#### HOUSTON INDEPENDENT SCHOOL DISTRICT (HISD) FAMILY SERVICES

	Department or Program	Phone	Contact	Email
1	After School Programs	713-556-6927	Jonnelle Hollins	jhollins@HoustonISD.org
2	Bilingual Education/English	713-556-6961	Evelyn Castro	ecastro1@HoustonISD.org
	as a Second Language		Terrie Armstrong	tarmstr1@HoustonISD.org
3	Career Readiness	713-556-6981	Michael Love	CareerReadiness@HoustonISD.org
4	College Readiness	713-556-5231	Jharrett Bryantt	CollegeReadiness@HoustonISD.org
5	Counseling and Student	713-556-6744	Cynthia Nemons	cnemons@HoustonISD.org
	Support			
6	Crisis Intervention	713-923-8597	Dr. Lauren Goonan	lgoonan@HoustonISD.org
7	Dropout Prevention	713-556-7017	Bea Marquez	bmarquez@HoustonISD.org
8	Early Childhood Education	713-556-6823	Janice Dingayan	curriculum@HoustonISD.org
9	EMERGE	713-967-5219	Sara Llansa	emerge@HoustonISD.org
10	Family and Community	713-556-7290	Dr. Michelle Burke	Michelle.Burke@HoustonISD.org
	Engagement			
11	Health and Wellness	713-556-7280	Gwendolyn Johnson	gjohns10@HoustonISD.org
	Programs			
12	HISD TV	713-556-6606	Sarah Greer-Osborne	HISD-TV@HoustonISD.org
13	Homeless Education	713-556-7237	Lisa Jackson	ljacks14@HoustonISD.org
14	Library Services	713-696-0600	Janice Newsum	jnewsum@HoustonISD.org
15	Migrant Education	713-556-6961	Magda Galindo	mgalind2@HoustonISD.org
16	Newcomer Program	713-556-6961	Dr. Virginia Elizondo	velizon2@HoustonISD.org
17	Nutrition	713-491-5700	Jennifer Boesch	fsresponseline@HoustonISD.org
18	Parent and Community Assistance	713-556-7121	Suzanne Mihaloglou	ParentAssistance@HoustonISD.org
19	Police	713-892-7777	Lt. Guadalupe Jimenez	<u>gjimenez@HoustonISD.org</u>
20	PowerUP/Technology	713-556-6217	Christina Masick	powerup@HoustonISD.org
21	Refugee Programs	713-556-6961	Neneh Koroma	nkoroma@HoustonISD.org
			Shirin Herman	sherman@HoustonISD.org
22	School Choice	713-556-6947	Noelia Longoria	magnet@HoustonISD.org
23	Social and Emotional	713-967-5235	Dr. Michael Webb	mwebb3@HoustonISD.org
L	Learning			_
24	Special Education	713-556-7025	Dr. Joan Anderson	jander13@HoustonISD.org
25	Safe Schools	713-967-5235	Luis Gavito	lgavito@HoustonISD.org
26	Transportation	713-613-3040	Chester Glaude	osalaza1@HoustonISD.org
27	Virtual School	713-556-7295	Maria Bonilla	vschool@HoustonISD.org
				mbonill3@HoustonISD.org

# **Houston Independent School District – After-School Programs**

Address: 4400 West 18th Street, Houston, TX 77092

**Days/Hours:** Monday-Friday, 8am-5pm **Contact:** Jonelle Hollins, Manager

**Phone:** 713-556-6927 **Fax:** 713-556-6814

Email: jhollins@HoustonISD.org

Website: http://www.HoustonISD.org/Page/32735

**Direct Services:** Some campuses participating in the After-School Program offer classes for parents. • Check with a specific school for options. • Other after-school classes include: English as a Second Language (ESL), financial literacy, fitness, General Education Development (GED), and technology skills.

## Houston Independent School District – Bilingual Education/English as a Second Language

Address: 4400 West 18th Street, Houston, TX 77092

Days/Hours: Monday-Friday, 8am-5pm

Contact: Evelyn Castro, Manager (Elementary) and Terrie Armstrong, Manager (Secondary)

**Phone:** 713-556-6961 **Fax:** 713-556-6980

Email: ecastro1@HoustonISD.org and tarmstr1@HoustonISD.org

Website: http://www.HoustonISD.org/Page/32054

Languages: Amharic, Arabic, Burmese, Chinese (Cantonese, Mandarin), English, Farsi, French, Hindi, Nepali,

Portuguese, Russian, Somali, Spanish, Swahili, Tigrinya, Urdu

**Direct Services:** Provides bilingual cultural heritage language programs, dual language programs, English as a Second Language programs, and transitional bilingual education programs. • Uses student information surveys in 15 non-English languages.

### **Houston Independent School District – Career Readiness**

Address: 4400 West 18th Street, Houston, TX 77092

Days/Hours: Monday-Friday, 8am-5pm

Contact: Michael Love, Assistant Superintendent-Career Readiness

**Phone:** 713-556-6981 **Fax:** 713-556-7236

**Email:** CareerReadiness@HoustonISD.org **Website:** http://www.hisdcareerreadiness.org

**Direct Services:** Supports 190 career pathways in 37 HISD schools. • Helps students to investigate their interests, formulate their financial futures, and plan their paths. • Supports 16 different career and technical education programs of study. • Provides tools for career awareness, career exploration, and career education and for earning college credit and certifications while still in high school. • Provides information about local high-demand careers, job opportunities, and scholarships.

### **Houston Independent School District – College Readiness**

Address: 1102 Telephone Road, Houston, TX 77023

Days/Hours: Monday-Friday, 8am-5pm

Contact: Jharrett Bryantt, Assistant Superintendent-College Readiness

**Phone:** 713-556-5231 **Fax:** 713-556-7236

Email: CollegeReadiness@HoustonISD.org

Website: http://www.HoustonISD.org/collegereadiness

**Direct Services:** Provides help for families to identify sources of scholarships and financial aid. • Offers College Fairs and Financial Aid Nights (call for specific dates and locations). • Coordinates the Free Application for Federal Student Aid (FAFSA) Day on all HISD high school campuses. • Presents up-to-date information about college applications on a blog for families at http://hisd2college.wordpress.com.

#### **Houston Independent School District – Counseling and Student Support**

Address: 4400 West 18th Street, Houston, TX 77092

**Days/Hours:** Monday-Friday, 8am-5pm **Contact:** Cynthia Nemons, Manager

Phone: 713-556-6744

Email: cnemons@HoustonISD.org

Website: http://www.HoustonISD.org/Domain/8047

**Direct Services:** Supports development of personal graduation plans for all HISD students. • Supports the social, emotional, career, and academic growth and development of all HISD students. • Helps with classroom instruction, small-group discussions, parent presentations and workshops, school-wide assemblies, and collaborative activities with campus communities. • Coordinates systematic promotion of competency in academic, career, personal, and social goals for individual students.

#### **Houston Independent School District – Crisis Intervention**

Address: 1102 Telephone Road, Houston, TX 77023

**Days/Hours:** Monday-Friday, 8am-5pm **Contact:** Dr. Lauren Goonan, Manager

**Phone:** 713-923-8597 **Fax:** 713-967-5217

Email: Igoonan@HoustonISD.org

Website: http://www.HoustonISD.org/Domain/8052

**Direct Services:** Provides psychologists assigned to handle crisis intervention and consultation in serious or challenging situations that require psychological intervention and/or referral. • Offers services at individual schools and at the district-wide level. • Provides district-wide training on such topics as suicide prevention, crisis intervention, early warning signs of mental health issues, and risky behaviors among youth.

## **Houston Independent School District – Dropout Prevention**

Address: 4400 West 18th Street, Houston, TX 77092

Days/Hours: Monday-Friday, 9am-5pm

Contact: Bea Marquez, Director

Phone: 713-556-7017

Email: bmarquez@HoustonISD.org

Website: http://www.HoustonISD.org/Page/32112

**Ages/Grades Served:** Ages 13-21 (Ages 13-22 if a student is eligible for Special Education)

**Direct Services:** Supports and aligns district goals with school goals for preventing school dropout and raising the graduation rate. • Works with other Central Office departments and partners with city and county government, businesses, and non-profit agencies to reduce the dropout rate and raise the graduation rate. • Consults with families and refers them to community services. • Provides information about alternative educational options for accelerated programs and credit recovery. • Provides case management of students who are excessive truants and/or at risk of dropping out of school.

#### **Houston Independent School District – Early Childhood Education**

Address: 4400 West 18th Street, Houston, TX 77092

**Days/Hours:** Monday-Friday, 8am-5pm **Contact:** Janice Dingayan, Manager

**Phone:** 713-556-6823 **Fax:** 713-556-6898

Email: curriculum@HoustonISD.org

Website: http://www.HoustonISD.org/Domain/8053

**Direct Services:** Provides prekindergarten enrollment information for families. • Provides curricular resources and support for families of prekindergarten students. • Organizes a district-wide prekindergarten roundup for families looking at prekindergarten programs in HISD during the spring semester. • Contact individual schools for specific dates.

#### **Houston Independent School District – EMERGE**

Address: 1102 Telephone Road, Houston, TX 77023

Days/Hours: Monday-Friday, 8am-5pm

Contact: Sara Llansa, Director

Phone: 713-967-5219

Email: emerge@HoustonISD.org

Website: http://www.HoustonISD.org/Page/112098

Ages/Grades Served: Grades 9-12

Direct Services: At EMERGE school sites, offers students and parents programs and workshops on successfully attending and graduating from ly League and other top-tier colleges. • Programs and application

information are at www.HoustonISD.org/Page/113064.

### Houston Independent School District – Family and Community Empowerment

Address: 4400 West 18th Street, Houston, TX 77092

Days/Hours: Monday-Friday, 8am-5pm Contact: Dr. Michelle Burke, Director

**Phone:** 713-556-7290 Fax: 713-556-6814

Email: Michelle.Burke@HoustonISD.org Website: http://www.HoustonISD.org/face

Direct Services: Delivers research-based programs, such as Academic Parent-Teacher Teams and Family-Friendly Schools. • Works with all campuses to develop strong parent organizations and two-way family-school communication. • Networks with parent leaders, school-based parental engagement staff, district campuses, and central office departments to develop tools and strategies for supporting and improving family and community engagement at all campuses. • Presents research-based workshops and resources online, at individual schools, and at central offices.

#### **Houston Independent School District – Health and Wellness Programs**

Address: 4400 West 18th Street, Houston, TX 77092

Days/Hours: Monday-Friday, 8am-5pm Contact: Gwendolyn Johnson, Manager

Phone: 713-556-7280 **Fax:** 713-556-7283

Email: gjohns10@HoustonISD.org

Website: http://www.HoustonISD.org/Domain/35490

**Direct Services:** Offers presentations and one-on-one help with the entire processes of applying for the Children's Health Insurance Program (CHIP) and Medicaid for children. • Connects parents with other helpful resources inside and outside HISD. • Provides parent education and professional support for students with

asthma and food allergies.

# Houston Independent School District – HISD TV

Address: 4400 West 18th Street, Houston, TX 77092

Days/Hours: Monday-Friday, 8am-5pm Contact: Sarah Greer-Osborne. Director

**Phone:** 713-556-6606

Email: HISD-TV@HoustonISD.org

Website: http://hisdtv.org

**Direct Services:** Provides parents, students, staff, and members of the Houston community with the latest

news and information about HISD and all of its schools. • Covers district-wide initiatives and press

conferences, parent and student forums, community meetings, and campus-based news. • Provides audiovisual and technical support for Board of Education meetings, press conferences, community events, workshops, and all other meetings held at Central Offices and all schools in HISD.

#### Houston Independent School District – Homeless Education

Address: 5001 Martin Luther King Jr. Boulevard, Houston, TX 77021

**Days/Hours:** Monday-Friday, 8am-5pm **Contact:** Lisa Jackson, Homeless Liaison

**Phone:** 713-556-7237 **Fax:** 713-556-7024

Email: <u>ljacks14@HoustonISD.org</u>

Website: http://www.HoustonISD.org/Page/74844

**Direct Services:** Provides support and guidance to homeless students who are in transition, and who lack a fixed, regular, and adequate nighttime residence. • Provides clothing, school supplies, and personal hygiene items for qualified students. • Helps with enrollment, immunizations, and obtaining school medical records. • Provides referrals to providers of food, shelter, transportation, and other resources. • Operates a Parent Center. • Offers leadership in identifying homeless students and in raising community awareness. • Makes presentations about homeless education services.

### **Houston Independent School District – Library Services**

Address: 4001 Hardy Street, Houston, TX 77009

**Days/Hours:** Monday-Friday, 8am-5pm **Contact:** Janice Newsum, Manager

**Phone:** 713-696-0600 **Fax:** 713-696-6144

Email: jnewsum@HoustonISD.org

Website: http://www.HoustonISD.org/Domain/8051

**Direct Services:** Provides digital resources to students, parents, and community. • Offers training and presentations about digital resources available at school libraries. • Provides print and non-print materials to students and parents. • Helps parents with suggested reading lists correlated to student reading levels.

#### Houston Independent School District – Migrant Education

Address: 4400 West 18th Street, Houston, TX 77092

**Days/Hours:** Monday-Friday, 8am-5pm **Contact:** Magda Galindo, Manager

**Phone:** 713-556-7288 **Fax:** 713-556-6980

Email: mgalind2@HoustonISD.org

Website: http://www.HoustonISD.org/Page/32056

**Direct Services:** Designs and supports programs that help migrant students overcome the challenges of mobility, cultural and linguistic barriers, social isolation, and other difficulties associated with a migratory lifestyle in order to succeed in school and to transition successfully to post-secondary education or employment.

#### **Houston Independent School District – Newcomer Program**

Address: 4400 West 18th Street, Houston, TX 77092

**Days/Hours:** Monday-Friday, 5am-8pm **Contacts:** Dr. Virginia Elizondo, Manager

**Phone:** 713-556-6961 **Fax:** 713-556-6980

Email: velizon2@HoustonISD.org

Website: http://www.HoustonISD.org/Page/128250

**Direct Services:** Addresses the needs and concerns of students during their first year of education in the United States. • Assists the families and teachers of newcomer students with the goal of ensuring that they become proficient in the English language, acclimate to the American culture without losing their identity, and contribute positively to society as a whole.

## **Houston Independent School District – Nutrition**

Address: 6801 Bennington Street, Houston, TX 77028

**Days/Hours:** Monday-Friday, 8am-5pm **Contact:** Jennifer Boesch, Director

**Phone:** 713-491-5700

Email: fsresponseline@HoustonISD.org

Website: http://www.HoustonISD.org/Domain/7971

**Direct Services:** Staff dietitians offer nutrition education to parents, students, and community organizations. • Conducts the Dinner Meal Program after hours at selected schools. • Administers the summer breakfast and lunch meal program at summer school sites; open to the public for all children ages 1-18. • Provides parents with eligibility materials for health insurance programs. • Helps families complete free and reduced price meals applications. • At health fairs, back to school nights, and PTO/PTA meetings, presents about available benefits and how to qualify for free and reduced price meals.

## **Houston Independent School District – Parent and Community Assistance**

Address: 4400 West 18th Street, Houston, TX 77092

**Days/Hours:** Monday-Friday, 8am-5pm **Contact:** Suzanne Mihaloglou, Administrator

**Phone:** 713-556-7121 **Fax:** 713-556-7119

Email: ParentAssistance@HoustonISD.org

Website: http://www.HoustonISD.org/Page/69836

Direct Services: Listens to concerns, issues, and conflicts of parents and community members and helps to

resolve them through the appropriate HISD policies, procedures, and personnel.

# **Houston Independent School District – Police**

Address: 3500 Tampa Street, Houston, TX 77021 Days/Hours: Monday-Sunday, 24 hours/day Contact: Lieutenant Guadalupe Jimenez

**Phone**: 713-892-7777 **Fax**: 713-842-3752

Email: gjimenez@HoustonISD.org

Website: http://www.HoustonISD.org/Page/127499

**Direct Services:** Provides workshops for students and parents on bullying, child abuse, school safety, and school rules and consequences, and other topics upon request. • Publishes a parent guide to Internet safety.

## Houston Independent School District - PowerUp/Technology

Address: 4400 West 18th Street, Houston, TX 77092

**Days/Hours:** Monday-Friday, 8am-5pm **Contact:** Christina Masick, General Manager

Phone: 713-556-6217

Email: powerup@HoustonISD.org

Website: http://www.HoustonISD.org/powerup

**Direct Services:** Supports laptop use with on-campus wireless Internet and district-wide Windows 7 upgrades and a 1:1 ratio of laptops to high school students. • Supports district-wide collaboration, personalization, curriculum, instruction, and communication for all HISD staff, students, and parents. • Improves equity in student access to interactive instruction and a rigorous curriculum. • Extends options for teaching, learning, collaboration, and communication at home and at school. • Encourages responsible student use of technology and parental monitoring of how students use it.

# **Houston Independent School District – Refugee Programs**

Address: 4400 West 18th Street, Houston, TX 77092

Days/Hours: Monday-Friday, 8am-5pm

Contact: Neneh Koroma or Shirin Herman, Outreach Workers

**Phone:** 713-556-6961 **Fax:** 713-556-6980

Email: nkoroma@HoustonISD.org or sherman@HoustonISD.org

Website: http://www.HoustonISD.org/Page/31871

**Direct Services:** For refugee children, provides counseling, enrollment guidance, supplemental summer English as a Second Language (ESL) classes, supplemental materials, and school supplies. • For refugee parents, provides enrollment support, translation, parent information, and tutorial support. • Coordinates with all appropriate area service providers. • Offers resources about refugees to support campus staff.

## **Houston Independent School District – School Choice**

Address: 4400 West 18th Street, Houston, TX 77092

Days/Hours: Monday-Friday, 8am-5pm

Contact: Noelia Longoria, Assistant Superintendent

**Phone:** 713-556-6947 **Fax:** 713-556-6784

Email: magnet@HoustonISD.org

Website: http://www.HoustonISD.org/Page/133703

**Direct Services:** Presents about school choice options and school choice programs to parents and students in their own communities and in one-on-one settings. • Trains parents in their own communities about how to apply to magnet programs either online or on paper. • Conducts appeal meetings for parents who are appealing a transfer decision. • Provides lists of magnet school options and other school choice offerings.

#### Houston Independent School District – Social and Emotional Learning

Address: 4400 West 18th Street, Houston, TX 77092

**Days/Hours:** Monday-Friday, 5am-8pm **Contacts:** Dr. Michael Webb, Director

Phone: 713-967-5235

Email: mwebb3@HoustonISD.org

Website: http://www.HoustonISD.org/Page/153364

**Direct Services:** Coordinates the growth of culturally responsive and emotionally safe learning environments.

• Provides resources to help students develop skills to manage their emotions, form positive relationships, feel empathy for others, and make responsible decisions.

# Houston Independent School District – Special Education

Address: 4400 West 18th Street, Houston, TX 77092

Days/Hours: Monday-Friday, 8am-5pm

**Contacts:** Dr. Joan Anderson, Interim Assistant Superintendent

Phone: 713-556-7025

Email: jander13@HoustonISD.org

Website: http://www.HoustonISD.org/Domain/15681

**Direct Services:** Supports students with disabilities in gaining college and career readiness and independent living skills through active engagement in grade-level curriculum. • Provides psychological services, child study services, speech and language services, student evaluations, and other assistance to all HISD schools.

### **Houston Independent School District – Student Discipline**

Address: 1102 Telephone Road, Houston, TX 77023

**Days/Hours:** Monday-Friday, 8am-5pm **Contacts:** Luis Gavito, Administrator

**Phone:** 713-556-7140 **Fax:** 713-556-7282

Email: lgavito@HoustonISD.org

Website: http://www.HoustonISD.org/Domain/15184

**Direct Services:** Supports parents, students, central office, and campuses with student-discipline related issues, questions, and concerns. • Supports review, approval, and processing of referrals to the Discipline Alternative Education Program (DAEP) and expulsions to the Juvenile Justice Alternative Education Program

(JJAEP). • Provides a student handbook in Arabic, English, Spanish, and Vietnamese.

## **Houston Independent School District – Transportation**

Address: 6351 Pinemont Drive, Houston, TX 77092

**Days/Hours:** Monday-Friday, 5am-8pm **Contacts:** Timothy Brown, General Manager

**Phone:** 713-613-3040

Email: osalaza1@HoustonISD.org

Website: http://www.HoustonISD.org/Domain/7972

**Direct Services:** Provides information for students and families about student eligibility, bus routes, and bus safety rules. • Provides safe, professional, and efficient transportation to and from school, educational field trips, athletic competitions, and events. • Operates 990 buses. • Transports about 38,000 HISD students daily.

#### **Houston Independent School District – Virtual Learning Options**

Address: 4400 West 18th Street, Houston, TX 77092

Days/Hours: Office: Monday-Friday, 8am-5pm. • Enrollment: Tuesday and Thursday, 8:30am-12pm and

1:30pm-4pm.

Contacts: Maria Bonilla, Business Manager

**Phone**: 713-556-7295 **Fax**: 713-556-6814

Email: General questions: vschool@HoustonISD.org. • Appointments: mbonill3@HoustonISD.org.

Website: http://www.HoustonISD.org/Domain/17318

**Direct Services:** Provides information about virtual options for adults who attended an HISD school but did not graduate and who wish to continue their studies. • Can provide presentations at school campuses. • Helps with identifying appropriate online learning environments for students seeking non-traditional ways of attending school. • Provides online options for students to earn high school course credits.

FACE PRODUCT EVALUATION FORM									
Proc	Product Name: User(s): School/Location:								
Dire	<b>Directions:</b> Please tell us a little about you by checking (✓) the circles that apply best to you.								
0			Principal Assistant Principal		Parent Educator Parent Liaison		0	Board of Education District Administrator	
0	Family Member		her Campus	Ο			Ο	Central Office Staff	
0	Community O Member		ader assroom Teache	er O	Specialist School Bus Driver		0	FACE Staff	
	Wellidel	O Sc	hool Librarian	0	School Custodian				
0	O American Indian, Alaska Native, or Native Hawaiian		0	O White or Caucasian					
Ο	Asian or Pacific Is	siander		Ο	TWO	or iviore Races	or Etnn	icities	
Dire	Directions: Please tell us how you feel about this product. Your answers will help us to improve it. Thank you.								
		Very Unsatisfied	Unsatisfied	Neu	tral	Satisfied	Ve Satis		Not Applicable
Overall product quality		0	0	0	)	0		)	0
Process for acquiring it		0	0	0		0	(		0
Guidance for users		0	0	0	)	0	(		0
First usage		0	0	0		0			0
Repeated usage		0	0	0		0	(		0
Post-acquisition service		0	0	0	)	0		)	0
	How long have you used this FACE product?								

	How long have you used this FACE product?
0	Less than 1 month
0	1 to 2 months
0	2 to 3 months
0	3 to 6 months
0	6 months to 1 year
0	1 year or longer
0	Have never used it

	How often do you use this FACE product?
0	Daily
0	3 to 4 times a week
0	Weekly
0	3 to 4 times a month
0	Monthly
0	Every 2 to 3 months
0	3 to 4 times a year
0	Once a year or less often
0	Do not use it

#### **FACE PRODUCT EVALUATION FORM**

	Overall, how satisfied are you with this FACE product?
0	Very satisfied
0	Somewhat satisfied
0	Neutral
0	Somewhat unsatisfied
0	Very unsatisfied

	Compared to other products of which you are aware, would you say that this FACE product is:
0	So good that it's in a class by itself
0	Much better than most others
0	About the same as others
0	Somewhat worse than others
0	Much worse than others
0	Never have used it

	Will you use this FACE product again?
0	Definitely yes
0	Probably yes
0	Maybe or maybe not
0	Probably no
0	Definitely no
0	Never have used it

	How likely are you to recommend this FACE product to others?
0	Definitely will recommend it
0	Probably will recommend it
0	Maybe or maybe not
0	Probably will not recommend it
0	Definitely will not recommend it
0	Never have used it

	Based upon your experience with this product, how likely are you to use other FACE products?
0	Very likely
0	Somewhat likely
0	Neutral
0	Somewhat unlikely
0	Very unlikely

Other comments about the product:	4	
·		

Please send this completed evaluation form to:

Family and Community Engagement Department (FACE)
Houston Independent School District (HISD)
4400 West 18<sup>th</sup> Street
Houston, TX 77092
713-556-7290 (main)
713-556-6814 (fax)
face@HoustonISD.org