

City of San Antonio Services

General Information

- Call **3-1-1** for general information about City services.
- Call **9-1-1** for emergencies (fire, medical, or immediate danger).
- Call **(210) 207-7273** for non-emergency police assistance.

Immigrant Affairs Office

- Call **(210) 207-8911** for help with community resources.

Language Services

City departments provide program information and key services in other languages, including American Sign Language (ASL), when needed and requested. These services are free to the person seeking services.

How to Request an Interpreter

- Please dial **3-1-1** or **(210) 207-6000** and ask for an interpreter.
- For emergencies, dial **9-1-1** and ask for an interpreter.
- Tell the operator your location and the language you need. Do not hang up while waiting for an interpreter.

Ask for Help in Your Language

Download and print the City of San Antonio's iSpeakSA Card for your language. You can show this card to City employees to ask for interpretation services. Go to [SA.Gov/Directory/Departments/COA/Language-Access](https://www.sanantonio.gov/Directory/Departments/COA/Language-Access) or scan the code for downloads.



Title VI Discrimination Complaints

You have the right to access City programs and services in your language. If you believe City services, activities or programs were withheld or denied to you on a discriminatory basis, you may file a complaint through the [Discrimination Complaints](#) process or by calling **(210) 207-8911**.

San Antonio Public Library

The [San Antonio Public Library \(SAPL\)](#) welcomes visitors at 30 [locations](#), many conveniently located in neighborhoods and on bus lines. SAPL has over 60 Qualified Spanish speakers on staff and produces most public communication in English and Spanish.



SAPL locations have free public Wi-Fi and computer access. Laptops can also be checked out for on-site use, with a library card. The [Enhanced Library Card](#) offers full library benefits, in addition to being a supplemental identification document. Scan the code to learn more.



[Physical collections](#) include books, read-along books for children, audiobooks, newspapers, archives, magazines, music, and movies. Home delivery of items is available for select patrons through Library by Mail.

[Digital collections](#) include eBooks, eAudiobooks, eMagazines, and a video streaming service. [Databases](#) provide information and training on everything from crafts to car maintenance, resume building to learning English. Materials represent over 30 languages, and patrons can submit suggestions for purchase every month.

Several programs and services cater to Latino or Spanish-speaking populations, such as the [Latino Collection and Resource Center \(LCRC\)](#) at the Central Library, MakeMake digital resource for Spanish language children's books, and [eLearning](#) for children and adults alike.

[Learn at SAPL](#) is an adult education program that offers individualized job support and computer training. Learn adult educators guide patrons in completing their online and technological tasks. Additional programs include English as a Second Language and citizenship study groups.

The [SAPL Events Calendar](#) presents activities for early childhood, children, tweens, teens, adults, and older adults: SAPL (@mysapl) uses YouTube, Instagram, X (formerly Twitter), Facebook, eNewsletters, digital signage and advertising to share information.

Questions can be directed to **(210) 207-2500** or the live chat at [MySAPL.org](https://www.mysapl.org).

San Antonio Metro Health

Domestic Violence Support Services

Metro Health provides support for people experiencing domestic violence who live in San Antonio. We can help with temporary emergency housing and transportation needs, personal care items, and food assistance. We also provide long-term case management. Community members can request services



through the non-emergency phone line for the San Antonio Police Department: **(210) 207-7273**. Police reports and resident documentation are not required to receive services.

Parenting Education

Metro Health provides parenting classes for guardians of children ages 0-16 years. Classes are offered in person in English or Spanish, and some are available online. Find classes online at Triplep-Parenting.com. Resident documentation is not required to receive services.

San Antonio Ready to Work

San Antonio Ready to Work is San Antonio's top job training, education, and employment program. Work authorization is required. Two ways to apply:

- Call **3-1-1** or **(210) 207-6000**
- [Online](#)

Small Business Support

Need help starting or growing your small business?

- Business Outreach Specialist Hotline: **(210) 207-3922**
- Email: smallbizinfo@sanantonio.gov

Neighborhood & Housing Services Department

Learn more about renter rights, resources and housing assistance at:

- SA.Gov/tenantsrights
- SA.Gov/NHSD

Property tax help is available at:

- SA.Gov/propertytaxhelp

Homeless Services & Strategy Department Community Connections Hotline

The Community Connections Hotline is a resource hub open from 8:30 a.m. to 4:30 p.m., Monday through Friday. The Hotline can assist with referrals for homeless prevention or assistance for those experiencing homelessness.

Hotline Specialists can provide referrals to:

- Housing assessments and resources.
- Emergency shelter.
- Youth Case management (ages 18-24).
- Utility payment support.
- Food pantry and distributions.
- Transportation resources.
- Mental health, substance use, and healthcare services.

Department of Human Services

Utility Assistance

The City of San Antonio offers utility assistance to eligible Bexar County households needing help with their energy bills. Priority is provided to:

- Households with children 17 years old and younger.
- Individuals with a disability (must provide medical documentation with the application or SSDI award letter).



- Older adults 60 years or older.

Visit [SA.Gov/UtilityHelp](https://www.sa.gov/utilityhelp) for eligibility requirements and to complete an online application.

Senior Centers & Services

City of San Antonio Senior Centers are free to anyone living in Bexar County who is 60 years old and older. All activities, services, transportation services, resources and meals at the centers are free. Comprehensive Senior Centers are open 12 hours per day with a mid-day meal served daily.

Hours of Operation

- 7 a.m. - 8 p.m. Monday - Thursday
- 7 a.m. - 4 p.m. on Friday

Go to [SA.gov/SeniorCenters](https://www.sa.gov/SeniorCenters) to learn more or find a Senior Center and sign up for membership.

