Houston Independent School District
Board of Education

Patricia Allen, President District IV
Holly Maria Flynn Villaseca, First Vice-President District VI
Judith Cruz, Second Vice-President District VIII
Kathy Blueford-Daniels, Secretary District II
Daniela Hernandez, Assistant Secretary District III
Elizabeth Santos District I
Sue Deigaard District V
Anne Sung District VII
Myrna Guidry District IX

Millard Housse II, Superintendent of Schools
Rick Cruz, Deputy Superintendent
Candice Castillo, Executive Officer, Student Support

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

It is the policy of the Houston Independent School District not to discriminate on the basis of age, color, handicap or disability, ancestry, national origin, marital status, race, religion, sex, veteran status, political affiliation, sexual orientation, gender identity and/or gender expression in its educational or employment programs and activities.
Disaster Relief:
1. American Red Cross – Texas Gulf Coast
2. Catholic Charities of the Archdiocese of Galveston-Houston
3. City of Houston – Mayor’s Office of Public Safety and Homeland Security
4. City of Houston – Office of Emergency Management
6. Houston Society for the Prevention of Cruelty to Animals – Disaster Services
7. Internal Revenue Service – Tax Relief in Disaster Situations
8. Lone Star Legal Services
9. Ready Houston
10. Small Business Administration – Disaster Assistance Consumer Service Center
11. State Bar of Texas Disaster Relief Resources – Legal Hotline
12. Texas A&M AgriLife Extension Service – Disaster Education Network
13. Texas Division of Emergency Management
14. The Harris Center for Mental Health and IDD Services
15. The Salvation Army Greater Houston Area Command
16. United Way of Greater Houston

<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>713-526-8300</td>
<td>All ages</td>
<td>Costs vary</td>
<td>Yes</td>
<td>English, Spanish</td>
</tr>
<tr>
<td>713-526-4611</td>
<td>All ages</td>
<td>Free</td>
<td>No</td>
<td>English, Spanish</td>
</tr>
<tr>
<td>832-393-0920</td>
<td>Adults ages 18+</td>
<td>Free</td>
<td>Yes</td>
<td>Arabic, Chinese, English, Spanish, Urdu, Vietnamese</td>
</tr>
<tr>
<td>832-393-1049</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>832-393-1071</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>713-884-4554</td>
<td>Ages 13-17 and Adults ages 18+</td>
<td>Free</td>
<td>Yes</td>
<td>Arabic, Chinese, English, French, Italian, Spanish, Urdu, Vietnamese</td>
</tr>
<tr>
<td>311</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>713-881-3100</td>
<td>All ages</td>
<td>Free</td>
<td>Yes</td>
<td>Chinese, English, Spanish, Vietnamese</td>
</tr>
<tr>
<td>713-869-7722</td>
<td>All ages</td>
<td>Free</td>
<td>Yes</td>
<td>English, Spanish</td>
</tr>
<tr>
<td>281-721-7021</td>
<td>All ages</td>
<td>Costs vary</td>
<td>No</td>
<td>English, Spanish</td>
</tr>
<tr>
<td>713-209-5499</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>844-545-5640</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>713-652-0077</td>
<td>All ages</td>
<td>Costs vary</td>
<td>No</td>
<td>English, Spanish, Vietnamese</td>
</tr>
<tr>
<td>800-504-7030</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>832-393-0875</td>
<td>Grades K-5</td>
<td>Free</td>
<td>Yes</td>
<td>Arabic, Chinese, English, Spanish, Urdu, Vietnamese</td>
</tr>
<tr>
<td>713-773-6500</td>
<td>Adults ages 18+</td>
<td>Costs vary</td>
<td>No</td>
<td>English, Spanish</td>
</tr>
<tr>
<td>512-427-1463</td>
<td>Adults ages 18+</td>
<td>Free</td>
<td>No</td>
<td>Arabic, Chinese, English, German, Hindi, Italian, Korean, Spanish, Urdu</td>
</tr>
<tr>
<td>877-953-5535</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>800-504-7030</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>713-274-0950</td>
<td>Adults ages 18+</td>
<td>Costs vary</td>
<td>No</td>
<td>English, Spanish</td>
</tr>
<tr>
<td>512-424-2208</td>
<td>All ages</td>
<td>Free</td>
<td>No</td>
<td>English, Spanish</td>
</tr>
<tr>
<td>713-970-7000</td>
<td>Ages 3-17</td>
<td>Costs vary</td>
<td>No</td>
<td>English</td>
</tr>
<tr>
<td>866-970-4770</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>713-970-7070</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>713-752-0677</td>
<td>All ages</td>
<td>Free</td>
<td>No</td>
<td>English</td>
</tr>
<tr>
<td>713-957-4357</td>
<td>All ages</td>
<td>Costs vary</td>
<td>No</td>
<td>English, French, German, Korean, Spanish, Vietnamese</td>
</tr>
<tr>
<td>211</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
American Red Cross of Greater Houston

Address: 2700 Southwest Freeway, Houston, TX 77098
Area Served: Greater Houston
Days/Hours: Monday-Friday, 8am-5pm
Contact: Steve Vetran, Regional Chapter Executive Officer
Phone: 713-526-8300
Fax: Not available
Email: General questions: http://www.redcross.org/contact-us/general-inquiry.
Website: http://www.redcross.org/local/texas/gulf-coast/local-chapters/houston
Local Bus Routes: 9, 25, 27
Ages/Grades Served: All ages
Eligibility: No area restrictions.
Costs: Costs vary. • Call to ask about specific costs.
Onsite at Schools: Yes. • Local Red Cross chapters help in creating Red Cross Clubs at any school level.
Languages: English, Spanish
Direct Services: Provides families and communities with relief for home fires, floods, hurricanes, tornados, wildfires, and other disasters. • Provides overnight shelter, mental health support, hot meals and water, and first aid treatment. • Distributes emergency supplies. • Operates emergency response vehicles to deliver disaster relief.

Catholic Charities of the Archdiocese of Galveston-Houston

Address: 2900 Louisiana Street, Houston, TX 77006
Area Served: Greater Houston
Days/Hours: Monday-Friday, 8am-5pm
Contact: Natalie Wood, Senior Vice President of Programs
Phone: 713-526-4611
Fax: Not available
Email: Not available
Website: https://www.catholiccharities.org/our-services/strengthening-families/disaster-relief
Local Bus Routes: 82, 262, 265
Ages/Grades Served: All ages
Eligibility: Requires a pre-disaster address, a current address, a current phone number, and alternate contact information. • Requires a Federal Emergency Management Agency (FEMA) number (if applicable).
Costs: Free
Onsite at Schools: No
Languages: English, Spanish
Direct Services: Helps individuals and families to deal with the aftermath of a natural disaster and to access recovery resources. • Helps individuals and families to obtain counseling to cope with stress due to job loss, relocation, and marital conflicts.

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

Address: 900 Bagby Street, 2nd Floor, Houston, TX 77002
Area Served: Houston
Days/Hours: Monday-Friday, 8am-5pm
Contact: Marni Rosen, CERT Coordinator or Liz Shuler, CERT Coordinator or Homero Ponce-Lopez, CERT Coordinator
Phone: Office: 713-884-4500. • CERT Coordinators: 832-393-0920, 832-393-1049, or 832-393-1071.
Fax: Not available
Email: CERT Coordinators: marni.rosen@houston.tx.gov or ruthelizabeth.shuler@houstontx.gov or homero.ponce-lopez@houstontx.gov
Website: http://houstontx.gov/cert
Local Bus Routes: 40, 85, 161, 162, 164
Ages/Grades Served: Adults ages 18+
Eligibility: Must live in the service area.
Costs: Free
Onsite at Schools: Yes. • Speakers present about disaster preparedness at schools.
Languages: Arabic, Chinese, English, Spanish, Urdu, Vietnamese
Direct Services: Trains ordinary citizens in ways to help themselves and their neighbors in the event of disasters. • Supports efforts of citizens to make a disaster plan, build a disaster kit, prepare to stay informed, and build awareness among neighbors. • Offers speakers to present about disaster preparedness at schools.

City of Houston – Office of Emergency Management

Address: 5320 North Shepherd Drive, Houston, TX 77091
Area Served: Houston
Days/Hours: Office: Monday-Friday, 8am-5pm. • Speakers: Monday-Friday, 8am-5pm, and on weekends and evenings pending speaker availability.
Contact: Michael Walter, Public Information Officer
Phone: 713-884-4554 or 311
Fax: 713-884-4545
Email: Michael.Walter@houstontx.gov
Website: http://houstontx.gov/oem
Local Bus Routes: 27, 40, 44
Ages/Grades Served: Ages 13-17 and adults ages 18+
Eligibility: Requires at least two weeks of advance notice for requests for presentations. • Requires an audience of at least 30 persons and a facility large enough for it. • Note that OEM offices at the Houston Emergency Center are in a secure facility not open to the public.
Costs: Free
Onsite at Schools: Yes. • Speakers present about disaster preparedness at schools and to parent groups.
Languages: Arabic, Chinese, English, French, Italian, Spanish, Urdu, Vietnamese
Direct Services: Offers Disaster Preparedness Guides for families and 30- to 60-minute presentations for students. • Provides Guides in eight languages and presentations in English or Spanish. • Presentations and Guides both cover disaster preparedness as a whole, emergency kits, emergency plans, evacuation routes, and tips for staying informed. • Also collects post-disaster flooding reports in its service area.

Harris County – Office of Homeland Security and Emergency Management

Address: 6922 Katy Road, Houston, TX 77024
Area Served: Harris County
Days/Hours: Office: Monday-Friday, 8am-5pm. • Speakers: Monday-Friday, 8am-5pm.
Contact: Keyona Steveson, Community Liaison
Phone: 713-881-3100
Fax: Not available
Email: Not available
Website: http://www.readyharris.org
Local Bus Routes: 85
Ages/Grades Served: All ages
Eligibility: Provides an online form to request speakers.
Costs: Free
Onsite at Schools: Yes. • Speakers present at schools and to parent groups.
Languages: Chinese, English, Spanish, Vietnamese
Direct Services: Provides an online disaster preparedness guide and an online hurricane preparedness guide. • Offers presentations about general preparedness and hurricane preparedness. • Also collects post-disaster flooding reports in its service area.
Houston Society for the Prevention of Cruelty to Animals – Disaster Services

Address: 900 Portway Drive, Houston, TX 77024
Area Served: Greater Houston
Days/Hours: Office: Monday-Friday, 11am-7pm, Saturday-Sunday, 10am-6pm. • Speakers: Monday-Friday, 8am-5pm.
Contact: Not available
Phone: 713-869-7722
Fax: 713-869-5857
Email: info@hspca.org
Website: http://www.houstonspca.org/programs-and-services/disaster-services.html
Local Bus Routes: 85
Ages/Grades Served: All ages
Eligibility: Requires at least three weeks of advance notice for requests for speakers. • Provides an online form to request speakers.
Costs: Free
Onsite at School: Yes. • Speakers present at health and safety fairs and similar events at schools.
Languages: English, Spanish
Direct Services: Provides animal-related rescue, relief, and resources in response to disasters such as oil spills, hurricanes, floods, and wildfires. • Also offers humane education programs as well as 30- to 45-minute school-wide assembly presentations.

Internal Revenue Service – Tax Relief in Disaster Situations

Area Served: Greater Houston

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

Days/Hours: Monday-Friday, 8:30am-4:30pm (all locations)
Contact: Not available
Fax: Not available
Email: Not available
Website: https://www.irs.gov/uac/tax-relief-in-disaster-situations

Ages/Grades Served: All ages
Eligibility: Offices may not allow cell phones with camera capabilities.
Costs: Costs vary. • Call to ask about specific costs.
Onsite at Schools: No
Languages: English, Spanish
Direct Services: Provides solutions to tax issues and adjustments to tax payments, handles procedural inquiries, and provides other services in disaster situations. • Offers assistance in 150+ languages.
Lone Star Legal Aid

Address: 1415 Fannin Street, Suite 300, Houston, TX 77002
Area Served: Greater Houston
Days/Hours: Monday-Friday, 8am-5pm
Contact: Not available
Phone: Office: 713-652-0077. • Disaster Assistance Hotline: 800-504-7030.
Fax: 713-652-2709
Email: Not available
Website: http://www.lonestarlegal.org
Local Bus Routes: 700 (METRO rail), 202, 204
Ages/Grades Served: All ages
Eligibility: Requires proof of income. • Handles only civil law cases. • Gives priority to clients who have life-altering or life-threatening problems.
Costs: Costs vary. • Call to ask about specific costs.
Onsite at Schools: No
Languages: English, Spanish, Vietnamese
Direct Services: Helps low-income persons and families with civil legal problems. • May provide legal advice and possible representation in court. • Offers disaster-related legal aid concerning contracts for repairs, home repair fraud, insurance claims, landlords of damaged rental units, lost legal documents, and mortgage companies of damaged homes.

Ready Houston

Address: 900 Bagby Street, 2nd Floor, Houston, TX 77002
Area Served: Houston
Days/Hours: Monday-Friday, 8am-5pm
Contact: Dennis Storemski, Director
Phone: 832-393-0875
Fax: Not available
Email: ready.houston@houstontx.gov
Website: http://www.readyhoustontx.gov/schoolready/index.html
Local Bus Routes: 40, 85, 161, 162, 164
Ages/Grades Served: Grades K-5
Eligibility: Provides an online form to request speakers. • Online resources are available to the general public.
Costs: Free
Onsite at Schools: Yes. • Speakers present about disaster preparedness at school assemblies.
Languages: Arabic, Chinese, English, Spanish, Urdu, Vietnamese
Direct Services: Provides videos, lesson plans, and classroom posters about disaster preparedness. • Provides DVDs and cell phone apps about preparing for disasters. • Also offers training for neighborhoods to plan, build disaster kits, and prepare before a disaster strikes and for neighbors to assist each other in the event of a disaster. • Offers speakers to present about disaster preparedness at school assemblies.

Small Business Administration – Disaster Assistance Customer Service Center

Address: 8701 South Gessner Drive, Suite 1200, Houston, TX 77074
Area Served: Greater Houston
Days/Hours: Monday-Friday, 8am-4:30pm
Contact: Timothy Jeffcoat
Phone: 713-773-6500
Fax: 713-773-6550
Email: Not available
Website: https://www.sba.gov/offices/disaster/dacsc
Local Bus Routes: 46
Ages/Grades Served: Adults ages 18+
Eligibility: Applicants for disaster loans must have acceptable credit history and ability to repay.
Costs: Costs vary. • Call to ask about specific costs.
Onsite at Schools: No
Languages: English, Spanish
Direct Services: Provides low-interest disaster loans to businesses of all sizes, nonprofit organizations of all sizes, homeowners, and renters to repair or replace real estate, personal property, machinery and equipment, inventory, and business assets that have been damaged or destroyed in a declared disaster. • Provides checklists, guidance, and webinars about creating business continuity plans.

State Bar of Texas Disaster Relief Resources – Legal Hotline

Address: 1414 Colorado Street, Austin, TX 78701
Area Served: Texas
Days/Hours: Monday-Friday, 8am-5pm
Contact: Michelle Hunter, Executive Director
Phone: Office: 512-427-1463 or 877-953-5535. • Hotline: 800-504-7030.
Fax: Not available
Email: Not available
Website: https://www.texasbar.com
Local Bus Routes: Not available
Ages/Grades Served: Adults ages 18+
Eligibility: Must qualify for assistance based on having a low income.
Costs: Free
Onsite at Schools: No
Languages: Arabic, Chinese, English, German, Hindi, Italian, Korean, Spanish, Urdu
Direct Services: Provides answers to basic legal questions and connects callers to local providers of legal services after declared disasters. • Handles issues such as replacing lost legal documents, filing insurance claims, landlord-tenant relations, consumer protections against price gouging and contractor fraud.

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

Address: 3033 Bear Creek Drive, Houston, TX 77084
Area Served: Harris County
Days/Hours: Monday-Friday, 7:30am-4pm
Contact: Allen Malone, Harris County Coordinator
Phone: 713-274-0950
Fax: Not available
Email: harris-bx@tamu.edu
Website: https://texashelp.tamu.edu/browse/disaster-preparedness-information
Local Bus Routes: Not available
Ages/Grades Served: Adults ages 18+
Eligibility: No area restrictions. • Online resources are available to the general public.
Costs: Costs vary. • Tip sheets are free; other publications are low cost. • Call to ask about specific costs.
Onsite at Schools: No
Languages: English, Spanish
Direct Services: Provides extensive resources about family disaster plans, disaster supply kits, evacuation plans, disaster recovery resources, and disaster business plans. • Provides steps to take in preparing for disasters on behalf of persons with special needs, children, older adults, farm and ranch animals, and pets.
Texas Division of Emergency Management

Address: 5805 North Lamar Boulevard, Austin, TX 78752
Area Served: Texas
Days/Hours: Monday-Friday, 8am-5pm
Contact: Not available
Phone: 512-424-2208
Fax: 512-424-7160
Email: Not available
Website: https://www.dps.texas.gov/dem/PublicInfo.htm
Local Bus Routes: Not available
Ages/Grades Served: All ages
Eligibility: Online safety resources are available to the general public.
Costs: Free
Onsite at Schools: No
Languages: English, Spanish
Direct Services: Provides online safety tips about flash floods, food, lightning, hot weather, power lines, tornados, wildfires, and winter storms. • Provides emergency preparedness for earthquakes, hurricanes, tsunamis, and wildfires. • Also provides checklists and guidance about creating an emergency supplies kit.

The Harris Center for Mental Health and IDD Services

Area Served: Harris County

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

Contact: Steven Schnee, Executive Director
Fax: Not available
Email: Not available
Website: http://www.mhmrrharris.org/Comprehensive-Psychiatric-Emergency-Program.asp
Ages/Grades Served: All ages
Eligibility: Requires proof of age, proof of residency, and proof of insurance (if any). • Also requires proof of serious functional impairment or proof of serious emotional disturbance. • Must enter Eligibility Center at least two hours before closing hour to get a same-day appointment for a child or adolescent. • Always call ahead.
Costs: Costs vary. • Charges fees on a sliding scale based on income. • Accepts Medicaid, the Children’s Health Insurance Program (CHIP), private insurance plans, or self-pay. • Call to ask about specific costs.
Onsite at Schools: No
Languages: English
Direct Services: Provides mental health assistance after a hurricane, tornado, flood, or other disaster.
The Salvation Army Greater Houston Area Command

Address: 1500 Austin Street, Houston, TX 77002
Area Served: Greater Houston
Days/Hours: Monday-Friday, 8:30am-4:30pm
Contact: Major Kent Davis, Area Commander
Phone: 713-752-0677
Fax: Not available
Email: tsahouston@uss.salvatinarmy.org
Website: http://salvationarmyhouston.org/disaster
Local Bus Routes: 700 (METRO rail), 40, 41, 85, 161, 162
Ages/Grades Served: All ages
Eligibility: No area restrictions.
Costs: Free
Onsite at Schools: No
Languages: English
Direct Services: Provides grief counseling to persons whom a disaster affects. • Operates mobile canteens for victims and relief workers during emergencies.

United Way of Greater Houston

Address: 50 Waugh Drive, Houston, TX 77007
Area Served: Greater Houston
Days/Hours: Monday-Sunday, 24 hours/day
Contact: M. Vasquez, Community and Agency Relations
Phone: 713-957-4357 or 211
Fax: Not available
Email: help@unitedwayhouston.org
Website: http://referral.uwtwc.org/Search.aspx
Local Bus Routes: 40, 85
Ages/Grades Served: All ages
Eligibility: Directory is available to the general public.
Costs: Costs vary. • Searchable online database is free. • Print version is $45 plus tax. • Call to ask about specific costs.
Onsite at Schools: No
Languages: English, French, German, Korean, Spanish, Vietnamese
Direct Services: Provides information based on ZIP code, location, agency, program, or keyword. • Uses a searchable, comprehensive, regional database of social services. • Includes direct links for disaster services.