COMMUNITY REFERRAL LIST

University Counseling Center

DIVISION OF STUDENT AFFAIRS
LIVE THE COLLEGE EXPERIENCE

UTEP

Come grow with us!

The University of Texas at El Paso • 2016

The University Counseling Center does not endorse or recommend any specific mental health service provider community agency. This list is mainly for your convenience and is not intended to be a complete list of all mental health agencies in our area.

Table of Contents

Alanon/Alateen……...……13

Alcoholics Anonymous…….……..13

Alcohólicos Anónimos…….…….……..13

Aliviane-Men's Facility…….…..….7

Aliviane Women & Children Treatment Program……..….…….7

Amanecer Psychological Services……...….7

Annunciation House……14

Army Community Services…….…….....7

CAP (Centro de Atención Psicológo)…….…….……19

Casa Amiga A.C16…….……19

Casa Vides……...…….……...18

Catholic Counseling Services…….…..….…5

Center Against Family and Sexual Violence..…….……10

Centro de Derechos Humanos, Paso Del Norte, A.C16……..……20

Centro San Vicente…….….18

Child Crisis Center of El Paso…….…10

Children's Grief Center of El Paso……...……5

D.A.R.S.: The Deaf & Hard of Hearing Services……11

Department of Assistive and Rehabilitative Services……..……...…….10

Department of Human Services……...10

DIF (Desarrollo Integral para la Familia)……..……..……20

DIF Municipal de Juárez (Desarrollo Integral para la Familia)……...20

El Paso Center for Children……..……10

El Paso Child Guidance Center…….…..……..….5

El Paso Lighthouse for the Blind…….……14

El Paso Psychiatric Center……...….…8

El Paso Public Library…….…….11

El Paso Vet Center…….…8

El Pasoans Fighting Hunger Food Bank…….…….14

Emergence Health Network (formerly MHMR)…….....…..8

Family Service of El Paso…….……...….5

Gamblers Anonymous…….……13

General Assistance…….……..14

Hospice of El Paso…….……..11

House of Hope…….……18

Housing Authority of the City of El Paso…….……..…….14

Jewish Family and Children's Service……..……....6

La Clinica de Familia New Mexico..……8

La Fe……15

La Posada Home……..15

Las Americas Immigrant Advocacy Center……18

Letty's Counseling Services…….6

Living Hope Christian Counseling Services…….6

Luminarias Catholic LGBT Group…….….…13

MADD (Mothers Against Drunk Drivers)……..…….13

Narcotics Anonymous…….…….13

NAMI (National Alliance on Mental Illness)…….…....13

Nazareth Hall Nursing Center……..…….……..18

Open Arms/Centro Santa Fe…….…..15

Opportunity Center…….15

Overeaters Anonymous……...…13

P-Flag (Parents, Families & Friends of Lesbians & Gays)…….……13

Procuraduría de la Defensa del Menor y la Familia……...…20

Programa Compañeros…….……21

Project Bravo…….……..…….15

Project Vida…….……16

Rescue Mission…….…….…..16

Salvation Army…….…….……..16

S.T.A.R.S. (Sexual Trauma & Assault Response Services)……...……11

Sierra Providence Teen Health Resource Center…….……...11

St. Vincent de Paul…….…….16

Sun Metro……...…11

Texas Rio Grande Legal Aid……..16

Texas Tech Clinic…….….…..11

Texas Tech Department of Neuropsychiatry & Behavioral Sciences……..….8

Transitional Living Center (through the YWCA)……...12

Trinity Center of El Paso…….…….9

University Medical Center……..……..9

University Medical Center Emergency Room…….…….9

University Medical Center Patient Financial Services…….…...12

University Medical Center Prescription Patient Assistance……..…….….12

University Medical Center Women's Health Center…….…..12

Universidad Autónoma de Ciudad Juárez (UACJ)…….….21

VA Behavioral Healthcare Center…….…....9

Villa Maria Home for Women…….……18

YWCA Child Care Services Program……..17

YWCA Consumer Credit Counseling Services……..……..17

Contents by Area

Catholic Affiliated Organizations...……18

Counseling and Psychotherapy…….5

Important Numbers……..23

Psychiatric and Related Services……..…7

Resources in Ciudad Juárez, Mexico…….……..19

Self Help and Support Groups…….13

Social Service Agencies……...14

UTEP Services…….…...…19

*Additional Service Agencies…….……...10

Counseling and Psychotherapy

Catholic Counseling Services
499 St. Matthews
(915) 872-8424
M, W and Th 9:00am – 6:00pm
T 9:00 am – 8:00pm; F 9:00am – 5:00pm
Closed for lunch from 12:00pm – 1:00pm
elpasodiocese.org

Accept: Sliding scale, Medicare, Medicaid, CHIP and most insurances
Documents required: proof of income (last 3 pay stubs), utility bill, picture ID and medical insurance (if available).
Services: Individual, family and marital therapy. Walk-in to fill out paperwork: 9:30am – 11:30am and 1:30pm – 5:30pm. Initial appointment scheduled upon completion of paperwork. Bilingual therapists are available.

Children's Grief Center of El Paso
11625 Pelicano Ste. B
(915) 532-6004
M – F 9:00am – 4:00pm
cgcelpaso.org

Director: Laura Olague, Contact Person: Alice
Accept: Cash, check and debit
Services: Peer support group for grieving children and their families. Children ages 5 and up to 22. While children attend, parents also need to go to a support group. Groups meet twice a month on Thursdays from 6:30pm – 8 pm (in Spanish, if needed, and English). Must call to schedule interview for family members involved. Initial interview per family $50. Each group session $40 for 2 family members and $5 for each additional family member. Payment arrangements can be made as needed.

El Paso Child Guidance Center
2701 East Yandell **(915) 562-1999**
Yandell Office: M – Th 8:00am – 7:00pm
F 8:00am – 12:00pm
9001 Cashew Ste. 300 **(915) 860-2644**
Cashew Office: M-Th 8:00am – 7:00pm;
F 8:00am – 12 pm
elpasochildguidancecenter.org

Registered Coordinator: Luz Rivas & Sabby Nevarez
Accept: Sliding Scale, Medicaid and some insurances
Services: Individual and family therapy for children and adults. Marital therapy.
Bilingual therapists available. Psychiatrist on staff, but only for children. Call and make appointment for intake.
Rollercoaster program: Offered twice a year, for children whose parents are going through a divorce (primary program for ages 5 to 8 and intermediate program for ages 9 to 13). Divorce parent group/rollercoaster program offered at the same time.

Family Service of El Paso
6040 Surety
(915) 781-9900
M – Th 8:00am – 8:00pm, F 8:00am – 7:00pm
familyserviceofelpaso.org
Accept: Medicaid, sliding scale, insurances, CHIP and Tri-care (need a referral)
Documents required: Completion of registration agreement, prior 30 days of family income or prior month's bank statement or prior year's income tax return
**Provides services regardless of the ability to pay
Services: Individual, family and marital therapy. Intake information obtained by phone and a receptionist will call back to schedule an appointment (2-3 days). Proof of income is required.
Bilingual therapists available.
NAMI Family-to-Family: An educational course for family, caregivers and friends of individuals living with mental illness. 12 sessions, 2.5 hours each; free of cost for loved ones over the age of 18; Contact Nellie Tabarez at **(915) 929-9300** or by email nt.nami.ep@gmail.com
Project Vida: Offers primary health care including family planning, wellness exams, medication, and referrals based on medical need. Also offers psychiatric services that include an evaluation and treatment recommendations.

Jewish Family and Children's Service
401 Wallenberg
(915) 581-3256
M, W and Th 8:30am – 5:00pm
Tu 11:00am – 8:00pm, F 9:00am – 1:00pm
jfcoffice@sbcglobal.net

Accept: Sliding scale, Medicaid, and insurance
Intake appointments: $25
Services: Individual, family, marital, group and play therapy. Bilingual therapists available

Letty's Counseling Services
1201 Airway Blvd. Suite C2
(New location starting early Nov. 2015)
(915) 542-4200
M – Sat 10:00am to 8:00pm
Sometimes appointments available on Sundays

Services: Individual or Family and couple therapy; anger management; children who are able to communicate verbally
Pricing: First appointment is $125; follow up $90
Accept: Insurance, Medicaid/Pro Bono if no insurance
Bilingual therapists available

Living Hope Christian Counseling Services
(Christian Based Counseling)
1801 Wyoming Ste. 102
(915) 772-2237
T-F 8:00am – 6:00pm
livinghopeccs.org

Accept: Sliding scale and insurance (Tri-care, Aetna, Blue Cross/Blue Shield, CIGNA)
Services: Individual, family, and marital therapy. Call to make an appointment. Walk-in not available.
*Office hours are also based on counselors so times may vary

Psychiatric and Related Services

Aliviane-Men's Facility
10690 Socorro Rd.
(915) 858-6208 (Inpatient facility)
(915) 779-3764 (Outpatient facility)
(915) 782-4000 (Admin M-F)
M-F 8:00am – 5:00pm for admission
aliviane.org

Residential Program – Open 24 hours/day
Intake: Mary Molinar (depends on clinic)
Accept: Sliding scale and Medicaid; insurance
Services: Individual and group therapy for drug/alcohol issues and dual diagnosis. Intense case management, individual, and group therapy. Family therapy upon request and only if related to drug/alcohol problem.
Inpatient average stay: 60 days; Max 90 days
Bilingual therapists available.

Aliviane Women and Children's Treatment Program
7722 North Loop
(915) 782-4014
M-F 8:00am – 6:00pm (for assessment)
Care Coordination Center
(915)774-9803
Pregnant Postpartum Intervention (PPI)
(915) 782-4032
aliviane.org

Residential Program – Open 24 hours/day
Director: Rosa Beltran
* Assessment takes place next door at the Care Coordination Center
Accept: Medicaid. Insurance, and sliding fee scale
Services: Individual and group therapy for drug/alcohol issues, and dual diagnosis. Intense case management, individual and group therapy. Family therapy is provided at the Behavioral Health.
Bilingual therapists available.
Inpatient average stay: 30-90 days
Accept children with their mother, however, the limit is 2 children, ages 12 and under. Children's therapist available. Must have custody of child and be TX resident.
Pregnant Postpartum Intervention (PPI): Program provides case management, GED, computer classes and job preparation. The program follows the patient for 6 months within the community.

Amanecer Psychological Services
1219 Barranca **(915) 779-5600**
785 Anthony Drive Anthony, NM **(575) 882-5100**
M-Th 8:00am – 6:00pm
F 8:00 – 5:00pm
roberttrevizo.com/amanecer/

Accept: Medicaid and insurances
Services: Psychological evaluations for ADHD and IQ.
Psychiatric services also available.
Call to make an appointment.
Waiting period is about 2 weeks.

Army Community Services
Family Advocacy Program
2494 Ricker (on Ft. Bliss)
(915) 568-9129
(915) 568-9134
M-F 7:30am – 4:30 pm
bliss.armymwr.com

Family Advocate Program: Anyone affiliated with the military must present military ID. Services provided on a walk-in basis.
Domestic Violence: (915) 269-2013
Sexual Assault hotline: (915) 245-8991
Services: Classes are provided. Times and dates vary each month. These include marriage, stress management, life skills, parenting classes. Individuals must call for class times and dates. Check website for more info.
New Parent Support Program (NPSP): parent education and support services

El Paso Psychiatric Center
4615 Alameda
(915) 532-2202
Open 24 hours
http://www.dshs.state.tx.us/mhhospitals/ElPasoPC/

Accept: Medicaid, Medicare and insurance
Services: Inpatient treatment for adults and children under 17 & under.
First assessed at Emergence Health Network on Montana St.

El Paso Vet Center
1155 Westmoreland Suite 121
(915) 772-0013
M 8:00am – 4:30pm
T-F 8:00am – 7:00pm
Sat 8:00am – 12:00pm
www.VetCenters.va.gov

Services: Mainly deal with combat veterans.
Individual, group, couple's and family therapy.
Assistance with claims for benefits. Bilingual therapists available.
Call for appointment.
Requirements: Bring in a copy of DD214

Emergence Health Network
1600 Montana
24 hour Crisis Line **(915) 779-1800**
(915) 887-3410 (Central administration office and customer relations number)
Please visit website for updated info:
www.emergencehealthnetwork.org

Outpatient Clinics in various areas (8am-5pm)
Accept: Medicaid, Medicare and most insurances
Services: Depends on diagnosis and state mandates.
Initial screenings are free of charge.
Medication monitoring and case management are offered if person qualifies for services.
Therapy groups are provided as needed.
Person is screened and evaluated to determine if they are sent to EPPC, PEAK (in Santa Teresa, NM) or EPBHS (formerly UBH).

La Clinica de Familia New Mexico
100 West Gridds Las Cruces, NM
(575) 647-2800
Crisis Line **1-800-964-1542**
M-F 8:00am – 5:00pm
www.lcdfnm.org

Accept: Sliding scale, Medicaid, and private insurance.
Services: Individual, group, family & childern's therapy. Outpatient mental health therapy & outpatient substance abuse program. Bilingual therapists available.
Other programs:, Anger management and parenting classes. Mobile crisis services and case management.
Call to schedule an intake appointment.
Walk-in available.
BHSB Grant: if no money and no insurance

Texas Tech Department of Neuropsychiatry and Behavioral Sciences
4615 Alameda (within EPPC) (Basement)
(915) 215-5850
M-F 8:00a.m – 5:00pm

Contact: (915) 215-5867
Services: Psychiatric evaluations and medication monitoring
Samples of medications sometimes provided.
Intake done by phone, not a walk-in clinic; appointment is set up if criteria is met.
Bilingual services.

University Medical Center
OSAR alcohol and drug screening and assessment
5959 Gateway West Suite 520
(915) 521-7818
M – F 8:00am – 5:00pm
Hotline: 877-966-3784

Referrals are done as needed
Individuals placed on waiting list, first come first serve basis
Can call to make an appointment
Screenings/Interviews are free
13 years and older
Documents required: I.D., proof of residence and a work stub or proof of any source of income
Contact name: Sochil Gamboa

University Medical Center Emergency Room
4815 Alameda
(915) 521-7700

If an individual is in need of immediate psychiatric services:
Open 24 hours
The individual will be evaluated by an ER physician who will then determine the need for psychiatric services. A Texas Tech psychiatrist from EPPC will be contacted to further evaluate the individual and provide the necessary follow-up.

Trinity Center of El Paso
8716 Independence St.
El Paso, TX 79907
(915) 772-9111
homewardboundinc.org

Services: Provide rehabilitation services through detox programs such as Residential Detoxification and Ambulatory Detoxification. Government Funded: Sliding scale available
Intensive Residential Services: 28 day treatment in our residential setting that facilitatates recovery from substance dependence. Also for patients who experience mental disorders and substance abuse simultaneously.
Outpatient Services: Group Meetings, relapse prevention, and individual group sessions. Individuals are referred out for outpatient services.
Accepts: Sliding scale; state funded

VA Behavioral Healthcare Center
5001 N. Piedras
(attached to William Beaumont Army Medical)
(915) 564-6100
Press 2 for Appointment & Scheduling
Press 4 for Eligibility Inquiries

Eastside Community-Based Outpatient Clinic
2400 Trawood
(915) 217-2428

Las Cruces Community-Based Outpatient Clinic
1635 Don Roser
(575)522-1241
M-F 8:00am – 4:45pm
elpaso.va.gov

Services: Individual, and group counseling for veterans and their families.
Drug/alcohol counseling, military sexual trauma, PTSD, some support groups for Iraq and Afghanistan returning veterans CWT (Counseling and work therapy) is provided as needed
Disabled American Veterans Commission provides transportation, rehabilitation for those with disabilities
Bilingual therapists
Documents needed: DD214, another form of identification.
Call for an intake.

Additional Service Agencies

Center Against Family and Sexual Violence
580 Giles
(915) 595-2238
24-hour Crisis Hotline: **(915) 593-7300** (domestic violence)
M-Th 8:00am – 6:00pm and F 8:00am – 12:00pm
Tuesdays: Walk-ins welcomed
cafsv.org

Services: Free counseling (individual and group) for survivors of domestic violence and individual therapy for their families (depends on situation). There are also parenting classes and teen programs (not during the summer, starts September). There is a shelter for battered women. Bilingual therapists available. Call for an intake appointment.
Other programs: Battering intervention and prevention, community education and outreach and volunteer services.
Next to Nuevo: Store sells clothes and furniture and proceeds go to the shelter.
First Friday of the month 7:00am – 12:00pm
Contact person: Elizabeth Gonzales **(915) 593-1000 x400**
Dress for Success: Clothes for job interviews for both men and women are provided.

Child Crisis Center of El Paso
2100 North Stevens Street
(915) 562-7955
childcrisiselp.org

Emergency shelter for children ages birth to 13 years when there is a family crisis.
Crisis Nursery: temporary care for infants 0 to 4 years. If child is admitted, the following is required: shot record, birth certificate, social security card, and Medicaid card.
Fatherhood: Classes for fathers. Classes are ever 12 weeks in English and Spanish. Call to be put on waiting list.
Teen Talk: Sexual health education
El Paso HOPES (Healthy Outcomes Through Prevention and Early Support): *Parents as Teachers* instruction in the home; additional supportive services available for families as needed.

Department of Assistive and Rehabilitative Services
401 East Franklin Ave. Ste. 240
(915) 834-7004
Toll Free: **(800) 687-7020**
Eastside location: 1155 Westmoreland Ste. 135
(915) 782-7150
Toll Free: **(800) 685-3356**
M – F 8:00am – 5:00pm
dars.state.tx.us

Call first for appointment
Services: Vocational opportunities for individuals with disabilities (mental or physical). Assistance provided in obtaining or retaining employment. Contact the office to schedule an appointment with a counselor. Bilingual services and sign language interpreter available. Information about vocational services can also be obtained from the Center for Accommodations and Support Services (747-5148) at UTEP.
Documents needed: ID, social security card, Medicaid and insurance information.

El Paso Center for Children
2200 N. Stevens
(915) 565-8361
M – Th 8:30am – 5:30pm and F 8:30am – 5:00pm
epccinc.org

24-hour Runaway shelter for ages 14 to 17 years.
Services: Therapeutic foster care and individual therapy for the teens receiving services within the center.
Therapeutic Homes Program: (915)565-5021
Runaway Shelter & STAR: (915) 562-4765
El Paso HOPES: Please see Child Crisis Center description on pg. 10

Department of Human Services
1-877-541-7905 or 211
Can apply for Medicaid, TANF(foodstamps) online at:
yourtexasbenefits.com

DARS: The Deaf and Hard of Hearing Services
dars.state.tx.us/dhhs/

El Paso Public Library
Various classes are offered such as job and career preparation, computer skills and test preparation.
elpasolibrary.org

Hospice of El Paso
1440 Miracle Way
(915) 532-5699
M-F 8:00am – 5:00pm
hospiceelpaso.org

Services: Provide the necessary medical support for patients who are terminally ill and also support for the family.
Process: A call to request services can be made by a family member, doctor, friend, or person who is terminally ill. The agency will need to obtain a referral from the doctor in order for services to be provided. Information is first taken over the phone and the assessment is completed by a visit to the individual who is sick. Hospice provides the patient's required medication and medical equipment depending on the diagnosis.
Bereavement Support Group: Family members can attend during patient's illness and upon patient being deceased. Time of group varies based on availability of family. Chaplin also available. Agency will follow up with the family up to 13 months after the loss.

Sun Metro
(915) 533-3333
sunmetro.net

Sierra Providence Teen Health Resource Center

I.	4717 Hondo Pass	**(915) 755-8336**
II.	8899 Alameda Ste. 120	**(915) 959-8336**
III.	907 Chelsea Ste. D	**(915) 532-8336**
IV.	12210 Montwood Ste. D.	**(915) 855-8336**
V.	5000 Doniphan Ste. 109	**(915) 584-8336**
VI.	200 Franklin, Ste. 500	**(915) 577-8336**
VII.	2400 N. Oregon Ste. E	**(915) 351-8336**

http://www.sphnteencenters.com/

Services: Prenatal education, basic infant care classes, parenting seminar and Medicaid eligibility program. Free pregnancy testing. If results are positive, a list of the needed documents will be provided. Any age will be seen.
Documents needed: Picture I.D.
No appointment necessary.

S.T.A.R.S.
(Sexual Trauma and Assault Response Services)
710 N. Campbell St.
(915) 533-7700
Local Hotline: (915) 593-7300
24 Hours Crisis Line: (915) 779-1800
National Hotline: 1-800-656-HOPE
Online hotline available at: www.stars-elpaso.org

Texas Tech Clinic
4801 Alberta (behind University Medical Center)
(915) 215-4440
M-F 7:00 am – 4:15pm
www.ttuhsc.edu

Accept: Medicare, Medicaid and Insurances
Services: Internal medicine, neurology, Ob/Gyn, pediatrics, breast care, psychiatry, neurosurgery. There are different clinics throughout the city.
Documents Needed: A referral from your primary doctor is needed to obtain service
Documents Needed for Discount: Current I.D., utility bill with name and current address, prior year's income tax return

Transitional Living Center
(through the YWCA)
3700 Altura
(915) 566-2762
M-F 8:00am – 5:00pm (Office hours)
Hours 24/7
ywcaelpaso.org

Services: Living placement for homeless women ages 18 and over, with or without children.
It is not an emergency shelter
No boys over the age of 17
No limit on age for female children
Contact person: Teresa Laurenzana-Romero
Referral can be done over the phone
Women are expected to be self-sufficient within 18-24 months. Women are encouraged to attend school or be working.
Waiting list in effect

University Medical Center
Patient Financial Services
4815 Alberta
(915)521-7900
M-F 8:00am – 5:00pm
Assistance with finances when receiving any services within the UMC system

University Medical Center
Prescription Patient Assistance
4815 Alameda Dept. 728
(915) 521-7275
M-F 8:00am to 6:00pm

Services: prescription assistance, enroll patients to help with medications if patients are non-insured and are in need of non-generic medications
Patient needs to ask about psychotropic medications
Documents needed: proof of income or social security benefits. Other documents may be needed, but it depends on the program that the individual qualifies for.
No appointment required; it is on a walk-in basis

University Medical Center
Women's Health Center
(915) 532-5454
4824 Alberta Suite 403
M, T, Th and F 8:00am- 11:00am
and 1:00pm – 4:00pm
W 10:00am - 2:00pm and 3:00pm - 6:30pm

Accept: Women's health program discount of the hospital and sliding scale fee
Services: Prenatal care and family planning services
Male clinic offered on Wednesdays
Call to make an appointment; they receive only a certain number of walk-ins
If funds are not available, patients are still seen.
Second Saturday of every month is designated for teenagers; 8:00am to 12:00pm

Self Help and Support Groups

Alanon/Alateen
Alanon information service of El Paso
P.O. Box 3489 El Paso, TX 79923
(915) 562-4083
778-3686 (For groups in spanish)
nmal-anon.org

Alcoholics Anonymous
3318 Douglas Ave
(915) 562-4081 (24 hour answering service)
aaelpaso.org

Alcohólicos Anónimos
3020 Piedras
471 Resler
Central Office: **(915) 351-1141** or **(915) 838-6264**
aadistrict7.com

Gamblers Anonymous
Bethany Christian Church
10453 Springwood (off of Yarbrough)
M-F 9:00am – 4:00pm
Sunday School 9:15am
(915) 592-5977
bcc-elp.org

Narcotics Anonymous
riograndena.org

Overeaters Anonymous
El Paso Area Hotline **1-866-590-9625**
oa.org

For listing of local support groups: Check your local newspaper or online under support groups

---

Luminarias Catholic LGBT Group
No physical address.
If information needs to be sent best
to do it through e-mail.
Contact: Angie Lugo **(915) 549-4095**
luminariascathglbt@sbcglobal.net

MADD (Mothers Against Drunk Drivers)
7500 Viscount, Suite 295
(915) 779-1987
24 hour Helpline: **1-800-GETMADD**
madd.org
Support groups meet every other week on second Wednesday of every month.
For victims of alcohol related crashes at 5:30pm (Bilingual)
Alcohol awareness classes: for youth and adult
Victim Impact Panel Classes: Court ordered classes for those arrested and who received a DWI.
Call for information on the times and days for classes.
Community Service offered and volunteer opportunities offered.

NAMI (National Alliance on Mental Illness) El Paso
4615 Alameda Rm. 1157 (inside EPPC)
(915) 534-5478 or **(915) 534-5476**
1-800-950-NAMI
nami.org/sites/NAMIElPaso
Services: Support groups for client and clients family members of those who are mentally ill.
Groups provided in English and Spanish
A lending library provides educational videos and books to the family members.
Person needs to call to inquire about the days and times of the groups.
Family education services - free all year round.

P-Flag (Parents, Familes and Friends of Lesbians and Gays)
1500 E. Yandell Dr.
915-209-2667
pflagelpaso.org
community.pflag.org
facebook.com/pflagelpaso
hello@pflagelpaso.org

Purpose: Support, education and advocacy
Meetings: 1st Tuesday of every month, 7:00pm – 9:00pm

Social Service Agencies

Annunciation House
1003 East San Antonio
(915) 545-4509
6:00am – 10:00pm (time for interview)
annunciationhouse.org

24 hour shelter for undocumented individuals (3 meals a day). Families, single, and if a couple, separated sleeping quarters.
Interview in person to see if person is a good fit.

El Pasoans Fighting Hunger Food Bank
(915) 298-0353
Call for location nearest you or visit their website:
elpasoansfightinghunger.org

El Paso Lighthouse for the Blind
205 Toban Place
(915) 532-4495
M-F 8:00am – 4:30pm
lighthouse-elpaso.com

Services: Training and employment. In order to receive services, person needs to be considered legally blind. Many of the referrals are from the Division for Blind Services.
Focus on the family: Support group for families, days and times for group vary, call to find out the specifics.
Radio Reading Program: Volunteers record readings from the newspaper, english and spanish, so that people can listen to it on receivers.
Computer Training: Provide keyboard and windows training. (Please call to verify availability)
Prosthetic eyes program: Daniel M. Wenske, board-certified ocularist, that manufactures ocular protheses, scleral cover shells and comformers provides services in El Paso on a monthly basis.

General Assistance
800 E. Overland, Ste. 301
(915) 546-7070
9521 Socorro Rd., Ste. B1
(915) 859-4101
M-F 8:00am – 5:00pm
6314 Delta
(915) 5468150

Services: Utilities, rent, mortgage, medications. Funeral services: they assist with providing cremation services through the mortuary. All based on person's income & situtation.
Utilities: Assist with only one bill per year. Income guidelines must not be exceeded.
Rent/Mortgage: To qualify, person must not have any income, no financial benefits, and not be living in government housing.
Medication program: Only for life threatening medication such as for diabetes and hypertension.
Application process: person needs to call first to inquire when applications are being provided and then apply in person. The application is reviewed and an explanation of the process is provided.

Housing Authority of the City of El Paso
5300 E. Paisano
(915) 849-3742
M-F 8:00am – 5:00pm
hacep.org

Information on availability and type of housing is accessible on the 1st of the month. Next step is filling out an application. There are two types of housing:
Public Housing: Based on person's income, person may not choose where to live and housing is assigned upon availability.
Section 8: Based on income, process starts with waiting list. Person needing assistance looks for a rental property (a house) and the rental property is processed through the housing authority. Housing is available for elderly, disabled and families.

La Fe
700 S. Ochoa: Adult Clinic
(915) 545-4550
721 S. Ochoa: Pediatric Clinic
(915) 545-7090
M-F 8:00am – 5:00pm
lafe-ep.org

Services: General medical services, prenatal, WIC, dental services, pediatrics and immunizations. There are discounts on dental and medical services if the person lives within a specified zip code area and also depending on income.
Documents needed: Proof of residence, check stub or W2 form, ID and Medicare, Medicaid or insurance card.
Technology Department (545-7190): Offer classes such as computer classes, GED, computer graphics, citizenship, guitar and many more.
It is recommended that a person become a member of the agency, but no one will be refused services.

La Posada Home
1020 N. Campbell
(915) 544-4595
M-F 8:00am – 10:00pm
Sat & Sun 8:30am – 6:00pm
posadahome.org

Not an emergency shelter.
Services: Housing for homeless women who are pregnant or have children (boys must be younger than 12 years old)
Families with boys over the age of 12 will be placed in the Transitional Living Center.
Contact Person: Person must call first to set up initial interview. No documents are needed for the interview. Women can stay up to 2 years and need to be attending school or working. Day care and transportation are available.

Open Arms/Centro Santa Fe
8210 North Loop
(915) 595-0589
T-F 9:30am -4:30pm
Friday 10:00am or 1:00pm for food bank (2 sessions)
openarmscommunity.org
***Appointment necessary
Services: Food and thrift store available. If person qualifies for a program they will be eligible to receive food every month. For any special situation, a referral letter for food is required.
Documents needed: ID, and utility bill. If person lives in Juarez, passport is needed.

Opportunity Center
1208 Myrtle
(915) 577-0069
Seven days a week: 6:30am – 9:00pm
Homeless shelter for single men and women over the age of 19. Social services provides clothing. Three meals a day are offered. Dinner provided before 4:30pm. Having an ID could be helpful.
Services: Medical clinic available, laundry service, employment and mental health services (going to clinic to see psychiatrist)

Project Bravo
Main Office
2000 Texas
(915) 562-4100
M-F 8:00am – 5:00pm
projectbravo.org
Appointment is required.
Services: Assistance with prescriptions, housing and utilities. 6 locations in the city (depends on zip code)
PAP (patient assistance program): Call for hours of service and to inquire about the application process. Application needs to be filled out and sent to a pharmaceutical company; if qualified, medications will be mailed to one's home.
Documents needed: ID, SS card, rent receipt or proof of ownership, and proof of income.
Energy program (SEAP): Financial assistance for electric and gas bills
Weatherization program: Weatherize your home (sealing doors or windows). (Call for availability)

Project Vida
Administrative Office
3607 Rivera
(915) 533-7057
M – F 8:00am – 5:00pm
4875 Maxwell
(915) 747-0083
14900 Greg Drive (Montana vista office)
(915) 857-2638
Registration: M- F 8:00am – 12pm
and 1:00pm – 4:00pm
(first come, first serve)
www.tvida.net

Person must register at location within their community.
Documents needed: Proof of residence and income, ID and SSN (if available); Texas Drivers License, birth certificate
Services: Medical and Behavioral health services, Dental Clinic, Housing Department, Health Education program for diabetes, OB/GYN clinic, Family Planning program, After school program, day care, economic development program for those wanting to start a small business and Homeless Services
Bilingual therapists
Discount and payment for services are based on one's income

Rescue Mission
1949 W. Paisano
(915) 532-2575
Open 24 hours a day

Homeless Shelter: Males and females with families
Social workers provide prevention program for drug/alcohol issues, Clothing provided 5 days a week
Three meals a day. Lunch and dinner $1.50 unless a chore is done. Breakfast: free
Employment guidance offered to those that qualify
3:00pm – 6:30pm: Showers for anyone

Salvation Army
4300 E. Paisano
(915) 544-9811
salvationarmy.org

24 hours shelter for families.
Not accepting new clients after 8:00pm
Social Service Department: M – F 9:00am – 5:00pm
Food Boxes pick up: M - Th 9:00 – 11:00am
Assist with food and shelter
9:00am – 11:00am: Showers for anyone
6:00pm: Soup Kitchen for anyone
Documents needed for food: Picture ID (adults), social security card, proof of address, proof of income and letter from department of human services stating "not receiving food stamps"

St. Vincent de Paul
Thrift Store Locations (2 of them):
2104 N. Piedras
(915) 564-4357
T – Sat 10:00am –6:00pm
6950 3rd St. (Canutillo, TX)
(915) 877 -7030
T- Sat 10:00am – 6:00pm
www.svdelpaso.org

Food Pantry: W 10:00am – 2:00pm (if food available will be given or will be put on a waiting list)
Services: Referral for furniture and clothes would be from a catholic church in their area.
Documents needed: Person needs to bring an I.D
Families can only be helped once a year.

Texas Rio Grande Legal Aid
1331 Texas Ave.
(915) 585-5100
(1-888) 988-9996 M – Th 8:00am to 8:00pm
and F 8:00am- 6:00pm
M – F 8:00am – 12: noon and 1:00pm – 5:00pm

Services: Free legal services for low-income eligible individuals
In person appointments only for emergency foreclosures, hearings, lockouts and evictions
Application is completed by phone **(915) 585-5183**
Only deal with civil cases
Upon qualifying, a letter will be sent.

YWCA Child Care Services Program (CCS)

1600 N. Brown
(915) 533-7528 ext. 0
M – F 8:00am – 5:00pm
(hours depend on the location)
Can apply online at: ywcaelpaso.org

Services: Child Care for children under the age of 13
Criteria: Parent needs to be working a minimum of 25 hours a week or attending school and needs to be residing in designated areas in the Workforce Solutions Upper Rio Grande County (Hudspeth, Jeff Davis, Presidio, El Paso, Culberson, Brewster) but usually help is provided at all zip codes in El Paso.
Assessments can be done over the phone or in person.
The person is put on a waiting list and is then notified of acceptance by mail, if there is funding.
Services based on income, household size and childcare needs.
Teens and people with disabilities are given immediate assistance if there is funding.

YWCA Consumer Credit Counseling Services

1600 Brown
(915) 577-2530
M- F 8:00am – 6:00pm (hours vary at each location)
ywca.org
Fill application online at **ywcacccs.org**
$35 first session

Documents needed: Most current billing statement and consumer credit application. Application can be picked up at any branch or done online and needs to be presented at the first session.
Debt Management program: monthly handling fee is $30 a month.
First time Home buyers educational classes: Call to pre-register and application needs to be returned the day of class.
No charge of the classes
W 5:00pm – 7:30pm (1600 Brown) and
Sat. 9:00am – 11:00am (10712 Sam Snead)
For full listing of classes offered please visit ywca.org

Catholic Affiliated Organizations

Casa Vides
(subsidiary house for annunciation house)
325 Leon St.
(915) 544-8451
annuciationhouse.org

Director: Ruben Garcia
First need to go through the Annunciation house
Emergency shelter for single women and families

Centro San Vicente
8601 Alameda
(915) 859-7545
M – Th 6:30am - 9:00pm and F 8:00am- 5:00pm
sanvicente.org

First call to make an appointment to register. Then the patient will be told what documents will be required.
Services: Family Health Clinic and Dental Services for all ages

House of Hope
1204 Montana
(915) 544-9600
Clinic Hours: M and W 9:00am – 5:00pm
and F 9:00am – 12:00pm
Office hours: M – F 9:00am -5:00pm
houseofhope-elp.org

Services: Pregnancy Resource center. Offers free ultrasounds, pregnancy tests and counseling for pregnancy options. Program for mentoring new mothers is available.

Las Americas Immigrant Advocacy Center
1500 E. Yandell
(915) 544-5126
M – F 9:00am – 4:00pm
info@las-american.org
las_americas.org

Services: Provides high quality legal representation for undocumented immigrants in this community.

Nazareth Hall Nursing Center
1475 Raynolds St.
(915) 565-4677
Nazarethliving.org

Administrator/CEO: Joy Martinez
Skilled nursing facility, provides rehabilitation services including physical, occupational and speech therapy

Villa Maria Home for Women
920 S. Oregon
(915) 544-5500
Villamaria_elp@sbcglobal.net

Executive Director: Linda Velarde
Person needs to call and will speak with Sister Mary Margret (caseworker), first.
Transitional living shelter for homeless women

UTEP Resources

Family Friendly Room
Union West Rm 112
8:00am to 5:00pm

FHAR (Foster, Homeless, Adoption Resources)
Academic Advising Center
(915) 747-5290
M – F 8:00am – 5:00pm
utep.edu/advising/fhar

University Career Center
Workforce Solutions (Upper Rio Grande)
103 W. Union Bldg.
(915) 747-5640
M – F 8:00am – 5:00pm
sa.utep.edu/careers/

Contact : Gina Gonzalez
Assistance with finding jobs

Resources in Ciudad Juárez, Mexico

CAP (Centro de Atención Psicológica)
Calle Alvaro Obregon #2400
Colonia Emiliano Zapata
(01152656) 632-19-11
M-F 8:00am – 3:00pm, Saturday 9:00am – 1:00pm

Coordinator: Olga Rodriguez Tenorio
Services: Individual, marital, family and group therapy for children and adults
Workshops and conferences on various topics (ex. Self-esteem) are offered
The cost for each workshop varies depending which workshop is attended.
Cost for therapy: It can range from 50 pesos (about $5) to 250 pesos (about $25)
Initial Interview: free and it consist of evaluating financial situation, the main issue of the individual is discussed and based on this, a therapist is assigned.

Casa Amiga, Esther Chavez Cano A.C.
(Crisis Intervention and prevention center)
Calle Durango #1916
Fraccionamiento Paseo de las Torres
(01152656) 690-83-00
M- F 9:00am – 4:00pm
Sat 9:00am – 1:00pm
www.casa-amiga.org.mx

Services: Individual therapy for women, men and children who are living in situations with family violence, depression, bullying and dealing with the loss of a loved one
Contencion (support group)
Psychological and legal services provided; social work and prevention
Workshops offered for women 18 years of age and older on self-esteem
Workshops for children/adolescents: 4-7 y/o, 8-12 y/o, and 11-17 y/o
Presentations on the rights of women are also offered
Cost for therapy: 80 pesos ($8.00) per week
Patients are interviewed by the social worker to assess their needs

Centro de Derechos Humanos Paso Del Norte, A.C.
Calle Independencia #7073
Colonia Lino Vargas
(01152656) 170-42-03
M – F 9:00am – 4:00pm
cdhpasodelnorte@hotmail.com

Promoting and defending human rights
Services: Individual and group therapy and legal consultation for victims who have gone through a "forced disappearance" ("kidnapped") or have experienced some type of torture
Services offered to both men and women; any age
Cost: Free

DIF Municipal de Juárez
(Desarrollo Integral para la Familia)
Administrative Offices
Abraham Lincoln y Benjamín Franklin
Circuito Pronaf y Colonia Margarita
(Behind Plaza de las Americas)
(01152656) 613-81-41 or 613-10-81 or 616-69-66
M – F 8:00am – 3:00pm

Contact: Jesus Manuel Gamboa Melendez (coordinator for social services)
Services: Assist with food, clothing and shoes and medications available with prescription
Program: Valores Para toda la Vida (Values for your life entire Life):
Workshops are provided regarding different life values for the entire family at no cost – depending on academic year
Coordinator : for Rosela Llamada
direciongeneraldif@juarez.gov.mx
Centro de psicología integral y fortalecimiento familiar: individual, group and family therapy
Cost: Free
Hablar para hacer cita: **(01152656) 625-13-23**
Calle Fresnel #9225
Colonia Partido Senecu
Parque industrial Bermúdez
Coordinator: Lic. Marisol Gutiérrez

DIF (Desarrollo Integral para la Familia)
Colonia Siglo 21
Calle Rio Grande 8680
(Arroyo Café and Guerrero Negro)
(01152656) 684-22-00
M – F 8:00am – 7:00pm

Services: Individual, family and group therapy for the students and their families only. There is also day care from 4:30am to 6pm for children 40 days old until 6 years old.
Club de Tareas (homework club): For ages 6 to 18 they are assisted when having difficulties with homework.
Classes for students who dropped out of middle school, M – F, 8:00am – 2:00pm
Programa de Estrategias Pedagógicas (Strategic Pedagogical Program):
program for children having academic problems:
Tue, Wed and Thu 4pm -5pm
Cost: Free of charge

Procuraduría de Protection Ausilar de Ninos, Defensa del Menor y la Familia
Calle Panama #980 / Esquina con Pedro S. Varela
Colonia Hidalgo
(01152656) (656) 629-33-44 or **629-33-00**
Ext. 53-315-18
M – F 8:00am – 4:00pm

Report both ways; by phone and in person
Child Abuse Reporting: They have contact with CPS, the Mexican Consulate and Immigration.
Lic. Lorena Gonzalez Rivera (coordinator)
Reports can be made in person or on the phone.
Services: Psychological and legal services provided only for those individuals who have current cases with this agency.
Adoption services are available M- Th, 8:00am - 3:00pm

Programa Compañeros
Avenida de las Razas #2643
Fraccionamiento Sylvias
(a la altura del parque Borunda)
(01152656) 611-37-92
M- F 9:00am – 7:00pm
www.programcompaneros.org

Services: Counseling and testing for HIV, medical, psychological, psychiatric and pathology services
Cost: Whatever can be paid by patient

Universidad Autónoma de Ciudad Juárez (UACJ)
Avenida Universidad y Avenida Heroico Colegio Militar
Zona Chamizal
Centro de Atención Psicológica Sure
(01152656) 688-38-48
M – F 11:00am – 8:00pm
www.uacj.mx

Initial interview is first and then the therapist schedules the next appointment.
Students are the ones providing the therapy under the supervision of the professor in charge of the program.

Psicólogos en Juarez

Centro Colegiado de Atención Psicológica para la Comunidad
Gildardo Magaña 431
(01152656) 326-56-37

Services: Individual, marital and family therapy by psychologists
Cost: 150 pesos (about $15) per session
Call to make an appointment

Colegio de Psicólogos(a national affiliation)
Gildardo Megana #431 (consultario)
(01152656) 618-13-56
(01152656) 326-56-37

Contact: Martha Margarita Perez Cruz
This is a group of psychologists who provide therapy and also refer to any psychologist in Mexico and South America, depending on the need of the individual. Call to inquire which psychologist a person can be referred to.

Universidad Autónoma de Ciudad Juárez (UACJ)
Avenida Plutarco Elias calle #1210
Colonia Fouvissspe Chamizal
Dr. Berta Mussi Lechuga (Assistant Director of Student Services)
M- F 8:00am to 3:00pm
(01152656) 688-21-00 ext. 2893
(01152656) 688-48-00

Services only apply to University students and they first go through COBE

Psiquiatras en Juárez

Dr. Alejandro Ibarra Valdez
Poliplaza Medica, c. Pedro Rosales de Leon #7510-201
(01152656) 618-42-88
M-F 4:00pm – 8:00pm
600 pesos or $40 (only cash)
Person needs to call to make an appointment

Important Numbers

Campus Police 747-5611

CPS/APS 1-800-252-5400

CRISIS LINE: 779-1800

SHELTER FOR BATTERED WOMEN
24-Hour Hotline
593-7300

National Suicide Prevention Hotline
1-800-273-TALK

The Texas Attorney General
Crime Victims Service Division
(915) 834-5815
1-800-983-9933 (Hotline)
www.oag.state.tx.us

211 Texas
Nationwide Referral Service
1-877-541-7905
24-HOUR SERVICE (food, bills, shelter etc.)