Houston Independent School District
Board of Education

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Family and Community Engagement Department
4400 West 18th Street, Houston, Texas 77092
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.
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!
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Origins and Attributes

Under the former leadership of Dr. Jorge Arredondo and present leadership of Dr. Michelle Burke, a 12-person team contributed to developing the 2018 Community Resource Guide: Bea Marquez, Gwendolyn Johnson, Kaiya Liddell, Dr. Elizabeth Cocina, Candice Castillo, Priscilla Chavera, Meron Tilahun, Luis Flores, Ashley Pleasant, Gabriella Hernandez, Rony Canales, 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 HISD 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. The Guide is available as a searchable database, as a collection of topic briefs, and as a single complete reference.

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Child Abuse Prevention:
1. Casa de Esperanza de los Ninos
2. Child Abuse Resource and Education Center
3. Child Advocates Inc.
4. ChildBuilders
5. Children's Assessment Center
6. Collaborative for Children
7. Crime Stoppers of Houston Inc.
8. DAYA Inc.
9. DePelchin Children’s Center
10. ESCAPE Family Resource Center
11. Family Services of Greater Houston
12. Harris County District Attorney’s Office – Child Abuse Division
13. Harris County Protective Services for Children and Adults
14. Houston Area Women’s Center – Children’s Court Services
15. Justice for Children
16. National Center for Missing and Exploited Children – Texas Regional Office
17. Texas Center for the Missing
18. Texas Children's Hospital – Child Protection Program
19. Texas Department of Family and Protective Services – Help and Hope
20. Texas Education Agency – Safe and Healthy Schools
21. The Bridge Over Troubled Waters Inc.
22. The Thread Alliance
23. TRIAD Prevention Program – Parenting with Love and Limits
24. University of Houston Victim’s Resource Institute
25. University of Texas Health Science Center at Houston – McGovern Medical Center
26. Victim Assistance Centre Inc.

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### Casa de Esperanza de los Niños

**Address:** 2911 Corder Street, Building A, Houston, TX 77054  
**Area Served:** Greater Houston  
**Days/Hours:** Monday-Friday, 9am-5pm  
**Contact:** Kathy Foster, Director  
**Phone:** 713-529-0639  
**Fax:** 713-529-9179  
**Email:** Not available  
**Website:** [https://www.casahope.org](https://www.casahope.org)

**Local Bus Routes:** 11, 28  
**Ages/Grades Served:** Ages 0-6  
**Eligibility:** Must meet age requirements. • Must be in a crisis situation at risk of injury, abuse, or neglect.  
**Costs:** Free  
**Onsite at Schools:** No  
**Languages:** English, Spanish  
**Direct Services:** Offers a safe place for children in crisis due to abuse, neglect, or the effects of human immunodeficiency virus (HIV). • Provides residential care and coordinates medical and psychological care for each child.

### Child Abuse Resource and Education Center

**Address:** 6410 Fannin Street, Suite 1425, Houston, TX 77030  
**Area Served:** Greater Houston  
**Days/Hours:** Monday-Sunday, 24 hours/day  
**Contact:** Not available  
**Phone:** 713-500-6064  
**Fax:** 713-500-0721  
**Email:** Not available  

**Local Bus Routes:** 700 (METRO rail), 56, 298  
**Ages/Grades Served:** Ages 0-17  
**Eligibility:** No area restrictions. • Must be a victim of child abuse and neglect or a child living in foster care.  
**Costs:** Costs vary. • Call to ask about specific costs.  
**Onsite at Schools:** No  
**Languages:** English, Spanish  
**Direct Services:** Provides inpatient consultations for suspected cases of child abuse and neglect. • Provides comprehensive outpatient services for child abuse and neglect victims and children living in foster care.
**Child Advocates Inc.**

**Address:** 3701 Kirby Drive, Suite 400, Houston, TX 77098  
**Area Served:** Harris County  
**Days/Hours:** Monday-Thursday, 8:30am-5:30pm, Friday, 8:30am-3:30pm  
**Contact:** Hannah Sindlinger, Program Coordinator  
**Phone:** 713-529-1396 Ext. 245  
**Fax:** 713-529-1390  
**Email:** hannah.sindlinger@childadvocates.org  
**Website:** [http://www.childadvocates.org](http://www.childadvocates.org)  
**Local Bus Routes:** 25, 27  
**Ages/Grades Served:** Ages 0-17  
**Eligibility:** Must be an advocate for a child in foster care.  
**Costs:** Free  
**Onsite at Schools:** No  
**Languages:** English  
**Direct Services:** Trains and supports court-appointed volunteers who provide a voice for abused and neglected children in foster care.

**ChildBuilders**

**Address:** 2425 Fountain View Drive, Suite 210, Houston, TX 77057  
**Area Served:** Houston  
**Days/Hours:** Monday-Friday, 9am-5pm  
**Contact:** Trish King, Executive Director  
**Phone:** 713-481-6555  
**Fax:** 713-481-6548  
**Email:** childbuilders@childbuilders.org  
**Website:** [http://childbuilders.org/parents](http://childbuilders.org/parents)  
**Local Bus Routes:** 32, 49, 82  
**Ages/Grades Served:** Grades PK-12  
**Eligibility:** Requires affiliation with a school. • Online materials are available to the general public.  
**Costs:** Costs vary. • Online parenting resource materials are free of charge. • Call to ask about specific costs for on-site parenting education programs.  
**Onsite at Schools:** Yes. • Operates parenting education programs at 13 HISD campuses.  
**Languages:** English, Spanish  
**Direct Services:** Provides 30 online parenting resources about preventing sexual abuse, child safety, child discipline, developmental milestones (ages 0-5), and raising mentally healthy children. • Offers a 14-unit parenting education curriculum for high school students. • Provides training in safety education for Grades PK-12 and in relationship education for Grades 8-12.

**Children’s Assessment Center**

**Address:** 2500 Bolsover Street, Houston, TX 77005  
**Area Served:** Houston  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Elaine Stolte, Executive Director  
**Phone:** 713-986-3300  
**Fax:** 713-986-3553  
**Email:** General questions: info@cac.hctx.net, • Programs: elaine.stolte@cac.hctx.net  
**Website:** [http://www.cachouston.org](http://www.cachouston.org)  
**Local Bus Routes:** 27, 41, 84  
**Ages/Grades Served:** Ages 0-17
**Eligibility:** Must be a child victim of abuse, a sibling of a child victim of abuse, or a non-offending caregiver of a child victim of abuse.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers varied services ranging from crisis intervention and psychological evaluations to group, family, and individual therapy of child victims, siblings, and non-offending caregivers. • Provides a safe haven for children while awaiting services or during investigations of alleged abuse. • Provides online tips and other resources about prevention, intervention, and treatment of child sexual abuse.

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**Collaborative for Children**

**Address:** 1111 North Loop West, Suite 600, Houston, TX 77008

**Area Served:** Greater Houston

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

**Contact:** Christina Triantaphyllis, Chief Officer of Public Policy and Strategic Initiatives

**Phone:** General questions: 713-600-1100. • Public Policy and Strategic Initiatives: 713-600-1122.

**Fax:** 713-600-1105

**Email:** ctriantaphyllis@collabforchildren.org

**Website:** [https://www.collabforchildren.org](https://www.collabforchildren.org)

**Local Bus Routes:** 26

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** No area restrictions. • Classes are open to the community at large. • Online resources are available to the general public.

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

**Onsite at Schools:** Yes. • Parent educators are available to provide instruction at schools.

**Languages:** English, Spanish

**Direct Services:** Advocates for the welfare of young children. • Offers parent education for parents and other caregivers. • Classes cover child development, child guidance and discipline, communication, community resources, family involvement, financial literacy, parent/child activities, and other topics. • Also provides referrals to other parent education providers. • Many free materials for parents are available online.

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**Crime Stoppers of Houston Inc.**

**Address:** 3001 Main Street, Houston, TX 77002

**Area Served:** Greater Houston

**Days/Hours:** Office: Monday-Friday, 9am-5pm. • Speakers: Any time pending speaker availability.

**Contact:** Michelle Sacks

**Phone:** 713-521-4600

**Fax:** 713-521-0402

**Email:** info@crime-stoppers.org


**Local Bus Routes:** 700 (METRO rail), 54, 82, 85

**Ages/Grades Served:** Grades PK-12

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

**Costs:** Free

**Onsite at Schools:** Yes. • Offers the Safe School Program to all schools. • Offers speakers about child safety topics to present to parents and students at schools and other places.

**Languages:** English, Spanish

**Direct Services:** Provides 18 tips for child safety and child abuse prevention. • Offers programs about public safety, campus security, campuses, citizenship, respect, and safety for Grades PK-12. • Offers 20- to 60-minute presentations to parents and students about child safety topics such as bullying, child abuse and neglect, domestic violence, drugs on campus, human trafficking, Internet safety, school violence, teenage dating safety, and underage drinking.
### DAYA Inc.

**Address:** 3300 South Gessner Road, Suite 203, Houston, TX 77063  
**Area Served:** Houston  
**Days/Hours:** Monday-Friday, 9am-5pm  
**Contact:** Sesh Bala, President  
**Phone:** Office: 713-842-7222. • Helpline: 713-981-7645.  
**Fax:** 713-583-1822  
**Email:** contact@dayhouston.org  
**Website:** [http://www.dayahouston.org/services.php](http://www.dayahouston.org/services.php)  
**Local Bus Routes:** 46  
**Ages/Grades Served:** All ages  
**Eligibility:** Focuses on the South Asian community of Houston.  
**Costs:** Free  
**Onsite at Schools:** No  
**Languages:** Assamese, Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Nepali, Punjabi, Sindhi, Tamil, Telugu, Tulu, Urdu  
**Direct Services:** Provides confidential and culturally sensitive services to women and children in crisis situations such as domestic violence, sexual assault, and child abuse. • Offers crisis counseling for individuals and a support group for survivors of domestic violence. • Provides interpretation in all major South Asian languages.

### DePelchin Children’s Center

**Address:** 4950 Memorial Drive, Houston, TX 77007  
**Area Served:** Greater Houston  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Jennifer Jarriel, President and Chief Executive Officer  
**Phone:** 713-730-2335  
**Fax:** 713-802-3801  
**Email:** General questions: info@depelchin.org. • Programs: jjarriel@depelchin.org  
**Website:** [https://www.depelchin.org/atrisk-youth-programs](https://www.depelchin.org/atrisk-youth-programs)  
**Local Bus Routes:** 27, 71, 85  
**Ages/Grades Served:** Grades K-8  
**Eligibility:** No area restrictions. • Must register for classes.  
**Costs:** Costs vary. • School-based programs are free. • Registration and materials for parent education and developmental/behavioral services are $25-$150. • Call to ask about specific costs.  
**Onsite at Schools:** Yes. • Offers school-based youth development programs.  
**Languages:** English, Spanish  
**Direct Services:** Provides counseling for at-risk youths and helps families work through crisis situations such as a child running away, delinquent behaviors, family conflict, or severe problems at school. • Offers school-based programs for elementary and middle schools aimed at positive youth development and the prevention of bullying, delinquency, and substance abuse. • Also offers parent education classes.

### 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:** General questions: hmorales@learntoparent.org. • Programs: programs@learntoparent.org.  
**Local Bus Routes:** 26
**Family Services of Greater Houston**

**Area Served:** Greater Houston

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<td>Administration</td>
<td>2700 Southwest Freeway, Suite 209, Houston, TX 77098</td>
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**Days/Hours:** Monday-Friday, 8am-5pm

**Contact:** Deidrea Jackson, Vice President of Program Services and Accreditation

**Email:** family@familyhouston.org

**Website:** [http://www.familyhouston.org](http://www.familyhouston.org)

**Ages/Grades Served:** Grades K-12

**Eligibility:** Requires an appointment.

**Costs:** Costs vary. • Charges fees on a sliding scale based on income. • Accepts all major insurance plans. • Call to ask about specific costs.

**Onsite at Schools:** Yes. • Provides onsite counseling to students and families at 14 HISD schools.

**Languages:** English, Spanish

**Direct Services:** Offers parent education classes about anger management, building the self-esteem of a child, effective child discipline, good parenting, stages of child development, and talking to a child. • Offers a parenting and divorce course on skills for parents to avoid placing children in the middle of conflicts during and after a divorce. • Offers case management, counseling, and substance abuse prevention.

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**Harris County District Attorney’s Office – Child Abuse Division**

**Address:** 1201 Franklin Street, Suite 600, Houston, TX 77002

**Area Served:** Harris County

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

**Contact:** Belinda Hill

**Phone:** General questions: 713-755-5800. • Child abuse: 713-755-5546.

**Fax:** 713-755-1052

**Email:** da@dao.hctx.net

**Website:** [https://app.dao.hctx.net/HelpingVictims/VictimResources.aspx](https://app.dao.hctx.net/HelpingVictims/VictimResources.aspx)

**Local Bus Routes:** 700 (METRO rail), 20, 30, 48

**Ages/Grades Served:** Ages 0-18

**Eligibility:** Requires an application. • Reported child abuse offenses must have occurred in Harris County. • Accepts non-emergency walk-ins.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Helps children who are victims of sexual and physical abuse. • Operates special programs to protect young victims of crime from further trauma. • Makes referrals for counseling.
### Harris County Protective Services for Children and Adults

**Address:** 6300 Chimney Rock Road, Houston, TX 77081  
**Area Served:** Harris County  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Kim Cheung, Director  
**Phone:** 713-295-2570 or 713-295-2579  
**Fax:** Not available  
**Email:** Not available  
**Website:** [https://hcps.harriscountytx.gov](https://hcps.harriscountytx.gov)  
**Local Bus Routes:** 33, 49  
**Ages/Grades Served:** All ages  
**Eligibility:** Must be referred by the Texas Department of Family Protective Services.  
**Costs:** Free  
**Onsite at Schools:** No  
**Languages:** English  
**Direct Services:** Provides early comprehensive child and family evaluations to identify needed services for physically abused and neglected children entering the custody of the agency.

### Houston Area Women’s Center – Children’s Court Services

**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:** info@hawc.org  
**Local Bus Routes:** 40, 56  
**Ages/Grades Served:** Ages 0-17  
**Eligibility:** Must be a victim of a crime or a witness to a crime.  
**Costs:** Free  
**Onsite at Schools:** No  
**Languages:** English, Spanish, and 200+ other languages available through the Language Line  
**Direct Services:** Explains law enforcement and legal procedures. • Gives status updates for investigations and court cases. • Orient children to the court and goes with them to the Office of the District Attorney and the court. • Explains probation and parole, and provides referrals to community resources. • Offers help in applying for compensation for crime victims. • Offers language interpreters if needed.

### Justice for Children

**Address:** 2600 Southwest Freeway, Suite 806, Houston, TX 77098  
**Area Served:** Greater Houston  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Steven Lightfoot, Executive Director  
**Phone:** 713-225-4357 or 800-733-0059  
**Fax:** Not available  
**Email:** slightfoot@justiceforchildren.org  
**Website:** [http://justiceforchildren.org](http://justiceforchildren.org)  
**Local Bus Routes:** 25  
**Ages/Grades Served:** Ages 0-17
Eligibility: No area restrictions.
Costs: Free
Onsite at Schools: No Languages: English, Spanish
Direct Services: Advocates for abused or neglected children. • Offers free (pro-bono) legal advocacy, public policy monitoring, professional referrals, mental health services, court watch, research, education, and emotional support. • Guides clients through the complex system of child protection.

### National Center for Missing and Exploited Children – Texas Regional Office

**Address:** 8668 Spicewood Springs Road, Suite 200, Austin, TX 78759  
**Area Served:** Texas  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Joe Rivera, Program Manager of Outreach  
**Phone:** 512-465-2156  
**Fax:** Not available  
**Email:** NCMEC_Texas@ncmec.org  
**Website:** [https://www.ncmectx.org](https://www.ncmectx.org)  
**Local Bus Routes:** Not available  
**Ages/Grades Served:** Ages 0-17  
**Eligibility:** Online materials are available to the general public.  
**Costs:** Costs vary. • Provides many family safety publications for free. • Call to ask about specific costs.  
**Onsite at Schools:** No  
**Languages:** Albanian, Amharic, Arabic, Armenian, Bulgarian, Chinese, Czech, Danish, English, Farsi, French, German, Haitian Creole, Hmong, Hungarian, Italian, Japanese, Khmer, Lao, Pashto, Polish, Portuguese, Romanian, Russian, Slovak, Somali, Spanish, Tigrinya, Ukrainian, Vietnamese  
**Direct Services:** Provides safety education to children, families, schools, and community groups. • Helps law enforcement in investigations of sexual exploitation of children and other crimes against children. • Provides many child safety materials on child abuse prevention, child safety, and child sexual exploitation.

### Texas Center for the Missing

**Address:** 3311 Richmond Avenue, Suite 315, Houston, TX 77098  
**Area Served:** Greater Houston  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Melissa Rangel, Case Manager  
**Phone:** 713-599-0235  
**Fax:** Not available  
**Email:** support@tcftm.org  
**Website:** [http://centerforthemissing.org](http://centerforthemissing.org)  
**Local Bus Routes:** 25, 84  
**Ages/Grades Served:** Grades K-12 and adults ages 18+  
**Eligibility:** No area restrictions.  
**Costs:** Free  
**Onsite at Schools:** Yes. • Speakers present at schools and to parent groups.  
**Languages:** English  
**Direct Services:** Offers 35- to 45-minute presentations on Internet safety (Grades K-8) and 45-minute presentations on Internet safety, cyber bullying, and related topics (Grades 6-12). • Presents about Internet safety exclusively for parents. • Also offers interactive materials for use with children.
### Texas Children's Hospital – Child Protection Program

**Address:** 6621 Fannin Street, Houston, TX 77030  
**Area Served:** Greater Houston  
**Days/Hours:** Monday-Sunday, 24 hours/day  
**Contact:** Michelle Lyn, Chief of Child Protection Section of Emergency Medicine  
**Phone:** 832-824-5507  
**Fax:** Not available  
**Email:** Not available  
**Local Bus Routes:** 700 (METRO rail), 56  
**Ages/Grades Served:** Ages 0-17  
**Eligibility:** Must be a victim of child abuse or child neglect.  
**Costs:** Costs vary. • Call to ask about specific costs.  
**Onsite at Schools:** No  
**Languages:** English  
**Direct Services:** Provides evaluation, diagnosis, treatment, and post-care for infants, children, and teenagers who are victims of child abuse or neglect.

### Texas Department of Family and Protective Services – Help and Hope

**Address:** 701 West 51st Street, Austin, TX 78751  
**Area Served:** Texas  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Not available  
**Phone:** 512-438-4800  
**Fax:** Not available  
**Email:** Not available  
**Local Bus Routes:** Not available  
**Ages/Grades Served:** Ages 0-17  
**Eligibility:** Online resources are available to the general public.  
**Costs:** Free  
**Onsite at Schools:** No  
**Languages:** English, Spanish  
**Direct Services:** Provides information about recognizing the signs of child abuse or neglect. • Offers extensive parenting tips on its website.

### Texas Education Agency – Safe and Healthy Schools

**Address:** 1701 North Congress Avenue, Austin, TX 78701  
**Area Served:** Texas  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Not available  
**Phone:** 512-463-9734  
**Fax:** 512-463-9838  
**Email:** healthandsafety@tea.texas.gov  
**Website:** [http://tea.texas.gov/Texas_Schools/Safe_and_Healthy_Schools](http://tea.texas.gov/Texas_Schools/Safe_and_Healthy_Schools)  
**Local Bus Routes:** Not available  
**Ages/Grades Served:** Grades PK-12  
**Eligibility:** Online resources are available to the general public.  
**Costs:** Free  
**Onsite at Schools:** No  
**Languages:** English, Spanish
**Direct Services:** Provides links to resources for preventing child abuse and neglect and for reporting suspected cases of child abuse and neglect. • Provides links to resources for raising public awareness and for advocacy against child abuse and neglect.

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**The Bridge Over Troubled Waters**

**Area Served:** Harris County

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Bus Routes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Houston Office</td>
<td>6309 Martin Luther King Jr. Drive, Houston, TX 77021</td>
<td>Office: 713-494-7238</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hotline: 713-473-2801</td>
<td>900 (METRO rail), 80, 87</td>
</tr>
<tr>
<td>Pasadena Office</td>
<td>811 Allen Genoa Road, Pasadena, TX 77504</td>
<td>Office: 713-472-0753</td>
<td>Not available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hotline: 713-473-2801</td>
<td></td>
</tr>
</tbody>
</table>

**Days/Hours:** Office: Monday-Friday, 8:30am-5:30pm. • Hotline: Monday-Sunday, 24 hours/day.

**Contact:** Debbie Moseley, Executive Director

**Email:** dmoseley@botw.org

**Website:** [http://www.thebridgeovertroubledwaters.org/v2](http://www.thebridgeovertroubledwaters.org/v2)

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions.

**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.

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**The Thread Alliance**

**Address:** 121 North Post Oak Lane, Suite 406, Houston, TX 77024

**Area Served:** Greater Houston

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

**Contact:** Sheila Aron

**Phone:** 281-937-2612

**Fax:** Not available

**Email:** Not available

**Website:** [http://www.thethreadalliance.org/resources](http://www.thethreadalliance.org/resources)

**Local Bus Routes:** 33, 47

**Ages/Grades Served:** All ages

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

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Offers extensive online lists of services and resources for prevention, intervention, and treatment concerning child abuse. • Provides lists of city and state crisis hotlines for children and youth.

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**TRIAD Prevention Program – Parenting with Love and Limits**

**Address:** 6300 Chimney Rock Road, Houston, TX 77081

**Area Served:** Harris County

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

**Contact:** Deborah Colby, TRIAD Program Director
HISD FACE 2018 Community Resource Guide

**University of Houston Victim’s Resource Institute**

**Address:** 4800 Calhoun Road, Houston, TX 77004  
**Area Served:** Houston  
**Days/Hours:** Monday-Friday, 8am-5pm  
**Contact:** Not available  
**Phone:** 713-743-2246  
**Fax:** Not available  
**Email:** Not available  
**Website:** [http://www.uh.edu](http://www.uh.edu)  
**Local Bus Routes:** 900 (METRO rail)  
**Ages/Grades Served:** Ages 0-17  
**Eligibility:** No area restrictions. • Must be a juvenile victim of criminal violence. • Requires an appointment.  
**Costs:** Free  
**Onsite at Schools:** No  
**Languages:** English, Spanish  
**Direct Services:** Offers psychological treatment for child and adolescent victims of violence. • Provides crime victim support, crime witness support, and counseling for youths who are victims of violence.

**University of Texas Health Science Center at Houston – McGovern Medical Center**

**Address:** 6410 Fannin Street, Suite 1228, Houston, TX 77030  
**Area Served:** Greater Houston  
**Days/Hours:** Monday-Friday, 9am-5pm  
**Contact:** Rebecca Baddock, Administrative Manager, Child Protection Pediatrics  
**Phone:** 713-500-7840  
**Fax:** 713-500-0721  
**Email:** Rebecca.A.Baddock@uth.tmc.edu  
**Website:** [https://med.uth.edu/pediatrics/divisions/child-protection-pediatrics/clinics](https://med.uth.edu/pediatrics/divisions/child-protection-pediatrics/clinics)  
**Local Bus Routes:** 700 (METRO rail), 56  
**Ages/Grades Served:** Ages 0-17  
**Eligibility:** No area restrictions.  
**Costs:** Costs vary. • Call to ask about specific costs.  
**Onsite at Schools:** No  
**Languages:** English  
**Direct Services:** Provides initial assessments and ongoing comprehensive medical care for child victims of abuse and neglect, as well as complete care for children living in foster care.
**Victim's Assistance Centre Inc.**

**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:** Not available  
**Website:** [https://www.facebook.com/HelpVictimsHouston](https://www.facebook.com/HelpVictimsHouston)  
**Local Bus Routes:** 700 (METRO rail), 20, 52, 82  
**Ages/Grades Served:** All ages  
**Eligibility:** SAFE Supervised Visitation Program requires a driver license and/or identification, vehicle information (make, model, color, license plate number), medical insurance for all children, photos of all children, and a copy of court order or protective order (if any).  
**Costs:** Costs vary. • Some services are free. • The SAFE Supervised Visitation Program registration is $75 per parent. • Visits 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 get protective orders, register for Texas Victim Information and Notification Everyday (VINE) notifications, take part in supervised visits, and file for compensation for crime victims.
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 Family Member
- O Community Member
- O Black or African American
- O American Indian, Alaska Native, or Native Hawaiian
- O Asian or Pacific Islander
- O Hispanic or Latino
- O White or Caucasian
- 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>Process for acquiring it</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Guidance for users</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>First usage</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Repeated usage</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<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?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>Very satisfied</td>
</tr>
<tr>
<td>O</td>
<td>Somewhat satisfied</td>
</tr>
<tr>
<td>O</td>
<td>Neutral</td>
</tr>
<tr>
<td>O</td>
<td>Somewhat unsatisfied</td>
</tr>
<tr>
<td>O</td>
<td>Very unsatisfied</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>So good that it's in a class by itself</td>
</tr>
<tr>
<td>O</td>
<td>Much better than most others</td>
</tr>
<tr>
<td>O</td>
<td>About the same as others</td>
</tr>
<tr>
<td>O</td>
<td>Somewhat worse than others</td>
</tr>
<tr>
<td>O</td>
<td>Much worse than others</td>
</tr>
<tr>
<td>O</td>
<td>Never have used it</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>Definitely yes</td>
</tr>
<tr>
<td>O</td>
<td>Probably yes</td>
</tr>
<tr>
<td>O</td>
<td>Maybe or maybe not</td>
</tr>
<tr>
<td>O</td>
<td>Probably no</td>
</tr>
<tr>
<td>O</td>
<td>Definitely no</td>
</tr>
<tr>
<td>O</td>
<td>Never have used it</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>Definitely will recommend it</td>
</tr>
<tr>
<td>O</td>
<td>Probably will recommend it</td>
</tr>
<tr>
<td>O</td>
<td>Maybe or maybe not</td>
</tr>
<tr>
<td>O</td>
<td>Probably will not recommend it</td>
</tr>
<tr>
<td>O</td>
<td>Definitely will not recommend it</td>
</tr>
<tr>
<td>O</td>
<td>Never have used it</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>Very likely</td>
</tr>
<tr>
<td>O</td>
<td>Somewhat likely</td>
</tr>
<tr>
<td>O</td>
<td>Neutral</td>
</tr>
<tr>
<td>O</td>
<td>Somewhat unlikely</td>
</tr>
<tr>
<td>O</td>
<td>Very unlikely</td>
</tr>
</tbody>
</table>

**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