Dr. Grenita Lathan
Interim Superintendent of Schools
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.
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!
Translation and Interpretation:
1. Alliance for Multicultural Community Services – Interpreter Services
2. ALTA Translation Services Inc.
3. CTS Language Link
4. Houston Independent School District – Translation Services
5. Houston Interpreters and Translators Association
6. InterLingua USA
7. Language Line Services Inc.
8. Master Word Services
9. MedLine Plus – Health Information in Multiple Languages
10. Sign Shares
11. Universe Technical Translation Inc.
12. YMCA of Greater Houston – International Services

<table>
<thead>
<tr>
<th>Phone</th>
<th>Ages/Grades Served</th>
<th>Costs</th>
<th>Onsite at Schools</th>
<th>Languages</th>
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<td>Arabic, Burmese, English, Farsi, French, Kirundi, Oromo, Russian, Spanish, Swahili, Vietnamese</td>
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Alliance for Multicultural Community Services – Interpreter Services

Address: 6440 Hillcroft Street, Suite 411, Houston, TX 77081
Area Served: Harris County
Days/Hours: Monday-Friday, 8:30am-5pm
Contact: Kerry Spare, Interpreter Services
Phone: 713-776-4700 Ext. 118
Fax: 713-776-4730
Email: General questions: info@allianceontheweb.org • Interpreter services: kspare@allianceontheweb.org
Website: http://allianceontheweb.org/language-network
Local Bus Routes: 9, 47, 402
Ages/Grades Served: Adults ages 18+
Eligibility: Persons to be trained must be bilingual, have a high school diploma, and meet age requirements.
Costs: Costs vary. • Charges a fee for interpreter services. • Training is free. • Call to ask about specific costs.
Onsite at Schools: No
Languages: Amharic, Arabic, Armenian, Ashanti, Assamese, Azerbaijani, Bengali, Burmese, Bosnian, Bulgarian, Chinese, Creole, Croatian, Dari, Dinka, English, Farsi, Fon, French, Fukinese, German, Goun, Gujarati, Hebrew, Hindi, Igbo, Indonesian, Italian, Izon Yoruba, Japanese, Kannada, Khmer, Kinyarwanda, Kirundi, Korean, Kurdish, Lao, Lingala, Malayalam, Marathi, Mina, Nepali, Nyanja, Pashto, Pidgin, Portuguese, Punjabi, Russian, Serbo-Croatian, Sindhi, Somali, Spanish, Swahili, Tagalog, Tamil, Telugu, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Yiddish
Direct Services: Provides interpretation in 70+ languages for limited English proficient clients who need access to healthcare, immigration, and social services.

ALTA Translation Services Inc.

Address: 3355 Lenox Road, Suite 510, Atlanta, GA 30326
Area Served: Greater Houston
Days/Hours: Monday-Friday, 8am-5pm
Contact: Maria Diment, Translation Services
Phone: General questions: 800-895-8210 or 404-920-3800. • Translation services: 404-920-3838.
Fax: 888-303-4455 or 404-920-3801
Email: mdiment@altalang.com
Website: https://www.altalang.com/translation-services/houston

CTS Language Link

Address: 911 Main Street, Suite 10, Vancouver, WA 98660
Area Served: Texas and other states
Days/Hours: Monday-Sunday, 24 hours/day
Contact: Sarah Gamble
Phone: 360-433-0411
Fax: 360-906-6355
Email: sarah.gamble@ctslanguagelink.com
Website: http://www.ctslanguagelink.com/translation.php
Local Bus Routes: Not available
Ages/Grades Served: Grades PK-12
Eligibility: No area restrictions.
Costs: Costs vary. Call to ask about specific costs.
Onsite at Schools: Yes
Languages: Amharic, Arabic, Armenian, Bengali, Cape Verdean, Catalan, Chamorro, Chinese, Croatian, Czech, Danish, Dari, Dutch, Dzongkha, Estonian, Farsi, Finnish, French, German, Greek, Gujarati, Hindi,
Hmong, Igbo, Ilocano, Italian, Japanese, Karen, Kazakh, Khmer, Kikuyu, Kirghiz, Kirundi, Korean, Kurdish, Lao, Malay, Nepali, Nuer, Oromo, Pashto, Polish, Portuguese, Punjabi, Russian, Sinhala, Slovak, Slovene, Somali, Soninke, Spanish, Swahili, Tagalog, Tajik, Tamil, Thai, Tibetan, Tigrinya, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Welsh, Wolof, Yoruba, Zande, Zulu

Direct Services: Provides complete professional translation services in 100+ languages. • Provides complete professional interpretation services in 240+ languages.

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Houston Independent School District – Translation Services

Address: 4400 West 18th Street, Houston, TX 77092
Area Served: Houston: Houston ISD
Days/Hours: Monday-Friday, 8am-5pm
Contact: Liliana McKean, Manager
Phone: 713-556-6063
Fax: Not available
Email: translations@HoustonISD.org
Website: http://www.HoustonISD.org/Page/68308
Local Bus Routes: 85
Ages/Grades Served: Grades PK-12
Eligibility: Must be an HISD administrator or HISD staff member to request services.
Costs: Free
Onsite at Schools: Yes. • Provides services directly to Houston Independent School District (HISD) schools.
Languages: Arabic, English, Spanish, Vietnamese
Direct Services: Provides written translation services. • Supports other non-English languages on an as-needed basis. • Translates school and district forms, handbooks, newsletters, and other communications considered vital for parents. • Provides interpreters and translation devices for community meetings.

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Houston Interpreters and Translators Association

Address: PO Box 801793, Houston, TX 77280
Area Served: Greater Houston
Days/Hours: Monday-Friday, 8am-5pm
Contact: Luis Londono, Public Relations
Phone: 281-731-3813
Fax: Not available
Email: pr@hitagroup.org
Website: http://www.hitagroup.org
Local Bus Routes: Not available
Ages/Grades Served: All ages
Eligibility: No area restrictions.
Costs: Costs vary. • Membership is $35-$100 per year. • HITA members charge for services. • Call to ask about specific costs.
Onsite at Schools: Yes
Languages: American Sign Language, Arabic, Baluchi, Bosnian, Bulgarian, Chinese (Cantonese, Mandarin), Croatian, Dutch, English, Farsi, French, German, Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Latvian, Malay, Norwegian, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sindhi, Spanish, Tagalog, Turkish, Ukrainian, Urdu, Vietnamese
Direct Services: Provides interpretation (oral) or translation (written) to and from English and other languages.

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InterLingua USA

Address: 16801 Addison Road, Suite 110, Dallas, TX 75001
Area Served: Texas and other states
Days/Hours: Monday-Sunday, 24 hours/day
Contact: Not available
Phone: 972-818-3455
Fax: 972-818-3742
Email: rosa@interlinguausa.com
Website: http://www.interlinguausa.com/dallas-translation-contact
Local Bus Routes: Not available
Ages/Grades Served: All ages
Eligibility: No area restrictions.
Costs: Costs vary. • Provides an online quote request form for questions about specific costs.
Onsite at Schools: No
Languages: Afrikaans, Albanian, American Sign Language, Arabic, Bulgarian, Catalan, Chinese, Czech, English, Farsi (Persian), French, German, Greek, Hindi, Indonesian, Ibo, Italian, Japanese, Khmer, Korean, Navajo, Polish, Portuguese, Romanian, Russian, Serbo-Croatian, Slovak, Spanish, Tagalog, Tamil, Telugu, Turkish, Vietnamese
Direct Services: Provides translation services in 60+ languages. • Offers classes in 30+ languages.

| Address | 1 Lower Ragsdale Drive, Building 2, Monterey, CA 93940 |
| Area Served | Texas and other states |
| Days/Hours | Monday-Sunday, 24 hours/day |
| Contact | Not available |
| Phone | 800-752-6096 |
| Fax | Not available |
| Email | tcostello@languageline.com |
| Website | https://www.languageline.com |
| Local Bus Routes | Not available |
| Ages/Grades Served | All ages |
| Eligibility | No area restrictions. |
| Costs | Costs vary. • Call to ask about specific costs. |
| Onsite at Schools | Yes. • Services are available to schools and other types of community organizations. |
| Languages | Akan, Amharic, Arabic, Azeri, Basque, Bengali, Bosnian, Chinese, Catalan, Czech, Danish, Dari, Dinka, English, Farsi, French, Fulani, German, Greek, Hakka, Hausa, Hindi, Hmong, Hungarian, Ibanag, Italian, Javanese, Kashmiri, Kazakh, Khmer, Kikuyu, Kirghiz, Kirundi, Korean, Lao, Latvian, Lithuanian, Malay, Marathi, Nepali, Nuer, Pashto, Polish, Portuguese, Punjabi, Quechua, Russian, Sinhalese, Slovak, Somali, Sorani, Spanish, Swahili, Tagalog, Tajik, Tamil, Telugu, Thai, Tibetan, Tigrinya, Turkish, Ukrainian, Urdu, Uighur, Uzbek, Vietnamese, Visayan, Welsh |
| Direct Services | Provides over-the-phone, on-demand video remote interpreting, and onsite interpretation in 200+ languages. • Also provides translation of documents, websites, and multimedia in 200+ languages. |

| Address | 303 Stafford Street, Houston, TX 77079 |
| Area Served | Greater Houston |
| Days/Hours | Monday-Sunday, 24 hours/day |
| Contact | Olga Valdez, Interpretation Division Manager |
| Phone | 281-589-0810 |
| Fax | 281-589-1104 |
| Email | General questions: masterword@masterword.com. • Translation services: ovaldez@masterword.com. |
| Website | https://www.masterword.com |
| Local Bus Routes | 162 |
| Ages/Grades Served | All ages |
| Eligibility | No area restrictions. |
| Costs | Costs vary. • Call to ask about specific costs. |
| Onsite at Schools | Yes. • Provides onsite services at schools and other places. |
Languages: Albanian, Amharic, Arabic, Armenian, Azeri, Bengali, Catalan, Chinese, Czech, Danish, Dinka, Dutch, English, Estonian, Farsi, French, German, Greek, Gujarati, Hindi, Hmong, Hungarian, Igbo, Italian, Japanese, Khmer, Kiche, Korean, Kurdish, Lao, Latvian, Lithuanian, Malay, Malayalam, Mandinka, Marathi, Mixteco, Nahuatl, Navajo, Ogoni, Polish, Portuguese, Punjabi, Romanian, Russian, Samoan, Serbian, Sindhi, Slovak, Somali, Spanish, Swahili, Swedish, Tagalog, Tamil, Telugu, Temein, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Xhosa, Yoruba, Zulu

Direct Services: Provides American Sign Language interpretation, community interpretation, healthcare interpretation, legal interpretation, and technical interpretation. • Also provides legal translation, financial translation, case history translation, medical translation, cultural consultation and verification, multilingual desktop publishing and graphics support, terminology and content management, and website localization.

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### MedLine Plus – Health Information in Multiple Languages

**Address:** United States National Library of Medicine, 8600 Rockville Pike, Bethesda, MD 20894  
**Area Served:** Texas and other states  
**Days/Hours:** Office: Monday-Friday, 8am-5pm. • Online Services: Monday-Sunday, 24 hours/day.  
**Contact:** Stephanie Dennis, Head of Health Information Products Unit  
**Phone:** 888-346-3656 or 301-594-5983  
**Fax:** 301-402-1384  
**Email:** custserv@nlm.nih.gov  
**Website:** [https://medlineplus.gov/languages/languages.html](https://medlineplus.gov/languages/languages.html)

**Local Bus Routes:** Not available  
**Ages/Grades Served:** All ages  
**Eligibility:** No area restrictions. • MedLine Plus is available to the general public.  
**Costs:** Free  
**Onsite at Schools:** No  

### Sign Shares

**Address:** 99 Detering Street, Suite 160, Houston, TX 77007  
**Area Served:** Houston  
**Days/Hours:** Monday-Sunday, 24 hours/day  
**Contact:** Christina Goebel, Advocacy Projects Manager  
**Phone:** 713-869-4373 or 866-787-4154  
**Fax:** 713-869-8463  
**Email:** info@signshares.com  
**Website:** [http://www.signshares.com](http://www.signshares.com)

**Local Bus Routes:** 20, 71, 85  
**Ages/Grades Served:** Grades PK-12  
**Eligibility:** No area restrictions. • Services are available to the general public. • Accepts walk-ins.  
**Costs:** Costs vary. • Charges an hourly rate for interpreters based on time of day, advance notice, and volume of service. • Minimum rate is for two hours. • Call to ask about specific costs.  
**Onsite at Schools:** Yes  
**Languages:** American Sign Language, English, Spanish, Spanish Sign Language  
**Direct Services:** Provides advocacy for the deaf and hearing impaired. • Provides American Sign Language (ASL) and Spanish Sign Language (SSL) interpreting services. • Also provides oral interpreting services and computer-aided real-time (CART) reporting services.
Universe Technical Translation Inc.

Address: 9225 Katy Freeway, Suite 400, Houston, TX 77024  
Area Served: Greater Houston  
Days/Hours: Monday-Friday, 7am-6pm  
Contact: Andreas Nordquist  
Phone: 713-827-8800  
Fax: 713-464-5511  
Email: General questions: main@universe.us • Translation: andreas@universe.us  
Website: http://www.universetranslation.com  
Local Bus Routes: 26, 39, 72  
Ages/Grades Served: Grades PK-12  
Eligibility: No area restrictions.  
Costs: Costs vary. • Call to ask about specific costs.  
Onsite at Schools: Yes  
Languages: Arabic, Azeri, Bahasa, Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, Estonian, Farsi, Finnish, French, German, Greek, Hebrew, Hindi, Hungarian, Italian, Japanese, Kazakh, Korean, Latin, Latvian, Lithuanian, Malay, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Spanish, Swedish, Tagalog, Thai, Turkish, Turkmen, Ukrainian, Vietnamese  
Direct Services: Provides comprehensive professional interpretation and translation in 40+ languages.

YMCA of Greater Houston – International Services

Address: 6300 Westpark Drive, Suite 600, Houston, TX 77057  
Area Served: Greater Houston  
Days/Hours: Monday-Friday, 8:30am-5pm  
Contact: Danielle Bolks, Senior Program Director  
Phone: 713-659-9015 Ext. 1021  
Fax: Not available  
Email: danielle.bolks@ymcahouston.org  
Website: https://www.ymcahouston.org/ymca-international  
Local Bus Routes: 25, 32, 47, 152  
Ages/Grades Served: Adults ages 18+  
Eligibility: Requires proof of identity and proof of refugee status. • Accepts walk-ins.  
Costs: Costs vary. • Charges fees on a sliding scale based on income. • Call to ask about specific costs.  
Onsite at Schools: No  
Languages: Arabic, Burmese, English, Farsi, French, Kirundi, Oromo, Russian, Spanish, Swahili, Vietnamese  
Direct Services: Provides help with translation and interpretation for refugees. • Helps refugees in resettlement. • Offers citizenship and immigrant legal services. • Offers classes for General Education Development (GED) and English as a Second Language (ESL). • Also offers job training, after-school programs, and youth programs.
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 Parent Educator
- O Parent Liaison
- O Board of Education
- O District Administrator
- O Central Office Staff
- O School-Based Specialist
- O School Bus Driver
- O FACE Staff
- O School Librarian
- O School Custodian
- O Community Member
- O Other Campus Leader
- O Classroom Teacher
- O School Librarian
- O School Custodian
- O Family Member
- 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.

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<th></th>
<th>Very Satisfied</th>
<th>Unsatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
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<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
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</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?**

- [ ] Very satisfied
- [ ] Somewhat satisfied
- [ ] Neutral
- [ ] Somewhat unsatisfied
- [ ] Very unsatisfied

**Compared to other products of which you are aware, would you say that this FACE product is:**

- [ ] So good that it’s in a class by itself
- [ ] Much better than most others
- [ ] About the same as others
- [ ] Somewhat worse than others
- [ ] Much worse than others
- [ ] Never have used it

**Will you use this FACE product again?**

- [ ] Definitely yes
- [ ] Probably yes
- [ ] Maybe or maybe not
- [ ] Probably no
- [ ] Definitely no
- [ ] Never have used it

**How likely are you to recommend this FACE product to others?**

- [ ] Definitely will recommend it
- [ ] Probably will recommend it
- [ ] Maybe or maybe not
- [ ] Probably will not recommend it
- [ ] Definitely will not recommend it
- [ ] Never have used it

**Based upon your experience with this product, how likely are you to use other FACE products?**

- [ ] Very likely
- [ ] Somewhat likely
- [ ] Neutral
- [ ] Somewhat unlikely
- [ ] 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](mailto:face@HoustonISD.org)