

AGE-FRIENDLY HOUSING RESOURCE GUIDE

City of Dallas | Office of Housing & Community Empowerment

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ABOUT THIS GUIDE

This guide was developed by the Office of Housing and Community Empowerment – Age- Friendly Senior Services to serve as a resource for affordable housing options available to older residents in Dallas.

Finding housing in Dallas can be challenging—and identifying affordable options is often even more difficult. Through this guide, we aim to share helpful information and resources to support older adults in navigating their housing choices.

Please note: Housing availability, pricing, and ownership can change frequently. While we strive to provide accurate and up-to-date information, we cannot guarantee that all details will remain current at the time the guide is used. Additionally, this resource is not intended to be a comprehensive or exhaustive list of all housing options.

We strongly encourage users to conduct their own research and verify information directly with housing providers to ensure they are accessing the most accurate and relevant options for their individual needs.

OFFICE OF HOUSING AND COMMUNITY EMPOWERMENT AGE-FRIENDLY SENIOR SERVICES

The Office of Housing and Community Empowerment- Age- Friendly Senior Services division was established to help Dallas seniors maintain the highest quality of life by offering access to information, referrals, and resources that support their financial, social, and overall well-being. The program provides educational workshops and community outreach designed to empower older adults and help them navigate available city programs and services. Additionally, Senior Services offers dedicated staff support to the Senior Affairs Commission (SAC), further advancing efforts to address the needs and priorities of the city's aging population. For more information and assistance, contact the Senior Services Help Line at 214-670-5227 or email agefriendlydallas@dallas.gov.

The Senior Ombudsman Program offers information and guidance to seniors and their families about nursing home facilities and long-term care facility selection. The program is designed to give an official, mandated voice to seniors living in nursing homes and assisted living facilities by addressing concerns and seeking resolutions to issues to enhance the quality of life for residents in long-term care facilities. Under the federal Older Americans Act, every state is required to have an Ombudsman Program. In the City of Dallas, this program is operated through The Senior Source. For more information, please contact The Senior Source at 214-823-5700 or visit online at www.theseniorsource.org.

The Senior Employment Program, offered by U&I, is designed to support low- to moderate-income Dallas residents aged 60 and older in successfully obtaining and maintaining employment. The program provides comprehensive assistance, including job readiness training, hands-on job preparation, job search support, and advocacy. Through strong partnerships with local employers and ongoing employer education, the program connects participants with suitable job opportunities that promote long-term success and job security. By equipping older adults with the tools, skills, and confidence needed to enter or re-enter the workforce, the Senior Employment Program empowers participants to achieve economic self-sufficiency, break the cycle of poverty, and live with dignity and independence. For more information, please contact U&I at 214-637-2911 or visit online at https://www.uandispreadthelight.com.

The Texas Ramp Project builds wheelchair ramps for individuals who are age 60 and older, low-income, and living with a disability. The Senior Services team helps complete applications and accepts intake calls for ramp installation requests. For assistance, please call 214-670-5227.

Operation Watershare provides water bill assistance to Dallas Water Utility customers experiencing financial hardship. If you're age 60 or older and need financial help with your water bill or are experiencing other hardships, please contact Senior Services at 214-670-5227 for more information and support.

SENIOR LIVING RESOURCES

Senior living resources play a vital role in assisting older adults and their families to make informed decisions about housing, care, and overall well-being. Navigating the complexities of aging can be overwhelming, and resource awareness is critical in offering guidance and valuable information on community supportive services.

Please note that while we do our best to keep this information up to date, details may change over time. Some agencies may also serve specific neighborhoods or areas. We encourage you to reach out directly to confirm the most current information for your needs.

Different Types of Housing



Apartments consist of multiple rental units within a landlord-owned building. These properties range from low-income to market-rate units, with some offering subsidized rents through programs like HUD or Low-Income Housing Tax Credits (LIHTC).

Assisted living facilities provide housing and personal care services to older adults or individuals with disabilities who need assistance with daily activities. Residents typically have private rooms or apartments and share meals, medication assistance, and recreational activities. These facilities provide support with daily living but do not offer intensive medical care available in nursing homes.

Boarding homes, also known as board and care homes or residential care homes, are small facilities that offer lodging to three or more unrelated individuals. These programs offer supportive services such as community meals, light housekeeping, meal preparation, transportation, grocery shopping, money management, laundry assistance, and help with the self-administration of medication. However, personal care services are generally not provided.

HUD senior apartments offer income-based rent, typically set at 30% of adjusted gross income. Eligibility generally requires being 62 or older or having a qualifying physical disability necessitating an ADA-accessible unit. Some properties may have a minimum age of 55 years old. These privately owned and managed apartments maintain independent waitlists and are distinct from local housing authority programs. HUD also supports multifamily housing with no age restrictions.

Nursing homes provide a high level of long-term personal or nursing care for individuals who are unable to care for themselves. They offer 24-hour supervision, medical care, and assistance with daily activities. Medicare may cover some costs, but long-term stays are often covered by Medicaid or private insurance.

Public housing programs, such as those managed by the Dallas Housing Authority, provide rental assistance to low- and moderate-income families and individuals. These programs own and manage properties, and eligibility is determined through an application process.

Rental homes are single-family houses owned by landlords and available for rent. They offer more privacy and space compared to apartments and may be suitable for individuals or families seeking a home-like environment.

The Section 8 Housing Choice Voucher program, managed by local housing authorities like the Dallas Housing Authority, allows eligible individuals to rent housing in the private market. Participants pay a percentage of their income towards rent and/or utilities, with the voucher covering the remainder.

Senior living communities, also known as 55+ communities, offer a range of housing options for individuals aged 55 and older. These communities may include independent living, assisted living, and nursing care facilities, providing various levels of support based on individual needs.

Shared housing involves two or more individuals sharing a permanent housing unit and the costs of maintaining it, such as rent and utilities. This arrangement can provide affordable housing options and foster a sense of community.

Shelters provide temporary accommodation, often in shared spaces, for individuals experiencing homelessness. They offer a safe place to stay and may provide additional services such as meals and case management.

Subsidized housing refers to housing made available at below-market rates through government subsidies to help low-income individuals and families afford housing. Programs like Section 8 and public housing fall under this category.

Tax credit properties are housing developments that participate in the Low-Income Housing Tax Credit (LIHTC) program. Developers receive tax credits in exchange for reserving a portion of units for low-income tenants at restricted rents. These properties must maintain affordability for a set period, typically 30 years.

Additional Housing Types

Micro-Communities: Innovative housing solutions involving small, self-contained units, often used to address homelessness.

Multigenerational Homes: Homes where multiple generations live together, offering financial and emotional support.



SENIOR HOUSING OPTIONS

Affordable Senior Housing

The following is a list of affordable senior housing other subsidy, or tax-credit options. These properties are either Housing and Urban Development (HUD) subsidized, or tax-credit units at 30% AMI (area median income).

Rent (and in some cases all bills) will generally amount to 30% of a person's income but it will vary depending on the property.

The age requirement is 62 or older or have a qualifying disability that requires an American with Disabilities Act (ADA) accessible unit. Some properties may start at age 55 to qualify.

Each property manages their own waitlists, have different amenities, and requirements related to pets.

Please apply directly to the property to find out more information.

Please note, these are **not** Dallas Housing Authority (DHA) properties. To apply to DHA, please visit www.dhantx.com or call 214-951-8300 to find out more information.

LOCATION	ADDRESS	PHONE NUMBER
Notre Dame Court	801 S. Madison Ave. Dallas, TX 75208	214-942-8000
Dickinson Place	911 St. Joseph St. Dallas, TX 75246	214-821-5390
Juliette Fowler Communities	1234 Abrams Rd. Dallas, TX 75214	214-827-0813
Oak Lawn Place	5723 Sadler Circle Dallas, TX 75235	469-332-2611 214-272-9528
Estates at Shiloh	10725 Shiloh Rd. Dallas, TX 75228	214-328-4341
Friendship Tower	3033 Cockrell Hill Rd. Dallas, TX 75236	214-330-7764
Casa Trevino	1901 W. Davis St. Dallas, TX 75208	214-946-6410
Forest Green	9730 Shepherd Rd. Dallas, TX 75243	214-349-8110
Lakeland Manor	3105 Peavy Rd. Dallas, TX 75228	214-324-3895

LOCATION	ADDRESS	PHONE NUMBER
Jubilee Park	907 Bank St. Dallas, TX 75223	214-887-1364
Magnolia Trace	2001 Crouch Rd. Dallas, TX 75241	214-372-3268
Prairie Creek Apartments	9215 Bruton Rd. Dallas, TX 75217	214-388-0407
Villa Santa Maria	1830 Bennett Ave. Dallas, TX 75206	469-281-9559
Aya Village	2607 Jeffries Dallas, TX 75215	214-421-3665
Greater Bethlehem Plaza	7835 Military Pkwy Dallas, TX 75227	214-275-4722
Fiji Senior Villas	201 Fran Way Dallas, TX 75203	214-948-0340
The Mondello	2000 Highland Rd. Dallas, TX 75228	214-660-1492
Hillside West Senior Living	3757 Falls Bluff Dr. Dallas, TX 75211	214-337-0191
Mariposa Western Heights	1641 N. Windomere Ave. Dallas, TX 75208	972-268-9566
Cliffview Village	2426 Simpson Stuart Dallas, TX 75241	972-224-8881
Silver Gardens Senior Apartments	2620 Ruidosa Ave. Dallas, TX 75228	833-706-0480
Highpointe Senior Living	1615 S. Zang Blvd. Dallas, TX 75224	214-468-4722
Pegasus Villas	7200 N. Stemmons Fwy Dallas, TX 75247	469-480-5430
Pythian Manor	2719 E. Illinois Ave. Dallas, TX 75216	214-374-3334
Tyler Street Tower	922 W. 9th St. Dallas, TX 75208	214-948-1475
Umphress Terrace	7242 Umphress Rd. Dallas, TX 75217	214-391-9000
Prairie Creek Apartments	9215 Bruton Rd. Dallas, TX 75217	214-388-0407

Disclaimer: It is the responsibility of the individual to contact the property for current vacancies and pricing. Rental prices are subject to change. No guarantee of service availability is given.

Affordable Multifamily Housing

The following is a list of affordable housing options that are multifamily and do not have an age requirement. These properties are either Housing and Urban Development (HUD) subsidized, or tax-credit units at 30% AMI (area median income).

Rent (and in some cases all bills) will generally amount to 30% of a person's income but it will vary depending on the property. There is no age requirement to qualify.

Each property manages their own waitlists, have different amenities, and requirements related to pets. Please apply directly to the property to find out more information.

Please note, these are **not** Dallas Housing Authority (DHA) properties. To apply to DHA, please visit www.dhantx.com or call 214-951-8300 to find out more information.

LOCATION	ADDRESS	PHONE NUMBER
Fairway Village (Formerly known as Ridgecrest Terrace)	513 Cold Town Ln. Dallas, TX 75211	214-467-1160
Kiva East	4724 East Side Ave. Dallas, TX 75226	214-468-4628
The Belleview	1400 Belleview St. Dallas, TX	214-928-9950
Mirasol Apartments	1226 N. Masters Dallas, TX 75217	972-286-7493
Peoples El Shaddai Village	2836 E. Overton Rd. Dallas, TX 75216	214-484-8705
Crestshire Village Apartments	2314 N. St. Augustine Rd. Dallas, TX 75227	972-285-1746
Palladium Glenn Heights	2400 S. Hampton Rd. Glenn Heights, TX 75154	972-274-2400
St. James Manor Apartments	3119 Easter Ave. Dallas, TX 75216	214-954-7529
Prairie Commons Apartments	9850 Military Pkwy Dallas, TX 75227	972-289-8999
Colonial Tepeyac	5880 Bernal Dr. Dallas, TX 75212	214-638-4177

Disclaimer: It is the responsibility of the individual to contact the property for current vacancies and pricing. Rental prices are subject to change. No guarantee of service availability is given.

Housing Resources

Financial Assistance

Office of Housing and Community Empowerment

Age- Friendly Senior Services
Phone: (214) 670-5227
Email: agefriendlydallas@dallas.gov
Website: https://dallascityhall.com/departments/community-care
Address: 2828 Fish Trap Rd., Dallas, TX 75212
Offers information and referral services to older Dallas residents. May assist residents aged 60 and older with water bill support through Operation Watershare, depending on eligibility.

Social Services
Phone: (214) 670-8416 (Mon-Fri 9am-12pm)
Website: https://dallascityhall.com/departments/community-care
Address:
West Dallas Multipurpose Center
2828 Fish Trap Road
Dallas, TX 75212
Martin Luther King, Jr. Community Center
2922 Martin Luther King Jr. Blvd., Bldg. A
Dallas, TX 75215
Offers emergency assistance to individuals and families who have experienced a temporary financial crisis. Financial services are based on the availability of funds. Assistance is provided through intake caseworkers; walk-ins are not accommodated.

Dallas County Health and Human Services

Comprehensive Energy Assistance Program (CEAP)
Phone: (214) 819-1848
Website: dallascounty.org
Address: 2377 N. Stemmons Freeway, Suite 201**,** Dallas, TX 75207
CEAP provides energy assistance to help residents pay their utility bills. Priority is given to households with elderly and/or disabled residents and households with children aged 5 and younger. Eligibility is based on income and household size. Due to high demand, there may be a 10 to 12-week delay in processing new applications.
Dallas County

Welfare Assistance Program
Phone: (214) 819-2029
Website: dallascounty.org
Address: 2377 N. Stemmons Freeway**,** Dallas, TX 75207

Assists individuals unable to work due to medical conditions and who are between incomes, either waiting on benefits to become approved or returning to work. Eligibility is based on income and medical documentation.

The Senior Source
Phone: (214) 823-5700
Website: theseniorsource.org
Address: 3910 Harry Hines Blvd., Suite 200**,** Dallas, TX 75219
Offers a variety of utility assistance programs, including assistance with the CEAP application. Additionally, provides financial management, benefits counseling, caregiver support, legal services, and more.

Dallas Area Agency on Aging (DAAA)
Phone: (214) 871-5065
Website: ccadvance.org
Address: 1341 W. Mockingbird Lane, Suite 100**,** Dallas, TX 75247
Assists older adults aged 60 and above, including their caregivers, with care coordination services. Services include income support, health maintenance, personal assistance, chore services, minor home modifications, home-delivered meals, respite services, and legal services.

Home Point
Phone: (214) 828-4244
Website: homepoint.org
Address: 400 S. Zang Blvd., Suite 700**,** Dallas, TX 75208
Provides homeless prevention services, including housing and utility assistance programs. These programs offer emergency financial assistance to households facing evictions and/or utility cut-offs.

Under 1 Roof
Phone: (214) 343-4000
Website: under1roofdallas.org
Address: 5787 S. Hampton Rd., Suite 390**,** Dallas, TX 75232
Provides supportive housing and other homeless prevention services, such as rental and utility assistance to qualifying individuals.

The MINT Foundation
Phone: (972) 224-7200
Website: mintcares.org
Address: 1604 Falcon Drive**,** DeSoto, TX 75115
Offers financial assistance programs partnering with the City of DeSoto, the City of Dallas, and the United Way Metropolitan Dallas to provide rental and utility assistance for households with unexpected financial emergencies. Financial services are based on the availability of funds.

St. Vincent de Paul
Phone: (469) 607-0909
Website: svdpdallas.org
Address: 800 W. Page Ave.**,** Dallas, TX 75208
Offers financial assistance for families in need. Financial services are based on the availability of funds.

Sharing Life Community Outreach
Phone: (972) 285-5819
Website: sharing.life
Address: 3795 W. Emporium Circle, Mesquite, TX 75150
Provides resource information and referrals to aging residents of Dallas, connecting them with agencies that offer financial assistance. Eligibility and availability of support are determined by the individual agencies providing the assistance.

Metrocrest Services
Phone: (972) 446-2100
Website: metrocrestservices.org
Address: 1145 N. Josey Ln., Carrollton, TX 75006
Provides short-term financial assistance to prevent eviction and utility disconnection, along with financial coaching, a food pantry, and senior services. Services may be limited to residents of specific ZIP codes. Please contact the agency directly to confirm eligibility.

Now-Forward (formerly North Dallas Shared Ministries)
Phone: (214) 358-8700
Website: now-forward.org
Address: 2875 Merrell Rd., Dallas, TX 75229
Offers emergency financial assistance for rent and utilities, food, medical and dental care, clothing, and tax preparation services. Services may be limited to residents of specific ZIP codes. Please contact the agency directly to confirm eligibility.

The Salvation Army – Home Sweet Home Program
Phone: (214) 424-7050
Website: salvationarmyntx.org
Address: 5302 Harry Hines Blvd., Dallas, TX 75235
Provides emergency shelter, food, and supportive services to individuals and families experiencing homelessness.

Housing Programs

To find your local Housing Authority, please visit U.S. Department of Housing and Urban Development (HUD) online at
www.hud.gov/program_offices/public_indian_housing/pha/contacts

Dallas Housing Authority (214) 951-8300
DHA provides affordable housing solutions for families across seven counties through the Housing Choice Voucher (Section 8) program and public rental housing communities. For more information, please visit online at **www.dhantx.com**.

Dallas County Housing Program (214) 653-7011
Dallas County Housing Program include several programs to assist families: Emergency Rental Assistance/Welfare Program, Section 8 Rental Assistance Program, Home Loan Counseling Center, Weatherization Program and Replacement Housing Program. For more information, please visit online at **www.dallascounty.org**.

Permanent Supportive Housing and Coordinated Access System through Housing Forward Crisis Help Line 1-(888) 411-6802
Leads in the development and implementation of an effective homeless response system to make homelessness rare, brief, and non-recurring in Dallas and Collin Counties. If you are a homeless individual or family who needs assistance, or you know a homeless individual who will benefit from assistance, please contact the Homeless Crisis Help Line or visit online at **www.housingforwardntx.org**.

The Department of Housing & Community Development - Dallas Homebuyer Assistance Program (214) 670-3644
DHAP provides homeownership opportunities to low and moderate-income homebuyers through the provision of financial assistance when purchasing a home, in accordance with federal, state, and local laws and regulations. DHAP also provides information on re-subordinating for refinancing or request payoffs or lien releases. For more information, please visit online at **www.dallascityhall.com**.

Dallas Area Habitat for Humanity (214) 678-2300
Revitalizes neighborhoods through affordable homeownership opportunities, financial education, advocacy efforts, and neighborhood empowerment programs. For more information, please visit online at **www.dallasareahabitat.org**.

Catholic Housing Initiative - affordable housing serving working families, seniors and homeless individuals. For more information, please visit online at **www.chidallas.org**.



Assisted Living & Nursing Homes (Long Term Care)

The Senior Source Ombudsman Program (214)-525-6114
Provides support and assistance for those living in long-term care facilities. They also provide an online search tool for locating nursing, assisted living and memory care facilities. For more information, please visit online at **www.theseniorsource.org**.

Aging and Disability Resource Center 1(888)-743-1202
ADRC provides support and services on long-term care options including supportive services provided in your home for aging in place. For more information, please call or email ADRC at: **DallasADRCInfo@metrocareservices.org** or visit online at **www.connecttocaredallas.org**.

Texas Health & Human Services - 211
Long-term care information for people needing long term care either in their home or in a long-term care home. The website offers a search tool to compare long term care homes in your community. For more information, please visit online at **www.hhs.texas.gov**.

Texas Assisted Living Association (512)-653-6604
TALA provides resource information for seniors and family members interested in learning more about assisted living. For more information, please visit **www.tala.org**.

Medicare - Compare Long Term Care Facilities
Medicare offers an online search tool to compare nursing homes, memory care, and assisted living facilities. For more information, please visit online at **www.medicare.gov/care-compare/.**

Texas Organization of Residential Care Homes (512) 593-8810
TORCH is an advocate for quality senior care in residential assisted living homes. They offer an online search tool for residential care homes. For more information, please visit online at **www.txtorch.com**.

Care Patrol (972)-472-4274
Offers a free advisory service to individuals searching for long-term care housing options such as retirement, nursing, and assisted living homes. For more information, please visit online at **www.carepartrol.com**.

Senior Living Specialist (214)-929-5055
Provides a free service for families needing to locate independent living, assisted living, memory care and residential care homes in Dallas Fort Worth. For more information, please visit online at **www.seniorlivingspecialists.com**.

Veterans

Veteran's Affairs (800)-698-2411
The VA is a federal agency that provides benefits and supportive services to veterans and their families. For more information, please visit online at **www.va.gov**.

Texas Veteran's Network (844) 489-8387
Offers a comprehensive resource directory consisting of more than 300 veteran-focused community-based organizations and government agencies and thousands of resources that holistically serve the veteran and military community. For more information, please visit online at **www.combinedarms.us/texasveteransnetwork**.

Veterans Affairs Supportive Housing Program (877) 424-3838
VASH offers a rental assistance program for homeless veterans. For more information, please call the National Call Center for Homeless Veterans.

Heroes House 214-239-9108
Provides affordable housing solutions for veterans and their families. For more information, please visit online at **www.heroeshousetx.com**.

Homeless Mobile Medical & Mental Health Veterans Clinic (214) 783-1179
An outreach recreational vehicle equipped to provide services to unsheltered veterans. For more information, please visit online at **www.va.gov**.

Shared Housing and Rental Search

Shared Housing Center (214) 821-8510
Offers housing for individuals through the Homeshare Program or a group residence shelter. For more information, please visit online at **www.sharedhousing.org**.

Boarding Homes
For a complete list of registered boarding homes in the city of Dallas, please visit the Code Compliance web page on the City of Dallas website at https://dallascityhall.com/departments/codecompliance/Admin1/ApplyforaPermit/Pages/BoardingHomes.aspx

Community Homes for Adults, Inc. (214) 373-8600
CHAI provides programs and services that enable individuals with intellectual disabilities to live as Independently as possible. CHAI maintains nine group homes, provides services to individual clients in the community through Wolens Program Services and operates a Group Day Habilitation Program. For more information, please visit online at **www.chaidallas.org**.

U.S. Department of Housing and Urban Development housing search
HUD offers an online search for affordable HUD subsidized housing. For more information, please visit online at **www.resources.hud.gov**.

Second Chance Apartments: www.secondchanceapartments.com
Rental search for individuals who have had broken leases, bad credit, poor rental history, evictions, foreclosure, and criminal convictions.

Texas Department of Housing and Community Affairs (512) 475-3800
Provides an online search tool to locate affordable housing. For more information, please visit online at **www.tdhca.state.tx.us**.

Aging and Disability Resource Center – 1(888) 743-1202
ADRC uses Connect to Care (information and referral service) to assist with housing navigation to identify safe, affordable, accessible, and integrated housing to meet the needs of older adults and people with disabilities in Dallas County. Connect to Care provides a comprehensive list of housing inventory located on their website. For more information, please visit online at **www.connecttocare.org**.

Inclusive Communities Project (214) 939-9239
ICP can assist families with Section 8 Choice Vouchers with providing information and resources that support families looking to move to high opportunity areas. High opportunity areas are communities with above average median incomes, low-poverty rates, lower crime rates, and fully resourced public schools. For more information, please visit online at **www.inclusivecommunities.net**.

Rental Housing Deals
Online search for affordable senior housing and Section 8 Housing. **www.rentalhousingdeals.com/senior-housing**.

Spare Room
Online search for rooms available to rent. In addition, they provide houses for rent. For more information, please visit online at **www.spareroom.com**.

Zillow offers an online search for rentals in your community. For more information, please visit online at **www.zillow.com**.

Apartments.com offers an online search for rentals in your community. For more information, please visit online at **www.apartments.com**.

Affordable Housing Online is an online search for affordable housing rental units. For more information, please visit online at **www.affordablehousingonline.com**.

Affordable Housing is an online search for affordable housing rental units. For more information, please visit online at **www.affordablehousing.com.**

Senior Living
Offers a comprehensive directory of senior living options. In addition, the website provides information on retirement, aging in place, housing, technology and more. For more information, please visit online at **www.seniorliving.org.**

Coalition for Aging LGBT
Mission is to improve and protect the quality of life or older LGBT adults in North Texas through community engagement and advocacy education. The Coalition offers a North Texas LGBT - Friendly Senior Housing Guide that can be accessed on online at **www.cfa.lgbt.**

Volunteers of America (800) 899-0089
Provides shelter for the homeless, affordable housing, and spiritual support. For more information on services in Dallas, please visit online at **www.voa.org.**

Texas Housing Association (800) 837-0645
A state-wide non-profit organization dedicated to meeting the education and information needs of 400+ public housing authorities/agencies (PHAs) in Texas. For more information and resources for locating affordable housing please visit online at **www.txtha.org.**

Texas Tenant's Union (214) 823-2733
Educating and organizing Texas tenants for 40+ years. For more information, please visit online at **www.txtenants.org.**

Healthy Housing Foundation
Healthy Housing Foundation provides housing units at an affordable cost to low-income people, including families with children and those previously unsheltered or homeless. https://www.healthyhousingfoundation.net/texas-locations/

Persons living with HIV/AIDS

HOPWA Housing Services (214) 670-6338
The Fresh Start Housing Program is committed to providing quality, affordable housing assistance, and supportive services for low-income persons and families that are homeless or at risk of homelessness, including ex-offenders on parole, that are living with HIV/AIDS. The program offers case management supportive services as the participants obtain and remain in stable housing. HOPWA may also provide emergency assistance to individuals who have experienced a temporary financial crisis. For more information, please visit online at **www.dallascityhall.com**.

Legacy Cares (214) 520-6308
Provides quality mental healthcare, substance abuse treatment, and special care housing services for people living with HIV and AIDS. For more information, please visit online at **www.legacycares.org**.

Homebase for Housing (214) 520-6308, ext. 340
Provides housing information and referrals for programs for people living with HIV/AIDS. For more information, please visit online at **www.homebaseforhousing.org**.

Dallas County Ryan White HIV/AIDS Program (214) 819-1849
Provides supportive services for individuals with HIV/AIDS and their families. For more information, please visit online at **www.dallascounty.org**.

Resource Center (214)-521-5124
Offers a full array of physical health, mental health and nutrition services for people living with HIV. For more information, please visit online at **www.myresourcecenter.org**.

Parkland HIV Services Department (214) 590-8000
Supports patients from the beginning through advanced stages of the disease, including emergency services and home healthcare. They also provide support and services to the patient's family and friends. For more information, please visit online at **www.parklandhealth.org**.

Prism Health (214) 521-5191
Provides quality healthcare and serves to connect people living with HIV/AIDS with services in the area. For more information, please visit online at **www.phntx.org**.

AIDS Healthcare Foundation (323) 860-5200
AHF provides access to benefits counseling, help with registration paperwork, immediate appointment scheduling, case management, top infectious disease doctors and specialty pharmacies and prescription delivery. For more information and a list of their locations, please visit online at **www.hivcare.org**.



Housing with Mental Health Support

Metrocare (214) 743-1200
Largest provider of mental health, developmental disability and permanent supported housing services in Dallas County serving over 50,000 people annually. For more information, please visit online at **www.metrocareservices.org.**

Mental Health America of Greater Dallas (214)-871-2420
Promotes mental wellness through community education and policy advocacy. For more information, please visit online at **www.mhadallas.org.**

North Texas Behavioral Health Authority (214) 366-9407
NTBHA is a Certified Community Behavioral Health Clinic (CCBHC) with partner organizations to provide qualify mental and behavioral health services for individuals. For more information, please visit online at **www.ntbha.org.**

National Alliance on Mental Illness 1(800) 950-6264

NAMI is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. To find out more about the local support groups and educational opportunities, please visit online at **www.nami.org.**

Parkland Behavioral Health Clinic (214) 590-5536
Provides a range of mental health services provided by psychiatrists, behavioral health providers, clinical social workers, psychiatric nurses and psychologists. For more information, please visit online at **www.parklandhealth.org.**

Dallas Behavioral Healthcare Hospital (972) 982-0897
Provides impatient, partial hospitalization, and intensive outpatient program services all within the same campus. For more information, please visit online at **www.dallasbehavioral.com.**



Homeless Services

Housing Forward
Homeless Crisis Help Line 1-(888) 411-6802
Website: www.housingforwardntx.org.
Leads in the development and implementation of an effective homeless response system to make homelessness rare, brief, and non-recurring in Dallas and Collin Counties. If you are a homeless individual or family who needs assistance, or you know a homeless individual who will benefit from assistance, please contact the Homeless Crisis Help Line or visit online at **www.housingforwardntx.org**.

Our Calling
Phone: (214) 444-8796
Website: www.ourcalling.org
Address: 1702 S Cesar Chavez Blvd, Dallas, TX 75215
Our Calling operates a zero-barrier outreach center near downtown Dallas that provides laundry, showers, clothing resources, food, phone charging stations, free WiFi, and more. The outreach center also serves as a hub for more than a dozen partner organizations offering specialized services, including medical, mental health, VA, SNAP, ID, intake for rehabs, and housing assistance.

The Stewpot
Phone: (214) 746-2785
Website: www.thestewpot.org
Address: 1610 S. Malcolm X Blvd, Dallas, TX 75226
The Stewpot serves individuals and families experiencing economic, housing, and food insecurity by offering programs in the areas of housing, stabilization, education, nutrition, and enrichment.



Emergency Shelters

The Bridge Homeless Recovery Center
Phone: (214) 670-1100
Website: www.bridgenorthtexas.org
Address: 1818 Corsicana St., Dallas, TX 75201
Provides emergency shelter, supportive services, and access to housing for homeless men and women.

Austin Street Center
Phone: (214) 428-4242
Website: www.austinstreet.org
Address: 1717 Jeffries St, Dallas, TX 75226
Offers emergency shelter and supportive services for men, ages 45 and older, and women, ages 18 and older women.

Dallas Life
Phone: (214) 421-1380
Website: www.dallaslife.org
Address: 1100 Cadiz St., Dallas, TX 75215
Provides shelter and supportive services for men, women, and children. Offers a pay-to-stay option at $15 per night and a 10-month recovery program.

The Salvation Army - Carr P. Collins Social Service Center
Phone: (214) 424-7050
Website: salvationarmyntx.org
Address: 5302 Harry Hines Blvd, Dallas, TX 75235
The Carr P. Collins Social Service Center is the largest Salvation Army facility in North Texas, offering emergency shelter, meals, case management, and specialized programs for men, women, families, veterans, and survivors of domestic violence and sex trafficking. The center operates 24/7 and houses up to 600 individuals nightly.

Union Gospel Mission Dallas
Phone: (214) 637-6117
Website: www.ugmdallas.org
Address: 3211 Irving Blvd., Dallas, TX 75247
Offers shelter to men and provides meals, case management, and recovery programs.

Center of Hope
Phone: (214) 638-2988
Website: www.ugmdallas.org
Address: 4815 Cass St., Dallas, TX 75235
Provides shelter for single women and women with children.

Exodus Ministries
Phone: (214) 827-3772
Website: www.exodusministries.org
Address: 2824 S. Harwood St., Dallas, TX 75215
Offers transitional housing and support services for formerly incarcerated women.

Reconciliation Outreach
Phone: (214) 545-6500
Website: www.reconciliationoutreach.org
Address: 1902 S. Malcolm X Blvd., Dallas, TX 75215
Provides shelter and support services for homeless individuals.



Domestic Violence Shelters

The Family Place
24-Hour Crisis Hotline: (214) 941-1991
Website: www.familyplace.org
Address: P.O. Box 7999**,** Dallas, TX 75209
Provides safe housing, counseling, and skills training for survivors of family violence.

Genesis Women's Shelter & Support
24-Hour Helpline: (214) 946-4357
Website: www.genesisshelter.org
Main Office: 4411 Lemmon Ave, Suite 201**,** Dallas, TX 75219
(214) 559-2050

Genesis at South Oak Cliff:
5020 S Lancaster Rd
Dallas, TX 75216
(214) 946-4357

Genesis at Lucas:
2023 Lucas Dr
Dallas, TX 75219
(214) 946-4357
Offers advocacy, individual and group counseling, childcare during appointments, and referrals to legal services and emergency shelter.
Genesis offers emergency shelter at an undisclosed location for up to six weeks. Services are free, confidential, and available in English and Spanish.

Hope's Door New Beginning Center
24-Hour Hotline: (972) 276-0057
Website: www.hdnbc.org
Address: P.O. Box 831, Wylie, TX 75098

Hope's Door provides intervention and prevention solutions to individuals and families affected by intimate partner and family violence. They also offer education programming to enhance the community's capacity to respond.

Mosaic Family Services
Phone: (214) 821-5393
Website: www.mosaicservices.org
Address: 12225 Greenville Ave, Suite 600, Dallas, TX 75243
Mosaic serves survivors of domestic violence, human trafficking, and human rights abuses through safe emergency housing, 24-hour hotline assistance, case management, legal services, immigration assistance, interpretation and translation, medical care, counseling, education, and more.

Salvation Army Domestic Violence Program
24-Hour Hotline: (214) 424-7208
Website: www.salvationarmyntx.org
Address: 5302 Harry Hines Blvd, Dallas, TX 75235
The Salvation Army provides safe shelter, client advocacy, therapy, children's services, safety planning, legal advocacy, life skills/educational classes, and more.



Shelters for Families

Family Gateway
Phone: (214) 823-4500
Website: www.familygateway.org
Primary Location:
1421 W. Mockingbird Ln, Suite C
Dallas, TX 75247
Provides emergency shelter, supportive housing, case management, and educational programming for families affected by homelessness.
Additional Location:
711 S. St. Paul St.
Dallas, TX 75201
The Annette G. Strauss Family Gateway Center, serving as the county-wide point of entry for families with children experiencing or near homelessness.

The Salvation Army - Carr P. Collins Social Service Center
Phone: (214) 424-7050
Website: salvationarmyntx.org
Address: 5302 Harry Hines Blvd**,** Dallas, TX 75235
The Carr P. Collins Social Service Center is the largest Salvation Army facility in North Texas, offering emergency shelter, meals, case management, and specialized programs for men, women, families, veterans, and survivors of domestic violence and sex trafficking. The center operates 24/7 and houses up to 600 individuals nightly.

The Samaritan Inn
Phone: (972) 542-5302
Website: saminn.org
Address: 1514 N. McDonald Street**,** McKinney, TX 75071
The Samaritan Inn provides comprehensive services to individuals and families experiencing homelessness, including shelter, meals, case management, financial literacy, and career development classes. The program serves approximately 160 people nightly, with one-third being children.

Arlington Life Shelter
Phone: (817) 548-9885 ext. 3312
Website: arlingtonlifeshelter.org
Address: 325 W. Division Street**,** Arlington, TX 76011
Arlington Life Shelter offers shelter, meals, case management, and transitional services to individuals and families impacted by homelessness. The shelter operates 24/7 and provides a path to self-sufficiency through various programs.



Housing Discrimination and Legal Resources

Legal Aid of Northwest Texas (888)-529-5277
Works to ensure equal access to justice by providing free civil legal services to low-income individuals and families in the 114 counties we serve across North and West Texas. Please call 888-529-5277 for the Legal Aid Line, 855-548-8457 for Landlord-tenant issues and 817-339-5391 for Disaster-related questions. For more information, please visit online at **www.legalaidtx.org**.

Dallas Volunteer Attorneys Program (214) 243-2236
DVAP recruits, trains, and supports volunteer attorneys to provide free, civil legal help to low-income people in Dallas County, Texas. DVAP attorneys provide advice and full representation in a variety of cases. For more information, please visit online at **www.dallasvolunteerattorneyprogram.org**.

Dallas Eviction Advocacy Center (469) 436-2704
Serves tenants in Dallas County facing eviction. Our services include providing pro bono legal advice and representation. For more information, please visit online at **www.dallaseac.org**.

Office of Equity and Inclusion, Fair Housing Division (214) 670-3247
The City of Dallas Fair Housing supports city leadership and staff through education and training in the identification and elimination of systemic barriers to fair and just distribution of resources, access to services and opportunity and proper investigation of housing discrimination complaints. For more information, please visit online at **www.dallascityhall.com**.

U.S. Department of Housing and Urban Development (HUD) – Local Office
(817) 978-5600
HUD is a federal agency responsible for national policy and programs that address America's housing needs, that improve and develop the Nation's communities, and enforce fair housing laws. The local office is located at 307 W. 7th St., Suite 1000, Fort Worth, TX 76102. For more information, please visit online at **www.hud.gov**.



Other Housing Support

U.S. Department of Housing and Urban Development (HUD)
Housing Counseling Services
Housing counselors can provide advice on buying a home, renting, defaults, forbearances, foreclosures, and credit issues.
https://answers.hud.gov/housingcounseling/s/?language=en_US

Local Appraisal Districts
In Texas, county appraisal districts offer property tax relief to homeowners aged 65 and older through exemptions and deferrals. The over-65 exemption lowers the taxable value, while the deferral option allows seniors to postpone tax payments with interest. For more information, please contact your local county appraisal district
https://www.dallascounty.org/departments/tax/appraisal-districts.php

Wesley-Rankin Community Center 214-742-6674
Wesley-Rankin is working to support West Dallas residents with their homestead, property taxes, and heirship issues.
https://wesleyrankin.org/housing/



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City of Dallas Publication FY 25-26. Additional copies may be obtained from: Office of Housing & Community Empowerment / Age-Friendly Senior Services by calling our Main Line at (214) 670-5227 or email agefriendlydallas@dallas.gov

Request Senior Services brochure

for information and referrals on senior services