Center Dallas-----	50
UT Southwestern Dallas Family Access Network -----	55
<b>Non HIV-Specific Clinics</b>	
Denton County Health Department-----	41
North Dallas Shared Ministries -----	47
Parkland Health & Hospital System -----	48
The Stewpot -----	51
Veterans Affairs North Texas Healthcare System -----	55
<b>Medication Assistance</b>	<b>Page</b>
AIDS Arms -----	28
AIDS Healthcare Foundation-----	30
Callie Clinic -----	33
Cathedral of Hope-----	34
Council on Alcohol & Drug Abuse-----	38

Health Services of North Texas	43
Parkland Health & Hospital System	48
Resource Center Dallas	50
Texas HIV Medication Program (ADAP)	53

## **Outreach Services** **Page**

AIDS Interfaith Network	30
Dallas County Veterans Services	39
Denton County Friends of the Family	41
The Family Place (For victims of domestic/family violence)	42
Genesis Women's Shelter & Support	42
Parkland Health & Hospital System	48
Resource Center Dallas	50
Urban League of Greater Dallas and North Central Texas	54

## **Patient Navigation** **Page**

A Sister's Gift	28
AIDS Arms	28
AIDS Interfaith Network	30

## **Pre-Exposure HIV Prophylaxis (PrEP) Education** **Page**

Abounding Prosperity	28
----------------------	----

## **Referral Services** **Page**

Abounding Prosperity	28
Addiction Services – MHMR of Tarrant County	28
AIDS Arms	28
AIDS Healthcare Foundation	30
Assistance Center of Collin County	31
The Bridge	32
Callie Clinic	33
City of Dallas Community Services Department	35
Collin County Health Care Services	36
Council on Alcohol & Drug Abuse	38
Dallas County Health and Human Services	38
Hunt County Shared Ministries	44
Legacy Counseling Center	45

Metrocrest Social Services Centers-----	47
North Dallas Shared Ministries -----	47
Parkland Health & Hospital System -----	48
Urban League of Greater Dallas & North Central Texas -----	54
UT Southwestern CPIU-----	54

## **Rehabilitation Services**

## **Page**

Dallas Life-----	40
Metrocare Services-----	47
Texas Department of Assistive and Rehabilitative Services -----	51
Veterans Affairs of North Texas Healthcare System -----	55

## **Transportation**

## **Page**

A Sister's Gift -----	28
AIDS Interfaith Network-----	30
AIDS Services of Dallas-----	31
Community Council of Greater Dallas-----	37
Council on Alcohol & Drug Abuse-----	38
Dallas County Health and Human Services-----	38
Health Services of North Texas -----	43
North Dallas Shared Ministries -----	47
Parkland Health & Hospital System -----	48

## **Utility Assistance – Short Term**

## **Page**

A Sister's Gift -----	28
Assistance Center of Collin County-----	31
Callie Clinic-----	33
Cathedral of Hope-----	34
Dallas County Health and Human Services-----	38
Hunt County Shared Ministries-----	44
Legacy Counseling Services-----	45
Metrocrest Social Services Centers-----	47
Urban League of Greater Dallas & North Central Texas -----	54

## Veterans Assistance

Page

Dallas County Veterans Services -----	39
Urban League of Greater Dallas & North Central Texas -----	54
Veterans Affairs North Texas Healthcare System -----	55

## Vision Services

Page

Dallas Life-----	40
North Dallas Shared Ministries -----	47

## Accessibility Indicators

When you see the following symbols near an agency's name, it indicates that the agency offers Spanish translation services (ESP), American Sign Language services (ASL), Text Telephone services (TTY), or is a Ryan White Program affiliated agency (RW):

**ESP ASL TTY RW**

## SECTION VIII: AGENCY LISTING

### A Sister's Gift Women's Center

Discreet Downtown Dallas Location

Mailing Address: ASG, 1515 N. Town East Blvd., #138-380, Mesquite, TX 75150

Phone: 214-421-4ASG (4274); Fax: 214-501-0984

Contact: [staff@asistersgift.org](mailto:staff@asistersgift.org)

Hours: Mon-Fri, 8am – 5pm

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

Providing crisis intervention, navigational counseling, group support, and social services to support females living with HIV/AIDS and their families.

### Abounding Prosperity, Inc.

Community Empowerment Center

Location: 1816 Peabody Ave., Dallas, TX 75215

Main Office Location: 2311 Dr. Martin Luther King Jr. Blvd, Dallas TX 75215

Phone: 214-421-4800; Fax: 214-421-4804

Hours: Mon-Fri, 9am – 6pm

Contact: Tamara Stephney Associate Director

Email: [tstephney@aboundingprosperity.org](mailto:tstephney@aboundingprosperity.org)

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

Abounding Prosperity provides free HIV/STD testing, counseling and referrals, temporary housing, HIV prevention education, PrEP education, substance abuse counseling, and linkage to HIV medical care services.

The mission of Abounding Prosperity Inc. is to provide services to address health, social and economic disparities among African-American men and their families with a particular interest in African-American Gay, Bi and Transgender (Male to Female) individuals.

### Addiction Services, MHMR Tarrant County

Mailing address: 3840 Hulen St., North Tower, Fort Worth, TX 76107

Phone: 817-569-5760

Hours: Mon-Fri 8am – 5pm

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

Substance screening referral, inpatient and outpatient treatment, detox, HIV Outreach Testing & Education, HEI Case Management, HIV Early Intervention Services, STI referral and education, as well as other health and/or behavioral health education services. Covers 12 counties: Tarrant, Denton, Wise, Parker, Hood, Johnson, Somervell, Palo Pinto, Erath, Cooke, Fannin and Grayson

### AIDS Arms, Inc.

*RW ASL TTY ESP*

Location: 351 W Jefferson Blvd., Ste. 300, Dallas, TX 75208-4531

Phone: 214-521-5191; Fax: 214-528-5879; Toll Free 866-495-3400

Hours: Mon-Fri, 8:30am – 5pm

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

Contact: Justin Vander, Community Resource Specialist  
Email: [resourcespecialist@aidsarms.org](mailto:resourcespecialist@aidsarms.org)  
For the HIVE call 972-807-7370.

AIDS Arms, Inc. is an approved primary entry point for the Ryan White HIV continuum of care. Services include: case management, outpatient medical care, medication assistance for eligible individuals, referrals to mental health and substance abuse treatment, and assistance with improving access to medical care, treatment and support services. It also provides HIV testing, counseling and education regarding risk reduction and prevention. AIDS Arms, Inc. creates a network with community organizations throughout North Texas to facilitate linkage to medical care, dental services, housing, transportation, food, psycho-social counseling, substance abuse treatment, health insurance assistance, disability and financial assistance, government benefits, financial and legal planning, and caregiver support for clients. Staff are trained and able to work with a diverse population and those with specific needs. Many providers and staff are bilingual Spanish, and interpretation services are available.

Case management services are available at locations in Oak Cliff, South Dallas and Dallas County Health & Human Services. Home visits are possible in certain circumstances. HIV testing, prevention services, and education may be made available for large groups or events on request. The HIVE center provides empowerment programs and social support activities for anyone living with HIV in the community.

## **AIDS Arms Outpatient Medical Services** *RW ASL TTY ESP*

Hours: Mon-Fri, 8:30am – 5pm  
First & third Mon: 10am – 7pm  
Closed between noon and 1pm  
Contact: Nicole Wilbur, Director, Clinic Administration or  
Pam Tyler, MCM Supervisor  
Email: [nwilbur@aidsarms.org](mailto:nwilbur@aidsarms.org) or [ptyler@aidsarms.org](mailto:ptyler@aidsarms.org)  
Website: [www.aidsarms.org](http://www.aidsarms.org)

### **Peabody Health Center**

1906 Peabody Ave., Dallas, TX 75215-2821  
Phone: 214-421-7848; Fax: 214-421-1119 TTY: 214-231-0151

### **Trinity Health and Wellness Center**

219 Sunset Ave., Ste. 116-A, Dallas, TX 75208-4531  
Phone: 972-807-7370; Fax: 972-807-7381

AIDS Arms Outpatient Medical Services provide comprehensive outpatient health care primarily for people living with or at risk for HIV and AIDS. Infectious disease, internal medicine, dermatology, and behavioral health services are available on site. Other services include medical and non-medical case management, medication assistance, laboratory, and clinical research trial opportunities. Prescriptions can be filled using the agency's on-site pharmacy. All medical services are available on a sliding fee scale, and no one is refused medical services based on his or her ability to pay. Medicaid, Medicare and private insurance are accepted. Bilingual Spanish providers are available.

## **AIDS Healthcare Foundation**

**ASL TTY ESP**

### **Medical City North Dallas Location**

7777 Forest Ln., Ste. B-122, Dallas, TX 75230

Phone: 972-383-1060; Fax: 972-383-1061; Toll free: 888-243-7227

Hours: Mon-Fri, 9am – 5pm

Contact: Creshel Bishop

Email: Creshel.Bishop@aidshhealth.org

Website: www.aidshhealth.org

### **Oak Lawn Out of the Closet Pharmacy Location**

3920 Cedar Springs Rd., Dallas, TX 75219

Phone: 214-599-2173

Hours: Mon-Fri, 10am – 7pm

Contact: Anna Galvan, RPh

Email: Anna.Galvan@aidshhealth.org

### **Fort Worth Location**

400 N. Beach St., Ste. 104, Ft. Worth, TX 76111

Phone: 817-831-1750; Fax: 817-831-1753 Toll free: 888-243-7227

Hours: Mon-Fri, 9am – 5pm

Contact: Jennings Stone

Email: Jennings.stone@aidshhealth.org

AHF Healthcare Centers provide advanced medical care designed specifically for HIV-positive clients. Our healthcare providers are knowledgeable of up-to-the-minute developments in HIV medical care. We provide clients with access to the additional specialists, medications and services they need to be as healthy as possible. AHF is a global provider of specialized HIV medical care with over 400,000 patients in care. Medicaid, Medicare, private insurance and uninsured/underinsured clients are accepted.

## **AIDS Interfaith Network, Inc.**

**RW TTY ESP**

Location: 2707 N. Stemmons Fwy, Ste. 120, Dallas, TX 75207-2322

Phone: 214-943-4444; Fax: 214-948-9988

Hours: Mon-Fri 8:30am – 5pm; individual program hours vary.

Contact: Edgar Carmona

Email: ecarmona@aidssinterfaithnetwork.org

Website: www.aidssinterfaithnetwork.org

AIN Offers programs for persons with HIV/AIDS and HIV prevention programs in both English and Spanish. Programs include transportation (bus passes and van rides); nutrition through prepared meals (breakfast and lunch); adult day center services (Daire Center); casework; outreach; HIV/AIDS prevention education; HIV testing; Spanish language interpretation and translation for clients and other HIV/AIDS service organizations. Targeted initiatives especially for African Americans and Hispanic communities. Also provides volunteer opportunities and faith-based services.

### **Manos Unidas™**

Hours: Mon-Fri 8:30am – 5pm; program hours vary

Contact: Edgar Carmona

Email: ecarmona@aidssinterfaithnetwork.org



A program of AIDS Interfaith Network. Performs services specifically for the Hispanic community. Provides advocacy; casework; HIV prevention education; testing; linkage to health care and support services; Spanish language interpretation and written translations for individuals and HIV/AIDS organizations. Dual purpose is to help HIV+ Hispanics who need to enroll in services and to help stop the spread of HIV in the Hispanic population.

## **AIDS Services of Dallas**

**RW ESP**

Location: 400 S. Zang Blvd., Ste. 1305, L.B. 60, Dallas, TX 75208  
Mailing address: PO Box 4338, Dallas, TX 75208-0338  
Phone: 214-941-0523, Fax: 214-941-8144, Toll-Free: 800-710-7554  
Hours: Mon-Fri, 9am – 5pm  
Contact: Don Maison, President and CEO  
Email: info@aidsdallas.org  
Website: www.aidsdallas.org

Provides licensed, low cost, medically supportive housing that includes case management, food services, transportation and medical case management to people living with HIV/AIDS and/or their families. Four facilities offer varying levels of care, including hospice. Services provided on a sliding scale. Services are provided regardless of client's ability to pay.

## **Assistance Center of Collin County**

**TTY ESP**

Location: 900 18th St., Plano, TX 75074  
Phone: 972-422-1850; Fax: 972-422-1855  
Email: natalie@assistancecenter.org  
Hours: Mon-Fri, 9am – 3pm; Call Center open Mon-Fri, 9am – 4pm  
Website: www.assistancecenter.org

The primary information and referral service in Collin County linking those in need with the most appropriate resources. Through partnerships with other agencies and churches coordinates financial and material assistance to those experiencing short-term crisis situations. Programs include short-term financial assistance with rent or utilities, school supplies for children in Plano ISD, Holiday gifts and food, Thanksgiving food, financial education, ESL and varying training/certification opportunities.

## **Austin Street Center**

Location: 2929 Hickory St., Dallas, TX 75226-2123  
Mailing address: PO Box 710729, Dallas, TX 75371-0729  
Phone: 214-428-4242; Fax: 214-428-8158  
Office Hours: 9am – 5pm  
Hours: 7 days a week: 1:30pm – 10:00pm  
Contact(s): Chris Packard, Executive Director  
Email: chris.packard@austinstreet.org  
Jan Langbein, CEO of Shelter Ministries  
Email: jan.langbein@austinstreet.org  
Trina Taylor, Director of Client Services  
Email: trina.taylor@austinstreet.org

Eddie Jordan, Operations Manager  
Email: eddie.jordan@austinstreet.org  
Lottie Price, Volunteer Services  
Email: Lottie.price@austinstreet.org  
Website: www.austinstreet.org

An emergency overnight shelter for the homeless. Men must be at least 45 years of age; women must be at least 18 years of age. A valid, government issued, picture ID is required. No drinking or drugs are allowed. Intake starts at 2 p.m. for women and 4 p.m. for men on a first-come, first-served basis, until 6:00 p.m. or all beds are full. We offer food, clothing, access to case management, AA/NA meetings, employment search and resume services in our in-house computer lab, job skill training through our work-program, Bible study, and a transitional housing program.

## The Bridge

ESP

Location: 1818 Corsicana St., Dallas, TX 75201  
Phone: 214-670-1101  
Hours: 7 days a week, 24-hour  
Intakes: Mon-Fri, 7:30 – 11am and 1:30pm – 5pm;  
Contact: Jay Meaders, Triage/Intake Coordinator, 214-670-1502  
Website: www.bridgenorthtexas.org

The Bridge provides an entry point for persons experiencing homelessness to access multiple services in one centralized site in the south downtown Dallas area. The goal of the Bridge is to end homelessness. As a recovery center, our guests partner with care managers to overcome barriers that led to homelessness. The Bridge provides emergency shelter, as space permits, and referrals to other local shelters. Intake and triage services are available 24/7/365 for individuals experiencing homelessness in Dallas County. These services include but are not limited to crisis prevention/intervention and immediate need-driven service identification, referrals, and linkage assistance. Day services include meals, showers and storage. There is also transitional shelter for those who are enrolled in care management, adherent with their care plan, and transitioning to income and housing.

Helping adults transition from streets/institutions to shelter and housing, The Bridge provides:

- Day shelter for as many as 1,200 people experiencing homelessness per day;
- On-site night shelter for 250 people experiencing homelessness per night including emergency shelter and transitional shelter; off-site night shelter referrals for as many as 775 people experiencing homelessness per night including emergency shelter and transitional shelter;
- Care management services for more than 600 people experiencing homelessness per week including: health/behavioral health care coordination, jail diversion/reentry services, income seeker services, and housing seeker services;
- Health/behavioral health care services for more than 600 people experiencing homelessness per week including: screenings, acute disease care, chronic disease care, mental health/chemical dependency/dual diagnosis services, and recovery services;

- Income seeker services for more than 300 people experiencing homelessness per year including: employment activities for able persons and disability income activities for disable persons;
- Housing seeker services for more than 300 people experiencing homelessness per year including: affordable housing searches, supportive housing searches, and transitional housing searches.

## Brighter Tomorrows

**ASL TTY ESP**

Location: 928 Bluebird Dr., Irving, TX 75061  
 Phone: 972-254-4003; Fax: 972-254-8086  
 24-hour Crisis Hotline 972-262-8383  
 Contact: Diana Franzetti, Executive Director  
 Email: [diana@brightertomorrows.net](mailto:diana@brightertomorrows.net)  
 Website: [www.brightertomorrows.net](http://www.brightertomorrows.net)

Brighter Tomorrows provides emergency, safe shelter and support services to victims of domestic violence and sexual assault.

## Bryan's House

**RW ESP**

Location: 5940 Forest Park Rd., Dallas, TX 75235  
 Mailing address: PO Box 35868, Dallas, TX 75235-0868  
 Phone: 214-559-3946; Fax: 214-559-2827  
 Hours: Administrative offices, Mon-Fri, 9am – 6pm  
 Child Care, Mon-Fri, 6am – 7pm; Respite, Sat, 8am – 8pm  
 Contact(s): David Thomas at [davidthomas@bryanshouse.org](mailto:davidthomas@bryanshouse.org)  
 Marilyn Quinones at [marilynquinones@bryanshouse.org](mailto:marilynquinones@bryanshouse.org)  
 Website: [www.bryanshouse.org](http://www.bryanshouse.org)

Provides NAEYC-accredited early childhood education and respite care to children and pre-teens, newborn to 12 years old, who have special health care needs or are HIV+ and/or living with HIV+ caregivers. Ryan White-authorized case management services for families are provided. Other services for adult family members include financial education and job skills training; support groups, donated goods distribution, limited emergency financial assistance, and parent education. For children we offer on-site nursing care, on-site physical therapy, occupational therapy, respiratory therapy, and speech therapy, social and educational activities.

## Callie Clinic

**RW ESP**

Location: 303 W. Sunset Blvd., Sherman, TX 75092  
 Phone: 903-891-1972; Fax: 903-892-6093  
 Hours: Mon-Fri, 8am – 5pm  
 Contact: Gwynne Palmore  
 Email: [gwynne.palmore@gmail.com](mailto:gwynne.palmore@gmail.com)  
 Website: [www.callieclinic.org](http://www.callieclinic.org)

Callie Clinic serves HIV positive persons in Cooke, Fannin, and Grayson counties and offers medical and non-medical case management, insurance and medication assistance, housing and utility assistance, transportation, a food pantry, and

outpatient medical care. Referral for legal assistance, nutritional counseling and dental services are also provided. HIV/STD and Hepatitis testing, and HIV/STD prevention education.

## **Cancer Support Community North Texas**

**ESP**

Dallas Location: 8196 Walnut Hill Ln., LL10, Dallas, TX 75231  
Phone: 214-345-8230; Fax: 214-345-8248  
Hours: Mon, Tue, Thur, 9am – 8pm;  
Wed, Fri, 9am – 5pm, Selected Saturdays  
Contact: Mirchelle Louis, LCSW, CEO, 214-345-8231  
Website: [www.cancersupporttexas.org](http://www.cancersupporttexas.org)

### **Collin County Location**

6300 W. Parker Rd., MOB 2, Ste. 129A, Plano, TX 75093  
Phone: 972-981-7020  
Hours: Mon, Wed, 9am – 8pm;  
Tues, Fri, 9am – 5pm selected Saturdays  
Contact: Adrienne Wert, LPC, Program Manager, 972-981-5400

### **Tarrant County Location**

10840 Texas Health Trl., Ste. 120, Fort Worth, TX 76244  
Phone: 682-212-5400  
Hours: Mon, Wed, Fri, 9am – 5pm;  
Tues, Thur, 11am – 8pm selected Saturdays  
Contact: Cyndy Cervantes, LMSW, Program Manager, 682-212-5400

Cancer Support Community North Texas provides support for everyone living with cancer - men, women, teens and children - along with their families and friends. Our comprehensive program is an essential complement to medical care, providing support and networking groups, workshops, education and social activities. If you, a family member, or a friend has cancer, Cancer Support Community offers a program of support in a homelike setting, completely free of charge.

## **Cathedral of Hope**

**ASL ESP**

Location: 5910 Cedar Springs Rd., Dallas, TX 75235-6806  
Phone: 214-351-1901; Fax: 214-351-6099; Toll Free: 800-501-4673  
(HOPE) Assistance hours: Mon-Thur 10am – 3pm  
Website: [www.cathedralofhope.com](http://www.cathedralofhope.com)

When funds are available, Cathedral of Hope may be able to assist with rent, medications and utilities. ASL services available by appointment.

## **Children's Health/ Children's Medical Center Dallas**

**ASL TTY ESP**

### **ARMS Clinic**

Location: 1935 Medical District Dr., Dallas, TX 75235  
Phone: 214-456-6500; Fax: 214-456-5702  
Hours: Mon-Fri, 8am – 5pm

Contacts: Mary Mallory, RN, PNP-BC  
Email: [mary.mallory@childrens.com](mailto:mary.mallory@childrens.com)  
Dawn Johnson, M.D.  
Email: [dawn.johnson@utsouthwestern.edu](mailto:dawn.johnson@utsouthwestern.edu)  
Website: [www.childrens.com](http://www.childrens.com)

ARMS, or AIDS-Related Medical Services, is a program of clinical care for HIV- positive children and adolescents and for HIV-exposed babies. A multidisciplinary team of specialists, including UT Southwestern medical staff, provides state-of- the-art care for this rapidly changing disease. A spectrum of support services for children and families is coordinated with community social services agencies with appropriate consent and confidentiality. ARMS staff also provides community education and emphasizes prevention efforts. ARMS is the only clinic in North Texas dedicated exclusively to providing primary care to children exposed to and infected with HIV, and is closely linked with the Ryan White Part D funded project, Dallas Family Access Network (Dallas FAN). This relationship allows Children's Medical Center to provide comprehensive and cost-effective family- centered care.

## City of Dallas Housing/ Community Services Department

ASL ESP

### Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

Location: 2377 N. Stemmons Fwy., Ste. 400, Dallas, TX 75207-2710  
Services are offered at 19 clinics located throughout Dallas County.  
Phone: 214-670-7200  
Hours: Mon-Fri, 7:30am – 5:30pm Sat 7:30am – 3:30pm  
Website: [www.dallascityhall.com/ehs/wic\\_program.html](http://www.dallascityhall.com/ehs/wic_program.html)

WIC is a health and nutrition education program with a successful record of improving the diets of infants, children, and pregnant, postpartum and breast-feeding women who are at risk for nutrition-related illness. The main focus of WIC is educating mothers about proper nutrition through pregnancy and feeding their babies and young children. WIC provides supplemental foods (milk, cheese, whole grain products, fruits, vegetables, juice, eggs, baby food and formula) for women, infants, and children up to age 5. WIC promotes and supports breastfeeding through their peer counselor and lactation consultant programs. WIC also provides referrals to other health care resources.

### Housing Program (HOPWA)

**Emergency Assistance:** Provides short-term rent, mortgage, and utility assistance for HIV+ persons residing in Dallas County

Location: Martin Luther King, Jr. Community Center  
2922 Martin Luther King, Jr. Blvd., Dallas, TX 75215  
Phone: 214-670-8442  
Hours: Mon-Fri 8:15am - 5:15pm  
Website: [www.dallascityhall.com/departments/housingcommunityservices/Pages/ccssp.aspx](http://www.dallascityhall.com/departments/housingcommunityservices/Pages/ccssp.aspx)

Location: West Dallas Multipurpose Center

(Social Services & Support Program)  
2828 Fishtrap Road, Dallas, TX 75212  
Phone: 214-670-6340  
Hours: Mon-Fri 8:15am - 5:15pm  
Website: [www.dallascityhall.com/departments/housingcommunityservices/  
Pages/socialservice.aspx](http://www.dallascityhall.com/departments/housingcommunityservices/Pages/socialservice.aspx)

**Homeless Services - Fresh Start Housing:** Provides long-term rental assistance for HIV+ non-violent ex-offenders on parole in the City of Dallas. Provides transitional rental assistance for HIV+ non-violent ex-offenders on parole, probation, or sentence served who are homeless in the City of Dallas.

Location: Martin Luther King, Jr. community Center (Fresh Start Housing)  
2922 Martin Luther King, Jr. Blvd., Dallas, TX 75215  
Phone: 214-670-8270  
Hours: Mon-Fri, 8:15am - 5:15pm  
Website: [www.dallascityhall.com/departments//housingcommunityservices/  
pages/default.aspx](http://www.dallascityhall.com/departments//housingcommunityservices/pages/default.aspx)

## CitySquare Food Pantry and Resource Center

ESP

Location: 409 N. Haskell Ave., Dallas, TX 75246-1418  
Mailing address: 511 N. Akard St., Ste. 302, Dallas, TX 75201  
Phone: 214-828-2696; Fax: 214-828-6392  
Hours: Tue-Fri, 9am – 4pm closed from noon – 1pm  
Contact(s): Teresa Castaneda, Krystal Lotspeich  
Website: [www.CitySquare.org](http://www.CitySquare.org)

Food pantry; photo ID required, proof of residence/lease, and children's Medicaid or Social Security number. Sign-up for SNAP in the food pantry. Case managers in the Food Pantry/Resource Center direct neighbors to other services within CitySquare, including housing, money management classes, WorkPaths (construction and computer training), LAW, TRAC-services for youth aging out of the foster care system, as well as other community resources. Case managers also work with neighbors on individual goals and objectives to increase their self-sufficiency and self-determination.

## Collin County Health Care Services

ESP

Location: 825 N. McDonald St., Ste. 130, McKinney, TX 75069  
Phone: 972-548-5500 (McKinney); 972-424-1460 ext. 5500 (Metro);  
Fax: 972-548-5550  
Email: [hc@collincountytx.gov](mailto:hc@collincountytx.gov)  
Website: [www.co.collin.tx.us/healthcare\\_services](http://www.co.collin.tx.us/healthcare_services)

Services include: STD/HIV clinic, TB clinic, immunizations, primary care services, and WIC. Some services have specific eligibility requirements. Please call ahead for details.

## Community Council of Greater Dallas

ASL TTY ESP

Location: 1341 W. Mockingbird Lane, Suite 1000W, Dallas, TX 75247  
Telephone: 972-855-8084; Fax: 214-871-7442

Contact: Brittney Tree, Manager  
E-mail: myridedallas@ccgd.org  
Website: <http://myridedallas.org>

The Community Transportation Network created MY RIDE Dallas, a service dedicated to helping older adults and people with disabilities find and connect to transportation options. Tell MY RIDE where you are and where you want to go and MY RIDE will let you know about the most appropriate, cost-effective transportation services for any trip in Dallas County. MY RIDE will help you apply for each transportation service for which you qualify.

## Community Dental Care

**ASL TTY ESP**

Mailing Address: P.O. Box 532489, Grand Prairie, TX 75053  
Phone: 214-590-0193; Fax: 214-266-1001  
Hours: Varies by location – see individual locations below  
Contact: Jonathon Bingham, Patient Advocate  
Email: [jbingham@communitydentalcare.org](mailto:jbingham@communitydentalcare.org)  
Website: [www.communitydentalcare.org](http://www.communitydentalcare.org)

Dental care available at Community Dental Care for HIV+ patients for preventive, restorative, and limited specialty services at these locations:

### Community Dental Care at Amelia Court

(Located inside Professional Building)  
Location: 1936 Amelia Ct., Dallas, TX 75235  
Hours: Mon–Fri 8:30am – 5:30pm  
Phone: 214-590-5518

### Community Dental Care at Vickery Meadows

Location: 8224 Park Lane Ave. Ste. 125, Dallas, TX 75231  
Hours: Mon 9am–6pm; Tue – Fri 8am - 5pm  
Phone: 214-987-1131

### Community Dental Care at Southeast

(Located inside COPC Building)  
Location: 9202 Elam Rd., Ste. 101, Dallas, TX 75247  
Hours: Mon-Fri 8am – 5pm  
Phone: 214-266-1618

### Community Dental Care at Bluit-Flowers

Location: 303 Overton St., Dallas, TX 75216  
(located inside Parkland's health center)  
Hours: Mon-Fri 8am – 5pm  
Phone: 214-266-4280

## Community Hospice of Texas

**ASL TTY ESP**

Location: 1341 W. Mockingbird Ln., Ste. 210 East, Dallas, TX 75247-6913  
Phone: 214-920-8450; Fax: 214-920-8496; Toll Free: 800-275-9393  
Hours: Mon-Fri, 8am – 5pm  
Contact: Mike Hill, Executive Director  
Website: [www.chot.org](http://www.chot.org)

Community Hospice of Texas provides terminally ill patients and their families with physical, psychosocial, and spiritual support.

## **Council on Alcohol & Drug Abuse**

**ASL TTY ESP**

Location: 1349 Empire Central Dr., Ste. 800, Dallas, TX 75247

Phone: 214-522-8600; Fax: 214-521-7253; Toll Free: 800-246-HOPE (4673)

Hours: Mon-Fri, 8am – 5pm

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

The Council recognizes the need to address the issues of substance abuse as it affects individuals with HIV and those at risk for contracting HIV. The HEI program provides assessment and intensive case management to the indigent population facing the unique set of challenges of living with HIV and battling substance abuse. Services may include: dental care, optical care, pharmacy services, family therapy, mental health counseling, referrals, interpretation (ASL and bilingual), and transportation assistance. Services also include free HIV testing and education at various sites in Collin, Dallas, and Denton counties.

## **Dallas County Health and Human Services**

**RW ASL TTY ESP**

Location: 2377 N. Stemmons Fwy., Dallas, TX 75207-2710

Website:

[www.dallascounty.org/department/hhservices/hhs\\_intro.html](http://www.dallascounty.org/department/hhservices/hhs_intro.html)

### **HIV Early Intervention Clinic**

Phone: 214-819-2800; Fax: 214-819-1981

Hours: Mon-Fri, 8am – 6:30pm

Contact: Kay Caddell

Email: [kcaddell@dallascounty.org](mailto:kcaddell@dallascounty.org)

Services for individuals who are newly diagnosed with HIV. Emphasis is placed on learning about the diagnosis and discovering options for taking the next step toward better health. Additional services include medical exam, STD and TB screening, laboratory testing, counseling, vaccination and medical referrals.

### **HIV Testing and Counseling**

Phone: 214-819-1980; Fax: 214-819-1981

Hours: Mon-Fri, 8am – 4:30pm

Confidential testing by appointment or walk-in. Cost is \$15 or sliding scale. Rapid test available for \$20 with results given in less than one hour.

### **Housing Program (HOPWA)**

Phone: 214-819-1936; Fax: 214-819-6023

Hours: Mon-Fri, 8am – 5pm

Provides short-term emergency rental assistance and long-term housing assistance for HIV+ individuals.

### **Sexually Transmitted Diseases (STD) Clinic**

Phone: 214-819-1819; Fax: 214-819-607

Hours: Mon, Tue, Thur, Fri 8am – 4pm; Wed 10am – 6pm



Offers testing for most sexually transmitted diseases.  
Call for additional information.

### **Tuberculosis Clinic**

Phone: 214-819-2071; Fax: 214-819-2805  
Hours: Mon, Tue, Fri, 8am – 11am & 1pm – 3pm;  
Wed, 10:30am – noon & 2pm – 6pm; Thu, 8 – 11am  
Contact(s): Mayuri Patel, RN, TB Clinic Supervisor or  
Susan Kent, RN TB Program Coordinator

Clinic visits are by appointment only. Call for an appointment. The TB clinic offers low-cost TB skin testing (\$30) and comprehensive TB testing and evaluation (\$80). Also offers the Quantiferon Gold blood test (\$50).

### **Dallas County HHS/Welfare Division**

Location: 2377 N. Stemmons Fwy., Ste. 201, Dallas, TX 75207-2710  
Phone: 214-819-1800  
Hours: Mon-Fri, 7:45am – 5pm

To schedule an appointment, call 214.819.1800 or 214.819.1801 Dallas County Health and Human Services/Welfare Division provides financial assistance to those individuals and families that have physical and/or mental disability preventing them from being employed on a temporary basis and have no other available resources. Assistance includes shelter, utilities, food and some transportation.

### **Dallas County Veterans Service Office**

Location; 2377 N. Stemmons Fwy., Ste. 631, Dallas, TX 76207  
Phone: 972-692-4939; Fax: 214-819-2880  
Hours: Mon-Fri, 8am – 4:30pm  
Contact: Tracy Little, Veteran Service Officer  
Email: tlittle@dallascounty.org  
Website: [www.dallascounty.org/department/veterans](http://www.dallascounty.org/department/veterans)

The mission of the Dallas County Veterans Service Office is to assist eligible veterans and/or their survivors in obtaining benefits from the Department of Veterans Affairs (VA) and the State of Texas. Our primary focus is veterans assistance. This assistance is directed toward ensuring that all Texas veterans receive every benefit to which they are entitled. This goal is accomplished by providing information regarding eligibility requirements on the various programs and in assisting with the completion of required forms and other correspondence necessary to file a claim or an appeal with the VA. Other services include providing outreach to clients who are shut in, homeless, or incarcerated and giving VA benefits presentations to nursing homes, assisted living facilities and to other agencies/organizations throughout Dallas County.

### **Dallas LIFE**

Location: 1100 Cadiz St., Dallas, TX 75215-1064  
Mailing address: PO Box 130116, Dallas, TX 75313  
Phone: 214-421-1380; Fax: 214-426-5114  
Hours: Mon-Fri, 8am – 4:30pm; Check In: 4pm – 8:30pm  
Contact: John Koesema, Director of Operations

Email: [jkoesema@dallaslife.org](mailto:jkoesema@dallaslife.org)  
Website: [www.dallaslife.org](http://www.dallaslife.org)

Dallas LIFE is a charitable nonprofit corporation established to meet the needs of the poor and homeless of the Dallas Metroplex. Provides the opportunity for physical rehabilitation and spiritual regeneration with the goal of returning the persons assisted to productive roles in society. The motivation for its ministry is the love of God and the teaching and example of Jesus Christ.

## Deaf Action Center

**ASL ESP**

Location: 3115 Crestview Dr., Dallas, TX 75235-8543  
Phone: 214-521-0407; Fax: 214-521-3658; TTY: 214-521-0407;  
Video Phone: 214-377-1898  
Hours: Mon-Fri, 8am – 4:30pm  
Contact: Susan Dibirdik  
Email: [susan.dibirdik@dactexas.org](mailto:susan.dibirdik@dactexas.org)  
Website: [www.dactexas.org](http://www.dactexas.org)

Deaf Action Center is a non-profit organization that empowers and equips individuals of all ages throughout North Texas. With offices in Dallas, Fort Worth, and Wichita Falls, we provide a comprehensive range of programs that combine commitment, caring, and communication to help create personal, social, and professional growth and success.

Owned and operated by Deaf Action Center, the Elizabeth M. Criswell Apartments features multiple on-site services to bring individuals and families with Deaf or hard of hearing members an exceptional, safe, and supportive environment. The community is located between Cedar Springs and Lemmon Avenue, letting residents enjoy uptown living at a fraction of the cost. The Dallas Housing Authority, with funds provided by the Housing and Urban Development (HUD), supports 30 of our apartment units. Section 8 vouchers accepted.

## Denton Community Food Center

Location: 109 W. Sycamore, Denton, TX 76201  
Mailing address: PO Box 2121, Denton, TX 76202  
Phone: 940-382-0807; Fax: 940-497-6049  
Hours: Mon-Fri, 1pm – 3pm (closed major holidays)  
Email: [info@dentoncfc.org](mailto:info@dentoncfc.org)  
Website: [www.dentoncfc.org](http://www.dentoncfc.org)

Denton Community Food Center provides food on a temporary basis for families who are in emergency situations. Denton County residents may come to the Food Center four times in one year. We request that you have an official ID (driver's license, Social Security, school picture ID) for everyone in your household. If this is your first visit, you may get food without ID for everyone, but we request on your second visit you have the ID's. If you do not bring the ID's, your food may be limited to only those individuals for whom you have an ID.

## Denton County Friends of the Family

**ASL TTY ESP**

Admin. Offices: 4845 S. I-35 E, Ste. 200, Corinth, TX 76210  
Mailing address: PO Box 640, Denton, TX 76202-0640

Phone: (Office) 940-387-5131  
24-Hour Crisis Line: 800-572-4031 or 940-382-7273  
Website: [www.dcf.org](http://www.dcf.org)

Emergency shelter and free outreach services to those who have been affected by relationship violence and/or sexual assault. Hospital accompaniment and involvement in the Sexual Assault Nurse Examiner (SANE) program. In addition to the free services for victims of relationship violence and sexual assault, we offer an accredited Violence Intervention & Prevention Program (VIPP) for offenders of domestic violence. ASL services available by appointment.

## Denton County Health Department

**ASL ESP**

Office Hours: Mon-Fri, 8am – 5pm  
Clinic Hours: Mon & Wed, 1pm – 2:45pm

HIV/STD testing, STD clinic, TB clinic, blood pressure screening, diabetes screening, immunizations, dental services, primary health clinic for diagnosis and treatment of minor illness and injury, child health clinic, prenatal services, WIC. Eligibility for some services must be determined prior to service.

### Denton Office

Location: 535 S. Loop 288, Denton, TX 76205  
Phone: 940-349-2900; Fax 940-349-2905

### Lewisville Office

Location: 190 N. Valley Pkwy., Ste. 203, Lewisville, TX 75067  
Phone: 972-434-4700; Fax 972-434-4701

## DOT's Closet

**ASL**

Location: 5810 Live Oak St., Dallas, TX 75214-4334  
Phone: 214-826-4099; Fax: 214-826-4408  
Contributions Accepted: Mon-Sat, 11am – 5pm

The Disciples of the Holy Trinity operates DOT's Closet, a clothing and furniture resale store. Within the retail store is a client section solely for DOT's clients to shop.

A picture ID & Resource Center Dallas ID card is required each time the client shops. First time users also need a letter of diagnosis reflecting recent CD4 count and a referral from a case manager faxed to 214-826-4408. Three days after this information is received, you may call for an appointment to shop.

Client shopping appointments are Thursday – Friday, 11:00am – 12:00pm, 2:00pm – 3:00pm as available. No-shows do not get a second appointment for that month. Clients are allowed only two “no-shows” for a shopping appointment before being removed from the client roster.

## The Family Place

**ASL TTY ESP**

Location: No public address – call for location information.  
Mailing address: PO Box 7999, Dallas, TX 75209-0999  
Phone: 214-559-2170; Fax: 214-443-7797

24-hour hotline: 214-941-1991

Hours: Mon-Fri, 9am – 5pm plus evening hours for counseling

Shelter open 7-days a week, 24-hours

Contact: Angela Walker, Residential Services Vice President

Tiffany Oliver, Non Residential Services Vice President,

Paige Flink, CEO

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

The Family Place provides family violence services to adult victims and their children and perpetrators of family violence.

Outreach counseling for victims and their children:

Central Dallas: 214-443-7701

Metrocrest: 972-243-1661

Oak Cliff: 214-948-5175

Fair Park: 214-565-0225, and

Spanish: 214-443-7704

Additionally, The Family Place provides:

Outreach counseling for survivors of incest 214-443-7701

Counseling for abusers 214-692-8295

Supervised visitation and exchange at FLP Family Center 214-956-0100

All services are free except supervised visitation/exchange and counseling for abusive partners. All services provided in English and Spanish. Evening and Saturday groups are available at most locations.

## Genesis Women's Shelter

Location: No public address

Mailing address: 4411 Lemmon Ave., #201, Dallas, TX 75219

Phone: 214-389-7700 (for counseling); Fax: 214-559-2361

24-hour Hotline 7 days a week (for shelter): 214-946-HELP (4357)

Counseling Office: Mon-Thur, 9am – 9pm; Fri, 9am – 5pm

Contacts: Jan Langbein, CEO

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

Genesis provides shelter, safety, counseling, and expert services to women and children who are victims of domestic violence. Services include:

- 24-hour hotline
- Emergency shelter
- Transitional housing
- On-site daycare, preschool, school, and after-school program for residential clients
- Counseling: adult, child (play therapy), group, family; child care is available during appointments
- Parenting classes
- Job readiness classes
- Domestic violence education
- Legal services

## Grayson County Crisis Center

ASL ESP

Location: 4200 N. Travis St., Sherman, TX 75092  
(Administrative Offices)  
Phone: 903-893-3909; after hours: 903-893-5615  
24-hour hotline: 800-259-3909  
Website: [www.grayson-crisiscenter.org](http://www.grayson-crisiscenter.org)

Grayson County Crisis Center provides support services to victims and children who are survivors of domestic violence and sexual assault, as well as batterer intervention and prevention services.

## Grayson County Homeless Shelter

ESP

Location: 331 W. Morton, Denison, TX 75020  
Phone: 903-465-6041  
Website: [www.graysoncountyshelter.com](http://www.graysoncountyshelter.com)

A non-profit homeless shelter for displaced individuals and families which serves Grayson and surrounding counties in North Texas as well as Southern Oklahoma. We are a 21-day stay/temporary shelter that places emphasis on guests becoming self-sufficient again. We are not a medical facility. Prospective residents are expected to help with chores as well as actively seek employment and stable housing.

## “The Group”

Meeting Location: Confidential  
Phone: 214-455-7316; Fax: 866-388-0757  
Email: [themsmgroup@yahoo.com](mailto:themsmgroup@yahoo.com)

Serving HIV-positive African-American MSM (men who have sex with men) in Dallas and surrounding counties. Health education/risk reduction, STD prevention education, peer education, educational materials, support groups. A peer-driven support group for HIV-positive African-American MSM offering support, empowerment, and education. Mission: To enhance the quality of life for African-American MSM living with HIV, by providing a safe and confidential space to offer support, empowerment, and education.

## Health Services of North Texas

RW ASL TTY ESP

Contact: Doreen Rue, Chief Executive Officer  
Email: [info@healthntx.org](mailto:info@healthntx.org)  
Website: [www.healthntx.org](http://www.healthntx.org)

Provides medical and support services to persons living with HIV/AIDS, especially in the counties of Denton, Collin, Hunt, Rockwall, and Kaufman. Services include medical care and treatment for HIV; help in securing benefits, financial assistance, housing and other resources; health/wellness education; individual counseling; support groups; transportation to medical appointments; and food pantry.

## **Denton Office**

Location: 4308 Mesa Dr., Denton, TX 76207-3426  
Phone: 940-381-1501; Fax: 940-387-2520;  
Toll Free: 800-974-2437  
Hours: Mon-Fri, 9am – 5pm

## **Plano Office**

Location: 2540 Ave. K, #500, Plano, TX 75074  
Phone: 972-424-1480; Fax: 972-424-9117;  
Toll Free: 800-974-2437  
Hours: Mon-Fri, 9am – 5pm

## **Homeward Bound**

**ASL TTY ESP**

Location: 233 West 10th St., Dallas, TX 75208-4524  
Phone: 214-941-3500; Fax: 214-389-1084  
Hours: Mon-Fri, 8:30am – 5pm  
Contact(s): Anthony Peniston, LCDC, Senior Counselor;  
Dr. Michael Noss, Medical Director;  
Michelle Hemm, MA, LPC, LCDC, Clinical Director;  
Kelly Briggs, Intake Coordinator;  
Mike Davis, MA, LPC, COPSD, Specialist  
Email: [apeniston@homewardboundinc.org](mailto:apeniston@homewardboundinc.org) or  
[kbriggs@homewardboundinc.org](mailto:kbriggs@homewardboundinc.org)  
Website: [www.homewardboundinc.org](http://www.homewardboundinc.org)

An inpatient residential program funded by DSHS serving men and women with dual diagnosis (substance abuse issues and mental disorders) who are also HIV positive.

Provides medical and substance abuse treatment, case management, mental health counseling, nutritional services, individual and group counseling, AA/NA support groups and an alum group for program graduates. Residents voluntarily commit to a 60-day treatment program to promote new life skills and effective ways to manage HIV and their dual diagnosis issues. The program employs a nurse, a physician, licensed counselors, direct service technicians, 24-hour trained staff, and access to medical facilities. Also medical detoxification, intensive residential and outpatient programming for all clients.

## **Hunt County Shared Ministries**

**ASL TTY ESP**

Location: 2805 King St., PO Box 124, Greenville, TX 75403-0124  
Phone: 903-455-0545; Fax: 903-455-0546  
Hours: Mon-Fri, 9am – noon; Tue & Thu, 5:30 – 7pm  
Website: [www.hcsmfish.org](http://www.hcsmfish.org)

Helps meet basic emergency needs of families residing within Hunt County. Services include: food pantry, assistance with electric, gas, water and sewer bills, rent or mortgage, assist with access to medical treatment either by payment of office visits, lab work, X-rays, prescription assistance, dental office visits and treatment, and access to obtain eye exams, glasses and other medical treatment.

## Legacy Counseling Center

RW ESP

Location: 4054 McKinney Ave., Ste. 102, Dallas, TX 75204-2050

Phone: 214-520-6308 ext. 1; Fax: 214-521-9172

24- Hour Crisis Hotline: 214-207-3953

Office Hours: Mon-Thur, 8am – 5pm; Fri, 8am – noon

Counseling Hours: 7-days a week, 8am – 9pm

Email: melissa@legacycounseling.org

Website: www.legacycounseling.org

Offers individual, couple and group mental health counseling, substance abuse treatment and after care, and various therapy/support groups including general HIV/AIDS therapy, HIV+ women, Spanish speaking only, and substance abuse.

Therapists can be provided off site to serve emergency and long-term counseling clients. Emergency walk-in visits are available Mon-Thur, 9 a.m. – 4 p.m. and Fri, 9 a.m. – noon. Please call ahead if possible.

### Legacy Grace Project

Offers HIV+ women counseling services, education, social opportunities and hosts the nation's largest HIV+ Women's Conference every May.

Website: www.legacygraceproject.org

### Legacy Founders Cottage

Location: 828 South Tyler St., Dallas, TX 75208-6251

Phone: 214-941-7373; Fax: 214-941-9393

Hours: 7-days a week, 24-hours

Contact: Brooke Nickerson, Program Director

Email: brooke@legacycounseling.org

Licensed special care housing facility providing 24-hour care, comfort and services to critically ill people living with AIDS. Services include 24-hour caregiving, meals, housekeeping, companionship, counseling and emotional support, case management, and medical support. Ideal for patients who cannot care for themselves at home.

### Homebase for Housing

Location: 4054 McKinney Ave., Ste. 102, Dallas, TX 75204-2050

Phone: 214-520-6308 ext. 340; Fax: 214-279-6747

Office Hours: Mon-Thur, 8am – 5pm; Fri, 8am – noon

Contact: Aretha Beckett

Email: aretha@legacycounseling.org

Website: www.homebaseforhousing.org

Legacy's Housing Resource Center, is Homebase for Housing. This is a service for HIV-positive clients who are homeless, or at risk of being homeless. We process a housing intake and determine what housing options are available to the consumer. We also have a website that offers a searchable database with housing, short-term rental and utility assistance services and emergency shelter information.

## Master Leasing Housing Program

Location: 4054 McKinney Ave., Ste. 102, Dallas, TX 75204-2050

Phone: 214-520-6308 ext. 339; Fax: 214-279-6747

Office Hours: Mon-Thur, 8am – 5pm; Fri, 8am – noon

Email: [tanasha@legacycounseling.org](mailto:tanasha@legacycounseling.org)

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

Our master leasing program is for “literally homeless” individuals who are also HIV positive. We sublease one and two bedroom apartments, fully furnished with utilities included at a subsidized rate to the client. We accept applications every Tuesday from 8 a.m. – 3pm.

## Legal Hospice of Texas

**RW ASL TTY ESP**

Location: 1825 Market Center Blvd., Ste. 550, Dallas, TX 75207

Phone: 214-521-6622; Fax: 214-521-3310

Hours: Mon-Fri, 9am – 5pm

Contact: Pete Flores, Client Services Director

Email: [info@legalthospice.org](mailto:info@legalthospice.org)

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

Provides timely and compassionate legal services to low income persons diagnosed with terminal illnesses or HIV-disease. Provides free legal counsel and representation in the areas of estate planning (wills, financial, medical power of attorney, living wills, guardianship declaration), insurance (health, life, credit, disability, COBRA), employment (benefits, discrimination, ADA, FMLA, return to work and disability issues), credit (debt counseling, creditor harassment), public benefits (Social Security counseling and appeals), and housing (discrimination, eviction). No criminal cases. (Legal advice is not provided by email.)

## LifePath Systems

**ESP**

Administrative Office, 1515 Heritage Dr., Ste. 105, McKinney, TX 75069

Phone: 972-562-0190; Fax: 972-562-3647

A community-based, non-profit organization created specifically to help individuals and their families dealing with mental illnesses, substance abuse, intellectual disabilities, or developmental delays.

## Behavioral Health Clinic Locations

Location: 3920 Alma Dr., Plano, TX 75025

Contact: 972-422-5939

Location: 1416 N. Church St., McKinney, TX 75069

Contact: 972-562-9647

## Literacy Instruction for Texas (LIFT)

**ESP**

Location: 1610 South Malcolm X Blvd., Ste. 320, Dallas, TX 75226

Phone: 214-824-2000; Fax: 214-824-1636

Office Hours: Mon-Fri, 9am – 8:30pm

Website: [www.lift-texas.org](http://www.lift-texas.org)

Classes throughout the DFW area in GED preparation, English as a second



language (ESL), and adult literacy.

## Metrocare Services

ASL TTY ESP

Administrative Office: 1380 River Bend Dr., Dallas, TX 75247

Phone: 214-743-1200; Fax: 214-630-3469;

Toll Free: 877-283-2121

Contact Email: [metrocare@metrocareservices.org](mailto:metrocare@metrocareservices.org)

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

Metrocare Services is North Texas' leading nonprofit dedicated to helping people with mental illness, intellectual and developmental disabilities, and severe emotional problems live healthier lives. We provide a comprehensive array of individually-tailored services to more than 50,000 individuals each year, of all ages, through programs across Dallas County. Metrocare Services is the safety-net for Dallas County's families who have nowhere else to go to treat a family member's mental health needs. Our mental health centers offer the following services for both adults and children:

- Pharmacy Services
- Psychiatric Evaluations
- Medication Monitoring
- Rehabilitation Services
- Behavioral Treatment Services
- Supportive Counseling & Insight Therapy
- Home & Community-Based Services
- Homeless & Housing Services
- Hospital Transition Services (Liaison)
- Additional supportive services are available to both adults, youth, and adolescents

## Metrocrest Social Services Centers

ESP

Location: 13801 Hutton Dr., Ste. 150, Farmers Branch, TX 75234

Phone: 972-446-2100; Fax: 214-594-2171

Office Hours: Mon-Fri, 8am – 5pm and Sat, 9am – 1pm

Contact Email: [info@metrocrestservices.org](mailto:info@metrocrestservices.org)

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

Information about and referrals to social services in the Carrollton, Farmers Branch, Addison, Coppell and 75287 area. Limited financial assistance for rent, utilities, etc., on an emergency basis when other resources do not exist. Food bank and thrift store. Must provide proof of emergency and employment. Bring proof of overdue bills, eviction notice, etc.

## North Dallas Shared Ministries

ESP

Location: 2875 Merrell Rd., Dallas, TX 75229

Phone: 214-358-8700

Email: [admin@ndsm.org](mailto:admin@ndsm.org)

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

A cooperative effort of 52 congregations that combine resources to efficiently

deliver effective and appropriate assistance to Dallas' poorest individuals and families. NDSM provides a wide-ranging array of assistance and our programs and services can be grouped into five broad categories: emergency assistance, help in accessing health and community programs, wellness programs, financial independence programs, guide to emergency assistance. Everyone seeking assistance must apply in person. We serve clients and patients on a first-come, first-served basis. All clients must provide a photo ID and proof of address. For many services, clients and patients must also provide additional information such as proof of where they live and/or verification of income. Visit website at [www.NDSM.org](http://www.NDSM.org) for descriptions of each program and specific eligibility and application requirements. Many programs have specific eligibility requirements and some services are restricted to persons living in specific ZIP codes. Emergency assistance: food pantry, financial aid, clothing, senior food program, school uniforms and supplies, rent/utility advances, furniture, birth certificates and IDs, transportation. Wellness programs: eye exam and eyeglass program, medical clinics. Financial independence programs: job counseling, English-as-a second language classes, tax preparation assistance program.

## **Parkland Health & Hospital System HIV Services Department**

**RW ASL TTY ESP**

Location: 5201 Harry Hines Blvd., Dallas, TX 75235-7708

Phone: 214-590-8000; TTY: 214-590-8948

Contact: Jane Fitzpatrick, RN, Unit Manager III

Email: [Jane.Fitzpatrick@phhs.org](mailto:Jane.Fitzpatrick@phhs.org)

Website: [www.parklandhospital.com/HIVServices](http://www.parklandhospital.com/HIVServices)

Parkland Health & Hospital System (Parkland) has five HIV clinic locations that each perform medical and non-medical case management services and new patient intakes. HIV medical care services are available on a "sliding fee scale" basis, but no one is refused medical services based on an inability to pay. Fees and co-pays for all sites are determined by a client's financial screening in accordance with state, federal and local laws. Parkland accepts Medicaid, Medicare and private insurance.

Confidential HIV testing is offered at Parkland's community health centers. On a referral basis, HIV clinic clients have access to more than 100 specialty and subspecialty clinics at Parkland.

### **Parkland HIV Clinic (Amelia Court Professional Building)**

Location: 1936 Amelia Ct., Dallas, TX 75235-7711

Phone: 214-590-5632; Fax: 214-590-2832; TTY: 214-590-8948

Clinic Hours: Mon-Fri, 8am – 4:30pm; 3rd Thur, 8am – 11:30am

Case Management Hours: Mon-Fri, 7:30am - 5pm; 3rd Thursday 8am - 11:30am

Located at the corner of Harry Hines and Medical District Dr., the Parkland HIV Clinic offers medical services to HIV+ patients. On-site support services include financial counseling, pharmacy/patient assistance programs, laboratory and radiology. Hepatitis C co- infection clinic located at main campus clinic tower. Psychiatry/ behavioral health for HIV patients are offered by scheduling an appointment at: 214-590-5536.

## **Parkland HIV Clinic at Bluit Flowers**

Adult HIV Clinic and Youth HIV Clinic (co-located)

Location: 303 E. Overton Rd., Dallas, TX 75216-5946

Phone: 214-266-4267; Fax: 214-266-4363

Clinic Hours: Mon-Fri, 8am – 4:30pm; 3rd Thur, 8am – 11:30 am

Case Management Hours: Mon-Fri, 7:30am - 5pm; 3rd Thursday 8am - 11:30am

Adult HIV Clinic - provides HIV primary care and support services to patients.  
Youth HIV Clinic – provides HIV primary care and support services for HIV+ youth (13-24).

## **Parkland HIV Clinic Adult HIV Clinic at Southeast Dallas Health Center**

Location: 9202 Elam Rd. #350, Dallas, TX 75217-4151

Phone: 214-266-1732; Fax: 214-266-1719

Clinic Hours: Mon-Fri, 8am – 4:30pm; 3rd Thur, 8 – 11:30am

Case Management Hours: Mon-Fri, 7:30am - 5pm; 3rd Thursday 8am - 11:30am

The Adult HIV Clinic provides HIV primary care and support services to patients.

## **Parkland HIV Clinic Women's Specialty Center at Southeast Dallas Health Center**

Location: 9202 Elam Rd., Dallas, TX 75217-4151

Phone: 214-266-1870; Fax: 214-266-1890

Clinic Hours: Mon-Fri, 8am – 4:30pm; 3rd Thur, 8am – 11:30 am

Case Management Hours: Mon-Fri, 7:30am - 5pm; 3rd Thursday 8am - 11:30am

Parkland HIV Women's Specialty Center provides HIV primary care and support services to HIV-infected women. Comprehensive HIV primary care services including pap smears and clinical STD screenings and reproductive counseling.

## **Parkland HIV Prevention Services**

HIV Testing and Counseling Services available

Monday through Friday, 8am – 4pm

Email: [HIVOutreach@phhs.org](mailto:HIVOutreach@phhs.org)

Phone: 214-590-1536

Rapid HIV testing, linkage to care, patient navigation and HIV risk assessments and personalized prevention counseling. Outreach testing requests and after-hours testing by appointment only.

## **TX/OK AIDS Education & Training Center**

The Texas/Oklahoma AETC is based at Parkland and is available to provide training to health care professionals, such as physicians, nurse practitioners, nurses, physician assistants, dentists and dental hygienists. Technical assistance is available on an organizational level, visit website at: [www.aidseducation.org](http://www.aidseducation.org)

## **Planned Parenthood of Greater Texas**

**ASL TTY ESP**

Administrative Office

Mailing Address: 7424 Greenville Ave., Ste. 206, Dallas, TX 75231-4534

Phone: 214-363-2004; Fax: 214-696-2091;

Toll Free: 855-314-0799 (call for information and locations near you)

Hours: Mon-Fri, 8:30am – 5pm

Contact: 800-230-PLAN (7526)

Email: [info@ppgt.org](mailto:info@ppgt.org)  
Website: [www.ppgreatertx.org](http://www.ppgreatertx.org)

Health centers located throughout the North Texas area. Hours, services and phone numbers vary (visit [www.ppgreatertx.org](http://www.ppgreatertx.org) for complete listings). All offer HIV and STD testing as well as individual comprehensive risk counseling and services for HIV risk reduction. Online and same-day appointments available. Insurance now accepted.

## Resource Center Dallas

*RW ASL ESP*

### Client Services

Administration Office: 2701 Reagan St., Dallas, TX 75219  
Mailing address (for all sites): PO Box 190869, Dallas, TX 75219-0869  
Phone: 214-528-0144; Fax: 214-522-4604;  
Toll Free: 866-657-AIDS (2437)  
Hours: Mon-Fri, 9am – 5pm  
Contact: Gary Benecke, Client Services Coordinator  
Email: [gbenecke@myresourcecenter.org](mailto:gbenecke@myresourcecenter.org)  
Website: [www.myresourcecenter.org](http://www.myresourcecenter.org)

Resource Center provides services to the North Texas HIV and LGBT communities by operating the Nelson-Tebedo Clinic and the John Thomas LGBT Community Center. The Center provides a vast array of HIV services to the community, including hot meals, a food pantry, case management, insurance assistance, dental care, medical case management, HIV testing, prevention education, STD testing and treatment, wellness program, mental health counseling for youth and adults, education and prevention outreach to the Latino and African-American communities, and meeting space for the community.

### Food Pantry/Nutrition Center

Location: 5450 Denton Dr. Cut Off, Dallas, TX 75235  
Hours: Mon, 9am – 7pm; Tue-Thu, 9am – 2pm  
Phone: 214-521-3390  
Contact: Daniel Sanchez, Nutrition Center Supervisor  
Email: [dsanchez@myresourcecenter.org](mailto:dsanchez@myresourcecenter.org)

This location offers a food pantry for Resource Center clients.

### Nelson-Tebedo Clinic

Location: 4012 Cedar Springs Rd., Dallas, TX 75219  
Phone: 214-528-2336; Fax: 214-528-8436  
Hours: Mon & Wed, 10am – 5pm; Tue 10am – 7pm;  
Thu & Fri, 10am – 4pm  
Expanded Testing Hours: Thu & Fri, 4pm – 7pm; Sat, 9am – 4pm  
Contact: J.P. Cano, Clinic Coordinator  
Email: [jcano@myresourcecenter.org](mailto:jcano@myresourcecenter.org)

Nelson-Tebedo Clinic offers dental services for clients, medical case management, anonymous HIV testing, confidential STD testing and treatment, low cost lab services and volunteer opportunities. The clinic operates a monthly transgender wellness clinic.

## John Thomas LGBT Community Center

Location: 2701 Reagan St., Dallas, TX 75219

Phone: 214-528-0144; Fax: 214-522-4604

Hours: Mon-Fri, 9am – 9pm; Sat, 9am – 5pm Sun, Closed

Contact: Brandi Garcia, Executive Assistant

Email: kholt@myresourcecenter.org

Additional Resource Center programs include: David Bohnett Cyber Center, Diversity Training, FUSE (young men's mentoring program,) Gaybingo Dallas & Gaybingo North, GEAR (Gender Education, Advocacy and Resources,) Gray Pride (programs for LGBT seniors), JEWEL (Joining and Educating Women, Empowering Leaders,) Speakers' Bureau, United Black Ellument (African-American HIV prevention and outreach,) Valor Latino (Latino HIV prevention and outreach,) Youth First (programs and activities for LGBTQ youth ages 14-22,) and volunteer opportunities.

Visit [www.myresourcecenter.org](http://www.myresourcecenter.org) for a complete list of programs, services, activities and locations.

## The Stewpot

ESP

Location: 1822 Young St., Dallas, TX 75201

Phone: 214-746-2785, Fax: 214-746-2791

Hours: Mon, Wed-Fri, 8am – 3:45pm; Tue, 8am – 2:45pm

Contact: Abigail Heaton, Casework Services Manager

Email: [abigailh@thestewpot.org](mailto:abigailh@thestewpot.org)

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

The Stewpot (of First Presbyterian Church) provides day shelter, casework assistance, Texas ID assistance, Rep Payee services, mailboxes, first aid, dental clinic, medical clinic, referral services, art class and pastoral counseling to the homeless of Dallas on a no-strings-attached basis. Provides children and youth programs year round.

## Texas Department of Assistive & Rehabilitative Services/Division for Rehab Services (DARS)

ASL ESP

Metroplex Regional Office Location:

1301 South Bowen Road, Suite 150, Arlington, TX 76013

Phone: 972-949-2400; Fax: 972-949-2449;

Toll Free: 800-634-2616

Website: [www.dars.state.tx.us](http://www.dars.state.tx.us)

DARS helps people who have disabilities prepare for, find, and keep a job. Gaining skills needed for a career, learning how to prepare for a job interview, or getting accommodations needed to stay employed are just a few of the ways the program helps people with disabilities increase productivity and independence. There are many services available to eligible clients. These services are provided based on individual needs and may include: counseling and guidance; assistive devices; training to learn appropriate work behaviors; job placement assistance and follow-up after placement. If you are interested in going back to work, please call us at 800.634.2616.

## Texas Health and Human Services Commission ASL TTY ESP

Website: <http://www.yourtexasbenefits.com>

Visit website for additional locations throughout the state or call 211

### Food Stamps (SNAP)

The SNAP (Supplemental Nutrition Assistance Program) food benefits program (formerly called food stamps) helps people with low incomes and resources (assets) buy the food they need for good health. Individuals or families who meet the program's requirements may qualify for SNAP.

### Medicaid

Medicaid is the state and federal cooperative program that provides medical coverage to eligible needy persons. Medicaid primarily serves low-income families, non-disabled children, related caretakers of dependent children, pregnant women, the elderly, and people with disabilities.

### Offices in Dallas County

All offices open Mon-Fri unless stated differently below.

**Address:** 5455 Blair Rd., Dallas, TX 75231

Phone: 214-750-4619; TDD: 214-750-0527; Fax: 214-891-0513

Hours: 8am – 5pm

Zip Code Coverage: 75205, 75209, 75214, 75225, 75230, 75231, 75240, 75251, 75254, 75359, 75367, 75372, 75380, 75382

**Address:** 1010 Cadiz, Ste. 110, Dallas, TX 75215

Phone: 214-421-7722; TDD: 214-565-6957; Fax: 214-565-6958

Hours: 7:30am – 5pm

Zip Code Coverage: 75207, 75212, 75215, 75277, 75315, 75334, 75340, 75371

**Address:** 1467 Acton Ave., Duncanville, TX 75137-3338

Phone: 972-709-8075; TDD: 972-708-6102; Fax: 972-708-6209

Hours: 8am – 5pm

Zip Code Coverage: 75104, 75106, 75115, 75116, 75123, 75137, 75138, 75154\*, 75237, 75249\*

**Address:** 1228-A E. Ledbetter Dr., Dallas, TX 75216-6988

Phone: 214-372-4671; TDD: 214-302-3983; Fax: 214-302-5180

Hours: 8am – 5pm

Zip Code Coverage: 75134, 75136, 75141, 75146, 75172, 75216, 75232, 75239, 75241, 75339

**Address:** 12100 Ford Rd., Ste. B400, Dallas, TX 75220

Phone: 214-351-6231; TDD: 214-353-7845; Fax: 214-350-0374

Hours: 8am – 5pm

Zip Code Coverage: 75001, 75006\*, 75007\*, 75008, 75011, 75220, 75229, 75234, 75235, 75244, 75245, 75247, 75248, 75252, 75257, 75258, 75275, 75287\*, 75354, 75356, 75370, 75379, 75381

**Address:** 3910 Gaston Ave., Ste. 200, Dallas, TX 75246

Phone: 214-827-5210; TDD: 214-818-4821; Fax: 214-818-4898

Hours: 7:30am – 5pm

Zip Code Coverage: 75201, 75202, 75204, 75206, 75210, 75219, 75221, 75223, 75226, 75242, 75246, 75250, 75270, 75313, 75360

**Address:** 801 S. State Highway 161, Ste. 300, Grand Prairie, TX 75051  
Phone: 972-795-6500; TDD: 972-642-6755; Fax: 972-642-0462  
Hours: 8am – 5pm  
Zip Code Coverage: 75050, 75051, 75052, 75053, 75054

**Address:** 440 South Nursery Rd., Ste. 200, Irving, TX 75060  
Phone: 972-579-3080; TDD: 972-785-6387; Fax: 972-785-6385  
Hours: 8am – 5pm  
Zip Code Coverage: 75014, 75015, 75016, 75017, 75019, 75037, 75038, 75039, 75060, 75061, 75062, 75063

**Address:** 6500 Northwest Dr., Ste. 300, Mesquite, TX 75150  
Phone: 972-681-9778; TDD: 972-682-3282; Fax: 972-681-1862  
Hours: 8am – 5pm  
Zip Code Coverage: 75030, 75040, 75041, 75043, 75049, 75088, 75149, 75150, 75182, 75185, 75187, 75218, 75358, 75393

**Address:** 2020 N. Masters, Dallas, TX 75217-3147  
Phone: 972-216-0087; TDD: 972-882-8288; Fax: 972-882-8333  
Hours: 8am – 5pm  
Zip Code Coverage: 75180, 75181, 75217, 75227, 75228, 75303, 75253, 75336, 75357

**Address:** 1059 S. Sherman St., Richardson, TX 75081  
Phone: 972-480-5000; TDD: 972-699-2497; Fax: 972-699-2495  
Hours: 8am – 5pm  
Zip Code Coverage: 75042, 75044, 75045, 75046, 75047, 75048, 75080\*, 75081, 75082, 75083, 75085, 75089\*, 75098\*, 75238, 75243, 75355, 75374, 75389

**Address:** 1111 W. Ledbetter Dr., Ste. 400, Dallas, TX 75224  
Phone: 214-372-6370; TDD: 214-302-4315; Fax: 214-302-4275  
Hours: 8am – 5pm  
Zip Code Coverage: 75203, 75208, 75211, 75222, 75224, 75233, 75236, 75260, 75262, 75263, 75264, 75265, 75266, 75267, 75283, 75284, 75285, 75312, 75323, 75343, 75363, 75376, 75387

## Texas HIV Medication Program (ADAP)

ESP

Location: 1100 W. 49th St., Austin, TX 78756-3101  
Mailing Address: Texas Dept. of State Health Services,  
Attn: MSJA, MC 1873,  
PO Box 149347, Austin, TX 78714-9347  
Phone: 512-533-3000; Fax: 512-533-3178; Toll Free: 800-255-1090  
Hours: Mon-Fri, 8am – 5pm  
Email: [feedback.hivmeds@dshs.state.tx.us](mailto:feedback.hivmeds@dshs.state.tx.us)  
Website: <http://www.dshs.state.tx.us/hivstd/meds>

Provides medications approved by the Federal Drug Administration (FDA) for the treatment of illnesses caused by HIV and other opportunistic infections in financially eligible HIV-infected individuals as prescribed by their doctors. The THMP currently supplies 42 different medications in more than 90 strengths and formulations and is operated through a network of participating pharmacies, local health departments, and public health clinics.

## Urban League of Greater Dallas & North Central Texas

ESP

Location: 4315 S. Lancaster Rd., Dallas, TX 75216-7105

Phone: 214-915-4600; Fax: 214-915-4601

Hours: Mon-Fri, 8am – 5pm

Contact: Cheryl Kidd

Email: ckidd@ulgdntx.com

Website: www.ulgdntx.com

The Urban League offers the following services/programs. Health Services focuses on prevention of HIV through street outreach, testing, community health fairs, case management services and facilitation of evidence-based intervention programs. These programs include group sessions (SISTA) for women who are at risk of substance abuse and HIV and Little SISTA which offers sessions for female youth at risk of substance abuse and being infected with HIV/STDs. Additional services provided at the agency include: Community Service Division (CSBG) offer case management to individuals seeking emergency assistance. Housing Services provides emergency assistance for utility payments and first-time homebuyer education. Employment Services provides job readiness and technical training, counseling, placement/referrals and ongoing support. Supportive Services for Veteran Families (SSVF) provides services to prevent homelessness and temporary assistance for homeless veterans including housing/utility assistance and case management services.

The Urban League Community Service Centers are located in Garland, Irving, Pleasant Grove and the main office in Dallas.

### Garland Community Service Center

Carver Street Multipurpose Center,

Location: 210 Carver St., Bldg 3, Ste. 102B, Garland, TX 75040

Phone: 214-413-1720

### Irving Community Service Center

Location: 1425 W. Pioneer Pkwy., Ste. 230, Irving, TX 75061

Phone: 214-413-1740

### Pleasant Grove Community Service Center

Location: 3312 N. Buckner, Ste. 234, Dallas, TX 75228

Phone: 214-413-1740

## UT Southwestern Medical Center Community Prevention and Intervention Unit (CPIU)

ASL TTY ESP

Location: 8150 Brookriver Dr., Ste. S400, Dallas, TX 75247

Phone: 469-291-2800; Fax: 469-291-2861

Hours: By appointment. Mon-Fri, 8am – 5pm Other hours available.

Website: www.utsouthwestern.edu/cpiu

The CPIU offers free, anonymous, or confidential HIV counseling and testing, as well as testing for syphilis and Hepatitis C by appointment at our clinic just north of Mockingbird and in various community locations. CPIU assists clients with referrals to medical and psychosocial follow-up. In addition, CPIU pro-



vides small group sessions of the intervention healthy relationships and individual sessions of risk counseling, both for persons living with HIV. CPIU also conducts behavioral and HIV incidence research.

## **UT Southwestern Medical Center Dallas Family Access Network (DFAN)**

**ESP**

Location: 8150 Brookriver Dr., Ste. 400  
South Tower, Dallas, TX 75247-8526  
Phone: 469-291-2899; Fax: 469-291-2888  
Email: dallasfan@utsouthwestern.edu  
Website: www.dallasfan.org

DFAN is a Ryan White CARE Act Part D program that provides coordinated access to health care and social services for HIV impacted families through a network of agencies. Services include HIV primary medical care, HIV specialty OB/GYN care, case management, mental health, substance abuse counseling, transportation and referrals to other medical subspecialties. Other social services includes peer advocacy support for HIV positive women and youth 13-24, enrichment support for positive women, prevention education, risk reduction interventions, and HIV counseling and testing.

## **Veterans Affairs North Texas Health Care System**

**ASL TTY ESP**

Location: 4500 S. Lancaster Rd., Dallas, TX 75216-7167  
Phone: 214-742-8387; Toll Free: 800-849-3597  
TeleCare: Available Mon – Fri 8am – 4:30pm (press 2)  
TeleNurse: Available 24/7 (press 2)  
Website: www.northtexas.va.gov  
or visit MyHealthVet at www.myhealth.va.gov

VANTHCS provides comprehensive health services to eligible Veterans through primary, tertiary and long-term care in many areas including medicine, surgery, mental health and rehabilitation. The 844-bed system has a Spinal Cord Injury Center, Domiciliary Care Program and Community Living Center with dedicated hospice unit. The Polytrauma Suite provides specialized treatments and therapies to service men and women returning from Iraq and Afghanistan. Other medical services are available including HIV/AIDS care.

## **VNA**

**ASL TTY ESP**

Location: 1600 Viceroy Dr., Ste. 400, Dallas, TX 75235  
Phone: 214-689-2609; Fax: 214-689-2300; Toll Free: 800-CALL-VNA  
Hours: Mon-Fri, 8am – 5pm; 24-hour on call  
Contact: Natalie Martin, Director of Communications  
Email: gethelp@vnatexas.org  
Website: www.vnatexas.org

Established in 1934, VNA is a nonprofit organization that helps our elderly neighbors and loved ones maintain their independence by providing the services that allow them to age where they are happiest and most comfortable – at home. Caring, listening and responding to our patients' quality of life and

comfort issues is what we have done for more than 80 years. VNA is the community's most trusted provider of quality healthcare services in the home and is the oldest, most experienced Hospice Care provider in Texas. VNA offers Meals on Wheels in Dallas County, and VNA Hospice and Private Care in Collin, Cooke, Dallas, Denton, Ellis, Grayson, Henderson, Hunt, Kaufman, Navarro, Rockwall, Tarrant and Van Zandt counties.

## VITAS Innovative Hospice Care

ESP

Location: 8585 N. Stemmons Fwy., #200 South, Dallas, TX 75247  
Phone: 972-661-2004; Fax: 972-448-6575  
Admissions: 800-93-VITAS (938-4827)

Provides end of life hospice care for clients in the Dallas/Fort Worth area as well as offices in Greenville and Denton, including: regular home care, continuous crisis care and inpatient care at our VITAS Inpatient Units in Carrollton and Fort Worth, Texas. Registered Nurses on duty 24-hours a day, 365-days a year for emergent client needs. VITAS cares for clients with primary or secondary HIV diagnosis. An evaluation appointment can be made anytime at the client/family convenience.

## White Rock Friends

ESP

Location: 9353 Garland Rd., Dallas, TX 75218-3639  
Phone: 214-324-1193; Fax: 214-320-0098  
Hours: First three Tuesdays and Saturdays of each month 10am – 2pm  
Contact: Rev. Douglas Shaffer, 214-320-0043, ext. 29  
Email: [douglas@whiterockchurch.org](mailto:douglas@whiterockchurch.org)  
Website: [www.whiterockchurch.org/wrcc](http://www.whiterockchurch.org/wrcc)

General Store stocks cleaning supplies, toiletries, pet foods, and a small number of items that are usually not stocked through the standard food pantries. Free hot lunch for HIV+ clients is offered on the first three Saturdays of each month from 11 am – 1 pm.

## SECTION IX

### NATIONAL HOTLINES

AIDS Information Line 800-448-0440

AIDS/HIV Nightline (Suicide Prevention) 415-434-AIDS

American Civil Liberties Union National Prison Project 202-393-4930

CDC National AIDS & STD Hotline

English 800-CDC.INFO

Spanish 800-CDC.INFO

TTY/TDD 888-232-6348

Drug Abuse Hotline, National Institute on Drug Abuse  
(English) 800-662-4357

Feminist Women's Health Central 800-877-6013

Gay Men's Health Crisis Hotline 212-807-6655

Hemophilia and AIDS/HIV Network for Dissemination of Information  
800-424-2634

HIV Telephone Consultation Service (Clinician line) 800-933-3413

PEP Line (Post Exposure Prophylaxis) 888-448-4911

International Foundation for Gender Education 781-899-2212

Latino Commission on AIDS 212-675-3288

National Black Leadership Commission on AIDS 212-614-0023

National Institute of Allergy & Infectious Disease

AIDS Clinical Trials/AIDS Info 800-874-2572

National Minority AIDS Council (NMAC) 202-483-6622

National STD Hotline 800-227-8922

Project Inform, National HIV Hotline 800-822-7422

Social Security Administration 800-772-1213

#### INFORMATION ONLINE

[www.actis.org](http://www.actis.org) | [www.aidsmeds.com](http://www.aidsmeds.com)

[www.kaiseredu.org/Topics/HIV\\_AIDS.aspx](http://www.kaiseredu.org/Topics/HIV_AIDS.aspx) | [www.cdc.gov](http://www.cdc.gov) | [www.gmhc.org](http://www.gmhc.org)

[www.medlineplus.gov](http://www.medlineplus.gov) | [www.rcdallas.org](http://www.rcdallas.org)

Information presented on any of the web sites listed above does not constitute an endorsement of any health or exercise regimen, program therapy, health care provider, place of business, political affiliation, religious conviction or philosophy. In all medical matters, we suggest consulting a physician of your choice who should be recognized as your ally in health decisions.

## SECTION X

### COMMENTS/CORRECTIONS

We welcome feedback from the community! If there is an organization that is not listed but would be helpful, please suggest it and we will follow up with them. We would also like to know the ways this Handbook is useful to you. If you find errors, we want to correct them.

Send us an email at [HIV-Handbook@phhs.org](mailto:HIV-Handbook@phhs.org)

### Special Thanks

Melissa Grych, Director of Marketing Corporate Communications  
Parkland Health & Hospital System











# MEDICATION CHART

Date	RX Name	Dosage	Comments

## LABORATORY CHART

Date	Viral Load	CD-4	Weight	Blood Pressure	Nutrition Needs	Questions

## Laboratory Chart

Date	Viral Load	CD-4	Weight	Blood Pressure	Nutrition Needs	Questions











# Parkland

Parkland Health & Hospital System HIV Administration  
1936 Amelia Court Professional Building Dallas, TX 75235-7706  
Main: 214-590-5182  
Fax: 214-590-2832  
[www.parklandhospital.com/HIVServices](http://www.parklandhospital.com/HIVServices)



©2015 Publication of this guide was made possible by funding from the Ryan White HIV/AIDS Treatment Extension Act of 2009 (Public Law 11-87, October 30, 2009), the Texas Department of State Health Services through Dallas County, and in part by the AIDS Education & Training Center (AETC) from the HIV/AIDS Bureau of the Health Resources and Services Administration (HRSA), US Department of Health & Human Services. The Dallas County Hospital District operates an AETC that strengthens the capacity of health care professionals to care for people living with HIV/AIDS through training and technical assistance. The information presented within this Handbook does not necessarily represent the official views of HRSA/HAB.