



TEXAS RESOURCE GUIDE

COUNSELING AND OTHER SUPPORT SERVICES

AIDS Foundation Houston

3202 Wesleyan
Houston, TX 77027
Office: (713) 623-6796
Website: www.aidshelp.org
Email: info@AFHouston.org

AIDS Foundation Houston, Inc. (AFH) is a nonprofit corporation founded in 1982 as Texas' first organization dedicated to HIV prevention education and services. AFH offers HIV prevention, direct services, and volunteer programs that serve individuals infected with and affected by HIV/AIDS. Benefits and Resource Counselors (BARC) link people living with HIV/AIDS to AFH programs as well as provide referrals to other community services in the greater Houston area. The Prison Initiative provides support and referrals for prisoners and recently released individuals living with HIV/AIDS in the Houston area.

East Texas Crisis Center

P.O. Box 7060
Tyler, TX 75711
Office: (903) 509-2526
Toll-free 24-hour Hotline: (800) 333-0358

East Texas Crisis Center (ETCC) is a nonprofit agency that provides individual and group counseling for survivors and victims of domestic violence, sexual assault or other violent crimes. Services are available for adults and children (ages 3-17 years old). Advocacy services are available for survivors and victims within the legal system, hospitals, and other state agencies. Services are free and confidential.

Family Support Services

1001 S. Polk
Amarillo, TX 79101
Office: (806) 342-2500

Toll-free 24-hour Hotline: (800) 749-9026
Toll-free 24-hour Hotline (Spanish/Español): (800) 799-7233
Website: www.fss-ama.org

Family Support Services is a private, non-profit, multi-service agency that provides assistance to children and adults who have been victims of family violence or sexual assault in the Texas Panhandle. Family Support Services offers a free 24-hour crisis hotline, crisis intervention and advocacy services, and counseling for survivors of sexual assault. A sliding fee scale according to income is offered.

First Step, Inc.

P.O. Box 4085
Wichita Falls, TX 76308
Office: (940) 723-7799
24-hour Hotline: (940) 692-1993
Toll-Free 24-hour Hotline: (800) 658-2683
Website: www.firststep.org

First Step is the only organization in the 12 county North Texas area that provides free comprehensive services to survivors of family violence and sexual assault. The Sexual Assault Counseling Program serves individuals from young children to elderly adults and their family members or supportive friends. The goals of this program are to provide emergency crisis intervention, counseling, and advocacy through the medical and legal systems for survivors of sexual assault. First Step's services include: a crisis hotline, confidential counseling (individual and group), accompaniment through the legal system or hospitals, information and referrals, and advocacy for survivors of sexual assault.

Highland Lakes Family Crisis Center – Sexual Assault Shelter

P.O. Box 805
Marble Falls, TX 78654
Office: (830) 693-5600
Toll-free 24-hour Hotline: (800) 664-3574
Website: www.hlfcc.org
E-mail: hlfcc@nctv.com

The Highland Lakes Family Crisis Center provides direct services to adult and child victims of domestic violence, sexual assault, and violent crimes. A 24-hour crisis hotline is operated by staff and trained volunteers and offers information and crisis intervention to all survivors. Individual, family, and group counseling is available for victims and their families. Support groups are available as well. All services are free and confidential.

Hope Alliance

1011 Gattis School Road, Suite 106
Round Rock, TX 78664
Office: (512) 255-1212
Toll-free 24-hour Hotline/Intake: (800) 460-7233

Website: www.wccc.info
E-mail: wccc@angelfire.com

The Hope Alliance provides direct services to adult and child victims of domestic violence, sexual assault, and violent crime. A 24-hour crisis hotline is operated by staff and trained volunteers and offers information and crisis intervention. Individual, family, and group counseling is available to survivors of sexual assault and domestic violence as well as their families. Support groups are also available. All services are free and confidential.

Hope of South Texas

314 E. Rio Grande St.
Victoria, TX 77901
Office: (361) 573-5868
Local Hotline: (361) 573-3600
Toll-free 24-hour Statewide Hotline: (800) 365-7345
E-mail: hope@tisd.net

Hope of South Texas offers free and confidential services to all survivors of sexual assault. One-on-one crisis intervention services are available in 6 counties: Calhoun, DeWitt, Goliad, Gonzales, Lavaca, and Victoria. In addition, a 24-hour hotline, structured support, and referrals are available.

Houston Area Women's Center

1010 Waugh Drive
Houston, TX 77019
Office: (713) 528-6798
24-hour Sexual Assault Hotline: (713) 528-7273
Website: www.hawc.org

The Houston Area Women's Center is a not-for-profit organization dedicated to supporting survivors of domestic and sexual violence, as well as providing prevention education to the community. Services include: individual and group counseling for all survivors of sexual violence, adult and child counseling and support services, and education/support groups for non-offending family and friends of survivors. The 24-hour Sexual Assault Hotline provides information, counseling, and referrals for survivors of sexual violence, including women, men, children, and youth. Immediate assistance is available in English, Spanish, and Vietnamese. The Hotline accommodates all other languages and the hearing impaired through a language line. All services are confidential and free of charge.

Lubbock Rape Crisis Center

P.O. Box 2000
Lubbock, TX 79457
Office: (806) 763-3232
Toll-free 24-hour Hotline: (806) 763-7273
Website: www.lubbockrcc.org

The Lubbock Rape Crisis Center (LRCC) offers a range of free and confidential services to men and women who have experienced sexual assault. These services include a 24-hour rape crisis hotline and counseling service, medical accompaniment for survivors following an assault, case follow-up, and community education. LRCC offers individual counseling and support and therapeutic groups to primary and secondary victims of sexual assault. All counseling services are free of charge and provided by a licensed counselor. The Lubbock Rape Crisis Center serves 11 surrounding counties and offers referrals to other rape crisis centers throughout Texas.

Midland Rape Crisis and Children's Advocacy Center

P.O. Box 10081
Midland, TX 79702
Office: (432) 682-7273
24-hour Hotline: (432) 682-7273
Website: www.mrccac.org
Email: info@mrccac.org

Midland Rape Crisis and Children's Advocacy Center (MRCCAC) provides free, confidential services to sexual assault survivors and their families in Midland and Andrews County. The 24-hour hotline allows those in need of assistance to contact someone any time of day or night for information on reporting assault/abuse, Center services, referrals, and crisis counseling. MRCCAC provides therapy to survivors of sexual assault and sexual abuse free of charge. MRCCAC staff cannot meet with people who are currently in jail or prison, but will respond to written and telephone requests for information or support.

Montgomery County Women's Center

P.O. Box 8669
The Woodlands, TX 77387-8669
Office: (281) 292-4155
24-hour Hotline: (936) 441-7273
Website: www.mcwthewoodlands.org
E-mail: crisis@mcwthewoodlands.org

Montgomery County Women's Center operates a Rape Crisis Program that is free of charge to all clients. This program operates out of several locations in Montgomery and Liberty Counties, including The Woodlands and Conroe. This program provides a 24-hour telephone hotline, peer counseling, information and referrals, advocacy and accompaniment through the medical and criminal justice systems, and individual and group counseling for male and female victims of sexual assault or abuse.

Montrose Counseling Center

701 Richmond Ave.
Houston, TX 77006
Office: (713) 529-0037
Hotline: (713) 529-3211
Website: www.montrosecounselingcenter.org
E-mail: mcc@montrosecounselingcenter.org

Montrose Counseling Center, Inc. provides culturally affirming, quality, and affordable prevention and outpatient services for and about gay, lesbian, bisexual, and transgender (GLBT) individuals and their significant others. These services include counseling, case management/advocacy, hotline and accompaniment services for LGBT individuals who are survivors of sexual assault, domestic violence, and hate crimes.

The Rape Crisis Center for Children and Adults

David Coy Building
7500 US Highway 90 West
Building 2, Suite 201
San Antonio, TX 78227
Office: (210) 521-7273
24-hour Hotline: (210) 349-7273
Website: www.rapecrisis.com

The Rape Crisis Center for Children and Adults is a private, non-profit agency that provides comprehensive services to sexual assault survivors and their families. The RCC offers a range of confidential and free assistance including advocacy services, counseling, and support groups for survivors of sexual abuse and their family members. RCC also offers a 24-hour hotline available to survivors throughout the state of Texas.

The Resource Center of Dallas Family Violence Program

2701 Reagan St.
Dallas, TX 75219
Office: (214) 393-3670
Toll-free: (866) 657-2437
Website: www.rcdallas.org

The Resource Center of Dallas is a nonprofit corporation established in 1983 by members of the board of the Dallas Gay and Lesbian Alliance. The Center operates the John Thomas Gay & Lesbian Community Center, AIDS Resource Center, and Nelson-Tebedo Health Resource Center (Clinic). Services of the Resource Center of Dallas include outreach, referrals, and crisis-counseling to sexual assault survivors as well as referrals to other resources in Dallas and throughout North Texas.

SafePlace

P.O. Box 19454
Austin, TX 78760
24-hour Hotline: (512) 267-7233
TTY Hotline: (512) 927-9616
Website: www.safeplace.org
E-mail: info@safeplace.org

SafePlace offers both group and individual counseling for women, children, and men who have experienced rape, sexual abuse (either recently or as a child), and/or domestic violence. 24-hour phone support allows those who need assistance to contact a live person at all times for

information on services, crisis counseling, and referrals. SafePlace also offers counseling services for concerned family and friends.

Sexual Trauma and Assault Response Services

710 N. Campbell Street
El Paso, TX 79902
Office: (915) 533-7700
24-hour Hotline: (915) 779-1800
Website: www.stars-elpaso.org
Email: starsprograminfo@yahoo.com

El Paso's only rape crisis center, Sexual Trauma and Assault Response Services (STARS) provides direct services to survivors of sexual abuse and to all those affected by this form of abuse. In addition to operating a 24-hour hotline, STARS offers advocacy services and counseling to survivors of sexual assault. All services are confidential and free of charge.

Texas Association Against Sexual Assault

6200 La Calma, Suite 110
Austin, TX 78752
Office: (512) 474-7190
Toll-free 24-hour Hotline: (800) 656-4679
Website: www.taasa.org

Texas Association Against Sexual Assault (TAASA) is a statewide non-profit educational and advocacy organization committed to ending sexual violence in Texas. TAASA serves a network of over 80 rape crisis centers all over the state and will connect survivors or their loved ones with a rape crisis center or service provider in their area. TAASA's statewide network of rape crisis centers provide the following free and confidential services to victims/survivors of sexual violence and to their significant others: crisis intervention; individual and support group counseling; hospital, court, and police accompaniment; prevention education within schools and the community; and information and referral services. Call the hotline for free and confidential assistance 24-hours a day.

Women's Shelter of South Texas

P.O. Box 3368
Corpus Christi, TX 78463
24-hour Hotline: (361) 881-8454
Website: www.thewomensshelter.org

The Women's Shelter of South Texas is a non-profit organization that supports and empowers individuals affected by family violence and sexual assault through safe shelter and outreach while providing advocacy, education, and resources to create a safe, supportive community. The Shelter provides services to men and women and offers a 24-hour hotline and rape crisis response team to provide support and assistance to survivors of sexual assault. The Shelter also offers individual and group counseling as well as outreach in rural areas. All services are free and confidential.

YWCA Women's Counseling and Referral Center

2015 South I-35, Suite 110

Austin, TX 78741

Office: (512) 326-1222

Website: www.ywcaustin.org

E-mail: info@ywcaustin.org

The Women's Counseling and Referral Center provides short-term individual and group counseling for women, ages 18 and over, who are survivors of sexual assault and violent crimes. The center offers a sliding-scale for fees for services

LEGAL RESOURCES

ACLU of Texas

Prison & Jail Accountability Project

P.O. Box 12905

Austin, TX 78711-2905

Office: (512) 441-0077

Website: www.aclutx.org

E-mail: info@aclutx.org

The Prison and Jail Accountability Project is dedicated to making Texas prisons and jails safe and humane places to live and work. While very few cases are accepted for direct litigation, those cases with significant civil liberties issues where participation by the ACLU of Texas will benefit a large class of people, or will lead to a change in the law concerning the issue, will be accepted. Monitoring prison and jail complaints allows the project to advocate for effective reform, and therefore all information sent in the mail is welcome. Sexual assault cases are currently given priority. All letters are read and screened. Please indicate that your letter concerns a case of sexual assault or fear of sexual assault. Additionally, the project has published and continues to update a Prisoner Resource List with advice and resources for prisoners in Texas.

Lambda Legal: Southern Regional Office

730 Peachtree Street, NE, Suite 1070

Atlanta, GA 30308-1210

Office: (404) 897-1880

Fax: (404) 897-1884

Website: www.lambdalegal.org

E-mail: legalhelpdesk@lambdalegal.org

Lambda Legal is a national organization committed to achieving full recognition of the civil rights of lesbians, gay men, bisexuals, transgender people, and those with HIV through impact litigation, education and public policy work. Southern Regional Office provides services for those who are located in Arkansas, Colorado, Kansas, Louisiana, Nebraska, New Mexico, Oklahoma, and Texas.

Help Desk Hours (Central Standard Time)

Tuesdays: 10:00 a.m. to 12:00 p.m.

Wednesdays: 10:00 a.m. to 12:00 p.m. (Spanish)

Thursdays: 2:00 p.m. to 4:00 p.m.

If Help Desk staff are busy helping other callers, your call will be routed to the Legal Help Desk voicemail. Please leave the following information: name, state, contact info, best time to reach you, and a brief message outlining your legal inquiry. A Help Desk staff person will return your call.

It is usually most efficient for Help Desk callers to contact Lambda Legal by phone. If you are in a place where you are not able to make long distance calls, Lambda can make an appointment to call you. If you are absolutely unable to call us, you may e-mail the organization at legalhelpdesk@lambdalegal.org or write to the addresses above.

State Bar of Texas Lawyer Referral Information Service

Toll-free Hotline: (800) 252-9690

Hours: Monday-Friday, 8am-5pm

The State Bar of Texas Lawyer Referral Information Service helps find lawyers for persons in counties where there is no local lawyer referral service. Participating lawyers have indicated in which area(s) of law they can help clients, and in which counties. The Lawyer Referral Service provides clients with the name and phone number of an attorney, who will provide 30 minutes of legal consultation for \$20. The client must negotiate fees with the attorney for any legal services beyond the initial consultation. Any information given will be held in the strictest confidence.

Texas Civil Rights Project

1405 Montopolis Drive

Austin, TX 78741-3436

Office: (512) 474-5073

Intake Hours: Thursdays, 1-4pm CST (by phone only)

Website: www.texascivilrightsproject.org

Email: questions@texascivilrightsproject.org

The Texas Civil Rights Project (TCRP) Prisoners' Rights Program works to improve conditions in Texas prisons and jails through litigation and advocacy. The Prisoners' Rights Program concentrates on cases that will have broad impact by changing a policy or creating other systemic relief. TCRP only has the resources to represent less than one percent of the hundreds of prisoners who contact the organization each year for help.

In most cases, before TCRP can provide a prisoner with legal assistance, the prisoner must use the grievance process for the facility they are incarcerated in to comply with the Prison Litigation Reform Act. Before contacting TCRP, make sure to submit grievances that comply with the prison or jail's policies, and file any required appeals.

For inmates in the Texas Department of Criminal Justice: Complete a Step 1 *and* Step 2 grievance, being careful to follow TDCJ’s grievance rules. Only address the issue you want assistance with, as each grievance can only address one issue. Make sure to file your grievance within 15 days of the event you are complaining about, or as soon as possible. Consult your TDCJ Offender Handbook for more information about how to file a grievance.

Family of TDCJ inmates can also contact TDCJ’s Ombudsman. Speaking with the Ombudsman *does not* exhaust administrative remedies under the PLRA. If you wish to take legal action, you must also make sure Step 1 and Step 2 grievances have properly been filed in most cases.

For inmates in county jails: Policies vary by county. Please consult your inmate handbook for information about how to file a grievance. All county jails are inspected annually by the Texas Commission on Jail Standards. To report a problem to the Commission, you can contact them directly (see their listing below in the “Government Resources” section). Contacting the Commission *does not* exhaust administrative remedies under the PLRA. If you wish to take legal action, you must also make sure to follow the applicable policies in jail in most cases.

For inmates in the Texas Youth Commission, parents, guardians, and youth advocates: There are several options to file a grievance. For children in TYC custody, grievance forms are available from the grievance clerk on each dorm. Request a form, complete it and place it in the secure drop box on the dorm. TYC has 15 days to respond to the grievance

Grievances can be submitted to TYC’s Incident Reporting Center. If TYC does not satisfactorily respond to the grievance within 15 business days, the grievance must be appealed. Ask the individual facility who grievance appeals should be addressed to. If the appeal does not resolve the problem within 15 business days, another appeal must be filed

You can also contact the Office of the Independent Ombudsman, an independent watchdog agency supervising TYC. Speaking with the Ombudsman *does not* exhaust administrative remedies under the PLRA. If you wish to take legal action, you must also make sure the above described grievance procedures have been completed in most cases

TCRP does not handle the following types of cases: Criminal defense, parole, family law (including child support, child custody, and divorce), immigration (except for Immigrant Survivors of Domestic Abuse, or “VAWA” cases), insurance issues, IRS and tax issues, or employment discrimination cases.

GOVERNMENT RESOURCES

Correctional Institutions Division, Office of the Ombudsman

TDCJ-CID Office of the Ombudsman

P.O. Box 99

Huntsville, TX 77342-0099

Office: (936) 437-6791

Fax: (936) 437-6668

E-mail: ci.div@tdcj.state.tx.us

The Office of Ombudsman is a central point of contact for the public and legislators to express concerns or to make inquiries regarding offenders or issues of concern. Assistance provided may be: answers to questions regarding specific offenders, responses to inquiries regarding policy and procedures, and referrals to the appropriate department within the Agency for assistance. Although telephone inquiries are accepted, it is best to submit concerns in writing.

For expediency, attempts should be made to resolve issues and obtain information at the Unit level and through the offender grievance process; however, if that is not possible, or the inquiry does not concern issues at that level, contact the Office of the Ombudsman at the address above.

Investigations Department, Office of the Inspector General

Office of the Inspector General
Investigations Department
2503 Lake Rd. Suite 5
Huntsville, TX 77340
Office: (936) 437-5030
Fax: (936) 437-5138

The Office of the Inspector General investigates allegations of excessive/unnecessary use of force and harassment and retaliation of inmates for use of the legal system. The investigators focus their efforts on a variety of allegations of serious employee misconduct and criminal violations occurring on TDCJ property or authorized interests, including drug and contraband interdiction.

Offender Grievance Program

Texas Department of Criminal Justice
Keith Clendennen, Program Specialist
P.O. Box 99
Huntsville, TX 77342
Prisoner Grievance Pamphlet: www.tdcj.state.tx.us/publications/admin-rvw/Offender%20Grievance%20pamphlet%202007.pdf
El Programa de Quejas del Preso en Español: www.tdcj.state.tx.us/publications/admin-rvw/Offdr%20Griev%20spanish%20version%202007.pdf

All TDCJ offenders have access to the Offender Grievance Program to present written complaints related to their classification, personal property, disciplinary status, or other confinement issues within the agency's control. Request a form from TDCJ or follow the links above to access the forms online

Texas Commission on Jail Standards

P.O. Box 12985
Austin, TX 78711-2985
Office: (512) 463-5505
Website: www.tcjs.state.tx.us

Email: info@tcjs.state.tx.us

Online Complaint Form: www.tcjs.state.tx.us/complaint.php

The Texas Commission on Jail Standards (TCJS) receives complaints involving inmates in county jails or private correctional facilities that house county inmates and/or out-of-state inmates. Inmates who have been sexually assaulted in any of the above types of facilities can contact the TCJS by phone, in writing by submitting a letter addressed to the Executive Director to the address above, or by completing the online complaint form to report the abuse and any concerns regarding the handling of investigations into such abuse. Texas Department of Criminal Justice (TDCJ) facilities, city jails, juvenile facilities, and other privately operated facilities do not fall under the TCJS' purview.

Complaints are handled by the TCJS complaint inspector and will be entered into the TCJS agency database and appropriately designated. Depending on the nature of the complaint, the complaint inspector will contact the facility either by telephone, email, fax or in person. Upon conclusion of the investigation, a written reply will be submitted to the original complainant with results of the investigation. If more than 10 business days have elapsed, you may contact TCJS by phone to check on the status of your complaint.

Texas Youth Commission, Office of the Independent Ombudsperson

6400 East Highway 290, Suite 202

Austin, TX 78723

Toll-free 24-hour Hotline/Línea Gratuita de 24 horas: (866) 477-8354

Website: www.tyc.state.tx.us/ombudsman/index.html

Email: tyc.irc@tyc.state.tx.us

Youth Grievance Brochure: www.tyc.state.tx.us/programs/bro_grievance_guide.pdf

Guía Para las Quejas de Jóvenes: www.tyc.state.tx.us/espanol/bro_grievance_guide_sp.html

The Office of the Independent Ombudsperson is a state agency established for the purpose of investigating, evaluating, and securing the rights of the children committed to the Texas Youth Commission, including a child released under supervision before final discharge.

To report non-emergency allegations of abuse, neglect, or exploitation of TYC youth, contact the Office of the Independent Ombudsperson by mail, via the 24-hour hotline (operated by the Texas Department of Criminal Justice Command Center), or by email. The email address is monitored Monday through Friday, 8am-5pm.

The hotline is free for youth in TYC facilities using the phones in their dorms.

JDI has directly contacted each organization listed in the Resource Guide in hopes of pointing survivors toward those currently accepting new clients. However, the inclusion of any group or individual in the Resource Guide does not necessarily constitute an endorsement or recommendation by JDI, nor can JDI guarantee the availability of the services described here.