

# Center for Refugee Services (CRS) New Refugee Handbook



*Welcome*  
*Glad you're here!*

We know that arriving in a new place can be scary and overwhelming, so we created this **Guide** to help. The following pages contain information about San Antonio and its resources. We hope you will find it useful as you begin your new life! CRS is here to help you. If we can't help you, we will try to find someone who can.

**The Center for Refugee Services (CRS)**  
**Monday – Friday, 10AM – 3PM 210-949-0062**  
**8703 Wurzbach Road, San Antonio, TX 78240**

## What is Inside?

1. Texas Facts
2. San Antonio/Bexar County Facts
3. Bank Account, Mail, email and Your Address
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5. Affordable Stores in San Antonio
6. Transportation in San Antonio
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10. American Laws and Expectations
11. What Services the Center for Refugee Services Can and Cannot Provide

# TEXAS, Your State

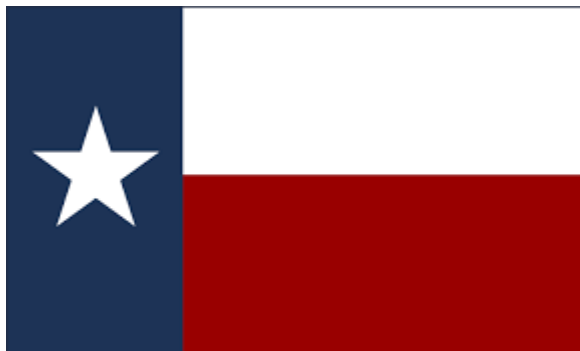
Texas is the 2nd largest state in the United States by both area and population.

Texas is in the Southwestern part of the US. It borders Mexico, Louisiana, Oklahoma, New Mexico, and the Gulf of Mexico.

The State capital is Austin, about 80 miles NE of San Antonio.



**Texas is home to the cowboy. Our flag is the Lone Star.**

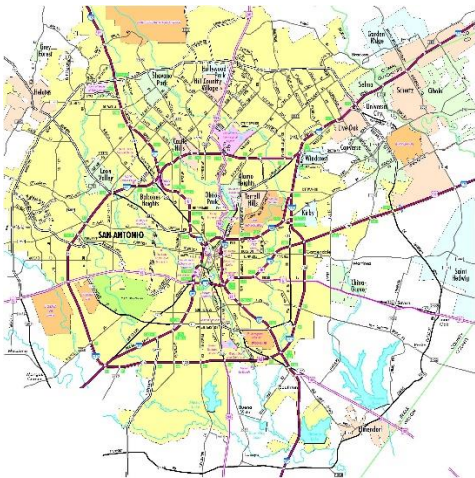


# San Antonio, Your City and New Home

1. San Antonio is located in Bexar County, in south central Texas.
2. San Antonio is the 7<sup>th</sup> largest city in the United States with a population of 1,511,946 and is considered one of the fastest growing cities in America.
3. San Antonio is a very old community founded by the Spanish in 1718 with the Alamo mission. Because of this early and ongoing connection with Spain and Mexico, San Antonio is 63% Hispanic and has a large Spanish-speaking population.
4. San Antonio has a history of welcoming refugees and people from many different cultures.
5. San Antonio is home to one of the largest concentrations of **military** bases in the US, including its largest medical center at **Joint Base San Antonio Fort Sam Houston**.
6. It has many universities including: Public: University of Texas, Texas A&M, Private: Incarnate Word University, Our Lady of the Lake.
7. Besides the Alamo, San Antonio has 4 other Spanish missions built in the 1700s and in 2011 was designated by **UNESCO** as a **World Heritage Site**.



8. San Antonio's downtown and older part of the City is central, ringed by an inner Loop 410 and an outer Loop 1604.



9. San Antonio is home to a multiyear basketball championship team, the **Spurs**.

# Your Bank Account, Mail, email and Change of Address



It is very important that you open a bank account to receive any government and/or work checks, and to use a debit card.

1. Use a bank or credit union that has no fees, such as:

Security Service Credit Union  
15000 I-10, San Antonio, TX 78249  
210-476-4000

Credit Human  
8403 Wurzbach Rd, San Antonio, TX 78229  
(800) 688-7228

2. Make sure that both husband and wife are on the account, so that if one gets sick, the other can still use the funds.

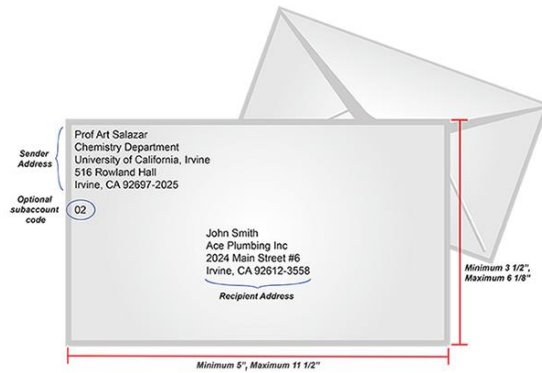
## MAIL and email



Mail your bills in a US mailbox. You can usually find them outside of a HEB, Walgreens, CVS. Set up an email account (gmail or yahoo). **Save the login and password.** If you move, it is important that you notify SNAP, Medicaid,

OIM, etc. as soon as you have a new address. Otherwise your mail could get lost, which could cause your SNAP and Medicaid benefits to be turned off.

## CRS can help you to notify them of your new address.



You should also fill out a **change of address form** and turn it in to the **US Post Office**. That way all of the organizations that send you mail, will know your new address.

If mailing the form below, put in envelope and address as follows (Remember to apply First Class postage):  
TO: POSTMASTER  
United States Postal Service

OFFICIAL MAIL FORWARDING CHANGE OF ADDRESS ORDER		OFFICIAL USE ONLY	
Please PRINT items in 1-10 in blue or black ink. Your signature is required in item 9.		Zone Rate ID No.	
1. Change of Address for: <input type="checkbox"/> Individual (Item 5) <input type="checkbox"/> Entire Family (Item 5) <input type="checkbox"/> Business (Item 6)	2. Is This Move Temporary? <input type="checkbox"/> Yes <input type="checkbox"/> No	Date Entered on Form 3825	
3. Start Date: (ex: 02/28/09) M M D D Y Y	4. If TEMPORARY move, print date to discontinue forwarding (ex: 03/27/08) M M D D Y Y	Expiration Date: M M D D Y Y	
5a. LAST Name & Jr./Sr./Etc.	5b. FIRST Name and MI	Clerk/Career Endorsement	
6. If BUSINESS Move, Print Business Name			
PRINT OLD MAILING ADDRESS BELOW. HOUSE/BUILDING NUMBER AND STREET NAME (INCLUDE ST., AVE., CT., ETC.) OR PO BOX			
7a. OLD Mailing Address	7b. For Puerto Rico Only. If address is in PR, print urbanization name, if appropriate.		
7c. OLD APT. or Suite	7d. CITY	7e. State	7f. ZIP
PRINT NEW MAILING ADDRESS BELOW. HOUSE/BUILDING NUMBER AND STREET NAME (INCLUDE ST., AVE., CT., ETC.) OR PO BOX			
8a. NEW Mailing Address	8b. For Puerto Rico Only. If address is in PR, print urbanization name, if appropriate.		
8c. NEW APT. (Title or P.M.B.)	8d. CITY	8e. State	8f. ZIP
9. Print and Sign Name (see conditions below)		OFFICIAL USE ONLY	
Print: (ex: 0127108)			
Sign: (ex: 0127108)			
PS FORM 3875 MAY 2009 Visit usps.com to change your address online or call 1-800-ASK-USPS (1-800-275-8777) 0324			

NOTE: The person signing this form states that he or she is the person, executor, guardian, authorized officer, or agent of the person for whom mail would be forwarded under this order. Anyone submitting false or inaccurate information on this form is subject to punishment by fine or imprisonment or both under Section 2, 1021, 1702 and 1708 of Title 18, United States Code.

PRIVACY NOTICE: The information you provide will be used to forward your mail to a new location. Collection is authorized by 39 USC 424. Filing this form is voluntary, but we cannot forward your mail without it. We do not disclose your information, except in the following limited circumstances: to government agencies or bodies as required to perform official duties, to maintain, only if they already possess your old address, in legal proceedings or for service of process, to law enforcement as needed for a criminal investigation, or to contractors who help fulfill the service.

## Finding Healthcare



Refugees receive Medicaid the first 9-12 months in the US. **Do Not Go to an Emergency Room, unless it is a real life/death, health matter.** If not an emergency, use your doctor. If you do not have a doctor, or on a weekend, use **UHS ExpressMed** 4647 Medical Drive 78229 210-358-8145, **not Emergency Care.**

1. Children will continue to qualify for Medicaid or CHIP, if your income remains low.
2. Women 18 – 44 years will qualify for **Healthy Texas Women (HTW)**, which covers reproductive health, like mammograms, birth control. Pregnant women qualify for **Pregnancy Medicaid**.
3. **CRS can help with eligible Medicaid, HTW renewals. Renew them on-time!**
4. CRS provides **free male condoms** and can refer you to free family planning.
5. Options for free or low-cost health care for **adults without medical insurance:**
  - a. Wednesday evenings 5-8PM the **San Antonio Refugee Health Clinic** provides free medical care for adults at St. Francis Episcopal Church 4242 Bluemel Rd. SA, TX 78240
  - b. If you have lived in Bexar County  $\geq$  1 year, you can apply for **CareLink**. CareLink is a financial assistance program open to San Antonio residents who do not have health insurance and are low-income. It can be used at University Health System (UHS) clinics and hospitals. It is reasonable cost, based on your income, and there are UHS clinics throughout San Antonio. Call (210) 358-3350 for an appointment and go to 126 W. Rector Street, Suite 116, San Antonio, TX 78216 to apply. Take documents needed for SNAP application.
  - c. **El Bari Health Community Health Clinic** 5281 Casa Bella, San Antonio, TX 78249 210-888-0671. Saturday and Sunday 11 am to 1 pm. You must make an appointment. Many of the providers speak Arabic.
  - d. **Malta Medical** (NE SA) 2935 Pat Booker Rd., suite 135 Universal City, TX 78148. Call 210-775-0277 for hours. Take documents needed for SNAP application.
  - e. **Centro Med** has multiple low-cost clinics, some include dental services. Call 210-922-7000. You must register. Take documents needed for SNAP application.

## Dental Care




Unfortunately, there are few free or low-cost dental options available for **adults**.

- a. 2 times a year the **San Antonio Refugee Health Clinic** provides free dental care for adults. In order to qualify, you must first be screened during their Wednesday 5-8PM medical clinics at St. Francis Church 4242 Bluemel Rd. SA, TX 78240. **Check with CRS for the dental dates and screening sessions.**
- b. **San Antonio Christian Dental Clinic** 1 Haven for Hope Way, Building 1, Suite 400 San Antonio, TX 78207. Call 210-220-2300 for appointment and hours.
- c. **University of Texas Dental School.** 8210 Floyd Curl Drive SA, TX 78229. Call 210-450-3700 for appointment.
- d. Centro Med** has low-cost, based on income, dental clinics throughout San Antonio. Call 210-922-7000. Take documents like those for SNAP application and register.

## Transportation

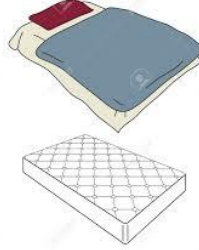
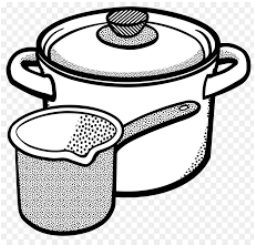
1. You must have a driver's license and be 16 years old to drive a car.
2. You must have car insurance before you can drive a car.
3. You **cannot** drive a car after drinking alcohol.
4. It is against the law for persons  $\geq 8$  years to ride in a car **without a seatbelt.**
5. It is against the law for children  $< 8$  years to ride in a car **without a car seat/booster seat.**

## Public Bus System

6. San Antonio has a bus system called . A one-way adult trip is \$1.30, children  $< 4$  years are free, children 5-13 years and adults  $\geq 62$  years are discounted.
7. To chart your bus trip, go to <https://www.viainfo.net/trip-planning/>  
Put in trip starting and ending points and it will map your trip and tell you which buses to take, and where to change buses, if necessary.

## Inexpensive or Free Places to Shop

New & used dishes, kitchen items, clothing, linens, and small furniture



### FREE:

- **St. Vincent's @ St. Mathews Church**, 10703 Wurzbach 78230. Tuesday – Saturday 9AM – 12PM (Take ID, Social Security, Lease) 210-478-5020.
- **Christian Assistance Ministries (CAM)**, (Take ID, Social Security, Lease)
  - 5084 DeZavala, 78249 Monday – Wednesday, Thursday 9AM – 2PM. 210-697-5771

### USED and INEXPENSIVE:

- **Goodwill** Monday – Saturday 9AM – 9PM. Locations near CRS: 12332 IH 10 W @ DeZavala 78230, 727 Loop 410 @ Blanco Rd.
- **Assistance League**: 2611 West Ave. 78201, Tuesday – Friday: 10AM – 4PM. Sat. 11AM – 3PM.
- **Family Thrift Outlet**: 2011 Vance Jackson, 78213
  - **Wednesday 7 – 11:30 AM \$ .25 per item sale day**
  - Monday, Tuesday, Thursday, Friday, Saturday 9AM – 9PM.

### NEW and INEXPENSIVE:

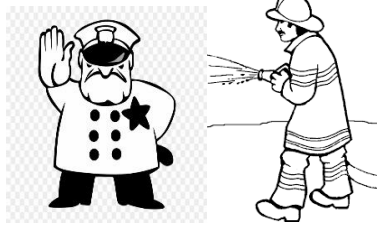
- **Dollar Tree**: 5827 Babcock Rd. 78240. **Everything is \$1.**
- **Walmart**: various locations
- **Billy Bob's Beds**: For inexpensive beds. 7350 Tezel Rd. 78250 (210) 543-9100
- 



### Food Banks:

- **St. Francis Food Pantry**: 4242 Bluemel Rd. 78240 **May use 1x a month**, either Wednesday or Thursday 9AM – 12PM
- **St. Francis Monthly Food Truck**: Check with CRS to see when next date.
- **San Antonio Food Bank**: 5200 Enrique M. Barrera Pkwy, San Antonio, TX 78227. 210) 337-3663. Open 5 days a week 8AM – 5PM.

# IMPORTANT PHONE NUMBERS



## EMERGENCIES!!!

## CALL 911

Only call an **ambulance** if it is a **life-threatening** health matter. Otherwise go to **UHS ExpressMed** 4647 Medical Drive 78229 Monday-Sunday 7 a.m. - 8 p.m., walk-in, all ages.

### Non-Emergency Police

Call 210-207-7273

**Prue Substation SAFFE Officer**  
5020 Prue Road 78240

Call 210-207-7169

### Fire

Call 210-207-6000

### Gas Leak

Call 800- 773-3077

**Poison Control** (24 hrs hotline) Call 800-222-1222

For problems like: 1) accidentally took wrong medicine, 2) exposed to a dangerous chemical

## Learning English

Learning English will help you to find better paying jobs and to be more successful in your new home.

- **CRS** provides multi-level adult English as a Second Language (ESL) **daytime** classes. Check with CRS for registration and class information. No children allowed.
- On Tuesday and Wednesday, a church group provides adult **evening** ESL classes at CRS. Register at CRS for the evening classes. No children allowed.
- **Catholic Charities** has **daytime** ESL classes, Wednesday, Thursday & Friday, 9am – 12pm 10226 Ironside Dr. behind the HEB off of IH10 and Wurzbach. Take Via Bus Route 534. Childcare available for children 18 months to 4 years old.
- Watching American TV and reading children's books is also a great way to learn English. CRS has children's books to give to your family.



# AMERICAN LAWS & EXPECTATIONS

**Laws:** You must be **21 years** old to drink alcohol and gamble.

You must be **18 years** old to buy cigarettes.

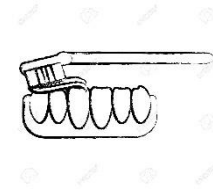
You must use a **crosswalk** and/or **pedestrian street light** to cross streets.

While this may be a review for some, it is important to know what is expected of you in your new home.

Use deodorant Shower



Brush your teeth

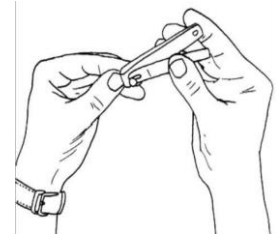


## Your Body

Brush hair Wash hands



Clip nails



## Your Food

Keep cold food in the refrigerator



Eat food before its expiration date



Use oven and stove to fully cook food



## Your Home

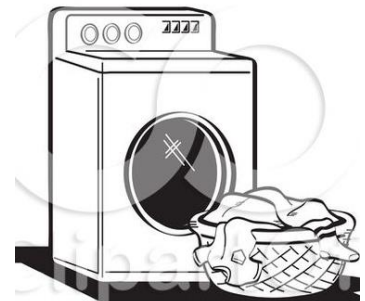
Wash your dishes



Sweep/mop Throw out trash



Do your laundry



## **How the Center for Refugee Services Can Help You**

1. Most of CRS' services are for legally resettled refugees, not for Diversity Visa or other immigrants.
2. Basic toiletries and household items (1x) for newly arrived families, only.
3. Women and young children: (for families in the US < 7 years)
  - a. Monthly diapers for children under 4 years
  - b. Portable baby cribs (Pack n Plays) and layettes for newborns
  - c. Feminine hygiene products
  - d. New or gently used clothes for children  $\leq$  12 months
  - e. Refer to UHS for child car seats and injury prevention education
4. Apply/renew SNAP, children's Medicaid/CHIP, Healthy Texas Women, Pregnancy Medicaid.
5. Refer to free/low-cost adult health and dental care.
6. Help with reading correspondence, bills and arranging bill payment plans (including monthly OIM travel bills)
7. Employment help:
  - a. Finding job openings, applying on-line
  - b. Writing Resumes, learning/practicing interview skills
8. Register for ESL classes at CRS or refer elsewhere.
9. Classes to prepare for US Citizenship exam.
10. Help with filling out housing applications
11. Computer lab to check email, print out pay stubs, etc.
12. Referral to agencies who help with Citizenship and Green Card applications

## **What the Center for Refugee Services Does Not Do**

1. Help fill out any:
  - a. Citizenship Application
  - b. Green Card Application
  - c. Social Security Disability Application
  - d. Worker's Compensation Applications
2. Pay with CRS funds any client rent, utility, or other bills
3. Purchase items online, such as airline tickets
4. Provide legal help, may possibly refer elsewhere.