

2016 COMMUNITY RESOURCE GUIDE

DOMESTIC VIOLENCE PREVENTION



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EXECUTIVE SUMMARY

Welcome to the revised and expanded **Houston Independent School District (HISD) Family and Community Engagement (FACE) 2016 Community Resource Guide**. Its primary intended audiences are administrators and teachers in the HISD and the parents, guardians, families, and communities they serve.

Structure and Organization

In its third edition, the **2016 Community Resource Guide** now includes 41 topics and 735 profiles. The profiles encompass 350 unique organizations. A profile is the total description of an entry. An entry is an organization and its total profile under a given topic. A topic is the total collection of profiles for a specific area of interest. The **Guide** consistently uses 15 headings as prompts for information. A heading is a specific question of interest and it is repeated across all entries and within all topics.

Methods Used

In identifying possible topics and profiles for this new, revised edition of the **Guide**, HISD FACE staff members:

- 1. Used service providers' websites as the primary information resource.
- 2. Consulted Guidestar and organizations' İRS Form 990s for contact and communication information.
- 3. Sent emails with questions to selected organizations for which there were gaps in information.
- 4. Made phone calls to selected organizations for which there were also gaps in information.
- 5. Reviewed successive drafts to assess quality, completeness, and ease of use.
- 6. Included a **Product Evaluation Form** for feedback from schools, families, and other users.

Origins and Attributes

Under the leadership of Assistant Superintendent, Dr. Jorge Arredondo, an eight-person team contributed to developing the **2016 Community Resource Guide:** Dr. Elizabeth Cocina, Carmen Acevedo, Victoria Graham, Gabriella Hernandez, Walter Simpson, Rony Canales, Valeria Schillaci, and Jeffrey Smith. The **Guide** traces its lineage to such trailblazers as Harris County's Community Youth Services Program and the United Way of Greater Houston, but it also differs from them in significant ways: (1) The **Guide's** area of focus is on HISD and Houston, not on a broader geography; (2) information summary tables precede the profiles for each topic; (3) through the headings used in its service provider profiles, the **Guide** presents answers for a consistently defined set of questions; (4) wherever possible, it includes contact names, local bus and METRO rail transit routes, and the languages in which information and/or services are available; (5) the **Guide** identifies four ways to get information about community resources: phone, fax, email, and website; (6) the **Guide** also indicates whether services are available onsite at public schools and it briefly describes available services; and (7) the **Guide** is available in single-topic and comprehensive print versions and as a searchable online database.

Disclaimer

This revised **Guide** is intended to be a quick reference resource for HISD schools and families. Inclusion in it does not denote endorsement or recommendation. Please send information about new resources, as well as any updates, corrections, and comments to jsmith55@houstonisd.org.

Evaluation Form

A two-page Product Evaluation Form appears at the end of this **Guide**. We would welcome your feedback!

DOMESTIC VIOLENCE PREVENTION

Domestic Violence Prevention:

- 1. Aid to Victims of Domestic Abuse (AVDA)
- 2. Attorney General of Texas Domestic Violence Personal Safety Plan
- 3. Casa Juan Diego
- 4. ESCAPE Family Resource Center
- 5. FamilyTime Crisis and Counseling Center
- 6. Harris County Domestic Violence Coordinating Council
- 7. Houston Area Women's Center (HAWC)
- 8. Houston Police Department (HPD) Family Violence Unit
- 9. Montrose Center
- 10. Northwest Assistance Ministries (NAM)
- 11. The Bridge Over Troubled Waters, Inc.
- 12. Victim's Assistance Centre, Inc.

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-224-9911	All ages	Costs vary	Yes	English, Spanish
2	800-252-8011	All ages	Free	No	English, Spanish
3	713-869-7376	All ages	Free	No	English, Spanish
4	713-942-9500	Adults ages 18+	Costs vary	No	English, Spanish
5	281-446-2615	All ages	Free	No	English
6	281-400-3680	All ages	Free	No	English
7	713-528-6798	Ages 5-17 and Adults ages 18+	Free	No	English, Spanish, others
8	713-308-1100 281-405-6460 713-731-5960 281-584-4900	All ages	Free	No	English, Spanish
9	713-529-0037 713-529-3211	Ages 13-17 and Adults ages 18+	Costs vary	Yes	English, Spanish, Vietnamese
10	888-750-HOPE 281-885-HOPE	Adults ages 18+	Costs vary	Yes	English, Spanish
11	713-494-7238 713-472-0753	All ages	Free	No	English, Spanish
12	713-274-7391	All ages	Costs vary	No	English, Spanish

Aid to Victims of Domestic Abuse (AVDA)

Address: 1001 Texas Avenue, Suite 600, Houston, TX 77002

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8am-5pm. • National Domestic Violence Hotline: Monday-Sunday, 24

hours/day.

Contact: Maisha Colter, Director of Victim Services, or Sherri Kendall, Chief Executive Officer

Phone: Office: 713-224-9911. • National Domestic Violence Hotline: 800-799-7233 or 800-799-SAFE.

Fax: 713-715-6935 or 713-715-6945

Email: MaishaC@avda-tx.org or SherriK@avda-tx.org

Website: http://avda-tx.org

Local Bus Routes: 700 (METRO rail), 161, 162, 214, 216, 219

Ages/Grades Served: All ages

Eligibility: Requires proof of family income for non-emergency services. • Must have experienced recent physical or sexual abuse or a pattern of abuse within the household. • Residency, citizenship, and immigration status requirements vary based on status as an emergency or a non-emergency.

Costs: Costs vary. • May require a fee for some services. • Call to ask about specific costs.

Onsite at Schools: Yes. • Speakers present at schools, health fairs, and other community locations.

Languages: English, Spanish

Direct Services: Provides crisis counseling, safety planning, victim advocacy, legal representation, and battering intervention and prevention programs. • Provides a victims support group. • Offers speakers on domestic violence, healthy relationships, and related topics • Offers legal representation in 50+ languages.

Attorney General of Texas – Domestic Violence Personal Safety Plan

Address: 300 West 15th Street, Austin, TX 78701

Area Served: Texas

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

Contact: Not available Phone: 800-252-8011 Fax: 512-475-2994 Email: Not available

Website: https://www.texasattorneygeneral.gov/cvs/domestic-violence-a-personal-safety-plan

Local Bus Routes: Not available **Ages/Grades Served:** All ages

Eligibility: The Domestic Violence Personal Safety Plan is available to the general public.

Costs: Free

Onsite at Schools: No Languages: English, Spanish

Direct Services: Presents a checklist for a Domestic Violence Personal Safety Plan. • Provides lists of what to do in specific situations: during an explosive incident, when preparing to leave, when someone has a protective order, and when at home, on the job, and in public. • Also provides lists of what someone who is escaping domestic violence needs to take for identification, financial papers, legal papers, and personal items.

Casa Juan Diego

Address: 4818 Rose Street, Houston, TX 77007

Area Served: Houston

Days/Hours: Monday-Saturday, 9am-4pm **Contact:** Mark Zwick and Louise Zwick

Phone: 713-869-7376 Fax: Not available Email: info@cjd.org

Website: http://cjd.org/about/what-is-casa-juan-diego

Local Bus Routes: 27, 71, 85 Ages/Grades Served: All ages

Eligibility: Must be an immigrant, a refugee, or a low-income person.

Costs: Free

Onsite at Schools: No Languages: English, Spanish

Direct Services: Helps immigrant women and children, particularly pregnant or physically battered women and their children. • Offers help with food and clothing and English as a Second Language (ESL) for guests at its

house of hospitality. • Helps women whose husbands have been deported.

ESCAPE Family Resource Center

Address: 1721 Pech Road, Suite 300, Houston, TX 77055

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8am-5:30pm

Contact: Hortencia Morales, Parent Services Coordinator

Phone: 713-942-9500 **Fax:** 713-942-0702

Email: hmorales@learntoparent.org or programs@learntoparent.org

Website: http://www.learntoparent.org/index.php?page=parenting-skills-and-safety-training-project-for-victims-

of-domestic-violence Local Bus Routes: 26

Ages/Grades Served: Ages 0-18

Eligibility: Requires parents of eligibly-aged children to pre-register for classes.

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

Onsite at Schools: No Languages: English, Spanish

Direct Services: Offers parenting skills and techniques and safety training for mothers so that they can reassert their roles as a parent, restore appropriate parent-child boundaries and relationships, and learn new

ways to resolve conflicts and discipline children.

FamilyTime Crisis and Counseling Center

Address: 1203 South Houston Avenue, Humble, TX 77338

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 9am-5pm. • Hotline: Monday-Sunday, 24 hours/day.

Contact: Judy Cox, Executive Director

Phone: 281-446-2615 (hotline)

Fax: 281-446-3691 Email: Not available

Website: http://www.familytimeccc.org/family-violence

Local Bus Routes: Not available Ages/Grades Served: All ages

Eligibility: Must be a victim of domestic violence.

Costs: Free to victims
Onsite at Schools: No
Languages: English

Direct Services: Provides emergency shelter for victims of domestic violence and their children, individual and group counseling to families, and help through its 24-hour hotline. • Helps victims obtain legal, medical, transportation, housing, employment services. • Also helps victims to apply for crime victim's compensation.

Harris County Domestic Violence Coordinating Council

Address: 3015 Richmond Avenue, Suite 120-I, Houston, TX 77098

Area Served: Harris County

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

Contact: Not available Phone: 281-400-3680 Fax: Not available Email: info@hcdvcc.org

Website: http://hcdvcc.org/2014/resources-service-providers

Local Bus Routes: 25, 84 Ages/Grades Served: All ages

Eligibility: Resources are available to victims in and survivors of domestic violence and abusive relationships.

Costs: Free

Onsite at Schools: No Languages: English

Direct Services: Provides help for victims in and survivors of abusive relationships. • Offers resources, tools,

and training for law enforcement and community organizations.

Houston Area Women's Center (HAWC)

Address: 1010 Waugh Drive, Houston, TX 77019

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 8am-9pm, Saturday 8am-5:30pm. • Hotlines and Shelter: Monday-

Sunday, 24 hours/day.

Contact: Sonia Corrales, Chief Program Officer

Phone: Office: 713-528-6798. • Domestic Violence Hotline: 713-528-2121. • Sexual Assault Hotline: 713-528-

7273 or 713-528-RAPE. • If a caller is in immediate danger, call 911.

Fax: 713-535-6363 Email: <u>info@hawc.org</u>

Website: http://www.hawc.org/en/our-services/domestic-violence-services

Local Bus Routes: 40, 41

Ages/Grades Served: Ages 5-17 and adults ages 18+

Eligibility: HAWC serves persons affected by domestic and sexual violence. • Must be a victim or survivor of domestic violence (adults ages 18+); a victim or survivor of sexual assault, incest, sexual abuse, sexual harassment, or sex trafficking (children ages 5-17, adults ages 18+); a victim of dating violence (pre-teens,

teens, adults ages 18+); or a child who has witnessed domestic violence (children ages 6-18).

Costs: Free

Onsite at Schools: No

Languages: English, Spanish, and 200+ other languages available through the Language Line

Direct Services: Offers assessment and intake, counseling, emergency rides to shelter, shelter, referrals, and

advocacy to support clients.

Houston Police Department (HPD) Family Violence Unit

Area Served: Houston

Location	Station	Address	Phone	Bus Routes
Central	HPD Headquarters	1200 Travis Street, Houston, TX 77002	713-308-1100	161, 162, 214, 216
North	North Police Station	9455 West Montgomery Road, Houston, TX 77088	281-405-6460	30, 44
South	Southeast Police Station	8300 Mykawa Road, Houston, TX 77048	713-731-5960	73
Westside	West Police Station	3203 South Dairy Ashford Road, Houston, TX 77082	281-584-4900	25, 67, 82

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

Contact: Not available Fax: Not available Email: Not available

Website: http://www.houstontx.gov/police/fvu/index.htm

Ages/Grades Served: All ages

Eligibility: Must live in the service area.

Costs: Free

Onsite at Schools: No Languages: English, Spanish

Direct Services: Investigates cases of family violence. • Helps persons who have been shot, stabbed, sexually assaulted, threatened with a deadly weapon, strangled, slapped, punched, verbally and/or emotionally abused, stalked and harassed or suffered any other form of violence by an intimate partner, a family member, in-law, boyfriend, girlfriend, roommate, or acquaintance.

Montrose Center

Address: 401 Branard Street, Room 101, Houston, TX 77006

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8am-7pm **Contact:** Ann Robison, Executive Director

Phone: 713-529-0037 or 713-529-3211 (LGBT Switchboard 24-hour helpline)

Fax: 713-526-4367

Email: info@montrosecenter.org

Website: http://www.montrosecenter.org/hub/services/behavioral-health

Local Bus Routes: 700 (METRO rail), 56, 298

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

Eligibility: Must meet age requirements. • Requires proof of identity and proof of insurance. • Services are available to persons regardless of sexual orientation or gender identity. • Requires proof of identity, proof of residency, proof of income, proof of insurance (if any), and proof of HIV-positive status (if applicable). • Also requires an appointment, a detailed questionnaire, and an intake assessment.

Costs: Costs vary. • Charges fees on a sliding scale based on income level. • Accepts most insurance including the Children's Health Insurance Program (CHIP), Medicare, and Medicaid. • Intake and assessment fees are \$30-\$100. • Session fees are \$10-\$100 per person. • Call to ask about specific costs.

Onsite at Schools: Yes. • Provides services at some HISD high schools through Communities in Schools.

Languages: English, Spanish, Vietnamese

Direct Services: Provides counseling, group therapy, support groups, integrated care, and case management. • Offers outpatient behavioral health services to all HIV-positive persons. • Offers help with coming out, gender identity, gender transitions, homophobia, self-esteem, relationships, parenting, religious abuse, depression, suicidal thoughts, mood disorders, anxiety, stress, grief, chronic illness, and other concerns.

Northwest Assistance Ministries (NAM)

Address: 15555 Kuykendahl Road, Houston, TX 77090

Area Served: Houston ZIP Codes: 77014, 77032, 77038, 77050, 77060, 77064, 77066, 77067, 77068, 77069,

77070, 77073, 77086, 77090, 77379, 77388, and 77389

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

Contact: Not available

Phone: 888-750-HOPE (hotline) or 281-885-HOPE (hotline)

Fax: 281-583-5621

Email: nam@namonline.org

Website: http://namonline.org/get-help/family-violence-center

Local Bus Routes: 86, 99

Ages/Grades Served: Adults ages 18+ **Eligibility:** Must live in the service area.

Costs: Costs vary. • Services are free for clothing and food assistance. • Computer skills classes charge a fee.

Call to ask about specific costs.

Onsite at Schools: Yes. • NAM offers presentations about violence prevention at schools.

Languages: English, Spanish

Direct Services: Offers a 24-hour hotline, telephone crisis counseling, emergency shelter, emergency food, clothing, transportation, medical assistance, counseling for adults and children, community outreach, information and referrals for battering intervention programs, onsite law enforcement, legal referrals, and court accompaniment. • Also offers a children's clinic, General Educational Development (GED) preparation classes, English as a Second Language (ESL) classes, computer literacy training, and other services.

The Bridge Over Troubled Waters, Inc.

Area Served: Harris County

Location	Address	Phone	Bus Routes
Houston Office	6309 Martin Luther King Jr. Drive,	Office: 713-494-7238	41, 80, 87
	Houston, TX 77021	Hotline: 713-473-2801	
Pasadena Office	811 Allen-Genoa Road,	Office: 713-472-0753	Not available
	Pasadena, TX 77504	Hotline: 713-473-2801	

Days/Hours: Office: Monday-Friday, 8:30am-5:30pm. • Hotline: Monday-Sunday, 24 hours/day. **Contact:** Debbie Moseley, Executive Director or Heather Dunn, Counseling Services Director

Fax: Not available

Email: dmoseley@botw.org or hdunn@botw.org **Website:** http://www.thebridgeovertroubledwaters.org

Ages/Grades Served: All ages

Eligibility: No area restrictions. • Must be a person who is experiencing domestic violence, sexual assault, or

homelessness. **Costs:** Free

Onsite at Schools: No Languages: English, Spanish

Direct Services: Provides a 24-hour crisis and referral hotline, 24-hour advocacy and accompaniment to hospitals, schools, police stations, courts and other agencies. • Offers support groups, case management, assessments, education programs, parenting classes, family therapy, and personal safety plan development. • Also offers a 100-bed shelter, permanent housing for women with disabilities and children in their care, and transitional and rapid re-housing.

Victim's Assistance Centre – Victim's Assistance and SAFE Supervised Visitations

Address: 1310 Prairie Street, Suite 1030, Houston, TX 77002

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8:30am-4:30pm. • Counseling: Monday-Wednesday, 12pm-8pm.

Contact: Marinelle Timmons. Executive Director

Phone: 713-274-7391 **Fax:** 713-755-8824

Email: info@vacsafe.org or timmons@vacsafe.org

Website: http://victimassistancecentre.com/childabuse.html

Local Bus Routes: 700 (METRO rail), 262, 265

Ages/Grades Served: All ages

Eligibility: The SAFE Supervised Visitation Program requires a driver's license and/or identification, vehicle information (make, model, color, license plate number), medical insurance for all children, photographs of all children, and a copy of a court order or protective order (if any).

Costs: Costs vary. • Some services are free. • The SAFE Supervised Visitation Program registration fee is \$75 per parent. • Visit fees are \$60 per month. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers counseling and safety planning for victims of domestic violence and child abuse. • Counsels persons about domestic violence, grief, life transitions, crime and violence, post-traumatic stress, sexual abuse, and behavioral issues. • Helps victims to get protective orders, to register for Texas Victim Information Notification Everyday (VINE) notifications, to take part in supervised visits, and to file for crime victim compensation.

FACE PRODUCT EVALUATION FORM Product Name: ____ User(s): School/Location: Date: **Directions:** Please tell us a little about you by checking (✓) the circles that apply best to you. Principal 0 Student Parent Educator O Board of Education 0 Parent or Guardian 0 Assistant Principal O Parent Liaison O District Administrator 0 Family Member 0 Other Campus School-Based O Central Office Staff Leader Specialist School Bus Driver O FACE Staff \bigcirc Community 0 Classroom Teacher 0 Member School Librarian School Custodian 0 Black or African American Hispanic or Latino 0 White or Caucasian American Indian, Alaska Native, or Native

Directions: Please tell us how you feel about this product. Your answers will help us to improve it. Thank you.

O Two or More Races or Ethnicities

	Very Unsatisfied ⊗	Unsatisfied	Neutral ⊕	Satisfied	Very Satisfied ©	Not Applicable
Overall product quality	0	0	0	0	0	0
Process for acquiring it	0	0	0	0	0	0
Guidance for users	0	0	0	0	0	0
First usage	0	0	0	0	0	0
Repeated usage	0	0	0	0	0	0
Post-acquisition service	0	0	0	0	0	0

	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

Hawaiian

0

Asian or Pacific Islander

				AOIT	

	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:	
•	

Please send this completed evaluation form to:

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