



Refugee Resettlement Services

Frequently Asked Questions

How do I get help?

Please call the main line at 512-651-6125. You will be prompted to choose from five languages. Choose your preferred language by leaving a voicemail, and we will connect you to a native speaker/translator who will assist you.

Who is this for?

This service is available to many types of refugees. The term “refugee” is not necessarily limited to those who immigrated under the traditional Refugee Resettlement Program. Our services are also available to qualifying Cuban migrants, Haitian migrants, asylees, or Afghans arriving under the Operation Allies Welcome (OAW) program. If you’d like more information on eligibility requirements, please contact Justin Estep, Senior Director of Refugee Resettlement Services at 512-651-6111.

How is this program different from Immigration Legal Services?

Our Immigration Legal Services help families and individuals navigate through a broad range of legal issues, such as

- Family-based immigration legal services
- Removal defense
- Permanent resident card replacement or renewal
- Deferred Action for Childhood Arrivals (DACA)
- Visas for victims of crime & human trafficking
- Naturalization
- Asylum

Our refugee services are specifically geared towards helping refugees navigate their new environment, including

- Cultural adjustment services
 - Employment placement and support services
 - Enrollment in refugee health insurance & cash assistance programs
 - Educational system navigation and support for Central Texas students and their families
 - Assistance signing up for government programs such as TANF and SNAP
 - Personalized referrals to other CCCTX services
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How can I help spread the word about this service?

You can visit our Partner ToolKit at ccctx.org/refugee-resettlement-services-partner-toolkit/. There, you can find free resources and materials ready for download! For more information about the program, please contact Justin Estep, Senior Director of Refugee Resettlement Services at 512-651-6111. If you are seeking assistance or know someone who does, please call our main intake line at 512-651-6125.



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What services does the refugee program include?

- Cultural adjustment services
- Employment placement and support services
- Enrollment in refugee health insurance & cash assistance programs
- Educational system navigation and support for Central Texas students and their families
- Assistance signing up for government programs, such as TANF and SNAP
- Personalized referrals to other CCCTX services, including:
 - Counseling Program
 - Disaster Response
 - Financial Stability
 - Immigration Legal Services
 - St. Gabriel's Pregnancy and Parenting Program
 - St. Michael's Veteran Services

Is your staff multilingual? What languages does your staff speak?

We have Spanish-speaking staff, but for other languages, we will:

- Use a trusted community translator
- Use technology interpretation software

No matter what language you speak, we will have a way to communicate.

Does one have to be Catholic in order to qualify for this service?

No, this service is available to the whole community!

Can I call on behalf of someone else?

Yes, with their consent.

Where does one have to reside in order to access these services?

These services are available to any resident within our 25-county service region, which includes the following counties: Bastrop, Bell, Blanco, Brazos, Burleson, Burnet, Caldwell, Coryell, Falls, Fayette, Hamilton, Hays, Lampasas, Lee, Limestone, Llano, Mason, McLennan, Milam, Mills, Robertson, San Saba, Travis, Washington and Williamson counties.