



## Neighbors Helping Neighbors Community Toolkit Guide

*Not sure how to get started? Send us an email!  
[neighborshelpingsatx@gmail.com](mailto:neighborshelpingsatx@gmail.com) and go to [www.t1nc.org](http://www.t1nc.org) for online  
versions, to get downloads, and find links. Look on the Committees tab for  
Neighbors Helping Neighbors and other ways to be involved with T1NC.*

### **GATHER RESOURCES AND DISTRIBUTE INFORMATION**

1) First create a directory list of the most immediate resources available to you in your neighborhood area:

- Neighborhood Association (HOA or Coalition):

Website:

Email:

Phone:

- City Council District:  
Council Representative:  
Constituent Services:

- SAFFE Officer:  
SAPD Substation:  
Crisis Intervention:

- Churches (food and clothing pantries)
- Senior Centers (do they provide warming and cooling locations, meals, transportation, computers/internet, other services)
- Libraries (do they provide resource materials, computers/internet)

TIP: Use the SACRD online directory to research possibilities using a list by service type or a map search tool. [www.sacrd.org](http://www.sacrd.org)

2) Copy this information into your neighborhood association's website, newsletter, and social media page's "about" section. Keep it updated!

3) Use the information as a top sheet for information packets that can be handed out to neighbors. Do you have a way to print or make copies so that the resource packets can be handed out to neighbors?

4) Create expanded lists of organizations that provide city wide services and city department information. When you are gathering information make sure to sign up on other email lists so that you get information on events and engagement opportunities. *See the last section in this packet for a starter list of directories and service provider info.*

### **CREATE A COMMITTEE OR GROUP AND COMMUNITY EVENTS**

1) Do you have a way to keep these lists updated or to add current information in the event of an emergency? How do you get out information quickly, like an organizational email address or mail chimp email blast mailer?

2) Work with your neighborhood association to create “block captains” that can assist in distributing and communicating information, especially in the event of an emergency. Do you already have people that go door to door, like distributing a newsletter? If not, can you start with a small group of interested volunteers and grow through recruitment?

3) Establish a committee or group that meets at least once every 3 months to update resource lists, contact information, recruit block captains, and host neighborhood workshops on Neighbors Helping Neighbors topics.

### **ADVOCATE, NETWORK, AND ENGAGE IN OUTREACH**

1) Who are the organizations or other community advocate groups that you can partner with? Consider meeting with your District Council Office.

2) Create door to door outreach activities and neighborhood workshops. Work with your neighborhood association to help schedule and get the word out.

3) Contact T1NC Neighbors Helping Neighbors to schedule a workshop on “how to” if you need help.

4) Consider these questions as you continue to make progress in your outreach: How do you deal with barriers, and problem solving?, How do you become involved on a larger scale? , What are the next steps to advocate, participate in COSA commissions, city council, and budget? , How do neighborhoods learn from one another?

# Resource Directory

## **San Antonio Resource Directory**

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

## **United Way - 211 Helpline**

<https://www.uwsatx.org/>

## **Neighborhood and Housing Services Department (NHSD), City of San Antonio**

Many of the resources in this directory were provided by NHSD through their newsletter and website. Sign up to be on their email list and find more information on their website: <https://www.sanantonio.gov/NHSD>

## **ELDER HELP:**

### **Department of Human Services (DHS), City of San Antonio**

<https://www.sanantonio.gov/humanservices/SeniorServices/Resources>

### **Adult Protective Services**

Investigates abuse, neglect, and exploitation of adults who are elderly or have disabilities

24 hours a day, 7 days a week

1.800.252.5400

### **Meals on Wheels**

Nutritious meal delivery service for eligible home-bound seniors.

210.735.5115

### **Food Bank - Project Hope**

Monthly staples/groceries for eligible seniors

Contact: [hope@safoodbank.org](mailto:hope@safoodbank.org)

### **Alzheimer's Association**

Virtual/Phone Caregiver Support Group - 800.272.3900

### **Alzheimer's Foundation of America**

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

Toll-Free Helpline - 866.232.8484

### **Caregiver SOS**

Talk to a Caregiver specialist over the phone, telephone support groups, etc., 1.866.390.6491

### **UT Health Science Center**

Extensive list of resources to help during this time

[UTCaregivers.org](http://UTCaregivers.org)

210.450.8862

### **Arden Courts**

[www.arden-courts.com](http://www.arden-courts.com)

888.478.2410

### **A Caregiver's Toolkit - San Antonio Area Foundation - Successfully Aging and Living in San Antonio**

A free 60-page guide for caregivers of older adults.

<https://saafdn.org/wp-content/uploads/2020/09/CAREGIVER-Booklet-1.pdf>

### **A Caregiver's Toolkit - *en Español* (PDF)**

Una guía gratuita de 60 páginas para cuidadores de adultos mayores.

<https://www.sanantonio.gov/Portals/0/Files/HumanServices/SeniorServices/Resources/CaregiverToolkit-es.pdf>

### **National Memory Screening Program**

<https://alzfdn.org/memory-screening/>

## **HOUSING:**

### **Neighborhood and Housing Services Department**

### **Housing Assistance Programs / Rental and Mortgage Assistance**

210.207.5910

<https://www.sanantonio.gov/NHSD/Programs/FairHousing>

### **Homeless Hotline**

210.207.1799

# **ANIMAL CARE:**

**Animal Care Services, City of San Antonio**

210.207.4PET (4738)

<https://www.sanantonio.gov/Animal-Care/Home>

# **HEALTH AND RESILIENCY:**

## **Mental Health Support**

24 hours a day, 7 days a week

833.986.1919

## **Catholic Charities Counseling**

210.377.1133

## **The Ecumenical Center**

Schedule a wellness call today

210.616.0885

## **Prescription Assistance**

Call 211

## **Domestic Violence Crisis Hotline**

210.733.8810 or 800.799.SAFE (7233)

## **Emergency Food Assistance**

[SAFoodBank.org](http://SAFoodBank.org)

210.431.8326

## **Utility Assistance**

210.207.7830

## **Unemployment Benefits**

[twc.state.tx.us](http://twc.state.tx.us)

800.939.6631

## **Income Tax Preparation Assistance**

Volunteer Income Tax Assistance Program

210.207.1711

**Financial Empowerment Centers**

Free one-on-one financial counseling

[sanantoniofec.org](http://sanantoniofec.org)

210.431.4425

**VETERANS:****Office of Military & Veterans Affairs**

210.207.7234

**TXServes**

Various support organizations for the entire military affiliated community

1.888.SA.4.VETS

1.800.273.8255 - Veteran Crisis Hotline

**National Veterans Outreach Program, Inc.**

Provides services & resources to veterans & families

210.354.4892

**Bexar County Military & Veterans Services Center**

Provides list of upcoming free events and resources.

210.335.6775

**LEGAL:****Texas RioGrande Legal Aid**

Free legal services for low-income residents

210.212.3700

**Catholic Charities Archdiocese of SA**

Caritas Legal Services

210.433.3256

**AACOG**

Bexar County residents can speak with Benefit Counselors

210.477.3275