

12/14/2021 (NG)

# 2021-2022 REFERRAL DIRECTORY

*Legal Services and Other Resources  
for Low-Income Texans*

Comment from Bastrop  
County JP 1 Office: Please  
be advised that this original  
document has been edited  
to a condensed version due  
to the original file size. We  
have reduced some content  
to adhere to topic resources  
and to reference Bastrop  
County eliminating other  
counties not relevant *to the  
Bastrop County area.* *If you  
wish to view the document  
in full, please visit  
[www.tjctc.org](http://www.tjctc.org)*



*Published by the*

**LEGAL ACCESS DIVISION OF THE STATE BAR OF TEXAS**

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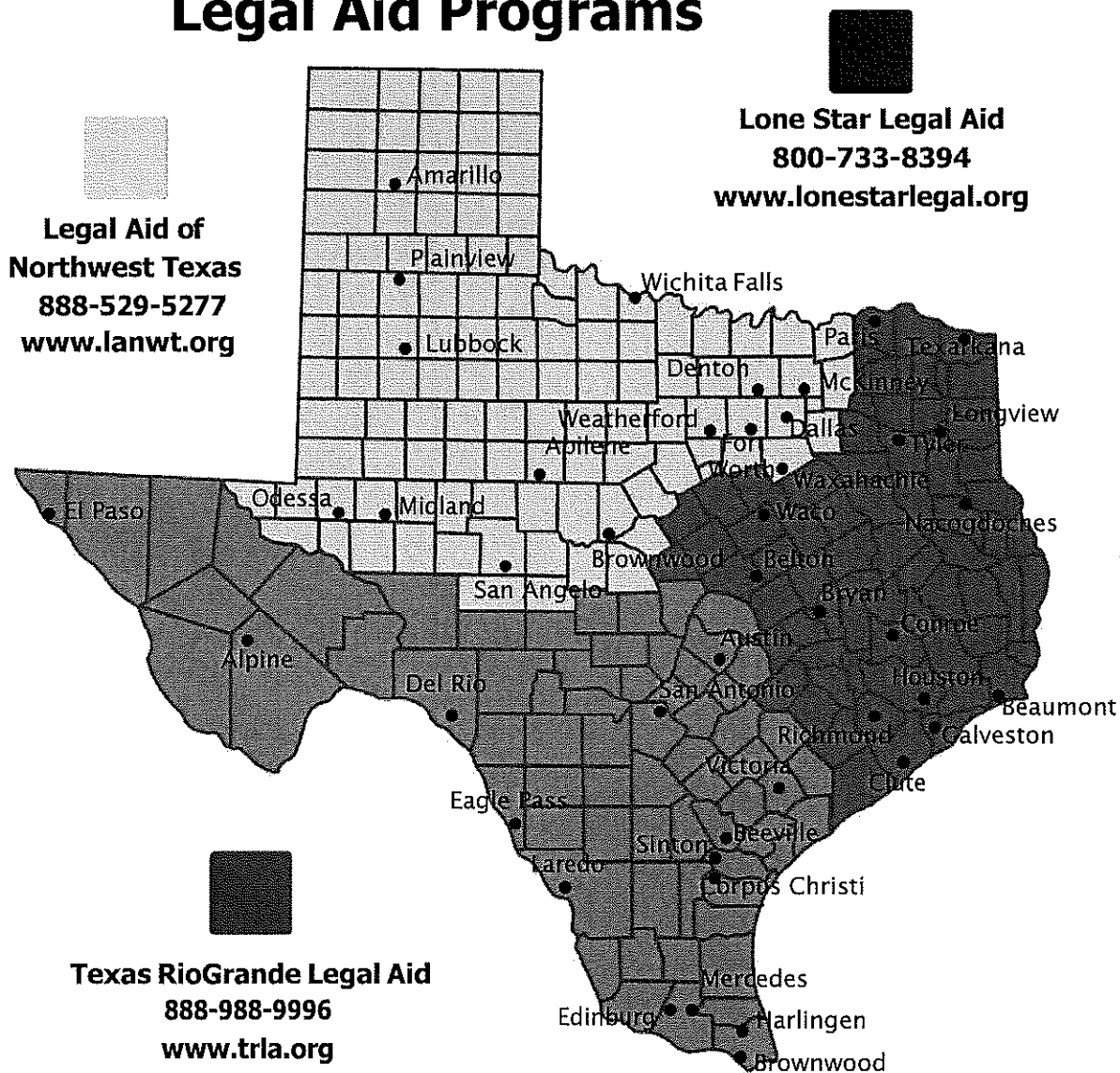
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# LEGAL AID PROGRAMS

## Introduction to Civil Legal Aid

The federal government, through the Legal Services Corporation (LSC), funds three legal services programs that serve every county in Texas: Legal Aid of NorthWest Texas, Lone Star Legal Aid and Texas RioGrande Legal Aid. The three LSC funded programs provide a wide range of civil legal services. Over 40% of the cases handled are family law cases. Most other cases are in the areas of housing, consumer law, employment, public benefits, or issues affecting the elderly. Due to federal restrictions, these LSC funded programs cannot handle criminal cases or immigration cases, except for representation of immigrants who have been victims of violent crime.

## Legal Aid Programs



Funding for legal services programs is extremely limited. Legal aid programs must turn away many with serious legal needs due to limited resources. LSC funded programs, and most other programs included in this directory, must refuse service to any applicant whose income is above specific federal poverty guidelines.

In most situations, the family income must fall below 125% of the federal poverty income guidelines. But in some situations, the family income can be up to 200% of the poverty guidelines. So even if your household exceeds the 125% guidelines, you should still apply.

**2020 Poverty Guidelines  
(Annual Income)**

<b>FAMILY SIZE</b>	<b>100%</b>	<b>125%</b>	<b>200%</b>
<b>1</b>	\$12,760	\$15,950	\$25,520
<b>2</b>	\$17,240	\$21,550	\$34,480
<b>3</b>	\$21,720	\$27,150	\$43,440
<b>4</b>	\$26,200	\$32,750	\$51,500
<b>5</b>	\$30,680	\$38,350	\$60,340
<b>6</b>	\$35,160	\$43,950	\$69,180
<b>7</b>	\$39,640	\$49,550	\$78,020
<b>8</b>	\$44,120	\$55,150	\$86,860
<b>For each additional household member, add:</b>	\$4,480	\$5,600	\$8,960
Calculations based on data from the U.S. Department of Health & Human Services (see <a href="https://aspe.hhs.gov/poverty-guidelines">https://aspe.hhs.gov/poverty-guidelines</a> )			

The programs listed include LSC funded legal services programs, followed by programs that either serve a specific client group (such as people with disabilities, children or older individuals) or limit service to a specific type of legal issue (such as civil rights, consumer, housing, or immigration). These programs may have income restrictions that differ from LSC funded programs. LSC funded programs are listed first under each county because they provide the most extensive civil legal service.

**BASTROP**

County Seat – Bastrop

**Texas RioGrande Legal Aid, Inc.**

800-369-9270 (San Antonio)

888-988-9996 (Main Office)

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

Provides free legal services to low-income residents in 68 south, central, and west counties in Texas; provides free legal services to survivors of sexual assault in 114 counties in north and west Texas; represents migrant and seasonal farm workers in 7 states; operates public defender programs in several Southwest Texas counties (court-appointed only); for assistance in civil cases, call Monday through Friday 9am-5pm. Legal services hotline: 888-988-9996. Disaster-Related Hotline: 866-757-1570. Legal Aid for Survivors of Sexual Assault (LASSA) Hotline: 800-991-5153.

**American Gateways**

512-478-0546 ext. 200 (Main Office)

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

Provides immigrations legal services at no or low cost, education, and advocacy. Main areas of focus include but are not limited to: consular process, DACA, Violence Against Women Act, U visa, asylum, withholding of removal, bond, parole, and more. Call 512-478-0546 ext. 200 for more information.

**Austin Bar Association Veterans Legal Advice Clinic**

512-472-0279 ext. office (Main Office)

[www.austinbar.org/for-the-public/legal-resources/veterans](http://www.austinbar.org/for-the-public/legal-resources/veterans)

Volunteer attorneys will provide legal advice clinics to veterans and their families in the following areas: Divorce, Child support, Custody, Consumer, Contracts, Criminal, Wills, Estate Planning, Guardianship, Probate, Housing, Landlord Tennant, Bankruptcy. Some cases may qualify for extended services.

**Capital Area Aids Legal Project (CAALP)**

512-406-6173 (Main Office)

[www.asaustin.org/caalp](http://www.asaustin.org/caalp)

The Capital Area AIDS Legal Project is a collaboration between Volunteer Legal Services of Central Texas and Vivent Health. The project provides free legal assistance to low-income individuals affected by HIV/AIDS on most civil legal issues including but not limited to social security disability benefits, wills, landlord-tenant, housing, foreclosure, bankruptcy and collections, consumer protection, expunction, name and gender change, unemployment, and more. CAALP accepts referrals from local HIV/AIDS service providers. CAALP does not help with criminal defense or immigration matters. Call 512-406-6173 or visit [www.asaustin.org/caalp](http://www.asaustin.org/caalp).

## **BASTROP**

### **Catholic Charities Of Central Texas Immigration Legal Services**

512-651-6100 ext. office (Main Office)  
[www.ccctx.org/immigration-legal-services.html](http://www.ccctx.org/immigration-legal-services.html)  
The Immigration Legal Services Program provides low-cost representation for persons seeking immigration assistance in Central Texas. We practice in most areas of immigration law including, but not limited to, family based immigration, naturalization, DACA, victim visas, asylum, and removal defense.

### **Disability Rights Texas**

512-454-4816 (Austin)  
800-252-9108 (Apply For Services)  
[www.DRTx.org](http://www.DRTx.org)  
Legal representation and advocacy for disability rights issues; to apply for services call toll free 800-252-9108. Intake Monday through Friday, 9:00am to 4:00pm or apply online at: [intake.DRTx.org](http://intake.DRTx.org).

### **Family Crisis Center**

512-303-7755 (Main Office)  
[www.family-crisis-center.org](http://www.family-crisis-center.org)  
Provides legal advocacy for survivors of domestic violence, sexual assault, and stalking, particularly with obtaining protective orders and referrals to free and sliding scale legal assistance; 24-hour crisis hotline: 512-303-7755 or toll free: 888-311-7755.

### **Justice For Our Neighbors – DFW**

817-310-3820 (Main Office)  
[www.jfondfw.org](http://www.jfondfw.org)  
Provides free and affordable, high-quality immigration legal services, shares information with the public and engages in advocacy with immigrants. Accepts all types of non-detained immigration cases. For more information call 817-310-3820.

### **LASSA, (Legal Aid For Survivors Of Sexual Assault)**

800-991-5153 (Main Office)  
[www.legalaidforsurvivors.org](http://www.legalaidforsurvivors.org)  
Provides a wide-range of free legal services to survivors of sexual assault in 68 counties in north and west Texas; to refer a client: [lassareferral@trla.org](mailto:lassareferral@trla.org); to apply for help leave a confidential voice message on the LASSA intake line: 800-991-5153.

### **Lone Star Victims Advocacy Project**

512-715-4831 (Main Office)  
[www.lsvap.org](http://www.lsvap.org)  
Provides free immigration legal services to victims of domestic violence and sexual abuse in underserved areas of Texas. Serves rural communities in central and east Texas providing free legal services through mail, phone, email and video conferencing. BIA Accredited services include VAWA, U visa, petitions to remove conditions, and applications to change status or employment authorization. Services are delivered remotely by phone, mail or online: applicants never need to travel to LSVAP.

### **Refugee And Immigrant Center For Education And Legal Services (RAICES)**

210-226-7722 (Main Office)  
[www.raicestexas.org](http://www.raicestexas.org)  
Provides immigration-related legal services for asylum seekers, unaccompanied minors, immigration detainees, and victims of domestic violence, crime and human trafficking.

### **Volunteer Legal Services Of Central Texas**

512-476-5550 (Main Office)  
[www.vlsoc.org](http://www.vlsoc.org)  
Offers free legal advice and intake clinic on civil law matters. VLS is unable to assist with criminal, immigration, or contested probate matters. Community Legal Clinics are held year-round at various dates and times in Travis, Bastrop, and Hays counties. Please visit our website for up-to-date information.

# INTRODUCTION TO PRO SE (SELF-HELP) RESOURCES

Major problems impacting access to the justice system in Texas include limited resources, funding restrictions, proximity to legal services in rural areas, and a rapidly increasing poverty population. The programs listed in this directory receive many requests for legal assistance, more than any program can accommodate. As a result, these programs can only assist a fraction of the requests received. Consequently, in some situations, individuals seeking legal assistance may have no choice other than to represent themselves in a legal matter.

## ONLINE SELF-HELP RESOURCES

### **www.TexasLegalAnswers.org**

Free online legal advice clinic offering answers by volunteer attorneys to civil legal questions. Low-income Texans can post any non-criminal legal question securely at TexasLegalAnswers.org, from any computer or smart device. Users must meet low-income eligibility requirements.

### **TexasLawHelp.org**

Provides free and comprehensive legal information for low-income Texans on a variety of civil legal matters including family law, debt collection, and landlord/tenant issues; a LiveChat operator is available Monday – Thursday, 10am- 2pm, to help eligible clients navigate the website.

### **Toolkit: My Debt Collection Rights in Texas**

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

The debt collection rights website includes guides to help Texans identify debt collection scams, protect against debt collector scare tactics, respond to debt collection lawsuits, and to understand reasons you might not have to pay if you are sued for a debt.

### **Toolkit: Defending Against A Civil Asset Forfeiture Case**

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

Provides an online guide to help with civil asset forfeiture in Texas and how to get property back if it has been taken by law enforcement.

### **Toolkit: Managing Someone Else's Money In Texas**

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

Offers an online toolkit for financial caregivers who manage money or property for those unable to do so themselves.

## SELF-HELP RESOURCES FOR CIVIL MATTERS

### **BASTROP**

#### **Lawyer Referral Service of Central Texas**

512-472-8303

Hours: 8:00 am – 4:30 pm, M-F

Offers limited scope referrals in family law matters for clients able to represent themselves (pro se) and reduced-fee legal services for qualified clients under the Modest Means Program (previously known as Match Program).

## **STATEWIDE**

### **LiveChat**

Remote services via computer go to [www.TexasLawHelp.org](http://www.TexasLawHelp.org) and scroll to the bottom. Click on "LiveChat." Provides legal information and some limited legal advice to qualifying individuals to assist in pro se matters; all advice provided through a chat feature on the website. Available Monday-Thursday 10am-2pm.

### **Texas Access and Visitation Hotline**

Remote services via telephone and computer  
866-292-4636

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

Hours: 1:00 p.m.- 5:00 p.m., M-F

Provides bilingual legal information, guidance, referrals, and education for non-custodial parents and interested parties addressing access, visitation, and custody; paternity establishment; and the child support order process.

### **Texas State Law Library**

[www.sll.texas.gov/](http://www.sll.texas.gov/)

205 West 14th St., Austin, TX 78701

844-829-2843

Hours: 8:00 am – 5:00 pm, M-F

The Texas State Law Library is a public law library that serves the high courts, state agencies, and the citizens of Texas. Librarians cannot offer legal advice but can answer general questions about the law and help people locate informational resources that will empower them to handle their own legal issues.

### **Texas Advocacy Project**

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

800-374-4673

Hours: 8:30 am – 5:30 pm, M-F

Provides Assisted Pro Se (APS) services offering help preparing legal documents for divorces, protective orders, modifications, general legal advice, and related matters. All services are free.

HOPE Line: 800-374-HOPE (4673).

# Statewide Civil Legal, Government, and Related Agency Resources

## ALCOHOL AND DRUG ABUSE TREATMENT INFORMATION

### Substance Use Services, Health & Human Services

866-378-8440 (Main Office)

[www.hhs.texas.gov/services/mental-health-substance-use/adult-substance-use](http://www.hhs.texas.gov/services/mental-health-substance-use/adult-substance-use)

Provides information on programs and services for adult and youth substance use prevention and substance use disorder treatment and intervention. Substance Abuse hotline: 877-966-3784.

## CHILDREN/MINORS

### Abuse & Neglect, Texas Department Of Family And Protective Services (TDFPS)

800-252-5400 (Main Office)

[www.dfps.state.tx.us/Contact\\_Us/report\\_abuse.asp](http://www.dfps.state.tx.us/Contact_Us/report_abuse.asp)

Hotline to report abuse, neglect and exploitation of children and the elderly or adults with disabilities.

### CHIP (Children's Health Insurance Program)

877-543-7669 (Main Office)

[www.hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members/chip](http://www.hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members/chip)

Offers low cost or free health insurance coverage from the Children's Health Insurance Program (CHIP) or Children's Medicaid; both programs cover office visits, prescription drugs, dental care, eye exams, glasses and much more. CHIP coverage is also available for unborn children (see CHIP Perinatal). Visit website or call 800-964-2777 for more information.

### Disability Rights Texas

800-252-9108 (Apply for Services)

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

Legal representation and advocacy for disability rights issues; to apply for services call toll free 800-252-9108. Intake Monday through Friday, 9:00am to 4:00pm or apply online at: [intake.DRTx.org](http://intake.DRTx.org).

### HEROES For Children In Military Families

512-460-6400 (Main Office)

[www.texasattorneygeneral.gov/child-support/programs-and-initiatives/heroes-program-service-members](http://www.texasattorneygeneral.gov/child-support/programs-and-initiatives/heroes-program-service-members)

Provides service members, veterans and their dependents with enhanced, personalized assistance in addressing paternity establishment, child support and parenting time matters; (HEROES = Help Establishing Responsive Orders Ensuring Support For Children In Military Families). To speak with someone from

HEROES, please call 512-460-6400 or email [heroes@oag.texas.gov](mailto:heroes@oag.texas.gov).

### Jane's Due Process, Inc.

866-999-5263 (Main Office)

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

Provides free legal support and case management for young Texans navigating parental consent laws on abortion and birth control.

### Office of Attorney General Child Support – General Information Line

800-252-8014 (Main Office)

[www.texasattorneygeneral.gov/cs/child-support-division](http://www.texasattorneygeneral.gov/cs/child-support-division)

Provides information 24 hours a day for child support establishment and enforcement services provided by the Office of the Attorney General (OAG); assists in establishing paternity; handles reporting for newly hired or retired employee statutes; offers parents automated information on payment and case status, dates, and more. Call toll free: 800-252-8014.

### Office Of Consumer Relations For The Department Of Family & Protective Services

800-720-7777 (Main Office)

<https://www.dfps.state.tx.us/>

Handles case-specific complaints relating to adult protective services in home investigations, child protective services, child care licensing investigations, and complaints regarding the Department of Family and Protective Services hotline.

### Texas Access And Visitation Hotline, Office Of The Attorney General

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

Provides legal information related to child custody and visitation issues as well as paternity and child support information. Hotline is answered Monday through Friday 1:00 pm until 5:00 pm: 866-292-4636.

### Texas Foster Youth Justice Project

877-313-3688 (Main Office)

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

Provides free legal support and guidance to current and former foster youth and those that work with them. It is a special project of Texas RioGrande Legal Aid, Inc. and serves the whole state of Texas. The Project also publishes A Guide to "Aging Out" of Foster Care in Texas. The Project provides free information, resources and presentations at events for foster youth and those who help them. Our interactive Foster Youth Jeopardy game covers important legal issues faced by youth.



**Texas Legal Services Center – Family Helpline, CPS Information And Education**

844-888-6565 (Main Office)  
[www.tlsc.org/family](http://www.tlsc.org/family)

The Family Helpline attorneys can speak with anyone who has a question related to a Texas Child Protective Services issue, regardless of the caller's relationship to a child. Helpline: 844-888-6565. Calls accepted Monday through Friday from 9:00 AM – 6:00 PM.

**CIVIL RIGHTS/DISCRIMINATION**

**American Civil Liberties Union of Texas (ACLU)**

713-942-8146 (Main Office)  
[www.aclutx.org](http://www.aclutx.org)

Works in courts, legislatures and in the community to defend and preserve the individual rights and liberties guaranteed to every person in this country by the Constitution and laws of the United States.

**Equal Employment Opportunity Commission**

202-669-4000 (Main Office)  
[www.eeoc.gov](http://www.eeoc.gov)

Responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age (40+), disability or genetic information.

**Mexican American Legal Defense & Educational Fund (MALDEF)**

210-224-5476 (Main Office)  
[www.maldef.org](http://www.maldef.org)

Promotes change in the areas of education, employment, immigrants' rights and political access through litigation, policy work, and community education and advocacy.

**Texas Civil Rights Project**

512-474-5073 (Main Office)  
[www.txcivilrights.org](http://www.txcivilrights.org)

Provides legal advocacy and litigation to its three legal programs: criminal injustice reform, voting rights, and racial and economic justice. For more information call 512-474-5073 or visit website.

**Texas Workforce Commission, Civil Rights**

512-463-2642 (Main Office)  
[www.texasworkforce.org/civilrights](http://www.texasworkforce.org/civilrights)

Investigates and resolves complaints of employment and housing discrimination.

**CONSUMER**

**Consumer Helpline, Office Of Consumer Credit Commissioner**

800-538-1579 ext. helpline (Main Office)  
[www.occ.texas.gov](http://www.occ.texas.gov)

OCCC licenses and regulates non-bank service providers across Texas, including: regulated lenders, property tax lien lenders, residential mortgage loan originators, motor vehicle sales finance companies, pawnshops, and pawnshop employees. The Agency's consumer protection division investigates consumer complaints against agency regulated entities.

**Financial Hope Credit Counseling Services, Inc (Formerly Transformance)**

214-276-0235 (Main Office)  
[www.financialhopecreditcounselingservices.org](http://www.financialhopecreditcounselingservices.org)

Provides financial education, literacy, and workforce development programs to low to moderate income families.

**Office of Attorney General – Consumer Protection Division**

512-463-2185 (Main Office)  
[www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov)

Investigates and enforces state and federal civil consumer protection laws on behalf of the State of Texas; accepts consumer complaints regarding deceptive trade practices but cannot represent individual consumers.

**DISABILITY**

**Abuse & Neglect, Texas Department Of Family And Protective Services (TDFPS)**

800-252-5400 (Main Office)  
[www.dfps.state.tx.us/Contact\\_Us/report\\_abuse.asp](http://www.dfps.state.tx.us/Contact_Us/report_abuse.asp)  
Hotline to report abuse, neglect and exploitation of children and the elderly or adults with disabilities.

**Area Agencies On Aging, Health And Human Services Commission**

800-252-9240 (Main Office)  
[www.hhs.texas.gov/services/aging/care-people-60](http://www.hhs.texas.gov/services/aging/care-people-60)  
Provides services through the local Area Agency on Aging (AAA) which offers: finding and accessing community resources, understanding Medicare and other federal benefits, providing to support to caregivers, and more. Call 800-252-9240 to be connected or visit the website for more information.

### **Disability Rights Texas**

800-252-9108 (Apply For Services)

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

Legal representation and advocacy for disability rights issues; to apply for services call toll free 800-252-9108. Intake Monday through Friday, 9:00am to 4:00pm or apply online at: [intake.DRTx.org](http://intake.DRTx.org).

### **HELPS (Help Eliminate Legal Problems For Seniors And Disabled)**

855-435-7787 (Main Office)

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

Provides representation for lower-income seniors and disabled persons, as their attorney under the Federal Fair Debt Collections Practices Act, to stop unwanted collector contact by phone or mail. Also provides education to seniors and disabled persons on how to maintain financial independence.

### **Relay Texas**

800-735-2988 (Main Office)

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

Provides telephone accessibility service between individuals who can hear and those who are deaf, hard-of-hearing, deaf-blind or speech-disabled. The relay service is available 24/7: 7-1-1 or 800-735-2988.

## **DISASTER RESOURCES**

### **National Disaster Legal Aid Website**

800-733-8394 (Main Office)

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

DisasterLegalAid.org is a national resource center for disaster survivors and advocates serving them. It provides accurate and timely information on active disasters and disaster related legal issues. As a national gathering place for disaster resources, the website builds connections between disaster legal aid community advocates working to meet legal needs across regions.

### **Texas Disaster Legal Help**

800-733-8394 (Main Office)

24-hour Online Help Available

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

Texas Disaster Legal Help (TDLH) is a collaboration of legal aid providers aimed at improving access to justice for disaster survivors. TDLH allows disaster survivors and volunteer attorneys to access key resources in one place and connects survivors needing legal help with volunteer attorneys. This tool will streamline and increase connections between survivors and attorneys willing to provide high-quality, free legal assistance as survivors navigate the recovery process after a disaster.

### **TexasLawHelp.org**

512-477-6000 (Main Office)

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

[www.texaslawhelp.org/article/natural-disaster-relief-hotlines-and-clinics](http://www.texaslawhelp.org/article/natural-disaster-relief-hotlines-and-clinics)

Provides free and comprehensive legal information for low-income Texans on a variety of civil legal matters including disaster relief; a LiveChat operator is available Monday – Thursday, 10am- 2pm, to help eligible clients navigate the website.

## **DOMESTIC VIOLENCE/SEXUAL ASSAULT/ CRIME VICTIMS**

*Find a Family Violence Program Center in your area:*

<https://hhs.texas.gov/services/safety/family-violence-program>

### **Brighter Tomorrows**

972-262-8383 (Main Office)

[www.brightertomorrows.net](http://www.brightertomorrows.net)

Provides legal advocacy for survivors of domestic violence and sexual assault, particularly with obtaining protective orders and referrals to free and sliding scale legal assistance. 24-Hour Hotline: 972-262-8383.

### **Crime Victim Services Division, Office Of The Attorney General**

800-983-9933 (Main Office)

[www.texasattorneygeneral.gov/crime-victims](http://www.texasattorneygeneral.gov/crime-victims)

Provides services for crime victims through the Crime Victims' Compensation Program, Address Confidentiality Program, Victim Notification, and Sexual Assault Exam Reimbursement programs. Visit website or call 800-983-9933 for more information.

### **FamilyTime Crisis And Counseling Center**

281-446-2615 (Main Office)

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

Provides legal advocacy for survivors of human trafficking, domestic violence and sexual assault, particularly with emergency shelter access, free individual and group counseling, hospital and court accompaniment, and more. 24-hour crisis hotline: 281-446-2615.

### **Legal Aid for Survivors of Sexual Assault (LASSA)**

844-303-7233; Option 1 (Main Office)

[www.tlsc.org/lassa](http://www.tlsc.org/lassa)

Provides free legal assistance statewide to any survivor in Texas. Confidential statewide hotline to speak directly with an attorney available seven days a week; live operating hours from 9:00 a.m. to 7:00 p.m. M-F.

### **Love is Respect – National Dating Abuse Helpline**

866-331-9474 (Main Office)

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

Highly-trained advocates offer support, information and advocacy to young people who have questions or concerns about their dating relationships and/or experienced dating violence. 24-hour hotline: 866-331-9474 or text "Lovels" to 22522 or 866-331-9474.

**National Domestic Violence Hotline**

800-799-7233 (Main Office)

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

Provides lifesaving tools and immediate support to enable victims to find safety and live lives free of abuse. Trained advocates offer confidential and anonymous compassionate support, crisis intervention, education, safety planning, and referrals. 24-hour toll free hotline: 800-799-7233. A videophone is available for the deaf or hard of hearing: 855-812-1001. TTY: 800-787-3224.

**Northwest Assistance Ministries' Family Violence Center**

281-855-4673 (Main Office)

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

The Family Violence Center offers crisis intervention and support for survivors of domestic violence and sexual assault; services include crisis counseling, case management, counseling, information & referral, community awareness and education. NAM also offers a children's health services, senior services, adult learning opportunities, food pantry, basic needs and housing assistance. Primarily serves Harris County.

**Texas Advocacy Project**

800-374-4673 (Main Office)

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

Provides free legal services to survivors of family and dating violence, sexual assault, and stalking. Hotline number 800-374-4673.

**Texas Association Against Sexual Assault**

512-474-7190 (Main Office)

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

Statewide coalition of survivors, advocates, rape crisis centers, and allied professionals that offers information, resources, and referrals to victims of sexual assault.

**Texas Council On Family Violence (TCFV)**

512-794-1133 (Main Office)

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

Assists and supports Texas domestic violence shelters, battering intervention and prevention programs and other family violence service providers; maintains extensive domestic violence-related resources; provides state-wide training to prosecutors, law enforcement, and the judiciary; conducts in-depth work in research and policy areas.

**Texas Crime Victim Legal Assistance Legal Network**

844-885-7428 Hotline

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

The Texas Crime Victim Legal Assistance Network ("Network") is a collaboration of service providers working together to ensure victims (survivors) of crime obtain the services they need to recover from their victimization through one central location. The Network brings together a diverse range of providers who on

their own cannot provide all services but who by working together can offer a broad spectrum of legal and non-legal support services that are essential to helping victims (survivors) recover. The website builds connections between crime victim agencies working to meet crime victim legal needs.

**Texas Department of Criminal Justice, Victim Services Division**

800-848-4284 (Main Office)

[www.tdcj.texas.gov/divisions/vs/index.html](http://www.tdcj.texas.gov/divisions/vs/index.html)

Provides direct, personal services to victims and their families throughout Texas; assures victims that they can be involved in all parts of the criminal justice system if desired; updates victims with the status of the offender; To access the Integrated Victim Services System (IVSS) Portal go to: <https://ivss.tdcj.texas.gov>

**Texas Legal Services Center – Crime Victims**

844-303-7233 (Main Office)

[www.tlsc.org/crimevictims](http://www.tlsc.org/crimevictims)

Statewide project providing free direct legal representation and referrals for victims of violent crime and provides education about crime victim's rights. Offers legal advice, safety planning, pro se (self-representation) assistance, and legal representation to victims of domestic violence, sexual abuse or assault, stalking, cyber-stalking, or any other form of violent crime. Also assists with crime victim compensation claims. Applicants should complete the Crime Victims online intake form or call the helpline: 844-303-7233.

**ELDER LAW****Abuse & Neglect, Texas Department of Family and Protective Services (TDFPS)**

800-252-5400 (Main Office)

[www.dfps.state.tx.us/Contact\\_Us/report\\_abuse.asp](http://www.dfps.state.tx.us/Contact_Us/report_abuse.asp)

Hotline to report abuse, neglect and exploitation of children and the elderly or adults with disabilities.

**Area Agencies On Aging, Health And Human Services Commission**

800-252-9240 (Main Office)

[www.hhs.texas.gov/services/aging/care-people-60](http://www.hhs.texas.gov/services/aging/care-people-60)  
Provides services through the local Area Agency on Aging (AAA) which offers: finding and accessing community resources, understanding Medicare and other federal benefits, providing to support to caregivers, and more. Call 800-252-9240 to be connected or visit the website for more information.

### **HELPS (Help Eliminate Legal Problems For Seniors And Disabled)**

855-435-7787 (Main Office)  
[www.helpsishere.org](http://www.helpsishere.org)

Provides representation for lower-income seniors and disabled persons, as their attorney under the Federal Fair Debt Collections Practices Act, to stop unwanted collector contact by phone or mail. Also provides education to seniors and disabled persons on how to maintain financial independence.

### **Texas Legal Services Center – Legal Hotline For Texans**

800-622-2520 (Main Office)  
[www.tlsc.org/legalhotline](http://www.tlsc.org/legalhotline)

For people age 60 or over, attorneys on the Legal Hotline for Texans can give you legal advice—all for free and over the phone. Provides information on free legal forms, government/nonprofit services, and other free resources available. Offers counsel and advice on certain (non-criminal) civil law matters like accessing public benefits (Medicaid, Medicare, SNAP, SSI, and Social Security), advance directives, power of attorney, guardianship, home ownership, and consumer issues.

## **EMPLOYMENT**

### **Equal Justice Center**

800-853-4028 (Main Office)  
[www.equaljusticecenter.org](http://www.equaljusticecenter.org)

Provides free legal assistance to low-income persons seeking protection and enforcement of wage and other employment rights, regardless of citizenship or immigration status. Includes claims involving labor trafficking and employment discrimination.

### **Texas Legal Services Center – South Central Pension Rights Project (SCRP)**

800-443-2528 (Main Office)  
[www.tlsc.org/pension](http://www.tlsc.org/pension)

Provides personalized assistance by answering questions about complicated pension laws and how they affect your retirement; Obtaining and explaining hard-to-find retirement plan publications, forms, and other documents; Correcting pension miscalculations and claiming retirement benefits that have been denied; Tracking down benefits from past employers; And providing referrals to lawyers, actuaries, and other pension professionals as appropriate. Applicants should call 800-443-2528.

### **Texas Workforce Commission, Employee's Hotline**

512-463-2222 (Main Office)  
[www.twc.texas.gov](http://www.twc.texas.gov)

Provides employment-related assistance including discrimination in employment, education, job search and unemployment insurance; services include general information, individual advocacy and ombudsman services.

### **Texas Workforce Commission, Labor Law Division**

800-832-9243 (Main Office)  
[www.twc.texas.gov/programs/labor-law-program-overview](http://www.twc.texas.gov/programs/labor-law-program-overview)  
Investigates and resolves wage claims for unpaid wages or compensation, and complaints for violations of the Texas Child Labor Law.

### **Workers Compensation Division, Texas Department Of Insurance**

512-804-4000 (Main Office)  
[www.tdi.texas.gov/wc](http://www.tdi.texas.gov/wc)

Assists injured employees who are covered by workers compensation; provides safety and health services to Texas employers.

## **GRIEVANCES AGAINST LAWYERS, JUDGES OR MEDICAL PROFESSIONALS**

### **Attorney Grievance Information/Client Attorney Assistance Program (CAAP)**

800-932-1900 ext. x1790 (Main Office)  
[www.texasbar.com/caap](http://www.texasbar.com/caap)

Assists the public and attorneys in resolving disputes with Texas attorneys; facilitate and improve communications between clients and attorneys.

### **Health Professions Council's Complaint Referral System**

800-821-3205 (Main Office)  
[www.hpc.state.tx.us](http://www.hpc.state.tx.us)

The mission of the Health Professions Council (HPC) is to coordinate regulatory efforts among the various health care licensing boards represented on the HPC. In keeping with this mission, each board and agency of the HPC will strive to share ideas, resources and functions to provide efficient and effective services to the citizens of Texas. To that end, if you have a complaint against a licensee you can call the hotline and be put in touch with staff at the appropriate agency.

### **State Commission on Judicial Conduct**

512-463-5533 (Main Office)  
[www.scjc.texas.gov](http://www.scjc.texas.gov)

The State Commission on Judicial Conduct is the independent Texas state agency responsible for investigating allegations of judicial misconduct and/or disability.

### **To File A Grievance Against A Texas Attorney**

877-953-5535 (Main Office)  
<https://cdc.texasbar.com/cdc/>

Those who believe they have been a witness to attorney misconduct — clients, members of the public, members of the legal community, and judges — have the right to file a grievance against a Texas attorney. Report possible unlawful solicitation by an attorney. Grievances are filed through the State Bar of Texas, Office of Chief Disciplinary Counsel.

## HEALTH

### **Substance Use Services, Health & Human Services Commission**

866-378-8440 (Main Office)

[www.hhs.texas.gov/services/mental-health-substance-use/adult-substance-use](http://www.hhs.texas.gov/services/mental-health-substance-use/adult-substance-use)

Provides information on programs and services for adult and youth substance use prevention and substance use disorder treatment and intervention. Substance Abuse hotline: 877-966-3784.

### **Texas Department Of State Health Services General Inquiry Hotline**

888-963-7111 (Main Office)

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

General inquiry hotline for programs run by the Texas Department of State Health Services (DSHS); for state referrals dial 2-1-1.

### **Texas Health And Human Services Commission**

512-424-6500 (Main Office)

[www.hhs.texas.gov](http://www.hhs.texas.gov)

Oversees the operations of the health and human services system; provides administrative oversight of Texas health and human services programs and provides direct administration of some programs, including Medicaid, food stamps and disaster relief; call 2-1-1 for intake or toll-free at 877-541-7905.

## HOUSING

### **Texas Department of Housing & Community Affairs**

512-475-3800 (Main Office)

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

Provides referrals for rental assistance, rent-reduced apartments, low-interest housing loans, home repair, weatherization, utility assistance, and emergency/homeless services. This information is also found on the "Help for Texans" website, [www.tdhca.state.tx.us/texans.htm](http://www.tdhca.state.tx.us/texans.htm) or [www.tdhca.state.tx.us/texans-sp.htm](http://www.tdhca.state.tx.us/texans-sp.htm) for Spanish speakers. Does not provide legal assistance.

### **Texas Department Of Housing & Community Affairs – Manufactured Housing Division**

512-475-2200 (Main Office)

[www.tdhca.state.tx.us/mh/index.htm](http://www.tdhca.state.tx.us/mh/index.htm)

The TDHCA Manufactured Housing Division (MHD) regulates the manufactured housing industry in Texas, records ownership and liens, investigates and resolves consumer complaints against manufactured housing license holders, and conducts installation inspections. The MHD does not provide legal assistance or financial assistance.

### **Texas Tenants Union**

214-823-2733 (Main Office)

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

Offers free information and assistance to educate tenants on their rights through free workshops, phone assistance, written materials, and training. Call 214-823-2733 for more information on workshops or visit the website.

## IMMIGRATION

*For VAWA cases, see the "Civil Resources tab" (county-by-county listings) for LSC-funded programs and other programs which are able to accept VAWA petition cases for battered spouses; some of the non-LSC programs may charge a nominal fee or request donations.*

### **Citizenshipworks**

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

Citizenshipworks (available in English, Spanish, and Chinese) is an online tool that helps legal permanent residents apply for citizenship, step-by-step; website alerts applicants about any potential problems with their application and allows applicants to connect with free or low-cost legal help.

### **Equal Justice Center – DACA, Naturalization And Immigration**

800-853-4028 (Main Office)

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

Provides free immigration legal assistance with DACA, naturalization, and labor trafficking for exploited workers. Includes claims involving employment discrimination.

### **GANOC/CAREGEN Central American Refugee Center**

713-665-1284 (Main Office)

Provides clients with orientation on immigration services within US Citizenship and Immigration Services (USCIS). Help clients with form filing and documentation intakes such as family petitions, adjustment of status, citizenships, renewal of residency cards, work permits through TPS, and DACA, etc.

### **U.S. Citizenship And Immigration Services**

800-375-5283 (Main Office)

[www.uscis.gov](http://www.uscis.gov)

Federal agency that oversees lawful immigration to the United States.

## INSURANCE

### **CHIP (Children's Health Insurance Program)**

800-964-2777 (Main Office)

<https://hhs.texas.gov/services/health/medicaid-chip>

Offers low cost or free health insurance coverage from the Children's Health Insurance Program (CHIP) or Children's Medicaid; both programs cover office visits, prescription drugs, dental care, eye exams, glasses and

much more. CHIP coverage is also available for unborn children (see CHIP Perinatal). Visit website or call 800-964-2777 for more information.

### **Texas Department Of Insurance**

800-252-3439 (Main Office)

[www.tdi.texas.gov](http://www.tdi.texas.gov)

Regulates the state's insurance industry to protect and ensure the fair treatment of consumers, investigate fraud, enforce insurance laws and rules and take action against companies and agents; ensures implementation and enforcement of Texas Workers' Compensation Act, Texas Labor Code, and other regulations regarding workers' compensation; Toll-free consumer helpline: 800-252-3439.

## **NON-PROFIT/TRANSACTIONAL**

### **Texas Accountants And Lawyers For The Arts (TALA)**

512-459-8252 (Main Office)

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

Provides legal services for low-income artists in Texas. Issues have to be related to the artist's practice, for example: copyright, trademark, contracts for artwork, etc. TALA also assists arts non-profits and art groups seeking to form a non-profit organization. Additionally, TALA operates a patent pro bono program to assist low-income inventors to file for a patent with the United States Patent and Trademark Office. TALA does not take family law or criminal law cases.

### **Texas Community Building With Attorney Resources (Texas CBAR)**

512-374-2712 (Main Office)

[www.trla.org/nonprofits](http://www.trla.org/nonprofits)

Texas CBAR is a statewide attorney referral program that provides free legal help to eligible nonprofit groups that cannot otherwise afford legal services. We connect volunteer attorneys with nonprofits that need assistance with transactional matters such as state incorporation, federal application for tax-exempt status, bylaws, contracts, internal policies, board compliance, and other matters that do not involve litigation.

[TexasCBAR@trla.org](mailto:TexasCBAR@trla.org).

### **Texas Legal Services Center – Transfer On Death Deeds**

800-622-2520 (Main Office)

[www.tlsc.org/transactional](http://www.tlsc.org/transactional)

Prepares Transfer on Death Deeds for low-income Texas property owners who wish to transfer their real property (land, homes, and vehicles) to heirs without the need for probate (which includes private attorney fees and court filing fees). Call 800-622-2520 for more information.

## **PUBLIC BENEFITS**

### **Social Security Administration**

800-772-1213 (Main Office)

[www.socialsecurity.gov](http://www.socialsecurity.gov)

Provides services for persons seeking retirement, Medicare, disability, spousal, or survivors benefits, and Supplemental Security Income (SSI). Many services can be completed online by creating a personal [mysocialsecurity](http://mysocialsecurity) account at [www.ssa.gov/myaccount](http://www.ssa.gov/myaccount).

### **Texas Department Of State Health Services**

#### **General Inquiry Hotline**

888-963-7111 (Main Office)

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

General inquiry hotline for programs run by the Texas Department of State Health Services (DSHS); for state referrals dial 2-1-1.

### **Texas Health And Human Services Commission**

512-424-6500 (Main Office)

[www.hhs.texas.gov](http://www.hhs.texas.gov)

Oversees the operations of the health and human services system; provides administrative oversight of Texas health and human services programs and provides direct administration of some programs, including Medicaid, food stamps and disaster relief; call 2-1-1 for intake or toll-free at 877-541-7905.

### **Texas Information And Referral Network (TIRN) 2-1-1 Texas**

211 (Main Office)

[www.211texas.org](http://www.211texas.org)

Provides free information and referral services on health and human services including food, shelter, rent assistance, utility bill assistance, counseling, child care, after-school programs, senior services, disaster relief and other programs in your area; fees may vary; callers can dial 2-1-1 from anywhere in the state to reach an information or referral specialist.

## **PUBLIC UTILITIES**

### **Lifeline, Public Utility Commission Of Texas (PUC)**

866-454-8387 (Main Office)

<http://puc.texas.gov/consumer/lowincome/Assistance.aspx>

Provides assistance to qualified low-income individuals to pay the monthly cost of basic telephone service. For more information call 866-454-8387.

## **VETERANS**

### **HEROES For Children In Military Families**

512-460-6400 (Main Office)

[www.texasattorneygeneral.gov/child-support/programs-and-initiatives/heroes-program-service-members](http://www.texasattorneygeneral.gov/child-support/programs-and-initiatives/heroes-program-service-members)

Provides service members, veterans and their dependents with enhanced, personalized assistance in addressing paternity establishment, child support and parenting time matters; (HEROES = Help Establishing Responsive Orders Ensuring Support For Children In Military Families). To speak with someone from HEROES, please call 512-460-6400 or email [heroes@oag.texas.gov](mailto:heroes@oag.texas.gov).

### **Stateside Legal**

207-774-4753 (Main Office)

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

Pine Tree maintains Stateside Legal as a national clearinghouse website for military members, veterans, and their families to help them understand their legal rights and identify potential resources for legal help via a directory of free and low-cost legal service providers in all 50 states. The site also includes advocate tool-kits and resources to strengthen legal representation of veterans and service members. Pine Tree's own legal services are limited to Maine residents.

### **Texas Lawyers For Texas Veterans**

512-427-1514 (Main Office)

[www.texasbar.com/veterans](http://www.texasbar.com/veterans)

Website includes resources for veterans on legal clinics and other related issues.

### **Texas Legal Services Center – Texas Veterans Legal Assistance Project**

800-622-2520 (Main Office)

[www.tlsc.org/veterans](http://www.tlsc.org/veterans)

Provides legal assistance in civil matters, including family law, employment, housing, consumer, bankruptcy, probate, and VA benefits to low-income Texas veterans, their spouses, dependents and survivors. Applicants should complete the Veterans Legal Assistance Project online intake form or call toll free 800-622-2520 and select option 2.

### **Texas Veterans Commission**

512-463-6564 (Main Office)

800-252-8387 (Toll-Free)

[www.tvc.texas.gov](http://www.tvc.texas.gov)

Provides quality services through a dedicated, professional, and well-trained workforce, serves all veterans throughout the state, and tailors its services to meet veterans' needs and the needs of their families and survivors. TVC provides service to veterans, their families, and survivors through eight statutory programs: Claims Representation and Counseling; The Veterans Education Department (VetsEd); Veterans Employment Services (VES); Veteran Entrepreneur Program (VEP); Fund for Veterans' Assistance (FVA); Health Care Advocacy Department (HCAD); Veterans Mental Health Department (VMHD); and Women Veterans Program (WVP).

### **VetLex**

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

Web-based network of coordinated pro bono service providers to serve the legal needs of veterans.

## **OTHER**

### **Consejos Legales**

713-759-1133 (Main Office)

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

Consejos Legales is a program offered by the Mexican American Bar Association and the Hispanic Bar Association, in partnership with the Houston Bar Association. It offers free, simple legal advice in Spanish for Harris County residents. With few exceptions, Consejos Legales takes place on the first Thursday of every month. You may confirm the date and time of the next Consejos Legales by consulting the website calendar or calling the HBA office at 713-759-1133.

## **STATEWIDE CIVIL LEGAL, GOVERNMENT AND RELATED AGENCY**

### **National Disaster Legal Aid Website**

800-733-8394 (Main Office)

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

DisasterLegalAid.org is a national resource center for disaster survivors and advocates serving them. It provides accurate and timely information on active disasters and disaster related legal issues. As a national gathering place for disaster resources, the website builds connections between disaster legal aid community advocates working to meet legal needs across regions.

### **Texas Secretary Of State**

512-463-5770 (Main Office)

[www.sos.texas.gov](http://www.sos.texas.gov)

Provides information regarding corporations, limited liability companies, trademarks, voting rights and telephone solicitations; includes pre-recorded information, self-help materials and copies of filed documents; for voting information and election information, contact the Elections Division at 800-252-8683.

### **TexasLawHelp.Org**

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

Provides free and comprehensive legal information for low-income Texans on a variety of civil legal matters including family law, debt collection, and landlord/tenant issues; a LiveChat operator is available Monday – Thursday, 10am–2pm, to help eligible clients navigate the website.

## **STATEWIDE LEGAL RESOURCES RELATING TO CRIMINAL MATTERS**

*If a public defender is not listed under your county and the court does not appoint an attorney on your behalf, a list of all the lawyer referral services in Texas can be found under the "Other Resources" tab. Please indicate that you are searching for a criminal defense attorney. Alternative resources are listed below.*

### **National Association Of Criminal Defense Lawyers (NACDL)**

202-872-4001 (Main Office)

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

NACDL is the premier national bar serving the criminal defense profession. Offers an online referral directory of private criminal defense attorneys who are NACDL members. NACDL advocates for a fair, rational and humane criminal justice system, and provides continuing legal education for criminal defense lawyers.

### **Texas Criminal Defense Lawyers Association (TCDLA)**

512-478-2514 (Main Office)

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

A statewide association for criminal defense attorneys; the website has a "Lawyer Locator" tool that identifies private criminal defense attorneys by city/county location and areas.

### **Texas Fair Defense Project**

512-637-5220 (Main Office)

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

TFDP fights to end the criminalization of poverty in Texas using advocacy, education, litigation, and community lawyering. Provides legal services to people struggling with paying ticket and court debt, who have driver's license suspensions, or outstanding warrants.



# LEGAL AND OTHER RESOURCES RELATING TO CRIMINAL MATTERS

If a public defender office is available in a particular county (see below), defendants should contact the public defender office. In criminal matters that could result in incarceration, indigent defendants should contact a magistrate, jailer, court administrator, or judge to request a court appointed lawyer. In matters involving a Class C misdemeanor (where no possible jail time is part of the sentence), there is no right to a court appointed lawyer.

## CAPITAL CRIMINAL MATTERS (INVOLVING THE DEATH PENALTY)

### Capital Punishment Clinic, UT School Of Law

[www.law.utexas.edu/clinics/capital-punishment](http://www.law.utexas.edu/clinics/capital-punishment)

Provides representation, on a limited basis, to indigent defendants charged with or convicted of capital offenses on death penalty cases at the trial, appellate and post-conviction stages of litigation.

### Texas Tech University School Of Law – Clinical Programs

806-742-4312 (Main Office)

[www.depts.ttu.edu/law/clinics-and-externships/clinics](http://www.depts.ttu.edu/law/clinics-and-externships/clinics)

Free legal representation and counseling to qualified low-income individuals through the law school's eight clinical courses. Law students offer legal assistance in areas of capital punishment, family law, housing, wills/estates, social security, criminal defense, tax issues and mediation. Tax clinic serves West Texas Panhandle counties, other clinics serve Lubbock and some surrounding counties.

## JAIL GRIEVANCES

### Texas Commission On Jail Standards

512-463-5505 (Main Office)

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

300 W. 15th Street Suite 503, Austin, TX, 78701

Handles complaints of concern involving inmates in county jails or private correctional facilities that house county and/or out-of-state inmates (excludes the Texas Department of Criminal Justice facilities, city jails, juvenile facilities, and other privately operated facilities); inmates must use internal grievance process prior to submitting their complaint to the office; issues that are criminal in nature should be submitted to a law enforcement agency.

### Texas Jail Project

512-469-7665 (Main Office)

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

13121 Louetta Road #1330, Cypress, TX, 77429

Information and support for people incarcerated in Texas county jails with an emphasis on special needs populations, veterans and pregnant persons; helps families navigate the criminal justice and mental health care systems and finds solutions for inmates in crisis; facilitates reform by supporting legislation and through the Texas Commission on Jail Standards.

## PRISON GRIEVANCES

*An Ombudsman is an independent and impartial investigator for the public's complaints about the administration of government.*

### Access To Courts – Texas Department Of Criminal Justice (TDCJ)

936-437-4815 (Main Office)

[www.tdcj.state.tx.us/divisions/armm](http://www.tdcj.state.tx.us/divisions/armm)

P.O. Box 99, Huntsville, TX, 77342-0099

Administers law libraries in the prison units that, at a minimum, contains self-help publications, pertinent case law, codes, rules, and fill-in-the-blank legal forms.

### Office Of The Inspector General – Texas Department Of Criminal Justice (TDCJ)

512-671-2480 (Main Office)

<https://oig.tdcj.texas.gov/index.html>

Office of the Inspector General Investigations

Department, PO Box 4003, Huntsville, TX, 78728

Investigates allegations of excessive/unnecessary use of force and harassment and retaliation of inmates for use of the legal system; investigates all criminal activities involving offenders and employees in the offices of the TDCJ; investigates fraud and any misappropriation of funds by state employees of TDCJ.

### **Ombudsman Coordinator – Texas Department Of Criminal Justice (TDCJ)**

936-437-4927 (Main Office)

[www.tdcj.texas.gov/divisions/arrm/res\\_ombudsman.html#contact\\_ombudsman](http://www.tdcj.texas.gov/divisions/arrm/res_ombudsman.html#contact_ombudsman)

P.O. Box 99, Huntsville, TX, 77340

Provides a single point of contact for elected officials and members of the general public who have inquiries regarding the agency, offenders or staff; also acts as a liaison between TDCJ and the general public; responds to informational inquiries regarding agency policies, procedures, or actions or to questions concerning a specific offender; facilitates problem resolution.

### **Parole Division Ombudsman – Texas Department Of Criminal Justice (TDCJ)**

512-406-5795 (Main Office)

<https://www.tdcj.texas.gov/divisions/pd/index.html>

P.O. Box 13401, Capital Station, Austin, TX, 78711

Handles issues from the public relating to client supervision; responds to concerns from clients on parole or mandatory supervision.

## **INFORMATION FOR RELATIVES OF INMATES**

### **Texas Inmate Families Association (TIFA)**

512-371-0900 (Main Office)

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

P.O. Box 300220, Austin, TX, 78703-0004

Non-profit organization for families of inmates that advocate on behalf of their members to the Texas Department of Criminal Justice and the Texas Legislature.

## **INNOCENCE CLAIMS**

### **Actual Innocence Clinic, UT School Of Law**

512-471-1317 (Main Office)

[www.law.utexas.edu/clinics/actual-innocence](http://www.law.utexas.edu/clinics/actual-innocence)

The University Of Texas School Of Law, 727 E. Dean Keeton Street, Austin, TX, 78705

A non-profit, tax-exempt corporation that screens and investigates claims from inmates that they are actually innocent of the offense for which they were convicted and are serving a prison sentence.

### **Earl Carl Institute For Legal & Social Policy, Inc. – Innocence Project**

713-313-1161 (Main Office)

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

3100 Cleburne St., Houston, TX, 77004

The Thurgood Marshall School of Law Innocence Project at the Earl Carl Institute investigates claims of actual innocence. This means that either (1) no offense was committed, or (2) there was an offense but someone else committed it. In addition, new conclusive evidence of innocence must be available to be presented that was not available at the time of the

original trial. Note that the TMSLIP does not do technical innocence claims such as self-defense, accident, improper sentencing, ineffective assistance of counsel or evidence suppression.

### **Innocence Project Of Texas**

806-744-6525 (Main Office)

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

300 Burnet St., Ste. 160, Fort Worth, TX, 76102

Investigates claims of actual innocence where an individual has been convicted of a felony in a Texas State Court and has exhausted all of his or her direct appeals; does not provide litigation assistance during trial, appeal or parole proceedings; requests must be sent by mail, include in the letter a description of the crime, the claimant's contact information (including TDCJ# if they are incarcerated), and a description of any evidence that could help to prove innocence.

### **Texas Innocence Network**

713-743-7552 (Main Office)

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

University Of Houston Law Center, 4606 Calhoun Road, Houston, TX, 77204-6060

Investigates and litigates incarcerated inmates' claims of actual innocence, following a trial/plea bargain and direct appeal. To receive an application for assistance, either send a letter containing the inmate's contact information (name, inmate number, address) or leave a voicemail request for an application at 713-743-7552 that contains the exact same information.

## **LEGAL RESOURCES FOR MEXICAN NATIONALS**

*Mexican Consulates may provide some assistance to Mexican Nationals – ask for the department of protection and legal affairs. <https://consulmex.sre.gob.mx/>*

Consulate General Of Mexico

Austin: 512-478-2866

Brownsville: 956-542-7267

Dallas: 214-932-8670

Eagle Pass: 830-773-9255

El Paso: 915-532-5540

Houston: 713-995-1227

Laredo: 956-723-0990

McAllen: 956-686-0243

San Antonio: 210-227-9145

## **NON-CAPITAL CRIMINAL MATTERS (MISDEMEANORS OR FELONIES)**

### **Criminal Litigation Clinic, SMU Dedman School Of Law**

214-768-2555 (Main Office)

<https://www.smu.edu/Law/Clinics/Criminal-Clinic>

Provides legal assistance to Dallas County citizens charged with offenses (such as classes A and B misdemeanors) and face the possibility of imprisonment.

### **Texas Tech University School Of Law – Clinical Programs**

806-742-4312 (Main Office)

[www.depts.ttu.edu/law/clinics-and-externships/clinics](http://www.depts.ttu.edu/law/clinics-and-externships/clinics)

Free legal representation and counseling to qualified low-income individuals through the law school's eight clinical courses. Law students offer legal assistance in areas of capital punishment, family law, housing, wills/estates, social security, criminal defense, tax issues and mediation. Tax clinic serves West Texas Panhandle counties, other clinics serve Lubbock and some surrounding counties.

### **UT School Of Law, Criminal Defense Clinic**

512-232-1300 (Main Office)

<https://law.utexas.edu/clinics/criminal-defense/>

The Criminal Defense Clinic (CDC) provides representation for people charged with misdemeanors in Travis County who cannot afford a lawyer. Student-attorneys are licensed by the State Bar of Texas and appear in court under the supervision of experienced faculty members. Call 512-232-1300 for more information.

## **LEGAL RESOURCES FOR INMATES IN PRISON**

*Most federally funded legal aid programs are prohibited from assisting inmates with criminal legal matters. All Texas Department of Criminal Justice inmates must receive legal services from State Counsel for Offenders, Court appointed local attorneys and/or privately hired counsel.*

### **State Counsel for Offenders (SCFO)**

(936) 437-5203; [scfo@scfo.texas.gov](mailto:scfo@scfo.texas.gov)

<https://www.tdcj.texas.gov/tbcj/scfo/index.html>

"Safeguarding the Constitution and promoting justice by providing quality legal services exclusively to indigent persons confined in Texas prisons." SCFO is appointed to handle cases for indigent clients: (1) indicted for alleged felony criminal acts committed while in the TDCJ custody; (2) named in civil commitment proceedings under Health and Safety Code Art. 841 et seq. and (3) needing an appeal of cases mention above in nos. (1) and (2). Additionally, the Legal Services section answers inquiries from potential clients on any number of legal subjects. There are four legal sections

within SCFO: Criminal Defense, Civil Defense, Appellate and Legal Services. An Investigations section assists all legal sections as needed. SCFO does not handle death penalty cases, fee generating cases, civil rights cases, parole matters, and TDCJ disciplinary matters. SCFO does not act on complaints made by family members and/or friends of clients or potential clients. If a potential client or existing client within TDCJ seeks assistance from SCFO, that person should write to SCFO and place the letter in truck mail, with the words clearly written on the envelope "Legal Mail; Confidential."

### **The State Counsel for Offenders has four sections:**

#### **State Counsel For Offenders – Appellate Section**

936-437-5203 (Main Office)

[https://www.tdcj.texas.gov/tbcj/scfo/appellate\\_section.html](https://www.tdcj.texas.gov/tbcj/scfo/appellate_section.html)

Assists indigent clients who need legal services with civil commitment appeals, criminal appeals and post-conviction writs.

#### **State Counsel For Offenders – Civil Defense Section**

936-437-5203 (Main Office)

[https://www.tdcj.texas.gov/tbcj/scfo/civil\\_defense\\_section.html](https://www.tdcj.texas.gov/tbcj/scfo/civil_defense_section.html)

Represents indigent persons subject to court proceedings under the Sexually Violent Predator (SVP) civil commitment statute; cannot help offenders with civil rights issues.

#### **State Counsel For Offenders – Criminal Defense Section**

936-437-5203 (Main Office)

[https://www.tdcj.texas.gov/tbcj/scfo/criminal\\_defense\\_section.html](https://www.tdcj.texas.gov/tbcj/scfo/criminal_defense_section.html)

Represents indigent offenders indicted for felonies allegedly committed while incarcerated within the Texas Department of Criminal Justice (TDCJ).

#### **State Counsel For Offenders – Legal Services Section**

936-437-5203 (Main Office)

[www.tdcj.texas.gov/tbcj/scfo/legal\\_services\\_section.html](http://www.tdcj.texas.gov/tbcj/scfo/legal_services_section.html)

Assists indigent offenders with a variety of legal issues, problems, and questions. Areas include immigration, civil commitment, time related issues, prisoner exchange, Petition for Discretionary Review, pending charges and detainers, nunc pro tunc, as well as administrative proceedings and other legal issues.

#### **Texas CURE**

714-752-3325 (Main Office)

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

Non-profit organization that organizes prisoners, their families, and other concerned citizens to achieve reforms in the Texas criminal justice system; provides referrals and information, but no legal assistance. Mailing address: P.O. Box 635323 Nacogdoches, Texas 75963.

**Texas Department Of Criminal Justice (TDCJ)  
Reentry And Integration Division**

512-671-2134 (Main Office)

<https://www.tdcj.texas.gov/divisions/rid/index.html>

Provides a three-phased reentry program designed to prepare offenders for a successful return to the community by assisting with identification document processing, pre-release risk assessment and reentry planning, and post release community reentry services, as well as veteran specific reentry services. The Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI), in conjunction with the Reentry Division, coordinates the mental health and medical needs of both juvenile and adult offenders under supervision through established partnerships and targeted state resources.

## **FEDERAL PUBLIC DEFENDER**

*Federal public defenders offer effective counsel to indigent federal defendants who cannot afford to retain their own representation. Federal Public Defenders are appointed by a federal court and cannot be solicited.*

### **Federal Public Defender, Eastern District**

Beaumont: 409-839-2608  
Frisco: 469-362-8506  
Sherman: 903-892-4448  
Tyler: 903-531-9233  
txe.fd.org

### **Federal Public Defender, Northern District**

Amarillo: 806-324-2370  
Dallas: 214-767-2746  
Fort Worth: 817-978-2753  
Lubbock: 806-472-7236  
txn.fd.org

### **Federal Public Defender, Southern District**

McAllen: 956-630-2995  
Laredo: 956-753-5313  
Brownsville: 956-548-2573  
Houston: 713-718-4600  
Corpus Christi: 361-888-3532  
www.fpdsdot.org

### **Federal Public Defender, Western District**

Alpine: 432-837-5598  
Austin: 512-916-5025  
El Paso: 915-534-6525  
San Antonio: 210-472-6700  
Del Rio: 830-703-2040  
txw.fd.org

## **JUVENILE PUBLIC DEFENDER**

*If a juvenile (ages 10-16) is charged with a crime, it may be considered a civil matter and legal aid may be able to help (see first program listed for the county in which the juvenile is being charged). In addition to contacting legal aid, a list of public defender offices that handle indigent juvenile defense is below.*

### **Cameron County Juvenile Justice Department**

956-399-3075 (Main Office)  
www.co.cameron.tx.us

The Cameron County Juvenile Justice Department is available to help rehabilitate youth who are referred to the department in becoming productive citizens in their community throughout Cameron County. The department works closely with local law enforcement and with local school district police departments to seek justice for the citizens of Cameron County while endeavoring to redirect and rehabilitate juvenile offenders through our variety of facilities and programs. This department is given the task of prosecuting misdemeanor and felony crimes, truancy and runaway status offenses committed by juveniles ages 10-17 within the county.

### **Caprock Regional Public Defender Office**

806-742-4312 (Main Office)  
www.depts.ttu.edu/law/clinics-and-externships/clinics/crpd  
Regional public defender office accepting court appointments from counties that have joined our program. Currently eleven counties surrounding Lubbock County.

### **Dallas County Office Of The Public Defender – Juvenile Division**

214-698-4400 (Main Office)  
www.dallascounty.org/government/public-defender/contact-us.php  
Represents juveniles charged with delinquent conduct.

### **Earl Carl Institute For Legal & Social Policy, Inc. – Juvenile Justice Project**

713-313-1139 (Main Office)  
www.earlcarlinstitute.org  
Addresses the issue of disproportionate minority contact (DMC), through a holistic approach, by providing legal representation to children who are in multiple systems including the criminal justice system, disparate educational systems, the mental health system and foster care system; offers free legal representation to students seeking to have their criminal records sealed, students in school disciplinary and special education hearings, cases pending in Justice of the Peace and Municipal Courts and the Juvenile Delinquency courts in Harris County, and its surrounding counties.

# LAWYER REFERRAL SERVICES

## (FULL FEE AND REDUCED FEE)

Lawyer referral services enroll licensed attorneys who pay the necessary registration fee and meet basic guidelines. Callers referred to a participating attorney by a lawyer referral service receive a half-hour consultation for no more than \$20. After the initial half-hour consultation, should the caller decide to authorize the lawyer to take action on their legal issue, the caller and lawyer may negotiate fees. These fees may be on a full or reduced fee basis, depending on the program the attorney is participating in.

Below is a list of the certified lawyer referral services in Texas. The State Bar of Texas operates the lawyer referral service for the areas of the state not covered by a local lawyer referral service.

**State Bar of Texas Lawyer Referral Information Service** [www.texasbar.com/LRIS](http://www.texasbar.com/LRIS)..... 800-252-9690  
Serving all counties except Bexar, Dallas, El Paso, Harris, Jefferson, Nueces, Tarrant, and Travis.

### CERTIFIED LOCAL LAWYER REFERRAL SERVICES

<b>Austin Tenants' Council</b>	<a href="http://www.housing-rights.org">www.housing-rights.org</a> .....	512-474-1961
<b>Corpus Christi Bar Association</b>	<a href="http://www.corpusbar.com/need-a-lawyer-ccba-lawyer-referral-service">www.corpusbar.com/need-a-lawyer-ccba-lawyer-referral-service</a> .....	361-883-4022
<b>Dallas Bar Association</b>	<a href="http://www.dallasbar.org/lawyerreferralservice">www.dallasbar.org/lawyerreferralservice</a> .....	214-220-7444
<b>El Paso Bar Association</b>	<a href="http://www.elpasobar.com">www.elpasobar.com</a> .....	915-532-7052
<b>Harris County Bar Association</b>	<a href="http://www.harriscountybar.com">www.harriscountybar.com</a> .....	713-236-8000
<b>Houston Lawyer Referral Service*</b>	<a href="http://www.hlrs.org">www.hlrs.org</a> .....Direct: 713 237-9429 or 800-289-4577 *Offers reduced fee attorneys for income-eligible individuals	
<b>Jefferson County Bar Association</b>	<a href="http://www.jcba.org">www.jcba.org</a> .....	409-835-8438
<b>Lawyer Referral Service of Central Texas*</b>	<a href="http://www.AustinLRS.org">www.AustinLRS.org</a> .....Direct: 512 472-8303 or 866-303-8303 *Modest Means Program – reduced fee legal services for family law and estate planning cases for income-eligible individuals; ask for “Modest Means” by name.	
<b>North Dallas Bar Association</b>	<a href="http://www.attorneys-dallas.com">www.attorneys-dallas.com</a> .....	972-980-0472
<b>Plano Bar Association</b>	<a href="http://www.planobar.net">www.planobar.net</a> .....	972-424-6113
<b>San Antonio Bar Association</b>	<a href="http://www.sanantoniobar.org/?pg=need-a-lawyer">www.sanantoniobar.org/?pg=need-a-lawyer</a> .....	210-227-1853
<b>Tarrant County Bar Association</b>	<a href="http://www.tarrantbar.org">www.tarrantbar.org</a> .....	817-336-4101
<b>Texas Lawyer Referral Service (Statewide)</b>	<a href="http://www.txlrs.org">www.txlrs.org</a> .....	888-635-6050

### ONLINE FIND A LAWYER SERVICE

**State Bar of Texas** [www.texasbar.com/findalawyer](http://www.texasbar.com/findalawyer)

Fee-paying clients may use the Find a Lawyer service to connect with attorneys. The service offers clients the option to filter results by fee options, including reduced fee arrangements and payment plans. The full list of options include:

**Contingency Fees:** The attorney's fee is based on a percentage of the amount awarded in judgment or negotiated in the settlement of the case.

**Flat Fees:** The attorney charges a specified sum for handling the entire case or matter or for completion of a certain task associated with the case or matter (e.g. review of a contract, court appearance, etc.).

**Hourly Rate:** The attorney charges a per-hour rate and usually tracks his or her time in fractions of an hour (often 10ths of an hour/6 minute increments).

**Payment Plans:** The attorney's fee may be paid in installments instead of all at once.

**Sliding Scale Fees:** A reduced fee arrangement based on a review of the client's overall income and ability to pay.