

# El Paso Community Resource Guide

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## 24/7 Crisis Hotlines

- **Emergency**  
Call or text 9-1-1
- **EHN Crisis Hotline**  
915-779-1800
- **CASV Crisis Hopeline**  
915-593-7300
- **El Paso Center for Children Hotline**  
915-588-6542
- **Military OneSource Hotline**  
800-342-9647
- **National Veterans Crisis Hotline**  
800-273-8255, press 1
- **National Women Veterans Hotline**  
855-829-6639
- **National Sexual Assault Hotline**  
800-656-4673
- **National Domestic Violence Hotline**  
800-799-7233

## General

### **Emergence Health Network (EHN) Local Mental Health Authority**

For anyone experiencing a mental health emergency, EHN's crisis hotline is answered 24 hours a day, 7 days a week by staff trained in crisis response. Clients can access services by calling the EHN Crisis Hotline or by visiting their Extended Observation Unit located at 1601 East Yandell Drive, El Paso Texas 79902. EHN also offers behavioral health, counseling services and substance use treatment programs at several of its outpatient clinics.

**Website:** <https://emergencehealthnetwork.org/>

**Toll Free Crisis Hotline:** 1-877-562-6467

**EHN Crisis Hotline:** 915-779-1800

**Hours:** 24 hours, 7 days

**Counseling/Behavioral Health Appointments:** 915-242-0555

## Family and Children

### **Center Against Sexual and Family Violence (CASFV)**

CASFV provides confidential assistance, educational programs and crisis intervention in the wake of Stay Home, Work Safe Ordinance for people who don't feel safe in their home. Please call the CASFV 24-hour Crisis Hopeline for assistance.

**Website:** <https://casfv.org/>

**Phone:** 915-593-7300

**Hours:** 24 hours, 7 days

### **Child Crisis Center of El Paso**

The Child Crisis Center of El Paso continues to provide emergency shelter services to children 0-13 years of age that are victims of abuse, neglect, and exploitation. They also offer 72 hr. respite care for parents that might need a break, are on the verge of striking a child, or need a medical procedure and do not have family to help them care for the children. Respite care is also available to first responders working on the forefront of COVID19 home. For respite care, please call and ask for Jess Mungaray, Shelter Manager.

**Phone:** 915-562-7955

**Hours:** Monday-Friday, 8:00 a.m.-5:00 p.m.

**Phone:** 915-996-5337

**Hours:** Monday-Friday, After 5:00 p.m.

### **El Paso Child Guidance Center**

The El Paso Child Guidance Center provides quality mental health care with a specialty in trauma-specific behavioral health for children, families and individuals of all ages.

Children Guidance Center is accepting new clients for:

- Psychotherapy sessions (via telehealth or telephonic)
- Psychiatric evaluations and services (via telehealth)

\*\* Accepts insurance, most forms of Medicaid or can charge for services on a sliding scale depending on income.

**Website:** <http://epcgc.org/>

**Phone:** 915-562-1999

**Hours:** Monday-Thursday 8:00 a.m.-7:00 p.m. Friday 8:00 a.m.-5:00 p.m.

### **El Paso Center for Children**

El Paso Center for Children's 24-hour helpline is there to help families with trauma-coping skills, de-escalation, and connection to services. This hotline is answered by professionals on the Counseling, Support, and Education team. Through this number, clients can access scheduled licensed counseling and psychoeducational sessions via a low-technology option -- plain old telephone. All therapy and educational services are provided by team members trained in trauma-informed care and evidence-based service delivery models.

**Website:** <http://epccinc.org/>

**Phone:** 915-588-6542

**Hours:** 24 hours, 7 days

## **Seniors**

### **Rio Grande Area Agency on Aging**

Rio Grande Area Agency on Aging provides information and services for older adults and those who care for them. The Agency can provide critical information about:

- Available services in your area
- Transportation and meal programs
- Assistance in gaining access to in-home services that assist with personal care and light housekeeping
- Help with questions about basic benefits and entitlement programs (Medicare/Medicaid, Social Security, Food Stamps)
- Individual counseling, support groups and caregiver training
- Respite care for Family Caregivers
- Supplemental services, such as help with medications, supplies, equipment, home modifications

- Long-term Care Ombudsman services for residents of local nursing home and assisted living facilities

Eligibility requirements: Persons must be 60 years of age and older and physically reside within the service region (El Paso, Hudspeth, Culberson, Jeff Davis, Presidio and Brewster Counties).

**Phone:** 800-333-7082 or 915-533-0998

**Hours:** Monday-Thursday, 8:00 a.m.-5:30 p.m. Friday, 8:00 a.m.-12 p.m.

## **Mental Health**

### **National Alliance on Mental Illness (NAMI) El Paso**

NAMI El Paso provides advocacy, education, support and public awareness so that all individuals and families affected by mental health conditions can build better lives. NAMI offers online support groups, discussion groups, online text chat, coronavirus mental health coping strategies, and help managing stress and anxiety for individuals with mental illness and their family members. Individuals seeking help should call the number below and leave a message so a staff member can get in touch with them.

**Website:** <https://namiep.org/>

**Phone:** 915-788-5726

**Hours:** Leave a message and someone will be in touch

### **Rio Vista Behavioral Health Hospital**

El Paso's premier behavioral health hospital is now offering free tele-assessments 24 hours a day for Inpatient and Outpatient services. Rio Vista Behavioral Health serves adults 18 and older and children ages 11-17 struggling with mental health disorders and addiction. Please call for more information or to speak with the Admissions Department.

**Website:** [www.riovistabehavioral.com](http://www.riovistabehavioral.com)

**Phone:** 915-209-4513, Press 1

**Hours:** 24 hours, 7 days

## **LGBTQI**

### **Borderland Rainbow Center (BRC)**

The Borderland Rainbow Center's mission is to create a community space in which lesbian, gay, bisexual, transgender, questioning, intersex (LGBTQI) people and their allies can heal, grow, and empower themselves and others. This substance-free space is governed and run according to ethically sound standards and research-based best practices for (LGBTQI) people and their allies.

The BRC connects LGBTQI people to resources for improved physical and mental health, economic stability, legal rights, education, spiritual and cultural enrichment and is offering virtual therapy and peer-support during this time.

**Website:** <https://www.borderlandrainbow.org/>

**Facebook:** <https://www.facebook.com/borderlandrainbowcenter/>

**Email:** [contact@borderlandrainbow.org](mailto:contact@borderlandrainbow.org)

**Phone:** 915-263-4623

## **Military and Veterans**

### **Veterans One Stop Center**

The El Paso Veterans One Stop Center in Northeast El Paso is located in the heart of the city with the highest concentration of veterans in the community. The “one-stop” concept was created to help veterans and their family’s access support services at a centralized location.

**Website:** <https://www.epveteransonestop.org>

**Facebook:** <https://www.facebook.com/epveteransonestopcenter/>

**Phone:** 915-747-3590

### **Steven A. Cohen Military Family Clinic at Endeavors**

The Steven A. Cohen Military Family Clinic at Endeavors continues to operate to serve all Veterans, family members of Veterans, and family members of active-duty service members. This includes any person who served in the U.S. Armed Services (including the National Guard and Reserves) regardless of role or discharge status at low to no cost.

During the COVID-19 outbreak, the Cohen Clinics at Endeavors are operating 100% via telehealth appointments. Telehealth offers face-to-face video therapy that addresses everything from depression, and anxiety, to post-traumatic stress, sleep problems, adolescent behavioral issues, relationship and family stress, and more throughout the State of Texas.

**Website:** <https://www.endeavors.org/programs/onlinetherapy/>

**Email:** [EPclinic@endeavors.org](mailto:EPclinic@endeavors.org)

**Phone:** 915-320-1390

**Hours:** Monday-Thursday, 8:00 a.m.-6:00 p.m. Friday, 8:00 a.m.-3 p.m.

First and Third Saturday, 9:00 a.m.-1:00 p.m.

### **William Beaumont Army Medical Center (WBAMC)**

The WBAMC is open 24 hours and their “Family Advocacy Program (FAP)” handles all instances of domestic violence. They maintain services through virtual appointments.

**Website:** <https://www.wbamc.amedd.army.mil/>

**Phone:** 915-742-2273

**Hours:** 24 hours, 7 days

## **Military One Source**

Military One Source provides 24/7 support for military personnel, spouses, family members and survivors, including services for relationships, parenting and children.

**Website:** <https://www.militaryonesource.mil/>

**Phone:** 800-342-9647

**Hours:** 24 hours, 7 days

## **Veteran Affairs Behavioral Health Services**

If individuals are experiencing mental health challenges or suspect a family member would benefit from talking to a mental health provider, VA offers ways to help. If you qualify for VA health care, you can get high-quality mental health services as part of your benefits. You may also be able to get care for certain mental health problems even if you don't have VA health care.

**Website:** <https://www.mentalhealth.va.gov/>

**Phone:** Veterans Crisis Line, 1-800-273-8255

**Text:** 838255

**Chat Online:** VeteransCrisisLine.net/Chat

**Hours:** 24 hours, 7 days

## **Legal Services**

### **Texas Rio Grande Legal Aid (TRLA)**

Texas Rio Grande Legal Aid (TRLA) remains open (virtually) and continues to provide legal services to all eligible individuals. TRLA has trained trauma informed intake workers and social workers available to work hand in hand with their lawyers. Additionally, individuals may also access services from TRLA through any of these local partners: Center Against Sexual and Family Violence, La Posada Home, and YWCA - Sara McNight Transitional Living Center.

Hotlines are available 9 AM - 5 PM, Monday through Friday in English and Spanish and through interpreters for other languages. Relay services are provided for people who are deaf, hard of hearing, or have speech impediments. To qualify for services, you must meet the income, asset, and immigration requirements established by the U.S. Congress, the Texas Legislature, and other funding sources. The guidelines are complicated, but intake workers will help you through the application process.

**Website:** <https://www.trla.org/elpaso>

**Phone numbers:**

**All Civil Legal Aid:** (888) 988-9996

**Disaster Legal Aid (Including related matters COVID):** (866) 757-1570

**Texas Foster Youth Justice Project:** (877) 313-3688

**Legal Aid for Survivors of Sexual Assault:** (800) 991-5153

**Hours:** Monday-Friday, 9:00 a.m.- 5:00 p.m.

## **Rainn National Hotline**

The Rainn national hotlines offer 24-hour chat line options with experts that will connect you to local services and discuss and make safety plans. They both offer bilingual services.

**Website:** National Sexual Assault Hotline <https://www.rainn.org/>

**Phone:** 1-800-656-4673

**Website:** National Domestic Violence Hotline <https://www.thehotline.org/>

**Phone:** 1-800-799-7233

**Hours:** 24 hours, 7 days a week

## **Law Enforcement**

### **County Attorney's Protective Orders Unit**

The Protective Order Unit of the El Paso County Attorney's Office is open and accepting and litigating applications for protective orders for members of the community who are experiencing family violence, dating violence, sexual assault, sexual abuse, stalking/harassment, or human trafficking. The intake procedures have been automated in response to COVID19 to enable applicants to apply one-line and over the phone. If you call, you should leave a message and a staff member will call you to complete the application process.

**Website:** <http://www.epcounty.com/ca/protectiveorders.htm>

**Email:** [protectiveorderapplications@gmail.com](mailto:protectiveorderapplications@gmail.com)

**Phone:** 915-546-2153

**Hours:** Monday-Friday, 8:00 a.m. – 5:00 p.m.

### **District Attorney's Victim Services**

Crime victims find the criminal justice system a frightening and intimidating process; however, victims do have rights and the District Attorney's office is there to provide information, assistance and support during a truly difficult time. If you or someone you care about is a victim of crime, you may contact trained and caring victim advocates in the District Attorney's office who are ready to help. You may also email your questions or concerns.

**Website:** <https://www.epcounty.com/da/victim-services.htm>

**Email:** [daesparza@epcounty.com](mailto:daesparza@epcounty.com)

**Phone:** 915-546-2091

**Hours:** Monday-Friday, 8:00 a.m. – 5:00 p.m.