2018 COMMUNITY RESOURCE GUIDE

PARENT LOCATING ASSISTANCE

Dr. Grenita Lathan
Interim Superintendent of Schools
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EXECUTIVE SUMMARY

Welcome to the revised and expanded Houston Independent School District (HISD) Family and Community Engagement (FACE) 2018 Community Resource Guide. Its primary intended audiences are administrators and teachers in HISD and the parents, guardians, families, and communities they serve.

Structure and Organization

In its fifth edition, the 2018 Community Resource Guide now includes 47 topics and 1,160 profiles. The profiles encompass 530 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. Each heading 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 with peers in other departments for input and insights about service providers.
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.

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 FACE@HoustonISD.org.

Evaluation Form

A two-page Product Evaluation Form appears at the end of the PDF version of the Guide and at the end of each of its topic briefs. We would welcome your feedback!
**PARENTAL LOCATING ASSISTANCE**

Parent Locating Assistance:
1. Texas Office of the Attorney General – Child Support Division
2. Texas OAG – Child Support Division – CS Houston East, Office 634
3. Texas OAG – Child Support Division – CS Houston North, Office 635
4. Texas OAG – Child Support Division – CS Houston Northwest, Office 636
5. Texas OAG – Child Support Division – CS Houston Southeast, Office 638
6. Texas OAG – Child Support Division – CS Houston Southwest, Office 639
7. Texas OAG – Child Support Division – CS Houston West, Office 681

<table>
<thead>
<tr>
<th>Phone</th>
<th>Ages/Grades Served</th>
<th>Costs</th>
<th>Onsite at Schools</th>
<th>Languages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 800-252-8014</td>
<td>All ages</td>
<td>Costs vary</td>
<td>No</td>
<td>English, Spanish</td>
</tr>
<tr>
<td>2 713-450-4442</td>
<td>All ages</td>
<td>Costs vary</td>
<td>No</td>
<td>English, Spanish</td>
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<td>3 281-820-1200</td>
<td>All ages</td>
<td>Costs vary</td>
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<tr>
<td>4 713-861-7427</td>
<td>All ages</td>
<td>Costs vary</td>
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</tr>
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<td>5 713-910-0092</td>
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<td>Costs vary</td>
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</tr>
<tr>
<td>6 713-266-6300</td>
<td>All ages</td>
<td>Costs vary</td>
<td>No</td>
<td>English, Spanish</td>
</tr>
<tr>
<td>7 713-973-4300</td>
<td>All ages</td>
<td>Costs vary</td>
<td>No</td>
<td>English, Spanish</td>
</tr>
</tbody>
</table>

**Texas Office of the Attorney General – Child Support Division**

Address: 6161 Savoy Drive, Suite 350, Houston, TX 77036
Area Served: Harris County
Days/Hours: Monday-Friday, 8am-5pm
Contact: Guadalupe Matschiner, Region 6 Outreach Coordinator
Phone: 800-252-8014
Fax: 713-787-2641
Email: guadalupe.matschiner@texasattorneygeneral.gov
Website: [https://www.texasattorneygeneral.gov/cs/about-the-child-support-program](https://www.texasattorneygeneral.gov/cs/about-the-child-support-program)
Local Bus Routes: 9, 47, 153
Ages/Grades Served: All ages
Eligibility: Must complete an application for services. • Call to ask about the services provided.
Costs: Costs vary. • Call to ask about specific costs.
Onsite at Schools: No
Languages: English, Spanish

**Direct Services:** Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support payments. • Contact the OAG Field Offices, which are based on ZIP codes.

**Texas OAG Child Support Division – CS Houston East, Office 634**

Address: 12605 I-10 East, Suite 300, Houston, TX 77015
Area Served: Harris County (by ZIP code)
Days/Hours: Monday-Friday, 8am-5pm
Contact: Carolyn Wiley, Office Manager
Phone: 713-450-4442
Fax: 713-451-4694
Email: carolyn.wiley@texasattorneygeneral.gov
Website: [https://www.texasattorneygeneral.gov/cs/about-the-child-support-program](https://www.texasattorneygeneral.gov/cs/about-the-child-support-program)
Local Bus Routes: 137
Ages/Grades Served: All ages
Eligibility: Must complete an application for services. • Call to ask about the services provided.
Costs: Costs vary. • Call to ask about specific costs.
Onsite at Schools: No
Languages: English, Spanish
Direct Services: Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support payments. • Contact the OAG Field Offices, which are based on ZIP codes.

Texas OAG Child Support Division – CS Houston North, Office 635

Address: 450 North Sam Houston Parkway East, Suite 190, Houston, TX 77060
Area Served: Harris County (by ZIP code)
Days/Hours: Monday-Friday, 8am-5pm
Contact: Tiffany Fowler, Office Manager
Phone: 281-820-1200
Fax: 281-445-3301
Email: tiffany.fowler@texasattorneygeneral.gov
Website: https://www.texasattorneygeneral.gov/cs/about-the-child-support-program
Local Bus Routes: 56, 102
Ages/Grades Served: All ages
Eligibility: Must complete an application for services. • Call to ask about the services provided.
Costs: Costs vary. • Call to ask about specific costs.
Onsite at Schools: No
Languages: English, Spanish
Direct Services: Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support payments. • Contact the OAG Field Offices, which are based on ZIP codes.

Texas OAG Child Support Division – CS Houston Northwest, Office 636

Address: 5225 Katy Freeway, Suite 300, Houston, TX 77007
Area Served: Harris County (by ZIP code)
Days/Hours: Monday-Friday, 8am-5pm
Contact: Jennifer Beard, Office Manager
Phone: 713-861-7427
Fax: 713-802-9920
Email: jennifer.beard@texasattorneygeneral.gov
Website: https://www.texasattorneygeneral.gov/cs/about-the-child-support-program
Local Bus Routes: 27, 66, 85
Ages/Grades Served: All ages
Eligibility: Must complete an application for services. • Call to ask about the services provided.
Costs: Costs vary. • Call to ask about specific costs.
Onsite at Schools: No
Languages: English, Spanish
Direct Services: Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support payments. • Contact the OAG Field Offices, which are based on ZIP codes.

Texas OAG Child Support Division – CS Houston Southeast, Office 638

Address: 8866 Gulf Freeway, Suite 200, Houston, TX 77017
Area Served: Harris County (by ZIP code)
Days/Hours: Monday-Friday, 8am-5pm
Contact: Chad Grant, Office Manager
Phone: 713-910-0092
Fax: 713-910-4806
Email: chad.grant@texasattorneygeneral.gov
Website: https://www.texasattorneygeneral.gov/cs/about-the-child-support-program
## Local Bus Routes:
- 50
- 76
- 249

### Ages/Grades Served:
All ages

### Eligibility:
Must complete an application for services. • Call to ask about the services provided.

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

### Onsite at Schools:
No

### Languages:
English, Spanish

### Direct Services:
Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support payments. • Contact the OAG Field Offices, which are based on ZIP codes.

### Texas OAG Child Support Division – CS Houston Southwest, Office 639

- **Address:** 6200 Savoy Drive, Suite 930, Houston, TX 77036
- **Area Served:** Harris County (by ZIP code)
- **Days/Hours:** Monday-Friday, 8am-5pm
- **Contact:** Joel Flavin, Office Manager
- **Phone:** 713-266-6300
- **Fax:** 713-785-3452
- **Email:** joel.flavin@texasattorneygeneral.gov
- **Website:** [https://www.texasattorneygeneral.gov/cs/about-the-child-support-program](https://www.texasattorneygeneral.gov/cs/about-the-child-support-program)

### Texas OAG Child Support Division – CS Houston West, Office 681

- **Address:** 4600 Highway 6 North, Suite 300, Houston, TX 77084
- **Area Served:** Harris County (by ZIP code)
- **Days/Hours:** Monday-Friday, 8am-5pm
- **Contact:** Louise Clark, Office Manager
- **Phone:** 713-973-4300
- **Fax:** 281-345-0122
- **Email:** louise.clark@texasattorneygeneral.gov
- **Website:** [https://www.texasattorneygeneral.gov/cs/about-the-child-support-program](https://www.texasattorneygeneral.gov/cs/about-the-child-support-program)

### Texas OAG Child Support Division – CS Houston Southwest, Office 639

- **Address:** 6200 Savoy Drive, Suite 930, Houston, TX 77036
- **Area Served:** Harris County (by ZIP code)
- **Days/Hours:** Monday-Friday, 8am-5pm
- **Contact:** Joel Flavin, Office Manager
- **Phone:** 713-266-6300
- **Fax:** 713-785-3452
- **Email:** joel.flavin@texasattorneygeneral.gov
- **Website:** [https://www.texasattorneygeneral.gov/cs/about-the-child-support-program](https://www.texasattorneygeneral.gov/cs/about-the-child-support-program)

### Local Bus Routes:
Not available

### Ages/Grades Served:
All ages

### Eligibility:
Must complete an application for services. • Call to ask about the services provided.

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

### Onsite at Schools:
No

### Languages:
English, Spanish

### Direct Services:
Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support payments. • Contact the OAG Field Offices, which are based on ZIP codes.
FACE PRODUCT EVALUATION FORM

Product Name: __________________________ User(s): __________________________
Date: __________________________ School/Location: __________________________

Directions: Please tell us a little about you by checking (✓) the circles that apply best to you.

O Student  O Parent or Guardian  O Principal  O Assistant Principal
O Family Member  O Other Campus Leader  O Classroom Teacher
O Community Member  O School Librarian
O School Custodian

O Black or African American  O Hispanic or Latino
O American Indian, Alaska Native, or Native Hawaiian  O White or Caucasian
O Asian or Pacific Islander  O Two or More Races or Ethnicities

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

<table>
<thead>
<tr>
<th>Overall product quality</th>
<th>Very Unsatisfied</th>
<th>Unsatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
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<tr>
<td>Process for acquiring it</td>
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<td>O</td>
<td>O</td>
<td>O</td>
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<tr>
<td>Guidance for users</td>
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<tr>
<td>First usage</td>
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<td>O</td>
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<tr>
<td>Repeated usage</td>
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<td>O</td>
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<tr>
<td>Post-acquisition service</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

How long have you used this FACE product?

O Less than 1 month
O 1 to 2 months
O 2 to 3 months
O 3 to 6 months
O 6 months to 1 year
O 1 year or longer
O Have never used it

How often do you use this FACE product?

O Daily
O 3 to 4 times a week
O Weekly
O 3 to 4 times a month
O Monthly
O Every 2 to 3 months
O 3 to 4 times a year
O Once a year or less often
O Do not use it
### FACE PRODUCT EVALUATION FORM

**Overall, how satisfied are you with this FACE product?**
- O Very satisfied
- O Somewhat satisfied
- O Neutral
- O Somewhat unsatisfied
- O Very unsatisfied

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

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

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

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

**Other comments about the product:**


Please send this completed evaluation form to:

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