



Family and Community Engagement
EMPOWERING FAMILIES. ADVANCING LEARNING.

2018 COMMUNITY RESOURCE GUIDE

SHELTER ASSISTANCE



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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!

SHELTER ASSISTANCE

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39. The Women’s Home
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	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-426-0027 713-827-8266 713-529-6071	Adults ages 18+	Costs vary	No	English, Spanish
2	713-688-6262 281-471-9622	Ages 5-18	Free	No	English, Spanish
3	713-529-0639	Ages 0-6	Free	No	English, Spanish
4	713-869-7376	All ages	Free	No	English, Spanish
5	713-227-9981 866-649-5862	Adults ages 18+	Free	No	English, Spanish

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
6	713-961-3993 713-328-0194	All ages	Free	Yes	English, Spanish
7	832-394-6200 832-394-6279	All ages	Free	No	English, Spanish, Vietnamese
8	713-739-7514	All ages	Free	No	English
9	713-523-2231	Ages 10-17 and Adults ages 18-20	Free	No	English
10	281-446-2615	All ages	Free	No	English
11	713-641-3247	All ages	Free	No	English, Spanish, Vietnamese
12	713-393-4700	Adults ages 18+	Free	No	English, Spanish
13	713-221-6200 713-221-6216	Adults ages 18+	Costs vary	No	English
14	713-696-7900	Adults ages 18+	Free	No	English, Spanish
15	713-578-2059	All ages	Free	No	English, Spanish, Vietnamese
16	713-578-2100 877-428-8844	All ages	Costs vary	No	English, Spanish
17	713-394-4000 713-295-2700	Ages 12-17	Free	No	English, Spanish
18	713-260-0377	Adults ages 18+	Costs vary	No	English
19	713-528-6798	Ages 5-17 and Adults ages 18+	Free	No	English, Spanish, others
20	713-842-9771	All ages	Free	No	English
21	713-481-4860	All ages	Free	No	English
22	713-520-0461	Adults ages 18+	Free	No	English
23	713-574-7534	All ages	Free	No	English, Spanish
24	713-682-5652 713-682-7556	All ages	Free	No	English
25	281-498-9933	All ages	Free	No	English
26	281-885-4555 281-885-4531 281-885-4567	All ages	Free	No	English, Spanish
27	713-691-0900 Ext. 1155	Adults ages 18+	Costs vary	No	English
28	713-739-7752	All ages	Free	No	English, Spanish
29	713-739-9201	Ages 1-6	Free	No	English, Spanish
30	713-739-7752	Adults ages 18+	Free	No	English, Spanish
31	713-741-8234	All ages	Free	No	English, Spanish
32	713-944-0093	All ages	Free	No	English, Spanish
33	713-748-0700 713-222-2220 713-748-7242	All ages	Free	No	English, Spanish
34	281-333-2384	Adults ages 35+	Free	No	English
35	713-426-4545	Ages 13-17 and Adults ages 18-19	Costs vary	No	English, French, Spanish
36	713-466-4785	Ages 0-13 and Adults ages 18+	Free	No	English
37	713-650-6530	All ages	Free	No	English, Spanish
38	713-658-9205	Adults ages 18-25	Free	No	English, Spanish
39	713-328-1956 713-328-3160	Adults ages 18+	Costs vary	No	English
40	713-223-8131 713-821-8917	All ages	Free	No	English, Spanish
41	713-977-9942	All ages	Free	No	English, Spanish
42	713-551-8792	All ages	Free	No	English

Avenue 360 Health and Wellness

Area Served: Greater Houston

Location	Address	Phone	Days/Hours	Bus Routes
Main Campus	2150 West 18th Street, Suite 300, Houston, TX 77008	713-426-0027	Monday-Thursday, 8am-6pm, Friday, 8am-5pm	26
Memorial City	902 Frostwood Drive, Suite 142, Houston, TX 77024	713-827-8266	Monday, 8am-7pm, Tuesday-Friday, 8am-5pm	26, 160, 161, 162
Montrose	1427 Hawthorne Street, Houston, TX 77006	713-529-6071	Monday-Friday, 8am-5pm	56, 82

Contact: Gregory Pate, Chief of Community and Support Services

Fax: Not available

Email: gpate@beringomega.org

Website: <http://beringomega.org>

Ages/Grades Served: Adults ages 18+

Eligibility: Requires an appointment before obtaining services. • Focuses on persons who are homeless, on families who are at risk of becoming homeless, and on the lesbian, gay, bisexual, transgender (LGBT) community. • May require proof of insurance, proof of income, proof of identity, and proof of address. • Requires proof of financial crisis related to inability to pay mortgage, rent, or utilities.

Costs: Costs vary. • Some services are free, others charge fees. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides permanent housing and supportive services to families with histories of homelessness. • Provides a day treatment program and a hospice for persons living with human immunodeficiency virus (HIV) or acquired immunodeficiency syndrome (AIDS). • Provides case management (healthcare, housing), counseling, family healthcare, financial assistance, health education, information and referral, mental health therapy, outreach, psychiatry, rapid rehousing, and substance abuse treatment. • Offers testing for hepatitis C and human immunodeficiency virus (HIV).

Boys and Girls Harbor

Area Served: Harris County

Location	Address	Phone	Days/Hours	Bus Routes
Office	8100 Washington Avenue, Suite 120, Houston, TX 77007	713-688-6262	Monday-Friday, 8am-5pm	85
Harbor Campus	514 Bayridge Road, La Porte, TX 77571	281-471-9622	Monday-Sunday, 24 hours/day	Not available

Contact: Office: Adrianna Strain. • Harbor Campus: Colin Rae III.

Fax: 713-688-6887

Email: Not available

Website: <http://www.boysandgirlsharbor.org>

Ages/Grades Served: Ages 5-18

Eligibility: Must be a child in crisis. • Must meet age requirements. • Must live in the service area.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides comprehensive residential care for children in crisis and who are experiencing family hardship, neglect, abandonment, or abuse. • Provides counseling, healthcare, recreation, education, shelter, food, and clothing. • Also offers a transitional living program and summer program activities.

Casa de Esperanza de los Niños Inc.

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: <http://www.casahope.org/p-residential-program>

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.

Casa Juan Diego

Address: 4818 Rose Street, Houston, TX 77007

Area Served: Houston

Days/Hours: Monday-Saturday, 9am-4pm

Contact: Mark Zwick and Louise Zwick

Phone: 713-869-7376

Fax: Not available

Email: info@cid.org

Website: <http://cid.org/about/what-is-casa-juan-diego>

Local Bus Routes: 27, 71, 85

Ages/Grades Served: All ages

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

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

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

Catholic Charities of the Archdiocese of Galveston-Houston

Address: 326 South Jensen Drive, Houston, TX 77003

Area Served: Greater Houston

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

Contact: Natalie Wood, Vice President of Strengthening Families Services

Phone: General questions: 713-227-9981. • Requests for help: 866-649-5862.

Fax: 713-526-1546

Email: info@www.catholiccharities.org

Website: <http://www.catholiccharities.org/our-services/strengthening-families/basic-needs>

Local Bus Routes: 6, 20, 30

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of age, proof of identity, proof of address, and proof of income. • Also requires a cut-off notice for help with utilities. • For rent or mortgage help, some services may require a vacate notice or an eviction notice or status as at least two months behind in payments.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers help with shelter. • Offers help with other basic needs such as food and transportation. • Also offers referrals to community resources, intensive case management, employment and financial assistance, counseling, and education about human immunodeficiency virus (HIV).

Christian Community Service Center Inc.

Area Served: Houston ZIP Codes: 77031, 77036, 77072, and 77074

Location	Address	Phone	Days/Hours	Bus Routes
Central	3434 Branard Street, Houston, TX 77027	713-961-3993	Monday-Friday, 10am-2pm, Saturday, 9am-12pm	25, 82, 84
Southwest	6856 Bellaire Boulevard, Houston, TX 77074	713-328-0194	Monday-Tuesday, 10am-1pm, Thursday- Friday, 10am-1pm, Saturday, 9am-12pm	2, 9, 47
Resale Shop	5413 Bellaire Boulevard, Bellaire, TX 77401	713-665-4000	Monday-Saturday, 10am-5pm	33, 65

Contact: Michelle Shonbeck, Executive Director

Days/Hours:

Fax: 713-961-1548

Email: ccsc@ccschouston.org

Website: <https://www.ccschouston.org/emergencyservicescentral>

Ages/Grades Served: Basic Needs: All ages. • School Supplies: Grades PK-8.

Eligibility: Offers help on a first come, first served basis. • Requires an appointment for help with rent or utilities. • Limits its food pantry assistance to a five-day supply of food.

Costs: Free

Onsite at Schools: Yes. • Offers a vision care program at several HISD elementary schools.

Languages: English, Spanish

Direct Services: Provides help with rent or utility payments. • Also provides help with food and clothing. • Food pantry offers food for persons who are hungry or food-insecure. • Provides referrals to social services for childcare, healthcare, and housing assistance. • Provides back to school supplies and vouchers for a new school uniform and/or shoes.

City of Houston – Fair Housing Office Hotline

Address: 901 Bagby Street, Houston, TX 77002

Area Served: Greater Houston

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

Contact: Neal Rackleff, Director

Phone: Office: 832-394-6279. • Hotline: 832-394-6200.

Fax: Not available

Email: General questions: 311@houstontx.gov. • Programs: hcdd@houstontx.gov.

Website: http://www.houstontx.gov/housing/fair_housing.html

Local Bus Routes: 40, 85, 162, 219

Ages/Grades Served: All ages

Eligibility: Hotline is open to the general public within the service area.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Helps residents with complaints of possible discrimination in the rental of an apartment or the purchase of a home based on race, color, religion, national origin, sex, family status, or disability. • Provides complaint forms, handbooks, and counseling.

Coalition for the Homeless of Houston/Harris County

Address: 600 Jefferson Street, Suite 2050, Houston, TX 77002

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8am-5pm. • Information and Referral: Monday-Sunday, 24 hours/day.

Contact: Eva Thibaudeau, Director of Programs

Phone: 713-739-7514

Fax: 713-739-8038

Email: ethibaudeau@homelesshouston.org

Website: <http://www.homelesshouston.org>

Local Bus Routes: 85, 162

Ages/Grades Served: All ages

Eligibility: Information about homelessness is available to the general public.

Costs: Free

Onsite at Schools: Yes. • Speakers present about homelessness at schools and to parent groups.

Languages: English

Direct Services: Advocates for preventing and ending homelessness. • Provides information about shelter, specialized housing, licensed care homes, and assistance programs. • Offers a guide to shelters. • Publishes reports about homeless school children in Houston. • Offers speakers about homelessness and related issues.

Covenant House Texas

Address: 1111 Lovett Boulevard, Houston, TX 77006

Area Served: Harris County

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

Contact: Victor Hay, Community Services Director

Phone: 713-523-2231

Fax: Not available

Email: vhay@covenanthousetx.org

Website: <https://www.covenanthousetx.org/Programs>

Local Bus Routes: 56, 82

Ages/Grades Served: Ages 10-17 and adults ages 18-20

Eligibility: Must be a homeless or runaway youth and must be ages 10-20.

Costs: Free

Onsite at Schools: Yes. • Speakers present at schools and other places.

Languages: English, Spanish

Direct Services: Provides a crisis shelter. • Also provides mental health counseling, psychiatric evaluations, and treatment referrals. • Offers walk-in services, free medical care, comprehensive case management, substance abuse counseling, educational and vocational training, and life skills training. • Provides programs for aftercare, permanent housing, runaway prevention, street outreach, and transitional living.

Family Time Crisis and Counseling Center

Address: 1203 South Houston Avenue, Humble, TX 77338

Area Served: Greater Houston

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

Contact: Judy Cox, Executive Director

Phone: Hotline: 281-446-2615.

Fax: 281-446-3691

Email: Not available

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

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: Must be a victim of domestic violence.

Costs: Free

Onsite at Schools: No

Languages: English

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

Greater Houston Fair Housing Center

Address: 2626 South Loop West, Suite 406, Houston, TX 77001

Area Served: Greater Houston

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

Contact: Daniel Bustamante, Executive Director

Phone: Office: 713-641-3247. • Spanish Outreach: 832-985-1444. • Vietnamese Outreach: 832-985-1438.

Fax: 713-862-0909

Email: houstonfairhousing@swbell.net or EDU@HoustonFairHousing.org or

EDUviet@HoustonFairHousing.org

Website: <http://www.houstonfairhousing.org>

Local Bus Routes: 14, 84

Ages/Grades Served: All ages

Eligibility: Advocates for persons who complain of housing discrimination based on race, color, national origin, religion, sex, familial status, or disability or handicap.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Provides an online housing discrimination complaint form. • Protects individuals and families from discrimination when they seek to rent, buy, or secure financing for any housing.

Gulf Coast Community Services Association

Address: 9320 Kirby Drive, Houston, TX 77054

Area Served: Harris County

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

Contact: Sue Kriegel, Executive Assistant

Phone: 713-393-4700

Fax: 713-343-8701

Email: info@gccsa.org

Website: <https://www.gccsa.org/emergency-assistance-2/rental-assistance>

Local Bus Routes: 700 (METRO rail), 8

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity, proof of residence in Harris County, and proof of income. • Must have a vacate notice and must meet federal income guidelines for poverty. • Must enter into a service agreement.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides help with paying rent or utilities. • Also provides classes for computer literacy, computer skills, conversational Spanish, English as a Second Language (ESL), and General Education Development (GED).

Harmony House Inc.

Address: 602 Girard Street, Houston, TX 77007

Area Served: Harris County

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

Contact: Timothy Johnson, Chief Executive Officer

Phone: 713-221-6200 or 713-221-6216

Fax: 713-237-1715

Email: Not available

Website: <http://www.harmonyhouse.org>

Local Bus Routes: 44, 85, 161, 214, 219

Ages/Grades Served: Adults ages 18+

Eligibility: Must be a male. • Must be homeless and employed.

Costs: Costs vary. • Requires a weekly fee for lodging. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English

Direct Services: Provides a dormitory-style shelter. • Provides free access to a primary care medical clinic, a pharmacy, a dietician, counseling for substance abuse and anger management, and referrals to social services. • Also provides respite housing for homeless men who have been released from hospital with an acute injury or a serious medical illness.

Harris County Community Services Department – Office of Social Services

Address: 8410 Lantern Point Drive, Houston, TX 77054

Area Served: Harris County

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

Contact: Ellen Seaton, Social Services Director

Phone: 713-696-7900

Fax: Not available

Email: HRC@csd.hctx.net

Website: <http://www.csd.hctx.net>

Local Bus Routes: 14, 84

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of residence, proof of citizenship, proof of identity, and proof of income. • Requires a house deed, a lease agreement, or a housing contract, proof of past management of bills and rent, a current bank statement, and verification of other assistance.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Provides help for residents with utility payment emergencies and help for residents who have received vacate premises or eviction notices. • Provides help with burial services for indigent residents. • Also provides help for veterans related to compensation, education, health, insurance, and pensions.

Harris County Housing and Community Resource Center – Home Repair Program

Address: 8410 Lantern Point Drive, Houston, TX 77054

Area Served: Harris County

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

Contact: Not available

Phone: Office: 713-578-2059. • Helpline: 713-578-2055.

Fax: 713-578-2192

Email: HRC@csd.hctx.net

Website: <http://www.housingandcommunityresources.net/home-repair/harris-county>

Local Bus Routes: 14, 84

Ages/Grades Served: All ages

Eligibility: Provides information about housing and emergency services in Harris County, regardless of income. • Some services may require proof of residence, proof of age, proof of disability, proof of income, and proof of assets.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Offers help with minor home repairs, major home rehabilitation, home reconstruction, or health and safety improvements. • Links families to emergency help for rent or mortgage or bills for gas, electricity, phone, or water, and to sources of transitional and long-term housing and support. • Offers guidance about proof of need, proof of income, proof of identity, proof of disability, and other topics. • Links persons to financial literacy programs. • Provides Resource Navigators to help persons who are having a hard time finding enough resources.

Harris County Housing Authority

Address: 8933 Interchange Drive, Houston, TX 77054

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8am-5pm. • Appointments: Monday-Thursday, 8am-5pm.

Contact: Timika Simmons, Director of Public Affairs

Phone: General questions: 713-578-2100. • Housing navigator: 877-428-8844.

Fax: 713-669-4594

Email: hcha@hchatexas.org

Website: <http://hchatexas.org>

Local Bus Routes: 700 (METRO rail), 8, 84

Ages/Grades Served: All ages

Eligibility: Must qualify for low-income housing assistance. • Requires proof of income and proof of identity.

Costs: Costs vary. • Housing choice voucher program is free. • Charges a fee for voucher portability. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides an online database of affordable rental housing and operates a housing choice voucher program. • Publishes a Help Card that lists area providers of services to homeless persons.

Harris County Protective Services for Children and Adults – Kinder Emergency Shelter

Address: 6300 Chimney Rock Road, Houston, TX 77081

Area Served: Harris County

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

Contact: Estella Olguin, Community Relations Director

Phone: General questions: 713-394-4000. • Shelter: 713-295-2700.

Fax: 713-295-2718

Email: Not available

Website: <http://hcps.harriscountytexas.gov/Our-Services/Youth-Services/Kinder-Emergency-Shelter>

Local Bus Routes: 33, 49

Ages/Grades Served: Ages 12-17

Eligibility: Shelter youth must attend the Excel Academy School (Juvenile Probation Charter School) located within the shelter.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers individual, family, and group counseling. • Provides meals and snacks in the shelter dining room. • Also provides intake physicals, minor medical care, emergency care, and dental care. • Provides arts and crafts, organized sports, and off-campus cultural events for shelter youth.

Housing Authority of Houston

Address: 2640 Fountain View Drive, Suite 400, Houston, TX 77057

Area Served: Houston

Days/Hours: Office: Monday-Friday, 8am-5pm. • Public housing applications: Monday-Thursday, 8am-4pm.

Contact: Adult services: Angenette Tousant. • Youth services: Demeshia Conley. • Family services: Gilda Jackson.

Phone: General questions: 713-260-0501. • Customer service: 713-260-0377.

Fax: 713-260-0805

Email: Adult services: atousant@housingforhouston.com. • Youth services: dconley@housingforhouston.com. • Family services: gjackson@housingforhouston.com.

Website: <http://www.housingforhouston.com>

Local Bus Routes: 32, 49, 82

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity, proof of income, proof of age, and proof of Medicaid or Medicare status. • Accepts housing applications only at the central office. • Requires appointments for visits to the Housing Choice Voucher Program office.

Costs: Costs vary. • Client pays no more than 30% of income toward rent. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English

Direct Services: Provides affordable housing options to low-income families. • Programs include housing choice vouchers, voucher portability, and public housing. • Operates a neighborhood resource center for residents.

Houston Area Women's Center

Address: 1010 Waugh Drive, Houston, TX 77019

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 8am-9pm, Saturday 8:30am-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. • Rape Crisis Hotline: 713-528-7273. • If a caller is in immediate danger, call 911.

Fax: 713-535-6363

Email: info@hawc.org

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

Local Bus Routes: 40, 41

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

Eligibility: Focuses on persons affected by domestic and sexual violence. • Must be a victim or survivor of domestic violence (adults ages 18+); a victim or survivor of sexual assault, incest, sexual abuse, sexual harassment, or sex trafficking (children ages 5-17, adults ages 18+); a victim of dating violence (pre-teens, teens, adults ages 18+); or a child who has witnessed domestic violence (children ages 6-18).

Costs: Free

Onsite at Schools: No

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

Direct Services: Offers emergency rides to shelter and shelter. • Also offers assessment and intake, counseling, referrals, and advocacy to support its clients.

Houston Furniture Bank

Address: 8220 Mosley Road, Houston, TX 77075

Area Served: Houston

Days/Hours: Tuesday-Saturday, 10am-4pm

Contact: Oli Mohammed, Executive Director

Phone: 713-842-9771

Fax: Not available

Email: info@houstonfurniturebank.org

Website: <http://houstonfurniturebank.org>

Local Bus Routes: 244, 246, 249

Ages/Grades Served: All ages

Eligibility: Requires referral from one of 80+ local agencies.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Distributes home furnishings to individuals and families through 80+ local agencies.

LINC Community Services Inc.

Address: 1504 Johnson Street, Houston, TX 77007

Area Served: Houston

Days/Hours: Monday, 9am-3pm, Wednesday, 9am-3pm, Friday, 9am-3pm

Contact: Matthew Schultz, Director of Operations

Phone: 713-481-4860

Fax: Not available

Email: mschulz@linchouston.org

Website: <http://linchouston.org/community>

Local Bus Routes: 44, 85

Ages/Grades Served: All ages

Eligibility: Must be an individual or a family in need.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides help with clothing, food, furniture, home repairs, and other basic human needs.

Magnificat House – Miryams Hostel

Address: 3300 Caroline Street, Houston, TX 77004

Area Served: Houston

Days/Hours: Office: Monday-Friday, 8am-5pm. • Intake: Monday-Friday, 3:30pm-4:30pm.

Contact: Sister Magdalena, Intake Worker, or Deacon Martin, Housing Coordinator

Phone: 713-520-0461

Fax: 713-520-0461

Email: info@magnificathouses.net

Website: <http://www.magnificathousesinc.org/Miryams.html>

Local Bus Routes: 700 (METRO rail), 11

Ages/Grades Served: Adults ages 18+

Eligibility: Must be a homeless woman. • Provides beds on a first come, first served basis.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides emergency overnight shelter for homeless women. • Offers a clean, comfortable, and safe place for up to four nights, showers, clothing, warm meals, and referrals to long-term shelters and drug abuse clinics.

Memorial Assistance Ministries

Address: 1625 Blalock Road, Houston, TX 77080

Area Served: Houston ZIP Codes: 77008, 77009, 77018, 77022, 77024, 77037, 77039, 77040, 77041, 77043, 77055, 77076, 77079, 77080, 77088, 77091, and 77092.

Days/Hours: Monday-Friday, 9am-4pm

Contact: Georgia Kimmel, Director of Client Programs
Phone: General questions: 713-468-4516. • Programs: 713-574-7534.
Fax: 713-468-4702
Email: gkimmel@maministries.org
Website: <http://www.maministries.org/services>

Local Bus Routes: 26

Ages/Grades Served: All ages

Eligibility: Requires proof of identity and proof of residence.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers temporary support for families to meet basic needs: shelter, clothing, food, transportation, and urgent health care. • Offers classes for citizenship, English as a Second Language (ESL), and General Education Development (GED). • Also helps with job searches and employment.

Ministry Assistance of the Near Northwest Alliance

Address: 2101 West 34th Street, Houston, TX 77018

Area Served: Houston ZIP Codes: 77007, 77008, 77009, 77018, 77022, 77037, 77038, 77040, 77076, 77086, 77088, 77091, and 77092.

Days/Hours: Assistance Program: Monday, 8am-11am. • Food Pantry: Monday, 8am-11am, Tuesday, 9:30am-11:30am, and Thursday, 9:30am-11:30am. • Clothing Resale Store: Monday-Saturday, 10am-5pm.

Contact: Patricia Dornak, Executive Director

Phone: Assistance Program: 713-682-5652. • Food Pantry: 713-682-7556.

Fax: Not available

Email: pdornak@gmail.com

Website: <https://www.facebook.com/pg/Ministry-Assistance-of-the-Near-Northwest-Alliance-326025907511224/about>

Local Bus Routes: 36

Ages/Grades Served: All ages

Eligibility: No area restrictions. • Must be a family or individual who is in a temporary crisis and needs help in order to avoid becoming homeless. • Must provide proof of financial need. • Must have an eviction notice and/or a cut-off notice for utilities (electricity, gas, and/or water).

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides financial help with rent or mortgage and utilities. • Also provides a food pantry and emergency vouchers for clothing.

My Brother's Keeper Outreach Center

Address: 12621 Bissonnet Street, Houston, TX 77099

Area Served: Harris County and Fort Bend County

Days/Hours: Monday, 10am-2pm, Wednesday, 10am-2pm, Friday, 10am-2pm

Contact: Renae Nelson, Executive Director

Phone: 281-498-9933

Fax: Not available

Email: info@mybkoutreach.org

Website: <http://www.mybkoutreach.org/services-programs.php>

Local Bus Routes: 65, 67

Ages/Grades Served: All ages

Eligibility: Requires proof of income and proof of residence. • Requires a phone call to set an appointment for financial help with rent or utilities. • Provides help on a first come, first served basis.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides emergency financial help with rent or mortgage and utilities. • Operates a food pantry. • Offers basic computer classes in Microsoft Office applications. • Distributes back-to-school supplies to students who are registered in the Inspiring Minds School Supply Program.

Northwest Assistance Ministries – Interfaith Hospitality Network

Address: 15555 Kuykendahl Road, Houston, TX 77090

Area Served: Houston ZIP Codes: 77014, 77032, 77038, 77050, 77060, 77066, 77067, 77068, 77069, 77070, 77073, 77086, 77090, 77373, 77379, 77386, 77388, and 77389.

Days/Hours: Monday-Thursday, 8am-5pm, Friday, 8am-4pm

Contact: Becky Landes, Vice President of Program Services

Phone: General questions: 281-885-4555. • Housing: 281-885-4531. • Shelter network: 281-885-4567.

Fax: 281-583-5621

Email: nam@namonline.org

Website: <http://namonline.org/get-help/assistance-housing-services>

Local Bus Routes: 86, 99

Ages/Grades Served: All ages

Eligibility: Requires proof of income and proof of residence. • Must live in Harris County. • Must be a homeless family that includes children.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides shelter for families with children facing homelessness. • Helps adults to develop job search skills. • Provides financial help with rent or mortgage, help finding affordable housing, case management, and referrals. • Helps families address the issues that lead to their becoming homeless. • Provides help with one month of rent or mortgage payments in emergency situations.

Santa Maria Hostel Inc.

Address: 2605 Parker Road, Houston, TX 77093

Area Served: Greater Houston

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

Contact: Erin Martin

Phone: 713-691-0900

Fax: 713-691-0910

Email: emartin@santamariahostel.org

Website: <http://santamariahostel.org/services/emergencysHELTER.html>

Local Bus Routes: 6, 80

Ages/Grades Served: Adults ages 18+

Eligibility: Must be a woman. • Must meet age requirements. • Must be homeless, at risk of becoming homeless, or fleeing domestic violence situations.

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

Onsite at Schools: No

Languages: English

Direct Services: Provides safe housing and three daily meals for up to 90 days. • Provides access to primary healthcare, mental health services, and treatment for substance abuse disorders. • Offers case management and recovery support. • Helps with finding long-term housing and with life skills, job readiness skills, job searches, and transportation.

SEARCH – Homeless Services

Address: 2015 Congress Avenue, Houston, TX 77002
Area Served: Houston
Days/Hours: Monday-Friday, 8am-5pm
Contact: Alexis Loving, Team Lead, Engagement Services
Phone: 713-739-7752
Fax: 713-739-9201
Email: info@SEARCHhomeless.org
Website: <http://www.searchhomeless.org/programs/house>
Local Bus Routes: 800 (METRO rail), 900 (METRO rail), 6, 30
Ages/Grades Served: All ages
Eligibility: Requires proof of homeless status.
Costs: Free
Onsite at Schools: No
Languages: English, Spanish
Direct Services: Provides case management and placement in affordable housing. • Helps with furnishings, rent, utilities, and security deposits.

SEARCH – House of Tiny Treasures

Address: 1529 Lombardy Street, Houston, TX 77023
Area Served: Houston: East End
Days/Hours: Office: Monday-Friday, 8am-5pm. • Shelter: Monday-Friday, 8am-4pm.
Contact: Mitzi Bartlett
Phone: 713-923-7938
Fax: 713-739-9201 (SEARCH office only)
Email: info@searchhomeless.org
Website: <http://www.searchhomeless.org/programs/educate>
Local Bus Routes: 40, 41
Ages/Grades Served: Ages 1-6
Eligibility: Families with preschool-aged children must be homeless. • Parents must be actively working on improving their education, job skills, or employment. • Must become enrolled to get shelter assistance.
Costs: Free
Onsite at Schools: No
Languages: English, Spanish
Direct Services: Helps families living in area shelters and in other housing programs to become and remain self-sufficient. • Provides nutritious meals, education, and intensive art, play, and speech therapy for young children while their parents attend classes and begin working.

SEARCH – Resource Center

Address: 2505 Fannin Street, Houston, TX 77002
Area Served: Houston
Days/Hours: Office: Monday-Friday, 8am-5pm. • Shelter: Monday-Thursday, 8am-4pm, Friday, 8am-12pm. • New clients or re-enrollments: Monday-Thursday, 8am-10:30am.
Contact: Alexis Loving, Team Lead, Engagement Services
Phone: 713-739-7752
Fax: 713-739-9201 (SEARCH office only)
Email: General questions: info@SEARCHhomeless.org. • Programs: aloving@SEARCHhomeless.org.
Website: <http://www.searchhomeless.org/programs/engage>
Local Bus Routes: 700 (METRO rail), 54, 85, 162
Ages/Grades Served: Primarily adults ages 18+
Eligibility: Requires status as a client for some services. • May require proof of homelessness.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides day shelter services only. • As a day shelter, the Resource Center does not directly provide any overnight housing. • Offers case management and referrals to medical care, dental care, and employment assistance.

Society of Saint Vincent de Paul

Address: 2403 Holcombe Boulevard, Houston, TX 77021

Area Served: Houston ZIP Codes: 77002, 77003, 77004, 77009, 77016, 77017, 77018, 77021, 77023, 77024, 77026, 77028, 77029, 77037, 77038, 77039, 77048, 77051, 77053, 77056, 77071, 77080, 77088, 77092, 77096, and 77098.

Days/Hours: Tuesday-Saturday, 10am-5pm

Contact: Not available

Phone: 713-741-8234

Fax: 713-741-3639

Email: svdpwebsite@svdphouston.org

Website: <http://www.svdphouston.org/services/voucher-ministry>

Local Bus Routes: 11, 298

Ages/Grades Served: All ages

Eligibility: Provides referrals by ZIP code to its resale shops. • Must call the main office for assistance.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers help with rent and utilities. • Provides help with clothing, food, furniture, and transportation. • Provides medical, emotional, and spiritual support. • Operates a regional network of 34 food pantries and two food depots in local neighborhoods.

Southeast Area Ministries

Address: 2102 Houston Boulevard, South Houston, TX 77587

Area Served: Houston ZIP Codes: 77017, 77034, 77061, 77075, 77087, 77089, and 77504, and South Houston ZIP Code: 77587.

Days/Hours: Monday-Thursday, 9:30am-1:30pm

Contact: Daer Platt, Director of Operations

Phone: 713-944-0093

Fax: 713-944-2157

Email: southeministries@sbcglobal.net

Website: <http://southeastareaministries.com/programs>

Local Bus Routes: 76

Ages/Grades Served: All ages

Eligibility: Requires an initial interview, proof of identity, and proof of address. • Also requires a cut-off notice or eviction notice for help with rent or utilities.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides financial help for housing and utilities. • Also provides help with food and household items, school clothing and supplies, and prescriptions, and limited gas vouchers. • Makes referrals to a cooperative network.

Star of Hope – Women and Family Shelters

Area Served: Houston

Location	Address	Phone	Hours	Bus Routes
Office	6897 Ardmore Street, Houston, TX 77054	713-748-0700	Monday-Friday, 8:30am-5pm	28, 87
Transitional Living Center for Women and Families	6801 Ardmore Street, Houston, TX 77054	713-748-7242	Monday-Sunday, 24 hours/day	28, 87
Women and Family Emergency Shelter	419 Dowling Street, Houston, TX 77003	713-222-2220	Monday-Sunday, 24 hours/day	800 (METRO rail), 900 (METRO rail)

Contact: Henry Rush, President and Chief Executive Officer

Fax: 713-748-5941

Email: info@sohmission.org

Website: <http://www.sohmission.org/our-services/women-and-family-emergency-shelter>

Ages/Grades Served: All ages

Eligibility: No area restrictions. • Requires referral letter or eviction notice, proof of identity, proof of residency, and proof of marriage, if married. • Must be homeless, unemployed, able to work fulltime, not in school, and not pregnant beyond the first three months. • May apply other criteria regarding children, mental health status, and substance abuse status. • Allows a stay of up to 90 days at the Emergency Shelter. • Transitional Living Center requires formal screening of applicants.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Emergency Shelter provides safe shelter. • Offers housing referrals, a medical clinic, a licensed day care, a pre-school area, a teen activity room, and a computer learning center as well as tutoring for school-aged children, bus tokens for school children, and clothing and supplies for school. • Transitional Living Center also offers counseling resources and classes for Adult Basic Education (ABE) and General Education Development (GED).

The Beacon at the Dunn Center

Address: 1212 Prairie Street, Houston, TX 77002

Area Served: Houston

Days/Hours: Monday-Thursday, 9am-4pm, Friday, 9am-12pm

Contact: Ann Savage, Intake Coordinator

Phone: 281-333-2384

Fax: 281-333-2385

Email: asavage@beaconhomeless.org

Website: <http://www.helpthebeacon.com>

Local Bus Routes: 700 (METRO rail), 800 (METRO rail), 900 (METRO rail), 82

Ages/Grades Served: Adults ages 35+

Eligibility: Must be a woman ages 35+ to be eligible for transitional shelter.

Costs: Free

Onsite at Schools: No

Languages: English. Spanish

Direct Services: Provides meals, showers, and laundry at a day shelter for the chronically homeless. • Offers legal services for homeless, low-income individuals and communities. • Offers transitional housing for homeless, non-violent women who have been in prison or jail. • Offers primary healthcare, psychiatric treatment, and mental health counseling for persons who have been living on the street.

The Center for Success and Independence

Address: 3722 Pinemont Drive, Houston, TX 77018

Area Served: Greater Houston

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

Contact: Robert Woods, Executive Director

Phone: 713-426-4545

Fax: 713-426-4747

Email: care4@tcsi.org

Website: <http://tcsi.org/programs>

Local Bus Routes: 30, 45

Ages/Grades Served: Ages 13-17 and adults ages 18-19

Eligibility: No area restrictions.

Costs: Costs vary. • Accepts most private insurance plans and self-pay. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, French, Spanish

Direct Services: Offers three- to six-month residential treatment and therapy for teenagers with substance abuse and mental health issues.

The Mission of Yahweh Inc.

Address: 10247 Algiers Road, Houston, TX 77041

Area Served: Shelter: Harris County. • Food Pantry: Houston ZIP Code 77041 only.

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

Contact: Barbara Moore, Residential Director

Phone: 713-466-4785

Fax: 713-466-3480

Email: barbara.moore@missionofyahweh.org

Website: <http://www.missionofyahweh.org/programs>

Local Bus Routes: 46

Ages/Grades Served: Women: Adults ages 18+. • Boys: Ages 0-8. • Girls: Ages 0-13.

Eligibility: Shelter is for homeless women and children only. • Children must be eligible ages.

Costs: Free. • Clients must agree to volunteer for 20 hours/week or for 10 hours/week if working part-time.

Onsite at Schools: No

Languages: English

Direct Services: Provides shelter, food, and clothing. • Offers help with character development, computer training, counseling, job readiness, life skills, and parenting skills. • Offers financial education on budgeting, checking accounts, and credit management. • Provides backpacks of back-to-school supplies to low-income children in the neighborhood.

The Salvation Army Greater Houston Area Command – Family Residence Shelter

Address: 1603 McGowen Street, Houston, TX 77004

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 8am-4:30pm. • Shelter: Monday-Sunday, 24 hours/day.

Contact: Charmaine Smith, Director

Phone: 713-650-6530

Fax: 713-650-0901

Email: charmaine_smith@uss.salvationarmyhouston.org

Website: <http://www.salvationarmyhouston.org/shelters>

Local Bus Routes: 700 (METRO rail), 11, 44, 85

Ages/Grades Served: All ages

Eligibility: No area restrictions. • Must be a homeless single woman with children.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: The Family Residence provides shelter for adult single women with families. • Offers classes and counseling designed to address the underlying causes of homelessness and facilitate healing.

The Salvation Army Greater Houston Area Command – Young Adult Resource Center

Address: 2403 Caroline Street, Houston, TX 77002

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 8am-4:30pm. • Shelter: Monday-Sunday, 24 hours/day.

Contact: Rafael Sarango, Program Manager

Phone: 713-658-9205

Fax: Not available

Email: rafael.sarango@uss.salvationarmyhouston.org

Website: <http://salvationarmyhouston.org/yarc>

Local Bus Routes: 700 (METRO rail), 11, 85, 161, 162

Ages/Grades Served: Adults ages 18-25

Eligibility: No area restrictions. • Must be a homeless young adult.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides temporary shelter, respite, emergency meals, job coaching, recovery coaching, tutoring, and community re-engagement. • Provides information and referral to community resources for long-term housing, education, and job training.

The Women's Home

Address: 607 Westheimer Road, Houston, TX 77006

Area Served: Greater Houston

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

Contact: Staci Young, Director of Programs and Training

Phone: Office: 713-328-1956. • Programs: 713-328-3160.

Fax: Not available

Email: syoung@thewomenshome.org

Website: <https://www.thewomenshome.org/treatment-and-transitional-housing>

Local Bus Routes: 56, 82

Ages/Grades Served: Adults ages 18+

Eligibility: Focuses on homeless women who are in crisis coping with addictions and mental illness.

Costs: Costs vary. • Accepts most private insurance plans and self-pay. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English

Direct Services: Provides intensive and supportive treatment for substance abuse and mental illness. • Offers transitional housing, case management, individual and group therapy, referrals to social services, and aftercare resources.

Wesley Community Center

Address: 1410 Lee Street, Houston, TX 77009

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 9am-5pm. • Appointments: Monday-Thursday, 9am-5pm.

Contact: John Reyes, Director of Community Services

Phone: Office: 713-223-8131. • Appointments: 713-821-8917.

Fax: 713-225-3449

Email: General questions: info@wesleyhousehouston.org. • Emergency assistance:

jreyes@wesleyhousehouston.org.

Website: <http://www.wesleyhousehouston.org/our-agency/adult-and-family-services>

Local Bus Routes: 700 (METRO rail), 51, 52, 66

Ages/Grades Served: All ages

Eligibility: Requires a lease vacate or eviction notice, or a disconnect notice. • Also requires proof of residence, proof of emergency, and proof of individuals in the household. • Requires an appointment. • Must call for appointments on Fridays only.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides emergency help with rent and utilities. • Provides case management and referrals to other community agencies.

West Houston Assistance Ministries

Address: 10501 Meadowglen Lane, Houston, TX 77042

Area Served: Houston ZIP Codes: 77042, 77057, 77063, 77077, and 77082.

Days/Hours: Office: Monday-Friday, 10am-1pm. • Food pantry: Saturday, 10am-1pm.

Contact: Shirley Downing, Executive Director

Phone: Office: 713-977-9942. • Food pantry: 713-795-2880.

Fax: 713-783-0761

Email: General questions: wham@whamministries.org. • Programs: shirley.downing@whamministries.org.

Website: <http://whamministries.org/financial-assistance>

Local Bus Routes: 25, 82, 161

Ages/Grades Served: All ages

Eligibility: Requires proof of identity, proof of income, proof of residence, and documentation of crisis. • Must live in the service area and must pre-register for assistance. • Requires an appointment.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Helps with mortgage, rent, and utilities. • Also helps with clothing, food, household items, transportation, and prescriptions, and operates a job lab. • Provides students with back-to-school supplies required for school. • Offers classes for adult literacy and English as a Second Language (ESL).

Windsor Village Social Services

Address: 6011 West Orem Drive, Houston, TX 77085

Area Served: Harris County

Days/Hours: Assistance: Tuesday-Thursday, 9am-12pm. • Calls for appointments: Monday, 8am-11am.

Contact: Not available

Phone: Office: 713-723-8187. • Appointments: 713-551-8792.

Fax: 713-728-9923

Email: info@wvumc.com

Website: <http://www.kingdombuilders.com/health-social-services>

Local Bus Routes: 49

Ages/Grades Served: All ages

Eligibility: Must call on a Monday for an appointment for emergency help. • Requires proof of identity and proof of income for help with food. • Also requires proof of having a lease or a mortgage and proof of eviction or late notices. • Limits help with utilities, rent, and mortgage payments to one time each calendar year.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides emergency help with utilities, rent, and mortgage payments • Also provides emergency help with food.

FACE PRODUCT EVALUATION FORM

Product Name: _____
Date: _____

User(s): _____
School/Location: _____

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

- | | | | |
|--|---|--|--|
| <input type="radio"/> Student | <input type="radio"/> Principal | <input type="radio"/> Parent Educator | <input type="radio"/> Board of Education |
| <input type="radio"/> Parent or Guardian | <input type="radio"/> Assistant Principal | <input type="radio"/> Parent Liaison | <input type="radio"/> District Administrator |
| <input type="radio"/> Family Member | <input type="radio"/> Other Campus Leader | <input type="radio"/> School-Based Specialist | <input type="radio"/> Central Office Staff |
| <input type="radio"/> Community Member | <input type="radio"/> Classroom Teacher | <input type="radio"/> School Bus Driver | <input type="radio"/> FACE Staff |
| | <input type="radio"/> School Librarian | <input type="radio"/> School Custodian | |
| <input type="radio"/> Black or African American | | <input type="radio"/> Hispanic or Latino | |
| <input type="radio"/> American Indian, Alaska Native, or Native Hawaiian | | <input type="radio"/> White or Caucasian | |
| <input type="radio"/> Asian or Pacific Islander | | <input type="radio"/> 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.

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Overall product quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process for acquiring it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guidance for users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
First usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repeated usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-acquisition service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How long have you used this FACE product?

<input type="radio"/>	Less than 1 month
<input type="radio"/>	1 to 2 months
<input type="radio"/>	2 to 3 months
<input type="radio"/>	3 to 6 months
<input type="radio"/>	6 months to 1 year
<input type="radio"/>	1 year or longer
<input type="radio"/>	Have never used it

How often do you use this FACE product?

<input type="radio"/>	Daily
<input type="radio"/>	3 to 4 times a week
<input type="radio"/>	Weekly
<input type="radio"/>	3 to 4 times a month
<input type="radio"/>	Monthly
<input type="radio"/>	Every 2 to 3 months
<input type="radio"/>	3 to 4 times a year
<input type="radio"/>	Once a year or less often
<input type="radio"/>	Do not use it

FACE PRODUCT EVALUATION FORM

Overall, how satisfied are you with this FACE product?

<input type="radio"/>	Very satisfied
<input type="radio"/>	Somewhat satisfied
<input type="radio"/>	Neutral
<input type="radio"/>	Somewhat unsatisfied
<input type="radio"/>	Very unsatisfied

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

<input type="radio"/>	So good that it's in a class by itself
<input type="radio"/>	Much better than most others
<input type="radio"/>	About the same as others
<input type="radio"/>	Somewhat worse than others
<input type="radio"/>	Much worse than others
<input type="radio"/>	Never have used it

Will you use this FACE product again?

<input type="radio"/>	Definitely yes
<input type="radio"/>	Probably yes
<input type="radio"/>	Maybe or maybe not
<input type="radio"/>	Probably no
<input type="radio"/>	Definitely no
<input type="radio"/>	Never have used it

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

<input type="radio"/>	Definitely will recommend it
<input type="radio"/>	Probably will recommend it
<input type="radio"/>	Maybe or maybe not
<input type="radio"/>	Probably will not recommend it
<input type="radio"/>	Definitely will not recommend it
<input type="radio"/>	Never have used it

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

<input type="radio"/>	Very likely
<input type="radio"/>	Somewhat likely
<input type="radio"/>	Neutral
<input type="radio"/>	Somewhat unlikely
<input type="radio"/>	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