

Provider Guidebook: Services for Victims of Human Trafficking in Texas

**There are many services
available to victims of human
trafficking. Use this guide to
help your patients find the
support they need.**

**Texas Human Trafficking
Resource Center**

June 5, 2020



TEXAS
Health and Human
Services

Table of Contents

What is Human Trafficking?	2
Persons trafficked	2
Purpose of this Provider Guidebook.....	2
Challenges Assisting Trafficked Persons.....	3
Safety	3
Questions?.....	3
Healthcare Benefits	4
Medicaid.....	4
Medicaid for Low-Income Pregnant Women.....	5
Medicaid for Former Foster Care Children	5
Medicaid for an Adult Caring for a Child.....	6
Medicaid for Transitioning Foster Care Youth	7
Medicaid Buy-In for Adults.....	7
Medicaid for People Who Get SSI.....	8
Children’s Health Insurance Program (CHIP) and Children’s Medicaid	9
Medicaid for Long-Term Care	10
Medicaid for Breast and Cervical Cancer (MBCC).....	11
Breast and Cervical Cancer Services (BCCS)	12
Healthy Texas Women Program.....	12
Family Planning Program	14
Primary Health Care Services Program	15
Local Community Health Clinics.....	15
Pregnancy Support Services.....	16
Behavioral Health Services	18
Emergency Numbers:.....	18
Adult Mental Health	18
Youth Mental Health.....	19
Substance Use Disorder (SUD)	20
Other Behavioral Health Resources	21
Food Assistance	22
Supplemental Nutrition Assistance Program (SNAP)	22
Special Supplemental Nutrition Program for Women, Infants and Children (WIC)	23
Financial Assistance	24
Temporary Assistance for Needy Families (TANF)	24
Crisis & Trauma Assistance	25
Family Violence Program	25
Additional Resources	26
Contact your local law enforcement	26
National Human Trafficking Resource Center (NHTRC).....	26
Possible Referrals	26
Issues with Services	28
Office of the Ombudsman	28

What is Human Trafficking?

Human trafficking is separated into two categories of “severe forms of trafficking in persons” by the Trafficking Victims Protection Act of 2000, as amended ([22 U.S.C. § 7102](#)):

- **Sex trafficking:** the recruitment, harboring, transportation, provision, obtaining, patronizing, or soliciting of a person for the purpose of a commercial sex act, in which the commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act has not attained 18 years of age; (and)
- **Labor trafficking:** the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.
(www.acf.hhs.gov/otip)

Persons trafficked

Victims of human trafficking are divided into three main populations under U.S. law:

- Children under age 18 induced into commercial sex;
- Adults aged 18 or over induced into commercial sex through force, fraud, or coercion; and
- Children and adults induced to perform labor or services through force, fraud, or coercion.

The Texas Penal Code defines trafficking of persons in [Title 5, §20A](#).

Traffickers often target people who have experienced prior abuse such as domestic violence, sexual assault, war and conflict or social discrimination and those who have runaway or are homeless youth. Traffickers recognize vulnerabilities left by prior abuses. Foreign nationals who have paid significant recruitment and travel fees often become highly indebted to traffickers or other intermediaries.

Purpose of this Provider Guidebook

This Provider Guidebook organizes Health and Human Services Commission (HHSC) services and affiliated services that may be useful to victims and survivors of human trafficking. This tool serves as a resource guidebook for HHSC staff, contractors, providers, and stakeholders to use when supporting this population.

Goals of the Provider Guidebook are to ensure up-to-date information about existing HHSC programs and to streamline the enrollment process into these programs.

Challenges Assisting Trafficked Persons

Victims can be trafficked by anyone, including family members, extended relatives, friends, spouses and partners, as well as acquaintances and strangers.

Identifying, assessing, and assisting victims is a challenge. Often, trafficking can manifest as a co-dependent relationship in which trafficked victims become submissive to their traffickers. In a medical setting, victims are often accompanied by their traffickers, making it difficult to inquire on their status or inform them of pathways to alternative resources. Additionally, victims may not identify as victims and therefore, will not seek help.

Providers will need to understand the physical and mental challenges these individuals face if they are to be successful in assisting these persons. Therefore, developing trainings that will assist provider staff to combat human trafficking is important. HB 2059, 86th Legislature, 2019, directs HHSC to produce a list of approved human trafficking training courses for physicians, nurses, and other healthcare practitioners. These trainings will teach practitioners how to identify and assist victims of human trafficking and the completion of an approved training course will be a condition for renewal of a healthcare practitioner's license.

Safety

Staff and patient safety is vital throughout the screening and possible intervention process, especially if a trafficker is present.

Seek safety measures in your organization's protocol. Leadership should evaluate current safety procedures and include local law enforcement and on-site security to make a plan in case patients and staff face a dangerous situation or a threatening individual.

Questions?

Contact the Texas Human Trafficking Resource Center at: Human_Trafficking@hhsc.state.tx.us

Healthcare Benefits

Medicaid

Medicaid is a jointly funded state and federal healthcare program that primarily provides healthcare coverage to low-income children, pregnant women, people age 65 and older, and children and adults with disabilities.



Applying for Medicaid

Remember that for many of the programs available in Texas, a person must first apply and be accepted into Medicaid.

- Apply online for Medicaid at yourtexasbenefits.com.
- Apply over the phone by calling 2-1-1 (877-541-7905). Pick a language and then press 2.
- Use the "Find Office" search engine on Your Texas Benefits to locate the nearest HHS benefit office.



Helpful Tip

Once a person is enrolled in Medicaid, he or she should know how to contact their service coordinator or case manager. This person is the go-to person to get into any waivers or entitlement programs. They coordinate all the services a person receives through his or her selected managed care organization (MCO). A person enrolled in Medicaid should call his or her MCO to find out who their service coordinator is, or request to be assigned one.

Medicaid for Low-Income Pregnant Women

A pregnant woman can receive Medicaid benefits during pregnancy and up to two months after birth if she meets certain income requirements.

Eligibility Requirements

A woman must:

- Be pregnant,
- Be a U.S. citizen or a non-citizen with a qualifying immigration status,
- Be a Texas resident, and
- Have income at or below 198 percent of the Federal Poverty Income Limit.

Available Benefits

Women receive full Medicaid benefits during pregnancy and up to two months after birth of the baby, including:

- Doctor visits,
- Drugs ordered by a doctor,
- Labor and delivery,
- Lab tests and X-rays,
- Hospital care,
- Glasses, and
- Rides to the doctor.

Medicaid for Former Foster Care Children

Children who aged out of the foster care system in Texas at age 18 or older and who were receiving Medicaid when they aged out of foster care may continue to be eligible for Medicaid up to the month of their 26th birthday.

Eligibility Requirements

People who:

- Are age 18 to 25,
- Were in Texas foster care on their 18th birthday or older,
- Got Medicaid when they aged out of foster care, and
- Are U.S. citizens or non-citizens with a qualifying immigration status.

Available Benefits

- Doctor's visits
- Vaccines
- Drugs ordered by a doctor
- Lab tests and X-rays
- Hospital care
- Glasses
- Dental care for children age 20 and younger
- Rides to the doctor

Medicaid for an Adult Caring for a Child

Adults may be eligible to receive Medicaid if they are caring for a child who is also receiving Medicaid.

Eligibility Requirements

A child must:

- Live with the applying adult,
- Get Medicaid, and
- Be age 17 or younger, or age 18 and attending school full-time.

An adult must be a:

- Parent,
- Step-parent,
- Sibling,
- Step-sibling,
- Grandparent,
- Uncle or aunt,
- Nephew or niece,
- First cousin, or
- A child of a first cousin (first cousin once removed).

And:

- Be a U.S. citizen or a non-citizen with a qualifying immigration status,
- Be a Texas resident, and
- Have income at or below the limits for the program (about 14 percent of the Federal Poverty Income Limit).

Available Benefits

- Doctor's visits
- Vaccines
- Drugs ordered by a doctor
- Lab tests and X-rays
- Hospital care
- Glasses
- Rides to the doctor

Medicaid for Transitioning Foster Care Youth

Former foster care children who were not receiving Medicaid when they aged out of foster care at age 18 or older may still be eligible for Medicaid up to the month of their 21st birthday.

Eligibility Requirements

People who:

- Are age 18 to 20,
- Were in Texas foster care on their 18th birthday or older,
- Do not have other health coverage,
- Are U.S. citizens or non-citizens with a qualifying immigration status, and
- Have income at or below 413 percent of the Federal Poverty Income Limit.

Available Benefits

- Doctor's visits
- Vaccines
- Drugs ordered by a doctor
- Lab tests and X-rays
- Hospital care
- Glasses
- Dental care
- Rides to the doctor

Medicaid Buy-In for Adults

The program offers low-cost Medicaid health care services including community-based services and supports to individuals with disabilities who work. Some people in the program might have to pay a monthly fee. People can "buy-in" to Medicaid coverage by making monthly payments.

Eligibility Requirements

A person who:

- Meets SSA's definition of disability,
- Is working,
- Lives in Texas,
- Is a U.S. citizen or a non-citizen with a qualifying immigration status
- Does not live in a state institution or nursing home all the time,
- Has earned income less than 250% of the Federal Poverty Level, and
- Has resources no more than \$5,000.

Note:

If a person gets home and community-based services through a Medicaid waiver program, they also might be able to be in the Medicaid Buy-In program. Some examples of Medicaid waiver programs are Community Based Alternatives (CBA), Community Living and Support Services (CLASS), and Home and Community-based Services (HCS).

Available Benefits

- Doctor's visits
- Drugs ordered by a doctor
- Lab and X-ray charges
- Hospital care
- Vision and hearing care
- Dental care
- Community-based service

Medicaid for People Who Get SSI

If a person receives Supplemental Security Income (SSI), they can also get Medicaid.

Eligibility Requirements

- People who get SSI

Available Benefits

- Doctor's visits
- Drugs ordered by a doctor
- Lab and X-ray charges
- Hospital care
- Vision and hearing care
- Dental care

Children's Health Insurance Program (CHIP) and Children's Medicaid

CHIP and Children's Medicaid provides health insurance to low-income, uninsured children in families with incomes too high to qualify for Medicaid, but too low to afford private health insurance. Both programs cover medical services to keep kids healthy. If a child getting Medicaid has a disability or long-lasting illness, the child may be able to get special services. CHIP fees vary based on income. Children's Medicaid is free.

Eligibility Requirements

Children must:

- Be 18 years old or younger.
- Be a Texas resident.
- Be a U.S. citizen or non-citizen with a qualifying immigration status (parent not required to be a citizen or non-citizen with a qualifying immigration status).
- Anyone age 18 or younger who lives on their own can apply.
- Have income at or below the income limits for the appropriate program (income limits can be found on this webpage www.YourTexasBenefits.com).
- An adult who lives more than half the time with an uninsured child may apply (includes parents, stepparents, grandparents, other relatives, legal guardians, or adult brothers or sisters).
- A pregnant woman of any age can apply for CHIP perinatal services for her unborn child.
- Children of families that earn higher incomes may also qualify in some cases.

Available Benefits

- Dentist visits, cleanings, and fillings
- Eye exams and glasses
- Prescription drugs and vaccines
- Medical supplies, X-rays, and lab tests
- Access to medical specialists and mental health care
- Choice of doctors, regular checkups, and office visits
- Hospital care and services
- Treatment of special health needs
- Treatment of pre-existing conditions

Medicaid for Long-Term Care

People who are older and require help with basic tasks of living – bathing, dressing, personal care, housekeeping, or preparing meals – are candidates for long-term care services.

Eligibility Requirements

A person who:

- Either:
 - ▶ (1) is age 65 or older, or
 - ▶ (2) has a disability that is expected to last a year or longer;
- Is a U.S. citizen or a non-citizen with a qualifying immigration status;
- Resides in a Medicaid-approved long-term care facility for at least 30 consecutive days or requires long term care Home and Community-Based Services (HCBS) waiver services;
- Has income less than 300% of the SSI benefit rate; and
- Has resources no more than the SSI resource limit of \$2,000.

Available Benefits

- Doctor's visits
- Drugs ordered by a doctor
- Lab and X-ray charges
- Hospital care
- Vision and hearing care
- Dental care

Medicaid also might pay for health care the person got 3 months before applying for help. Depending on the person's case, they might get long-term services such as:

- Community programs while the person is living at home.
- Home care.
- Nursing home care.
- A hospital for mental illnesses.
- A place of care for people with intellectual disabilities

Medicaid for Breast and Cervical Cancer (MBCC)

If a woman has been diagnosed with a qualifying diagnosis and does not have health insurance that will pay for treatment, she might be able to receive full Medicaid benefits from Medicaid for Breast and Cervical Cancer.

Eligibility Requirements

- Women age 18 to 64
- Have doctor report that says she has a certain type of breast or cervical cancer or pre-cancer
- Not be able to get another type of Medicaid
- Has no health insurance
- Texas resident
- U.S. citizen or legal immigrant with a Medicaid acceptable immigration status
- Meet the financial eligibility criteria

Available Benefits

- Doctor visits
- Emergency care
- Care in your home
- Mental health care
- Pregnancy care
- Drugs ordered by a doctor
- Lab tests and X-rays
- Hospital care
- Glasses
- Dental care
- Rides to the doctor

Special instructions on How to Apply for MBCC

- First, find a Breast and Cervical Cancer Services provider online at: <https://www.healthytexaswomen.org/find-a-doctor>.
- Next, call the nearby provider or clinic. The clinic site will be able to provide you with assistance in applying for MBCC.
- Or, call 2-1-1 or 1(877)-541-7905.

Breast and Cervical Cancer Services (BCCS)

The BCCS program provides quality, no-cost, accessible breast and cervical cancer screening and diagnostic services to women.

Eligibility Requirements

- Texas resident
- 18 years of age or older
- Does not have health insurance or is underinsured
- Meet the financial eligibility criteria

Available Benefits

- Clinical breast examination
- Mammogram
- Pelvic examination and Pap test
- Diagnostic services
- Cervical dysplasia services
- Help with Medicaid for Breast and Cervical Cancer (MBCC) applications

How to apply

- Find a doctor and apply in person: www.HealthyTexasWomen.org
- Call toll free for assistance: 2-1-1 or 1(877)-541-7905
- Call the Office of Women's Health and Education Services for assistance: (512) 776-7796

Healthy Texas Women Program

The Healthy Texas Women program offers family planning and reproductive health services at no cost to eligible women in Texas. These services help women plan their families, whether it is to achieve, postpone, or prevent pregnancy. These services can have a positive effect on future pregnancy planning and general health.

Eligibility Requirements

- Women 15 to 44 years of age (age 15-17 must have parental or legal guardian consent)
- U.S. citizen or eligible immigrant
- Texas resident
- Not pregnant
- Not currently receiving Medicaid benefits, CHIP, or Medicare Part A or B
- No health insurance
- Meet the financial eligibility criteria (200% Federal Poverty Level)

Available Benefits

- Pregnancy testing
- Pelvic examinations
- Sexually transmitted infection services
- Breast and cervical cancer screenings
- Clinical breast examination
- Screening and treatment for cholesterol, diabetes, and high blood pressure
- HIV screening
- Long-acting reversible contraceptives
- Oral contraceptive pills
- Permanent sterilization
- Other contraceptive methods such as condoms, diaphragm, vaginal spermicide, and injections
- Screening and treatment for postpartum depression

How to apply

- Electronic application: www.HealthyTexasWomen.org
- Paper application: fax or mail-in (information available on the website)
- Call toll free for assistance: 2-1-1 or 1(877)-541-7905
- At a contracted provider - find online at www.HealthyTexasWomen.org or call 2-1-1

Questions about services or finding a doctor

- www.HealthyTexasWomen.org
- Texas Medicaid Healthcare Partnership (TMHP) helpline: 1-800-335-8957



Family Planning Program

The Family Planning Program provides comprehensive family planning services to reduce unintended pregnancies, positively affect future pregnancies, and improve the health status of women and men.

Eligibility Requirements

- Male or female
- Texas resident
- 64 years of age or younger
- Meet financial eligibility criteria (250% Federal Poverty Level)

Available Benefits

- Pregnancy testing
- Pelvic examinations
- Sexually transmitted infection services
- Breast and cervical cancer screenings
- Clinical breast examination
- Mammograms
- Screening for cholesterol, diabetes, and high blood pressure
- HIV screening
- Long-acting reversible contraceptives
- Oral contraceptive pills
- Permanent sterilization
- Other contraceptive methods such as condoms, diaphragm, vaginal spermicide, and injections
- Natural family planning counseling
- Limited prenatal benefits

How to apply

- Find a clinic by visiting: www.HealthyTexasWomen.org
- If assistance is needed to find a clinic, call 2-1-1 or (512) 776-7796
- Complete an application at a Family Planning Program Clinic (eligibility is determined on-site)

If you meet the above requirements, make an appointment, and the staff will meet with you onsite to determine your eligibility. If you qualify, you may be able to receive services the same day. You may be required to provide proof of income during the initial visit.

Primary Health Care Services Program

Primary Health Care Services Program works with clinic sites across Texas to ensure eligible Texas residents can get comprehensive primary health care services, to prevent, detect and treat health problems.

Eligibility Requirements

- Male or female
- Texas resident
- Meet financial eligibility criteria (200% Federal Poverty Level)

Available Benefits

- Health education
- Emergency services
- Family planning services
- Diagnosis and treatment
- Diagnostic testing, such as X-rays and lab services
- Preventive health services, including immunizations

How to apply

- Find a clinic by visiting: [Office of Primary and Specialty Health Service Locator](#)
- If assistance is needed to find a clinic, call (800) 222-3986 or (512) 776-5922

You may visit or call the clinic to speak to staff who determine eligibility. If you qualify, you might be able to receive services the same day.

Local Community Health Clinics

If you don't have health coverage of any kind, you can search for a Community Health Center on the Texas Association of Community Health Centers website, <https://www.tachc.org/find-healthcare-center>.

Community Health Centers provide services for the uninsured and underinsured.



Community Health Services provided* may include the following:

- Behavioral Health Services
- Case Management
- Cholesterol Screenings
- Communicable Disease Screenings

** Not all services are available at each Community Health Center.

- Dental Care – Emergency
- Family Planning
- General Primary Medical Care
- HIV Testing
- Health Education
- Immunizations
- Laboratory Services
- Medicaid/CHIP Eligibility and Enrollment Assistance
- Parenting Education
- Pediatrics
- Postpartum Care
- Prenatal Services
- Referrals to Specialty Services
- Substance Abuse Services
- Translation and Interpretation Services
- Transportation Services
- Urgent Care
- Women’s Health/Gynecological Care

Pregnancy Support Services

The Alternatives to Abortion Program is a statewide program promoting childbirth and providing support services to pregnant women and adoptive parents.

Eligibility Requirements:

- A pregnant woman
- The biological father of an unborn child
- The biological parent of a child 36 months old or younger
- The adoptive parent(s)
- A program client who experienced the loss of a child
- A parent or legal guardian of a pregnant child who is a program client

Available Benefits:

- Counseling, mentoring, and information on pregnancy and parenting
- Care coordination for prenatal services including connecting clients to health programs
- Educational materials and information regarding pregnancy and parenting (brochures, pamphlets, books and electronic tools)
- Referrals to county and social service programs such as childcare, transportation, housing, and state and federal benefit programs
- Classes on life skills, budgeting, parenting, stress management, job training, job placement and obtaining a General Education Development (GED) certificate
- Material items such as car seats, cribs, maternity clothes, infant diapers, and formula
- Support groups in maternity homes

How to apply:

Please contact an HHSC affiliated pregnancy support service provider:

Human Coalition

Website: <https://thepregnancynetwork.clinic/>

Hotline: 888-818-0862



Texas Pregnancy Care Network

Website: <http://www.texaspregnancy.org/>

Hotline: 877-345-7734



Behavioral Health Services

Emergency Numbers:

Mental health crisis:

Call the crisis hotline of the Local Mental Health Authority or Local Behavioral Health Authority (LMHA/LBHA) for your county. Find this number by using the online mental health services search form:

<https://hhs.texas.gov/about-hhs/find-us/where-can-i-find-services>

Medical emergency:

Dial 9-1-1

Contemplating suicide:

- National Suicide Prevention Helpline: 1-800-273-TALK (8255) or TTY 1-800-799-4TTY (4889)
- Red Nacional de Prevencion del Suicidio: 1-888-628-9454
- Veterans Suicide Prevention Hotline: 1-800-273-TALK (8255) and press 1

Adult Mental Health

LMHAs and LBHAs provide community-based mental health services to adults. The goal of these services is to foster resilience and recovery.

Learn more: <https://hhs.texas.gov/services/mental-health-substance-use>

Eligibility Requirements

Contact a LMHA or LBHA for specific service details.

Available Benefits

Contact your local LMHA or LBHA for specific service details.

- Case Management
- Medication services
- Counseling services
- Crisis intervention services
- Medication training and support
- Psychosocial rehabilitative services
- Skills training and development services
- Day programs for acute needs
- Supported employment
- Supportive housing
- Assertive Community Treatment
- Peer support services
- Caregiver respite services
- Forensic services

How to apply

- Find an LMHA or LBHA: <https://hhs.texas.gov/services/mental-health-substance-use/mental-health-substance-use-resources/find-your-local-mental-health-or-behavioral-health-authority>
- Call 2-1-1 and ask for the LMHA or LBHA in your area.

Youth Mental Health

LMHAs and LBHAs) provide community-based mental health services to children and youth ages 3-17. The goal of these services is to foster resilience and recovery.

Learn more: <https://hhs.texas.gov/services/mental-health-substance-use>

Eligibility Requirements

Contact a LMHA or LBHA for specific service details.

Available Benefits

Contact your LMHA or LBHA for specific service details.

- Case Management
- Medication services
- Counseling services
- Crisis intervention services
- Medication training and support
- Skills training and development services
- Supported employment
- Supported education
- Peer services (family partner support services)
- Family training
- Parent support groups
- Respite services for caregivers
- Residential Treatment Center program

How to apply

- Find an LMHA or LBHA: <https://hhs.texas.gov/services/mental-health-substance-use/mental-health-substance-use-resources/find-your-local-mental-health-or-behavioral-health-authority>
- Call 2-1-1 and ask for the LMHA or LBHA in your area.

Substance Use Disorder (SUD)

Substance use services meet the person where they are and coordinate care for the best possible outcome. The array of substance use services encourages people to seek recovery alongside prevention, intervention and treatment.

Outreach, screening, assessment and referral centers (OSARs) may be the first point of contact for people seeking substance use disorder treatment services. Texas residents who are seeking services and information may qualify for services based on need. OSARs are located at LMHAs in all 11 Texas Health and Human Service regions.

Learn more: <https://hhs.texas.gov/services/mental-health-substance-use>

Eligibility Requirements

Contact a Local Mental Health Authority or Local Behavioral Health Authority for specific service details.

Available Benefits

Youth services may include:

- Intensive and Supportive Residential
- Outpatient
- Medication Assisted Treatment
- Co-occurring Psychiatric and Substance Use Disorders Services
- Women and Children’s Intensive and Supportive Residential
- Recovery Support Services

Adult services may include:

- Detoxification Services
- Intensive and Supportive Residential
- Outpatient
- Medication Assisted Treatment
- Co-occurring Psychiatric and Substance Use Disorders Services
- Women and Children’s Intensive and Supportive Residential Services
- Recovery Support Services

How to apply

- For immediate, confidential help, 24/7, call the OSAR LMHA in your region. Counties served by each OSAR are listed below the contact information in the list of OSAR LMHAs
- <https://hhs.texas.gov/services/mental-health-substance-use/mental-health-substance-use-resources/outreach-screening-assessment-referral-centers>
- Dial 2-1-1 or call 877-541-7905

Other Behavioral Health Resources

Mental Health Texas

Mental Health Texas, [mentalhealthtx.org](https://www.mentalhealthtx.org), has information on how to find mental health and substance use services in Texas. The website includes a Substance Abuse and Mental Health Services Administration service locator, also available at [findtreatment.samhsa.gov](https://www.findtreatment.samhsa.gov), to help you find substance use and/or mental health treatment facilities.



Food Assistance

Supplemental Nutrition Assistance Program (SNAP)

SNAP helps people buy the food they need for good health.

Eligibility Requirements

- Low- income individuals (monthly income limits can be found on the SNAP benefits page at www.YourTexasBenefits.com)
- U.S. citizen or eligible immigrant
- Texas resident
- Must be looking or a job, or be in an approved work program (unless exempt)
- Some adults might not have to work, such as those who have a disability or are pregnant.

Available Benefits

- Benefits loaded onto a Lone Star Card to be used like a credit card at any store that accepts SNAP
- Benefits can also be used to buy garden seeds

How to apply

- Electronic application: www.YourTexasBenefits.com
- Paper application: mail in (information available on the website)
- Call toll free for assistance: 2-1-1 or 1(877)-541-7905
- Visit a local HHS benefit office



Special Supplemental Nutrition Program for Women, Infants and Children (WIC)

WIC is a nutrition program for women who are pregnant, postpartum, or breastfeeding and families with children younger than five years of age.

Eligibility Requirements

- Texas resident
- Meet income eligibility requirements
- Be at risk of a medical or dietary condition
- Fall into one of the following categories:
 - Pregnant
 - Postpartum
 - Breastfeeding
 - Infant up to 1st birthday
 - Child up to 5th birthday

Available Benefits

- Healthy food
- One-on-one counseling with nutritionists
- Recipes & cooking demonstrations
- Nutrition classes
- Breastfeeding support

How to apply

- Find a local WIC Office online at <https://texaswic.org/>, or
- Call 800-942-3678 (800-WIC-FORU)



Financial Assistance

Temporary Assistance for Needy Families (TANF)

TANF is cash assistance to help families pay for basic living needs. The program is designed to help low-income families achieve self-sufficiency.

Eligibility Requirements

- Low income families who have children age 18 or younger
- Low income pregnant women
- A family can be parents and their children, or relatives caring for related children
- Unless exempt, the individual must either be looking for a job or be in an approved work program
- Additional considerations: the value of things the family is paying for or owns and the amount the family pays for child care and child support
- U.S. citizen or eligible immigrant
- Texas resident

Available Benefits

Monthly cash payments to help pay for:

- Food
- Clothing
- Housing
- Utilities
- Furniture
- Transportation
- Phone
- Laundry
- Supplies for the home
- Medical supplies not paid for by Medicaid
- Other basic needs

How to apply

- Electronic application: www.YourTexasBenefits.com
- Call toll free for assistance: 2-1-1 or 1(877)-541-7905
- Visit a local HHS benefit office

Family Violence Program

The Family Violence Program provides emergency shelter and supportive services to survivors of family and dating violence and their children. Shelters provide both emergency shelter and non-resident services for survivors of family violence and their children. Non-residential centers also provide supportive services for survivors and their children and can provide referrals to emergency shelters.

Eligibility Requirements

Services are free for all survivors and their children and are provided without any financial eligibility requirements. Depending on the individual situation, survivors of human trafficking may qualify for services at a family violence center.

Available Benefits

- Temporary 24-hour shelter
- Assistance in obtaining medical care
- Emergency transportation
- Information about training for and seeking employment
- Legal advocacy
- Information and referral to other services
- **24-hour hotline:1-800-799-SAFE (7233) or TDD 1-800-787-3224** - answered 24 hours a day, every day, by trained volunteers and employees who provide survivors of family violence with:
 - Immediate intervention through safety planning
 - Understanding and support
 - Information about shelter center services
 - Referrals to other services

How to find services

- Call **24-hour hotline:1-800-799-SAFE (7233) or TDD 1-800-787-3224**
- Find local Shelters and Non-residential Centers online
<https://hhs.texas.gov/services/safety/protective-services/family-violence-program>

Additional Resources

Local and national resources are available in many areas and may be found by contacting local referral entities.

Contact your local law enforcement

Your local law enforcement may be a good resource for survivor services or to begin legal action.

National Human Trafficking Resource Center (NHTRC)

1-888-373-7888

The NHTRC hotline supports victims and survivors, friends and family, law enforcement, service providers, professionals, practitioners, and more through the following services:

- Crisis assistance to victims of human trafficking
- Report a human trafficking tip
- Connect with anti-trafficking services in your area
- Access general information and resources

Possible Referrals

Victims and Survivors may be referred to one of these organizations by law enforcement or NHTRC. You or your patient may want to inquire about these organizations as an additional resource.

Texas Court Appointed Special Advocates (CASA)

Texas CASA and its 72 local programs ensure that every child in the child protective system has an advocate to speak for his or her best interest before the courts. The advocate is a caring adult, trained to help a child through this difficult period in their life. Texas CASA is the statewide organization for volunteer advocate programs.

1501 West Anderson Lane, Ste. B-2

Austin, Texas 78757

(844) 230-6467 or

Local: (512) 473-2627

Fax: (512) 852-4783

Email: txcasa@texascasa.org

Website: <https://texascasa.org/>

Children's Advocacy Centers of Texas (CACTX)

CACTX is the statewide membership association for children's advocacy centers (CACs) in the state. Their mission is to restore the lives of abused children by supporting CACs in partnership with local communities and agencies investigating and prosecuting child abuse.

Website: <https://www.cactx.org/>

Office of the Ombudsman

We Help Resolve All HHS Complaints

Do you have a question or complaint about your Health and Human Services (HHS) programs or services? If you are not satisfied after you have tried to speak directly to people involved in providing your services, or if you are not satisfied the information you received is correct, call the HHS Office of the Ombudsman at **877-787-8999** or contact us:

hhs.texas.gov/ombudsman. We can help with any concern. Just to let you know, we have specific teams to help with:

- Medicaid
- Individuals with Developmental Disabilities
- Foster youth (up to 18 years old)
- People seeking treatment for mental health conditions or substance use disorders
- Residents of nursing facilities and assisted-living facilities

Together, we will find a solution to your problem.

New to the Ombudsman web page: The Office of the Ombudsman has [Publications page](#) where you can print informational posters, brochures, and reference guides for your consumers, the [Complaint Process](#) sets expectations and gives resources and the [Ombudsman FAQs](#) to help direct your consumers correctly.