



Community Center Locations

Downtown Austin: Palm Square Building
100 N. IH 35, Suite 2000 Austin TX 78701
Phone: 512-854-4120 Fax: 512-854-4118

South Austin: Post Road
2201 Post Road, Suite 101 Austin TX 78704
Phone: 512-854-9130 Fax: 512-854-9158

Oak Hill:
8656 A Hwy 71 W, Suite 100 Austin TX 78735
Phone: 512-854-2130 Fax: 512-854-2145

Del Valle:
3518 FM 973 South Del Valle TX 78617
Phone: 512-854-1520 Fax: 512-854-1528

Jonestown:
18649 FM 1431, Suite 6A Jonestown TX 78645
Phone: 512-854-1500 Fax: 512-854-1510

Manor:
600 W. Carrie Manor St. Manor TX 78653
Phone: 512-854-1550 Fax: 512-854-1559

Pflugerville:
15822 Foothill Farms Loop, Suite D
Pflugerville TX 78660
Phone: 512-854-1530 Fax: 512-854-1543

Business Hours @ all Locations:
8:00 AM to 5:00 PM; M-F
Closed on County Holidays

Helpful Resources



**Medical Assistance Program
(MAP) 512-978-8130**

**Women, Infant, and Children's Program
(WIC) 1-800-942-3678**

**Aircheck - Vehicle Emission Repairs
512-854-5020**

Veterans Service 512-854-9340

Burial Services 512-854-1440

About Our Services



**Travis County
Health & Human Services
Department
Family
Support Services
Division**

Services

Waiting List for Appointment:

- Utility Assistance
- Rent and Mortgage Assistance
- Prescription Assistance
- Home Repair/ Weatherization Referrals

Same Day Assistance:

- Food Pantry
- Clothes Closet (Some Sites)
- Licensed Social Work and Case Management Services (By Appointment)
- Indigent Burial (Downtown only, By Appointment)
- Bread & Food Donation Program (Some Sites)
- Job Search Computer Access (Some Sites)

Partner Agency Services:

- Meals on Wheels Senior Lunch Program (Some Sites)
- Job Search Assistance (Some Sites)

Required Documents

- **Photo ID** (drivers' license, military ID, State ID, etc.)
- **Social Security Card/Numbers** for any household members who have them
- **Proof of ALL household income for the past 30 days** (check stubs, Social Security award letters for current year, unemployment, child support, workers comp, Workforce Solutions registration printout, etc.)
- For utility assistance bring your **current utility bill or termination notice**
- For rent or mortgage assistance bring **current lease or mortgage statement**

Failure to provide the required documents will delay or deny the processing of your request for assistance.

Eligibility

Your eligibility for assistance depends on these factors:

- Travis County residency
- Income
- Resources/assets (i.e. property, savings)
- Disability status
- Age and number of household members
- How often you receive help
- Your utility provider/landlord
- Extreme temperature dates
- Utility disconnection status
- Proof of participation in workforce development activities

Application Process

Applications are accepted at all seven sites from 8:00am to 5:00pm Monday through Friday. Please include all of the required documents when you turn in your application. You can submit your application and required documents via fax, email, mail, or in-person.

Complete applications (with all required documents included) are served in the order received at each center. When your turn in line comes up, a worker will call you to discuss your application and next steps.

Application forms and information can be downloaded at the HHS website:
<https://www.traviscountytexas.gov/health-human-services/individuals-families/apply>