
2021 - 2022 COMMUNITY RESOURCE GUIDE



Millard House II
Superintendent of Schools

Houston Independent School District Board of Education

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Family and Community Engagement Department
Ryan Professional Development Center
4001 Hardy Street, Houston, Texas 77009
www.HoustonISD.org/face

It is the policy of the Houston Independent School District not to discriminate on the basis of age, color, handicap or disability, ancestry, national origin, marital status, race, religion, sex, veteran status, political affiliation, sexual orientation, gender identity and/or gender expression in its educational or employment programs and activities.

DISASTER RELIEF

Disaster Relief:

1. American Red Cross – Texas Gulf Coast
2. Catholic Charities of the Archdiocese of Galveston-Houston
3. City of Houston – Mayor’s Office of Public Safety and Homeland Security
4. City of Houston – Office of Emergency Management
5. Harris County – Office of Homeland Security and Emergency Management
6. Houston Society for the Prevention of Cruelty to Animals – Disaster Services
7. Internal Revenue Service – Tax Relief in Disaster Situations
8. Lone Star Legal Services
9. Ready Houston
10. Small Business Administration – Disaster Assistance Consumer Service Center
11. State Bar of Texas Disaster Relief Resources – Legal Hotline
12. Texas A&M AgriLife Extension Service – Disaster Education Network
13. Texas Division of Emergency Management
14. The Harris Center for Mental Health and IDD Services
15. The Salvation Army Greater Houston Area Command
16. United Way of Greater Houston

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-526-8300	All ages	Costs vary	Yes	English, Spanish
2	713-526-4611	All ages	Free	No	English, Spanish
3	832-393-0920 832-393-1049 832-393-1071	Adults ages 18+	Free	Yes	Arabic, Chinese, English, Spanish, Urdu, Vietnamese
4	713-884-4554 311	Ages 13-17 and Adults ages 18+	Free	Yes	Arabic, Chinese, English, French, Italian, Spanish, Urdu, Vietnamese
5	713-881-3100	All ages	Free	Yes	Chinese, English, Spanish, Vietnamese
6	713-869-7722	All ages	Free	Yes	English, Spanish
7	281-721-7021 713-209-5499 844-545-5640	All ages	Costs vary	No	English, Spanish
8	713-652-0077 800-504-7030	All ages	Costs vary	No	English, Spanish, Vietnamese
9	832-393-0875	Grades K-5	Free	Yes	Arabic, Chinese, English, Spanish, Urdu, Vietnamese
10	713-773-6500	Adults ages 18+	Costs vary	No	English, Spanish
11	512-427-1463 877-953-5535 800-504-7030	Adults ages 18+	Free	No	Arabic, Chinese, English, German, Hindi, Italian, Korean, Spanish, Urdu
12	713-274-0950	Adults ages 18+	Costs vary	No	English, Spanish
13	512-424-2208	All ages	Free	No	English, Spanish
14	713-970-7000 866-970-4770 713-970-7070	Ages 3-17	Costs vary	No	English
15	713-752-0677	All ages	Free	No	English
16	713-957-4357 211	All ages	Costs vary	No	English, French, German, Korean, Spanish, Vietnamese

American Red Cross of Greater Houston

Address: 2700 Southwest Freeway, Houston, TX 77098

Area Served: Greater Houston

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

Contact: Steve Vetrano, Regional Chapter Executive Officer

Phone: 713-526-8300

Fax: Not available

Email: General questions: <http://www.redcross.org/contact-us/general-inquiry>.

Website: <http://www.redcross.org/local/texas/gulf-coast/local-chapters/houston>

Local Bus Routes: 9, 25, 27

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Costs vary. • Call to ask about specific costs.

Onsite at Schools: Yes. • Local Red Cross chapters help in creating Red Cross Clubs at any school level.

Languages: English, Spanish

Direct Services: Provides families and communities with relief for home fires, floods, hurricanes, tornados, wildfires, and other disasters. • Provides overnight shelter, mental health support, hot meals and water, and first aid treatment. • Distributes emergency supplies. • Operates emergency response vehicles to deliver disaster relief.

Catholic Charities of the Archdiocese of Galveston-Houston

Address: 2900 Louisiana Street, Houston, TX 77006

Area Served: Greater Houston

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

Contact: Natalie Wood, Senior Vice President of Programs

Phone: 713-526-4611

Fax: Not available

Email: Not available

Website: <https://www.catholiccharities.org/our-services/strengthening-families/disaster-relief>

Local Bus Routes: 82, 262, 265

Ages/Grades Served: All ages

Eligibility: Requires a pre-disaster address, a current address, a current phone number, and alternate contact information. • Requires a Federal Emergency Management Agency (FEMA) number (if applicable).

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Helps individuals and families to deal with the aftermath of a natural disaster and to access recovery resources. • Helps individuals and families to obtain counseling to cope with stress due to job loss, relocation, and marital conflicts.

City of Houston – Mayor’s Office of Public Safety and Homeland Security

Address: 900 Bagby Street, 2nd Floor, Houston, TX 77002

Area Served: Houston

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

Contact: Marni Rosen, CERT Coordinator or Liz Shuler, CERT Coordinator or Homero Ponce-Lopez, CERT Coordinator

Phone: Office: 713-884-4500. • CERT Coordinators: 832-393-0920, 832-393-1049, or 832-393-1071.

Fax: Not available

Email: CERT Coordinators: marni.rosen@houstontx.gov or ruthelizabeth.shuler@houstontx.gov or homero.ponce-lopez@houstontx.gov

Website: <http://houstontx.gov/cert>

Local Bus Routes: 40, 85, 161, 162, 164

Ages/Grades Served: Adults ages 18+

Eligibility: Must live in the service area.

Costs: Free

Onsite at Schools: Yes. • Speakers present about disaster preparedness at schools.

Languages: Arabic, Chinese, English, Spanish, Urdu, Vietnamese

Direct Services: Trains ordinary citizens in ways to help themselves and their neighbors in the event of disasters. • Supports efforts of citizens to make a disaster plan, build a disaster kit, prepare to stay informed, and build awareness among neighbors. • Offers speakers to present about disaster preparedness at schools.

City of Houston – Office of Emergency Management

Address: 5320 North Shepherd Drive, Houston, TX 77091

Area Served: Houston

Days/Hours: Office: Monday-Friday, 8am-5pm. • Speakers: Monday-Friday, 8am-5pm, and on weekends and evenings pending speaker availability.

Contact: Michael Walter, Public Information Officer

Phone: 713-884-4554 or 311

Fax: 713-884-4545

Email: Michael.Walter@houstontx.gov

Website: <http://houstontx.gov/oem>

Local Bus Routes: 27, 40, 44

Ages/Grades Served: Ages 13-17 and adults ages 18+

Eligibility: Requires at least two weeks of advance notice for requests for presentations. • Requires an audience of at least 30 persons and a facility large enough for it. • Note that OEM offices at the Houston Emergency Center are in a secure facility not open to the public.

Costs: Free

Onsite at Schools: Yes. • Speakers present about disaster preparedness at schools and to parent groups.

Languages: Arabic, Chinese, English, French, Italian, Spanish, Urdu, Vietnamese

Direct Services: Offers Disaster Preparedness Guides for families and 30- to 60-minute presentations for students. • Provides Guides in eight languages and presentations in English or Spanish. • Presentations and Guides both cover disaster preparedness as a whole, emergency kits, emergency plans, evacuation routes, and tips for staying informed. • Also collects post-disaster flooding reports in its service area.

Harris County – Office of Homeland Security and Emergency Management

Address: 6922 Katy Road, Houston, TX 77024

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8am-5pm. • Speakers: Monday-Friday, 8am-5pm.

Contact: Keyona Steveson, Community Liaison

Phone: 713-881-3100

Fax: Not available

Email: Not available

Website: <http://www.readyharris.org>

Local Bus Routes: 85

Ages/Grades Served: All ages

Eligibility: Provides an online form to request speakers.

Costs: Free

Onsite at Schools: Yes. • Speakers present at schools and to parent groups.

Languages: Chinese, English, Spanish, Vietnamese

Direct Services: Provides an online disaster preparedness guide and an online hurricane preparedness guide. • Offers presentations about general preparedness and hurricane preparedness. • Also collects post-disaster flooding reports in its service area.

Houston Society for the Prevention of Cruelty to Animals – Disaster Services

Address: 900 Portway Drive, Houston, TX 77024

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 11am-7pm, Saturday-Sunday, 10am-6pm. • Speakers: Monday-Friday, 8am-5pm.

Contact: Not available

Phone: 713-869-7722

Fax: 713-869-5857

Email: info@hspca.org

Website: <http://www.houstonspca.org/programs-and-services/disaster-services.html>

Local Bus Routes: 85

Ages/Grades Served: All ages

Eligibility: Requires at least three weeks of advance notice for requests for speakers. • Provides an online form to request speakers.

Costs: Free

Onsite at School: Yes. • Speakers present at health and safety fairs and similar events at schools.

Languages: English, Spanish

Direct Services: Provides animal-related rescue, relief, and resources in response to disasters such as oil spills, hurricanes, floods, and wildfires. • Also offers humane education programs as well as 30- to 45-minute school-wide assembly presentations.

Internal Revenue Service – Tax Relief in Disaster Situations

Area Served: Greater Houston

Location	Address	Office Phone	Appointments Phone	Bus Routes
Downtown	1919 Smith Street, Houston, TX 77002	281-721-7021	844-545-5640	44, 85, 161, 162, 214, 219
Northeast	12941 I-45 North, Houston, TX 77060	713-209-5499	844-545-5640	Not available
Southeast	8876 Gulf Freeway, Houston, TX 77017	281-721-7021	844-545-5640	244
Southwest	8701 South Gessner Road, Houston, TX 77074	281-721-7021	844-545-5640	46

Days/Hours: Monday-Friday, 8:30am-4:30pm (all locations)

Contact: Not available

Fax: Not available

Email: Not available

Website: <https://www.irs.gov/uac/tax-relief-in-disaster-situations>

Ages/Grades Served: All ages

Eligibility: Offices may not allow cell phones with camera capabilities.

Costs: Costs vary. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides solutions to tax issues and adjustments to tax payments, handles procedural inquiries, and provides other services in disaster situations. • Offers assistance in 150+ languages.

Lone Star Legal Aid

Address: 1415 Fannin Street, Suite 300, Houston, TX 77002

Area Served: Greater Houston

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

Contact: Not available

Phone: Office: 713-652-0077. • Disaster Assistance Hotline: 800-504-7030.

Fax: 713-652-2709

Email: Not available

Website: <http://www.lonestarlegal.org>

Local Bus Routes: 700 (METRO rail), 202, 204

Ages/Grades Served: All ages

Eligibility: Requires proof of income. • Handles only civil law cases. • Gives priority to clients who have life-altering or life-threatening problems.

Costs: Costs vary. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Helps low-income persons and families with civil legal problems. • May provide legal advice and possible representation in court. • Offers disaster-related legal aid concerning contracts for repairs, home repair fraud, insurance claims, landlords of damaged rental units, lost legal documents, and mortgage companies of damaged homes.

Ready Houston

Address: 900 Bagby Street, 2nd Floor, Houston, TX 77002

Area Served: Houston

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

Contact: Dennis Storemski, Director

Phone: 832-393-0875

Fax: Not available

Email: ready.houston@houstontx.gov

Website: <http://www.readyhoustontx.gov/schoolready/index.html>

Local Bus Routes: 40, 85, 161, 162, 164

Ages/Grades Served: Grades K-5

Eligibility: Provides an online form to request speakers. • Online resources are available to the general public.

Costs: Free

Onsite at Schools: Yes. • Speakers present about disaster preparedness at school assemblies.

Languages: Arabic, Chinese, English, Spanish, Urdu, Vietnamese

Direct Services: Provides videos, lesson plans, and classroom posters about disaster preparedness. •

Provides DVDs and cell phone apps about preparing for disasters. • Also offers training for neighborhoods to plan, build disaster kits, and prepare before a disaster strikes and for neighbors to assist each other in the event of a disaster. • Offers speakers to present about disaster preparedness at school assemblies.

Small Business Administration – Disaster Assistance Customer Service Center

Address: 8701 South Gessner Drive, Suite 1200, Houston, TX 77074

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8am-4:30pm

Contact: Timothy Jeffcoat

Phone: 713-773-6500

Fax: 713-773-6550

Email: Not available

Website: <https://www.sba.gov/offices/disaster/dacsc>

Local Bus Routes: 46

Ages/Grades Served: Adults ages 18+

Eligibility: Applicants for disaster loans must have acceptable credit history and ability to repay.

Costs: Costs vary. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides low-interest disaster loans to businesses of all sizes, nonprofit organizations of all sizes, homeowners, and renters to repair or replace real estate, personal property, machinery and equipment, inventory, and business assets that have been damaged or destroyed in a declared disaster. • Provides checklists, guidance, and webinars about creating business continuity plans.

State Bar of Texas Disaster Relief Resources – Legal Hotline

Address: 1414 Colorado Street, Austin, TX 78701

Area Served: Texas

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

Contact: Michelle Hunter, Executive Director

Phone: Office: 512-427-1463 or 877-953-5535. • Hotline: 800-504-7030.

Fax: Not available

Email: Not available

Website: <https://www.texasbar.com>

Local Bus Routes: Not available

Ages/Grades Served: Adults ages 18+

Eligibility: Must qualify for assistance based on having a low income.

Costs: Free

Onsite at Schools: No

Languages: Arabic, Chinese, English, German, Hindi, Italian, Korean, Spanish, Urdu

Direct Services: Provides answers to basic legal questions and connects callers to local providers of legal services after declared disasters. • Handles issues such as replacing lost legal documents, filing insurance claims, landlord-tenant relations, consumer protections against price gouging and contractor fraud.

Texas A&M Agri-Life Extension Service – Disaster Education Network

Address: 3033 Bear Creek Drive, Houston, TX 77084

Area Served: Harris County

Days/Hours: Monday-Friday, 7:30am-4pm

Contact: Allen Malone, Harris County Coordinator

Phone: 713-274-0950

Fax: Not available

Email: harris-tx@tamu.edu

Website: <https://texashelp.tamu.edu/browse/disaster-preparedness-information>

Local Bus Routes: Not available

Ages/Grades Served: Adults ages 18+

Eligibility: No area restrictions. • Online resources are available to the general public.

Costs: Costs vary. • Tip sheets are free; other publications are low cost. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides extensive resources about family disaster plans, disaster supply kits, evacuation plans, disaster recovery resources, and disaster business plans. • Provides steps to take in preparing for disasters on behalf of persons with special needs, children, older adults, farm and ranch animals, and pets.

Texas Division of Emergency Management

Address: 5805 North Lamar Boulevard, Austin, TX 78752

Area Served: Texas

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

Contact: Not available

Phone: 512-424-2208

Fax: 512-424-7160

Email: Not available

Website: <https://www.dps.texas.gov/dem/PublicInfo.htm>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: Online safety resources are available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides online safety tips about flash floods, food, lightning, hot weather, power lines, tornados, wildfires, and winter storms. • Provides emergency preparedness for earthquakes, hurricanes, tsunamis, and wildfires. • Also provides checklists and guidance about creating an emergency supplies kit.

The Harris Center for Mental Health and IDD Services

Area Served: Harris County

Location	Address	Phone	Days/Hours	Bus Routes
Administrative Office	7011 Southwest Freeway, Houston, TX 77074	713-970-7000 866-970-4770 713-970-7070	Monday-Friday, 8am-5pm	2, 9, 47
Burnett-Bayland Home	6500A Chimney Rock Road, Houston, TX 77081	713-852-1900	Monday-Sunday, 24 hours/day	33, 49
Burnett-Bayland Reception Center	6500A Chimney Rock Road, Houston, TX 77081	713-852-1800	Monday-Sunday, 24 hours/day	33, 49
Children's Detention Center	3540 West Dallas Street, Houston, TX 77019	713-512-4165	Monday-Sunday, 24 hours/day	27, 85
Northwest Family Resource Center	3737 Dacoma Street, Houston, TX 77092	713-970-8448	Monday-Friday, 8am-5pm	89
Ripley Family Resource Center	4414 Navigation Boulevard, Houston, TX 77011	713-970-8188	Monday-Friday, 8am-5pm	20, 29, 80
Southeast Family Resource Center	5901 Long Drive, Houston, TX 77087	713-970-4555	Monday-Friday, 8am-5pm	900 (METRO rail)
Southwest Family Resource Center	7011 Southwest Freeway, Houston, TX 77074	713-970-3888	Monday-Friday, 8am-5pm	2, 9, 47

Contact: Steven Schnee, Executive Director

Fax: Not available

Email: Not available

Website: <http://www.mhmrahharris.org/Comprehensive-Psychiatric-Emergency-Program.asp>

Ages/Grades Served: All ages

Eligibility: Requires proof of age, proof of residency, and proof of insurance (if any). • Also requires proof of serious functional impairment or proof of serious emotional disturbance. • Must enter Eligibility Center at least two hours before closing hour to get a same-day appointment for a child or adolescent. • Always call ahead.

Costs: Costs vary. • Charges fees on a sliding scale based on income. • Accepts Medicaid, the Children's Health Insurance Program (CHIP), private insurance plans, or self-pay. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English

Direct Services: Provides mental health assistance after a hurricane, tornado, flood, or other disaster.

The Salvation Army Greater Houston Area Command

Address: 1500 Austin Street, Houston, TX 77002

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8:30am-4:30pm

Contact: Major Kent Davis, Area Commander

Phone: 713-752-0677

Fax: Not available

Email: tsa.houston@uss.salvatinarmy.org

Website: <http://salvationarmyhouston.org/disaster>

Local Bus Routes: 700 (METRO rail), 40, 41, 85, 161, 162

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides grief counseling to persons whom a disaster affects. • Operates mobile canteens for victims and relief workers during emergencies.

United Way of Greater Houston

Address: 50 Waugh Drive, Houston, TX 77007

Area Served: Greater Houston

Days/Hours: Monday-Sunday, 24 hours/day

Contact: M. Vasquez, Community and Agency Relations

Phone: 713-957-4357 or 211

Fax: Not available

Email: help@unitedwayhouston.org

Website: <http://referral.uwtgc.org/Search.aspx>

Local Bus Routes: 40, 85

Ages/Grades Served: All ages

Eligibility: Directory is available to the general public.

Costs: Costs vary. • Searchable online database is free. • Print version is \$45 plus tax. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, French, German, Korean, Spanish, Vietnamese

Direct Services: Provides information based on ZIP code, location, agency, program, or keyword. • Uses a searchable, comprehensive, regional database of social services. • Includes direct links for disaster services.