COMMUNITY REFERRAL LIST

Graphic by NAMI

COUNSELING AND PSYCHOLOGICAL SERVICES

Come
The University of Texas at El Paso • 2021-2022
Counseling and Psychological Services 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.

Directory Information subject to change at any time. Call the agency of clinic you need to confirm information.

Table of Contents

Adult Children of Alcoholics (ACOA) ................................................................. 16
Adventist Family Clinic ...................................................................................... 18
Alanon/Alateen ................................................................................................ 16
Alcoholics Anonymous ..................................................................................... 16
Alcohólicos Anónimos .......................................................................................16
Aliviane Inc. ........................................................................................................ 8
Aliviane Women & Children Treatment Program ............................................. 8
Annunciation House ......................................................................................... 18
Army Community Services ............................................................................. 8
Casa Vides .......................................................................................................... 25
Catholic Counseling Services ...........................................................................6
Center Against Sexual and Family Violence (CASFV) .......................................12
Centro de Derechos Humanos ......................................................................... 28
Centro de Apoyo Psicológico para la Familia y la Industria A.C....................... 28
Child Crisis Center of El Paso ..........................................................................12
Children’s Grief Center of El Paso ................................................................. 6
Community Counseling Center ....................................................................... 8
D.A.R.S.: The Deaf & Hard of Hearing Services ............................................. 12
Department of Human Services ..................................................................... 12
DIF Municipal de Juárez (Desarrollo Integral para la Familia) ......................... 28
El Paso Center for Children ............................................................................ 12
El Paso Child Guidance Center ...................................................................... 6
El Paso Psychiatric Center .............................................................................. 9
El Paso Public Library ................................................................................................. 12
El Paso Vet Center .................................................................................................... 9
El Paso United Family Resiliency Center .................................................................. 15
El Pasoans Fighting Hunger Food Bank .................................................................... 18
Emergence Health Network (formerly MHMR) ......................................................... 9
Emergence Health Network: OSAR ............................................................................. 9
Family Service of El Paso .......................................................................................... 7
Gamblers Anonymous ............................................................................................... 16
General Assistance .................................................................................................... 19
Guiding Star El Paso .................................................................................................. 18
Hospice of El Paso ...................................................................................................... 13
Hospitals of Providence Teen Health Resource Centers ............................................ 13
Housing Authority of the City of El Paso .................................................................. 19
La Clinica de Familia New Mexico ............................................................................ 10
La Fe ............................................................................................................................. 19
La Posada Home ........................................................................................................ 19
Las Americas Immigrant Advocacy Center .............................................................. 25
Living Hope Christian Counseling Services ............................................................ 7
Luminarias Catholic LGBT Group ............................................................................. 16
MADD (Mothers Against Drunk Drivers) ................................................................. 16
Narcotics Anonymous .............................................................................................. 16
NAMI (National Alliance on Mental Illness) ............................................................. 16
Nazareth Hall Nursing Center .................................................................................. 25
Open Arms/Centro Santa Fe .................................................................................... 20
Opportunity Center ................................................................................................... 20
Overeaters Anonymous ......................................................................................... 16
P-Flag (Parents, Families & Friends of Lesbians & Gays) ......................................... 17
Programa Compañeros ................................................................................................. 28
Project Bravo .................................................................................................................. 21
Project Vida ..................................................................................................................... 20
Rescue Mission ............................................................................................................... 22
Salvation Army ............................................................................................................... 22
St. Vincent Family Health Center ............................................................................... 22
St. Vincent de Paul ......................................................................................................... 23
Subprocuraduria ............................................................................................................. 29
Sun Metro ....................................................................................................................... 13
Texas Tech Clinics ......................................................................................................... 14
Texas Tech Department of Neuropsychiatry & Behavioral Sciences ....................... 10
Texas Rio Grande Legal Aid, Inc ............................................................................... 23
Trinity Center of El Paso .............................................................................................. 10
University Medical Center .......................................................................................... 10
University Medical Center Emergency Room .......................................................... 10
University Medical Center Patient Financial Services ............................................ 14
University Medical Center Prescription Patient Assistance ................................ 14
University Medical Center Women’s Health Center ............................................... 14
Universidad Autónoma de Ciudad Juárez (UACJ) ................................................... 29
VA Behavioral Healthcare Center ............................................................................ 11
Villa Maria Home for Women ................................................................................... 25
William Beamont Army Medical Center Family Advocacy Program .................. 11
Workforce Solutions Borderplex .............................................................................. 14
Workforce Solutions Borderplex Child Care Services - YWCA ............................. 23
YWCA Consumer Credit Counseling Services ....................................................... 24
## Contents by Area

<table>
<thead>
<tr>
<th>Area</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catholic Affiliated Organizations</td>
<td>25</td>
</tr>
<tr>
<td>Counseling and Psychotherapy</td>
<td>6</td>
</tr>
<tr>
<td>For Profit (not listed under main Table of Contents)</td>
<td>32</td>
</tr>
<tr>
<td>Important Numbers</td>
<td>31</td>
</tr>
<tr>
<td>Psychiatric and Related Services</td>
<td>8</td>
</tr>
<tr>
<td>Resources in Ciudad Juárez, Mexico</td>
<td>28</td>
</tr>
<tr>
<td>Self Help and Support Groups</td>
<td>16</td>
</tr>
<tr>
<td>Social Service Agencies</td>
<td>18</td>
</tr>
<tr>
<td>UTEP Resources</td>
<td>26</td>
</tr>
<tr>
<td>*Additional Service Agencies</td>
<td>12</td>
</tr>
</tbody>
</table>
Counseling and Psychotherapy

Catholic Counseling Services
499 St. Matthews
(915) 872-8424
M-W-Th 9:00am – 6:00pm
Tues 1:00pm – 8:00pm
Fridays: 9am-3pm; in person counseling only.
Closed for lunch from 12:00pm – 1:00pm
http://www.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.

El Paso Child Guidance Center
2701 East Yandell
(915) 562-1999
Yandell Office: M – Th 8:00am – 7:00pm;
F 8:00am – 12:00pm
Closed for lunch 12:00pm – 1:00pm
9001 Cashew Ste. 300
Cashew Office: M-Th 8:00am – 7:00pm;
F 8:00am – 12:00pm
Closed for lunch 12:00pm – 1:00pm
epcgc.org

Registered Billing & Credential Coordinators:
Luz Rivas & Cynthia Henry
Accept: Sliding Scale, Medicaid and some insurances
Bilingual therapists available. Psychiatrist on staff, but only for children (Children under 18). Walk-in to register, virtual and in person counseling.
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.

Children’s Grief Center of El Paso
11625 Pelicano Ste. B
(915) 532-6004
M – Th: 9am-4pm
Friday: 9am-3pm
In person only
cgcelpaso.org

Director: Laura Olague, Contact Person: Alice
Accept: Cash, check and debit
Services: Peer support group for grieving children and their families. Children and young adults, ages 5 and up to 19. While children attend, parents also need to go to a support group. Groups meet twice a month on Thursdays from 6:30pm – 8 pm. 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. Slight
discount if needed.
**No Spanish services offered until further notice.
Family Service of El Paso
6040 Surety Drive
(915) 781-9900
M – Th 8:00am – 8:00pm
F 8:00am – 7:00pm
(Office is closed due to Covid-19/all virtual)
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

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. (Closed due to Covid-19) recommendations. Project Vida is at Family Service’s center on Tuesdays and Wednesdays.

Living Hope Christian Counseling Services
(Christian Based Counseling) 1801 Wyoming Ste. 102
(915) 772-2237
M 5:00pm – 8:00pm
T-W 8:00am – 8:00pm
Th-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 Inc.
1626 Medical Center
(in front of Providence)
(915) 782-4000 (Admin)
(915) 779-3764 (Outpatient)

Services: Women and Children Program: Cristina Hernandez LCDC Adult outpatient; 10-15 weeks depending on severity; groups, relationships, relapse prevention; Counseling is 1 hr/week; Group is 6 hrs. State funding if person qualifies. No insurances; they do take Medicaid.

Aliviane Women and Children Treatment Program
7722 North Loop
(915) 782-4014
M-F 8:00am – 1:00pm (for assessment)
aliviane.org

Residential Program – Open 24 hours/day
Director: Ricki Estrada
Accept: Medicaid, Insurance, and sliding fee scale
Services: Call to make appointment if using drugs or alcohol in the last 12 months.
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: 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.

Army Community Services
Family Advocacy Program
2494 Ricker (on Ft. Bliss)
(915) 568-9129
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 hotline: (915) 269-2013
Sexual Assault hotline: (915) 245-8991
Services: Classes are provided. Times and dates vary each month. These include marriage, stress management, anger 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; divorce classes also available.

Community Counseling Center
785 Anthony Dr.
Anthony, NM
(575) 882-5100
M-F 8:00am – 5:00pm

Accept: Only New Mexico insurances. If paying out of pocket, inquire if payment plan available. Psychiatric services also available. Call for an appointment.
**Night clinic is sometimes available once a month – please inquire if this is needed.
Services: Diagnostic evaluations, medication management, psychological testing, individual counseling, family and couples, child abuse counseling, domestic abuse, behavior management services, drug and alcohol abuse, and medical marijuana evaluations.
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 17 & under (no children due to COVID-19)

El Paso Vet Center
1155 Westmoreland Suite 121
(915) 772-0013
M - TH 8:00am – 4:30pm
W - TH 8:00 a.m. – 8:00 p.m.
www.VetCenters.va.gov

Services: Mainly deal with combat veterans. Individual, group, couple’s therapy. Call for appointment or walk-in
Requirements: Bring in a copy of DD214, Combat veteran, any veteran who has dealt with MSD (military sexual trauma), If active duty, then need to be stationed at Ft. Bliss.

Emergence Health Network
Outreach, Screening, Assessment and Referral (Addiction Services)
To schedule a confidential appointment, please call:
OSAR Main: (915) 747-3605
EHN Centralized Scheduling: (915) 242-0555
7760 Alabama, (915) 779-1800
1550 Montana (Adults)
8500 Boeing (Adolescents)
M – F 8:00am – 5:00pm
OSAR@ehnelpaso.org

Services: Through the OSAR program, which is the first point of contact for those who are seeking substance abuse treatment, individuals can receive free confidential services by licensed chemical dependency counselors. Regardless of pay source, OSAR will provide a screening, assessment, referrals, placement, and follow up for drug treatment services to 13-years and older Texas residents. Appointments are given over the phone; walk-ins welcomed. Services are at no cost to any Texas Resident 13 years and older.

Priority populations for treatment include:
• Pregnant individuals
• Injection drug users will be admitted within 14 days
• Department of Family Protective Services-referred individuals will be admitted within 72 hours

A qualified professional Licensed Dependency Counselor/Counselor Intern is available to conduct assessments and will be able to help with a treatment plan; Co. will also provide brief interventions as pre-treatment services; use Motivational Interviewing (MI), education information about overdose prevention, and service coordination to reduce barriers to treatment.

Peer Support Specialist (Recovery) will assist with sustaining engagement with substance use disorder treatment services.

Documents needed: I.D., proof of residence, work stub, proof of any source of income; Medicaid, Medicare

Contact Person: Elizabeth Zarate
Accept: Sliding scale, Medicaid, and private insurance.
Behavior Management Services (BMS): Intended for children and adolescents that present with a diagnosed behavioral health condition and are at risk of out-of-home placement due to unmanageable behaviors in the home or within the community; youth that require behavioral management intervention to avoid inpatient treatment. Trained BMS provider provides 1:1 services through coaching and training. Outpatient medication management for children and youth, Treatment foster care, caseworkers.
Assertive Community Treatment (ACT): Program designed to deliver full range of services to those who have been diagnosed with severe disabling mental illnesses.
Psychosocial Rehabilitation (PSR): An adult mental health day program. Group activity is structured and provided by mental health professionals that ensure a safe and nurturing environment.
Supportive Housing: Follows housing first model which is an approach to end all chronic homelessness. Call to schedule an intake appointment.

Texas Tech Department of Neuropsychiatry and Behavioral Sciences
4615 Alameda (within EPPC) (Basement)
(915) 215-5850
Call to make an appointment
M-F 8:00a.m – 5:00pm
Services: Psychiatric evaluations and medication monitoring
Intake done by phone, not a walk-in clinic; appointment is set up if criteria is met. Bilingual services.

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, private pay, some insurances. Medical detox, residential detox, outpatient therapy.
Intensive Residential Services: 28 day treatment in our residential setting that facilitates recovery from substance dependence. Also for patients who experience mental disorders and substance abuse simultaneously. This is only available when funding is available.
Outpatient Services: Group Meetings, relapse prevention, and individual group sessions. Individuals are referred out for some outpatient services.
*Call to see if funding is available; usually it is on a case by case basis.
Accepts: Sliding scale; state funded

University Medical Center
4815 Alameda Ave
(915) 544-1200
Services: Ambulatory surgery unit, emergency services, laboratory, imaging services, rehabilitation, employee health centers, inpatient services, outpatient clinics

If an individual is in need of immediate psychiatric services:
The individual will be evaluated by an ER physician who will then determine the need for psychiatric services. A Texas Tech psychiatrist from EHN will be contacted to further evaluate the individual and provide the necessary follow-up.
VA Behavioral Healthcare Center
5001 N. Piedras
(attached to William Beaumont Army Medical)
Hours: 8am-4:45pm
(915) 564-6100
Press 2 for Appointment & Scheduling
Press 6 for Eligibility Inquiries

TelephoneCare: 866-862-7863

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

Westside Community Based Outpatient Clinic
1870 Northwestern Dr.

Northeast Community Based Outpatient Clinic
5229 Sanders

Las Cruces Community-Based Outpatient Clinic
3401 Del Rey Boulevard
Las Cruces, NM 88012
(575) 522-1241
MWThF 8:00am – 4:30pm
Tues 9:00am – 4:30pm
Doors open at 7:30am
www.elpaso.va.gov

William Beaumont Army Medical Center
Family Advocacy Program
2485 Hinman Rd. Bldg. A
(915) 742-2800
M-F 7:30am – 4:30pm
Closed 12pm-1pm

Services: Individual and group counseling, therapeutic parenting, anger management, couple’s communication, and children’s groups.
For victims and offenders of domestic violence for active duty, spouses, and kids.
Services are also for veterans.
Walk in or call to make an appointment. Military ID required.

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 Sexual and Family Violence (CASFV)**
580 Giles
Family Resource Center: **(915) 595-2238**
24-hour Crisis Hopeline: **(915) 593-7300** (domestic)
M-Th 8:00am – 6:00pm and F 8:00am – 12:00pm
Closed for lunch 12:00pm-1:00pm
casfv.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. Emergency shelter and a transitional living center available. 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 of the month 8:00am – 12:00pm.

**Contact Person:** Candice Brown **(915) 593-1000 x400; cbrown@casfv.org**

**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**
www.childcrisiselp.org
24/7 Children’s emergency shelter, ages newborn to 13 years when there is a family crisis.

**Circle of Love 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:** Weekly fatherhood classes in English and Spanish. Call to be put on waiting list.

**El Paso HOPES (Healthy Outcomes Through Prevention and Early Support):** Instruction in the home; additional supportive services available for families as needed.

**Military Families and Veterans Prevention Program (MFVPP):** Offered to active duty and veterans. All branches of service and their families. Offered parenting classes, special topics classes, and in some cases monetary assistance.

**DARS: The Deaf and Hard of Hearing Services**
www.dars.state.tx.us/dhhs/
**Now under TWC**

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

**Services:** SNAP Food Benefits, TANF helps families with children age 18 and younger pay for basic needs.
Helps cover visits to doctors, dentists, and hospitals. Also covers medical prescription, helps people with daily needs, caregivers, and people with mental health, drug, or alcohol issues; WIC food benefits. Prescreening tool on-site.

**El Paso Center for Children**
2200 N. Stevens
**(915) 565-8361**
M – Th 8:30am – 5:30pm and F 8:30am – 5:30pm
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 Emergency Shelter:** **(915) 562-4765**
**El Paso HOPES:** **(915)500-4105**
**Star Program:** **(915) 565-5021**

**El Paso Public Library**
Various classes are offered such as job and career preparation, computer skills and test preparation.
www.elpasolibrary.org
**Hospice of El Paso**  
1440 Miracle Way  
(915) 532-5699  
M-F 8:00am – 5:00pm  
www.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.

**Documents needed:** Picture I.D.  
No appointment necessary.

**Hospitals of Providence Teen Health Resource Ctr.**

I. 4717 Hondo Pass, Ste. A  
(915) 755-8336

II. 8899 Alameda Ave., Ste. 120  
(915) 859-8336

III. 907 Chelsea Ste. D  
(915) 532-8336

IV. 12210 Montwood Ste. 101  
(915) 855-8336

V. 5000 Doniphan Ste. 109  
(915) 584-8336

VI. 200 Franklin, Ste. 500  
(915) 577-8336

VII. 2400 N. Oregon Ste. D  
(915) 351-8336


**Services:** Not just for teens. Free pregnancy testing; prenatal education, childbirth classes just for teens and basic infant care classes.

- Provides young adults with information about basic healthcare and facts about pregnancy.
- Medicaid support program if financial assistance is needed, there is a Medicaid eligibility program representative on site to assist with application process.

**Sun Metro**  
(915) 212-3333  
[sunmetro.net](http://sunmetro.net)
Texas Tech Clinics  
4801 Alberta (behind University Medical Center)

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breast Care Center</td>
<td>(915) 215-6040</td>
<td>M-F 8am-5pm</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>(915) 215-5200</td>
<td>M-F 8am-5pm</td>
</tr>
<tr>
<td>Neurology</td>
<td>(915) 215-5900</td>
<td>M-F 8am-5pm</td>
</tr>
<tr>
<td>OB &amp; OB-GYN</td>
<td>(915) 215-5000</td>
<td>M-F 8am-5pm</td>
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<tr>
<td>Ophthalmology</td>
<td>(915) 215-6050</td>
<td>M-F 8am-5pm</td>
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<tr>
<td>Orthopedic</td>
<td>(915) 215-5400</td>
<td>M-F 8am-5pm</td>
</tr>
<tr>
<td>Surgery</td>
<td>(915) 215-5300</td>
<td>M-F 8am-5pm</td>
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<tr>
<td>Pediatrics</td>
<td>(915) 215-5700</td>
<td>M-F 8am-5pm, Sat. 10am-4pm</td>
</tr>
</tbody>
</table>

http://www.elpaso.ttuhs.edu/elpaso/clinics/

Accept: Medicare, Medicaid and Insurances  
Services: Internal medicine, neurology, Ob/Gyn, pediatrics, breast care, psychiatry, neurosurgery. There are different clinics throughout the city.

- Breast Care Center - Survivorship Program: Survivors who have ongoing physical, psychological, and emotional needs, as well as other needs stemming from their previous cancer diagnosis. Program provides the opportunity to address unmet needs with experts. The program complements the care at no extra cost. It is a holistic follow-up treatment in a healing and nurturing environment.

Documents Needed: A referral from your primary doctor is needed to obtain service for neurology

Documents Needed for Discount: Current I.D., utility bill with name and current address, prior year’s income tax return.

Workforce Solutions Borderplex  
Admin Office: 300 E. Main St., Ste 800  
(915) 887-2600  
www.borderplexjobs.com

Come in and set up appointment. Walk ins.

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.

University Medical Center  
Patient Financial Services  
4824 Alberta (Annex Bldg.)  
(915) 521-7900  
M-F 8:00am – 5:00pm  
By appointment.

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-F 7am-6pm

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.
El Paso United Family Resiliency Center
Located in Family Youth Services Center
6314 Delta Drive
(915) 775-2783
M – F 9am – 5pm
www.elpasounited.org

Services: Referrals, support groups and therapy for those indirectly and directly affected by the Aug.3, 2019 tragedy.
Self Help and Support Groups

Adult Children of Alcoholics (ACOA)
Bethany Christian Church
10453 Springwood (off of Yarbrough)
M-F 9:00am – 2:00pm
Meeting time: Tuesdays @7:00pm
(915) 592-5977

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)

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

Gamblers Anonymous
Bethany Christian Church
10453 Springwood (off of Yarbrough)
M-F 9:00am – 2:00pm
Meeting time: Wednesdays @7:00pm
(915) 592-5977
bccelp.org

Narcotics Anonymous
riograndena.org

Overeaters Anonymous
Search for meetings at www.oa.org

Co-Dependent Anonymous
Search for meetings at http://coda.org/

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

NAMI (National Alliance on Mental Illness)
6044 Gateway Boulevard East, Suite 401
(Inside the Compass Building)
915-778-5726
M – F 9:00am – 5:00pm
www.namiep.org

Services: Support groups for client and client’s
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.

MADD (Mothers Against Drunk Drivers)
7500 Viscount, Suite 295
1-877-MADD-HELP
8:00am – 5:00pm
madd.org

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.
Use this website by putting in your zip code anywhere in the U.S. you live and it will provide you with many resources. Find food assistance, help paying bills and other free or reduced, cost programs, including new programs for the COVID-19 pandemic.
**Social Service Agencies**

**Adventist Family Clinic**  
3379 Wedgewood Dr. Suite A  
(915) 790-1038  
Tuesdays only. First 12 Walk-ins

**Provider Everyday Medical Services Available:**  
MWF: 8:00am – 12:00pm  
Tuesdays: 2:00pm – 5:00pm  
Thursdays: 1:00pm – 5:00pm

**Closed due to Covid**  
**GYN and Women’s Health Care:**  
Tuesdays: 8:00am – 12:00pm

**Eye Exam:**  
Tuesdays: 9:00am – 12:00pm; 3:00pm – 5:00pm

**Vegetarian Cooking Classes:**  
2nd and 4th Tuesday of every month  
9:00am – 11:00am

**Requirements:** One form of identification (driver’s license, I.D., birth certificate, social security card, passport, school verification); One form of proof of income (last two check stubs, previous year income tax return, declaration of income, benefits from social security, welfare, food stamps, or general assistance)  
**NOT FOR PATIENTS WITH MEDICARE, MEDICAID, PRIVATE INSURANCE OR MONEY**

**Services:**  
- Free acute medical problems: sore throat, allergies, bronchitis, asthma, etc.  
- Free chronic medical problems management: diabetes, hypertension, gastritis, etc.  
- Free minor surgeries: wart removal, biopsies, skin cancer, etc.  
- Free injection treatment: anti-inflammatory steroids, anti-emetics, antibiotics, etc.  
- Free lab services: diabetes, thyroid, cholesterol, etc.  
- Free diagnostic procedures: EKG, basic x-ray  
- Free durable medical equipment: crutches, walking canes, wheel chairs

**Annunciation House**  
(915) 545-4509  
6:00am – 10:00pm (time for interview)  
[annunciationhouse.org](http://annunciationhouse.org)

Lodging for immigrants in El Paso  
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](http://elpasoansfightinghunger.org)

**Guiding Star El Paso**  
1411 Montana  
Clinic hours:  
M-F: 8:00am – 4:00pm  
For a confidential appointment:  
(915) 544-9600  
[guidingstarelpa.so](http://guidingstarelpa.so)

**Services:** Pregnancy resource center: natural fertility, family planning, prenatal care, pregnancy, childbirth, breastfeeding, postpartum, and family life resources. Offers free ultrasounds, pregnancy tests, and counseling for pregnancy options. Parenting classes as well.  
**Note:** Not faith-based; was founded on Christian principles
General Assistance  
9521 Socorro Rd., Ste. B1  
6314 Delta  
M-F 8:00am – 5:00pm  
(915) 546-8150  
Offices closed due to COVID-19  
www.epcounty.com/famcom/generalassistance.htm

La Fe (Centro de Salud  
Familia)  
700 S. Ochoa: Adult Clinic  
(915) 545-4550  
721 S. Ochoa: Pediatric Clinic  
(915) 545-7090  
La Fe (Care Center)  
1505 Mescalero Dr.  
(915) 772-3366  
M-F 8:00am – 5:00pm  
lafe-ep.org

Services: Utilities, rent, mortgage, medications.  
Funeral services: they assist with providing cremation services through the mortuary. All based on person’s income & situation.  
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.

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 depending on income.  
Care Center: Clinic for HIV treatment.  
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. Optometrist-Dr. Samuel Favela, lab x-rays, pharmacy.

Housing Authority of the City of El Paso  
5300 E. Paisano Drive  
(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 Voucher: Based on income, process starts with waiting list. Person needing assistance looks for a rental property (a house) of their choice and the rental property is processed through the housing authority. Housing is available for elderly, disabled and families. Housing will help with a portion of their rent.

La Posada Home  
1020 N. Campbell  
(915) 544-4595  
M-F 8:00am – 4:00pm  
Sat & Sun 10:30am – 3:00pm  
(Donations)  
laposadahome.org

Not an emergency shelter.  
Services: Housing for homeless women who are dealing with domestic violence and have children. If they do not have children, an exception may be made depending on the case (boys must be younger than 12 years old). Person must call first to set up initial interview. Women can stay up to 6 months. Reference letter is needed from any emergency shelter.
Open Arms/Centro Santa Fe
8210 North Loop
(915) 595-0589
Office hours: T-F 9:30am -4:00pm
Closed until further notice due to COVID-19
openarmscommunity.org

***Appointment necessary for food bank and resource center

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. Referral needed only for furniture, household items and clothing. If live in Juarez need to have an El Paso address and phone number.

Documents needed: ID, and utility bill. If person lives in Juarez, passport is needed.
(Not required due to Covid-19)

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 5:00pm - 5:30pm. Having an ID could be helpful.

Services: Medical clinic available, laundry service, employment and mental health services (going to clinic to see psychiatrist)

Project Vida
Administrative Office
3607 Rivera Ave.
(915) 533-7057
Appointment line, press #1
Several clinic locations
M – F 8:00am – 5:00pm
http://www.pvida.net/

Services: Medical and Behavioral health services, Dental Clinic, Housing Department, Health Education program for diabetes, OB/GYN clinic, Family Planning program, pediatrics, after school program, day care, economic development program for those wanting to start a small business. Homeless services are also available.

Bilingual therapists
Discount and payment for services are based on one’s income

Documents needed: Proof of residence and income, ID and SSN (if available); Texas driver’s license, birth certificate
Project Bravo
Main Office
2000 Texas
(915) 562-4100
M-F 8:00am – 5:00pm
MT 8:00am – 11:00am without appointment
projectbravo.org
Appointment is required. Office closed due to COVID-19.

Services: Assistance with prescriptions, housing and utilities. 6 locations in the city

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: Based on what application.

Energy program (SEAP): Financial assistance for electric and gas bills

Weatherization program: Weatherize your home (sealing doors or windows). (Call for availability)
Rescue Mission
221 N. Lee Street
(915) 532-2575
http://www.rmelp.org/
info@rmelp.org

Open to the public: OPEN 24 hours
Intake: Tuesday-Thursday: 8-12pm

**Homeless Shelter:** Able to house 192 people at a
time, and average about 130 per night. Men, single
women, families, those with medical needs, low-
income renters, and those going through Relapse
Prevention Program are housed.

Residents are provided with a place to stay, three
meals a day, clothing, laundry facilities, and basic
needs such as toiletries.

Residents are asked to meet with one of the Mission’s
social workers, nurse, chaplain, and job search
coordinator.

Activities are also provided for residents. Chaplain
and other pastors host Bible studies, there are game
nights, movie nights, art nights, and festivals.

**Corner of Hope:** located at 130 N. Cotton St., COH is
an outreach to the homeless community who are in
need but are not residents. Facility provides food and
drink, a place to shower, clean clothes, and laundry
machines, all for free. About 60 to 90 people are
served **Mondays through Fridays from 8:00am to**
**2:00pm.** Mondays, Wednesdays, and Fridays are
reserved for men. Tuesdays and Thursdays are
reserved for women. Las

**Relapse Prevention Program:** 13 week faith-based
and non-denominational program that addresses bio-
psycho-social-spiritual concepts in recovery. Each
problem area is dealt with on an individual, one on
one basis. The program is an in-house course that
requires commitment and cooperation. Enrollment
begins 2 weeks prior to the beginning of each session
and is limited to 12 individuals.

All individuals who are interested in the program
should go in for an interview with the Case Manager
Supervisor:
Darlene Domingue
(W) (915) 532-2575
(C) (915) 328-1102
Email: d.domingue@rmelp.org

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

24 hour shelter for families
Not accepting new clients after 8:00pm

**Social Service Department:** M-F 9:00am – 5:00 pm

**Food Boxes to pick up:** M-Th 9:00am – 4:00pm
Assist with food and shelter

**6:00pm:** Soup kitchen for everyone

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 Family Health Center**
8061 Alameda Avenue
(915) 859-7545
Toll free: 1-877-415-5106
Fax: (915) 859-9862

**For After Hours or Weekend Emergencies:**
(915) 859-7545

**Services:**
Primary Care: Outpatient care services include
medical treatment of illness and disease as well as
preventive care for all ages.

Dental Services: San Vicente’s Dental Clinic
provides emergency, restorative, and preventive care
for all ages.

Behavioral Health: A Psychiatrist and Licensed
Counselor provide individual and group counseling
for homeless clients. Case Management staff assists
clients with referrals to other services and shelters.

Spiritual Care: San Vicente is constructing a
Spirituality Center to further its commitment to
holistic healthcare. The Spirituality Center is to be a
reverent, sacred space that welcomes patients, staff,
and the community-at-large to participate in a
variety of programs related to spirituality and
healthcare.
St. Vincent de Paul
Thrift Store Locations (2 of them):
2104 N. Piedras
(915) 564-4357
M – Sat 9:00am – 5:00pm
6950 3rd St. (Canutillo, TX)
(915) 877-7030
T- F 9:30am – 5:00pm
www.svdelpaso.org

Food Pantry: (613-3984)
W 9:30am – 11:30am; Th-F 1:00pm – 3:00pm
(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, Inc.
1331 Texas Ave.
(915) 585-5100
1-800-369-2792
Fax: (915) 544-3789
www.trla.org

M-F 9:00am – 11:30am
1:00pm -4:30pm
To apply for services Call (915) 585-5183
Services: Several legal clinics to help educate on wide range of legal issues.

Workforce Solutions Borderplex Child Care
Services -YWCA
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: Can help assist parents in meeting their childcare payments.
Requirements: A parent must be working or participating in eligible training programs or classes, and must meet income guidelines. Applications may be completed in person. Must join the CCS wait list on the website.
Locations:
• Central
  1600 Brown Street
  (915) 519-0030 (general)
  (915) 500-7665 (eligibility)
  fax (915) 225-0248
• Lower Valley
  8825 North Loop Suite 122
  (915) 887-2413
  fax (915) 881-4824
• Northeast
  8941 Dyer Street
  (915) 887-2413
  fax (915) 881-4890
YWCA Consumer Credit Counseling Services
201 E. Main
Suite 400
Main: (915) 519-0000
http://www.ywcaelpaso.org/
(915) 519-0034
cccs@ywcaelpaso.org

Services: CCCS provides consumers with budget, debt, and housing advice. Counselors help identify the causes of financial problems and ways to fix them. All services are available in English and Spanish. The following are provided at free or low cost:

- Credit and budget counseling
- Credit review counseling
- Debt management
- First time homebuyer counseling – educational workshops are free
- Housing counseling
- Pre-file bankruptcy counseling
- Children Cope with Divorce – an educational course, for parents of minor children, which teaches effective parenting during the transition of divorce. Cost: $50
- Financial education programs – covers topics in a classroom or online setting. Online option available for a small fee.
- Stretching Your Dollar – basic budgeting
- Credit When Credit is Due – comprehensive credit management
- Money in Motion – financial management overview.

**For full listing of classes offered please visit ywca.org**
<table>
<thead>
<tr>
<th>Catholic Affiliated Organizations</th>
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<tr>
<td><strong>Casa Vides</strong>&lt;br&gt;(subsidiary house for Annunciation House)</td>
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<tr>
<td>325 Leon St.</td>
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<tr>
<td>(915) 544-8451</td>
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<td>Director: Ruben Garcia</td>
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<td>First need to go through the Annunciation house</td>
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<tr>
<td>Emergency shelter for single women and families</td>
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| **Nazareth Hall Nursing Center** |
| 1475 Raynolds St. |
| (915) 565-4677 |
| Nazarethliving.org |
| Administrator/CEO: Kenny Welch |
| Skilled nursing facility, provides rehabilitation services including physical, occupational and speech therapy for the elderly |

| **Las Americas Immigrant Advocacy Center** |
| 1500 E. Yandell |
| (915) 544-5126 |
| M – Th 9:00am – 4:00pm |
| las-americas.org |
| Office closed due to COVID-19. Consultations over the phone every Thursday |
| **Services:** Provides high quality legal representation for undocumented immigrants in this community. |
| **Fee:** Walk-ins $50; consultations for new clients are 1st and 3rd of the month from 9:00am -12:00pm. |

| **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 Naomi Orona; needs to set up interview. |
| Transitional living shelter for homeless women |
**UTEP Resources**

**Dean of Students**
Dr. Catie McCorry Andalis
Associate Vice President and Dean of Students
cmandalis@utep.edu
(915) 747-5648

**Office of Student Conduct and Conflict Resolution (OSCCR)**
Union East Rm 303
(915) 747-8694
studentconduct@utep.edu

**Food pantry:** M-F 8:00am – 5:00pm (times change during the summer)
- **Location:** Memorial Gym 105
- **Contact person:** Roberto Martinez 747-7484
Please call for details.

**Family Friendly Room**
Union West Rm 112
8:00am to 5:00pm
(915) 747-5670

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

**Miners Advocacy & Prevention Services (CARE)**
1101 N. Campbell St.
care@utep.edu

**Contacts:**
- Arely Hernandez, Director
  (915) 747-8154
  azaragozahernandez@utep.edu
- Justin Tompkins, Case Manager
  (915) 747-7500
  jjitomkins@utep.edu
- Elisa Chaides, Case Advocate
  (915) 747-7452
  echaidesreye@utep.edu
- Adiel Holguin, LPC
  (915) 747-7439

**Services:** Provides free and confidential services to any UTEP student who is a victim of crime and their support system. Provide a safety and security plan. Provide confidential counseling. Offer on and off campus resources. Assist with medical/legal matters as a direct result of a crime, if applicable.

**Military Student Success Center**
Mike Loya Academic Services
Bldg. Room 130
(915) 747-5342
mssc@utep.edu

**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/

“Career Closet” – clothes to borrow for interviews
For Additional Resources:

All student affairs resources on campus via the Division of Student Affairs website:

https://www.utep.edu/studentaffairs/resources/index.html

Student Health and Wellness Center
Union Building East
351 W. University Ave. Ste 100
El Paso, Texas 79968
(915)747-5624
M – F 8:00am to 12:00pm
1:00pm to 5:00 pm
(Closed at lunch from 12 to 1 pm)

Services:

· Men and Women’s Health
· Immunizations
· Lab services
· Minor injury assistance
· Nutrition counseling and education
· Physical Exams
· Testing a treatment of sexually transmitted diseases
· Treatment for common illnesses
· Testing for COVID-19

Call ahead for all services and to schedule an appointment.
Resources in Ciudad Juárez, Mexico

**Centro de Apoyo Psicológico para la Familia y la Industria A.C.**
Calle Avenida de la Raza #5909
Colonia Raúl García
(01152656) 618-05-00
M – F 9:00am – 6:00pm
Sat-9:00am – 3:00pm

**Services:** Individual, couple, and family therapy. Need to call to make an appointment.

**Cost:** 800 Pesos; $40

**Centro de Derechos Humanos Paso Del Norte, A.C.**
Calle Independencia #7073
Colonia Lino Vargas
(01152656) 170-42-03
M – F 9:00am – 1:00pm (Covid-19)
contactoac@cvhelpasodelnorte.org

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

**Programa Compañeros**
Avenida de la Raza #2643
Fraccionamiento Sylvis
(a la altura del parque Borunda)
(01152656) 611-37-92
MWF 11:00am – 3:00pm
9:00 a.m. – 4:00 p.m.
www.programacompaneros.org

**Services:** Counseling and testing for HIV, medical, psychological, and pathology services

**Cost:** 50 – 100 pesos

**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:** Lic. Nubia Rodriguez Marquez (coordinator for social services)

**Services:** Assist with food, clothing and shoes and medications available with prescription

**Program: Armando Familias Plenas (Putting Together Complete Families):**
Workshops are provided regarding different life values for the entire family at no cost – depending on academic year

**Coordinator:** Delimar Certa o Rosario Cortez
direciongeneraldif@juarez.gov.mx

**Centro de psicología integral y fortalecimiento familiar:**

**Services:** individual, group and family therapy

**Cost:** Free

Call to make an appointment/hablar para hacer cita:
(01152656) 625-13-23
Calle Fresnel #9225
Colonia Partido Senecu
Parque industrial Bermúdez

**Coordinator:** Lic. Julio Cesar Ruiz
Subprocuraduría de Protección Auxiliar de Niñas, Niños, y Adolescentes para el Distrito Judicial Bravos
Calle Panama #980 / Esquina con Pedro S. Varela
Colonia Hidalgo
(01152656) 629-33-00 or 629-33-44
Ext. 53-304
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. Abril Grisel Barrera Deborah (coordinador)
Ext. for reporting: 53-303 or 53-304
Services: Legal guidance only for those individuals who have current cases with this agency.
Adoption services are available M- F 8:00am - 4:00pm

Universidad Autónoma de Ciudad Juárez (UACJ)
Avenida Universidad y Avenida Heroico Colegio Militar
Zona Chamizal
Centro de Atención Psicológica Sur
Instituto de Ciencias Sociales y Administración (ICSA)
Edificio G
(01152656) 688-38-48
M – F 9:00am – 8:00pm
www.uacj.mx
Not working right now.
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

Colegio de Psicólogos
(a national affiliation)
Atenea #5943 (consultorio)
Ciudad Juárez, Chihuahua, Mexico
(01152656) 618-13-56
(01152656) 326-56-37
M-F 9:00am – 7:00pm
Sat 10:00am – 2:00pm

Rosalia Delgado
Rio Tonalá 1824
Fracc. Vista del Norte
Cd. Juarez, Chihuahua, MX

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. (By appointment only /
through zoom)
Important Numbers

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

Borderland Rainbow Center**
2714 Wyoming Ave.
(915) 263-4623
www.borderlandrainbow.org

Campus Police (915) 747-5611

CPS/APS 1-800-252-5400

CRISIS LINE: (915) 779-1800

Diocesan Migrant & Refugee Services
2400A East Yandell Dr.
(915) 532-3975
www.dmrs-ep.org

National Domestic Violence Helpline
1-800-799-7233
Text: “START” to 88788
www.thehotline.org
(online chat available)

National Human Trafficking Hotline
1-888-373-7888

National Runaway Safeline
1-800-RUNAWAY
1-800-786-2929
https://www.1800runaway.org/

National Suicide Prevention Lifeline
1-800-273-TALK
1-800-273-8255
www.suicidepreventionlifeline.org

Paso Del Norte Civil Rights Project
(915) 532-3799
www.texascivilrightsproject.org

PFLAG El Paso**
(915) 209-2667
www.pflagelpaso.org

SHELTER FOR BATTERED WOMEN
24-Hour Hotline
(915) 593-7300

Rape, Abuse & Incest National Network (RAINN)
1-800-656-4673
www.rainn.org
(online chat available)

The Texas Attorney General
Crime Victims Service Division
(915) 834-5815
1-800-983-9933 (Hotline; Austin)
Can also call:
(512) 936-1200
www.oag.state.tx.us

The Trevor Project**
Hotline: 1-866-488-7386
www.thetrevorproject.org
(online chat and text available)

Veteran Crisis Line
1-800-273-8255 Press 1
Text: 838255

**LGBTQ+ Resource