
2019 COMMUNITY RESOURCE GUIDE

PARENT LOCATING ASSISTANCE



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4400 West 18th Street, Houston, Texas 77092

www.HoustonISD.org/face

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EXECUTIVE SUMMARY

Welcome to the revised and expanded **Houston Independent School District (HISD) Family and Community Engagement (FACE 2019 Community Resource Guide)**. Its primary intended audiences are administrators and teachers in HISD and the parents, guardians, families, and communities they serve.

Structure and Organization

In its fifth edition, the **2018 Community Resource Guide** now includes 47 topics and 1,160 profiles. The profiles encompass 530 unique organizations. A profile is the total description of an entry. An entry is an organization and its total profile under a given topic. A topic is the total collection of profiles for a specific area of interest. The **Guide** consistently uses 15 headings as prompts for information. A heading is a specific question of interest. Each heading is repeated across all entries and within all topics.

Methods Used

In identifying possible topics and profiles for this new, revised edition of the **Guide**, HISD FACE staff members:

1. Used service providers' websites as the primary information resource.
2. Consulted with peers in other departments for input and insights about service providers.
3. Sent emails with questions to selected organizations for which there were gaps in information.
4. Made phone calls to selected organizations for which there were also gaps in information.
5. Reviewed successive drafts to assess quality, completeness, and ease of use.
6. Included a **Product Evaluation Form** for feedback from schools, families, and other users.

Disclaimer

This revised **Guide** is intended to be a quick reference resource for HISD schools and families. Inclusion in it does not denote endorsement or recommendation. Please send information about new resources, as well as any updates, corrections, and comments to FACE@HoustonISD.org.

Evaluation Form

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

PARENTAL LOCATING ASSISTANCE

Parent Locating Assistance:

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

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

Texas Office of the Attorney General – Child Support Division

Address: 6161 Savoy Drive, Suite 350, Houston, TX 77036

Area Served: Harris County

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

Contact: Guadalupe Matschiner, Region 6 Outreach Coordinator

Phone: 800-252-8014

Fax: 713-787-2641

Email: guadalupe.matschiner@texasattorneygeneral.gov

Website: <https://www.texasattorneygeneral.gov/cs/about-the-child-support-program>

Local Bus Routes: 9, 47, 153

Ages/Grades Served: All ages

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

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

Onsite at Schools: No

Languages: English, Spanish

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

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

Address: 12605 I-10 East, Suite 300, Houston, TX 77015

Area Served: Harris County (by ZIP code)

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

Contact: Carolyn Wiley, Office Manager

Phone: 713-450-4442

Fax: 713-451-4694

Email: carolyn.wiley@texasattorneygeneral.gov

Website: <https://www.texasattorneygeneral.gov/cs/about-the-child-support-program>

Local Bus Routes: 137

Ages/Grades Served: All ages

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

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

Onsite at Schools: No

Languages: English, Spanish

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

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

Address: 450 North Sam Houston Parkway East, Suite 190, Houston, TX 77060

Area Served: Harris County (by ZIP code)

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

Contact: Tiffany Fowler, Office Manager

Phone: 281-820-1200

Fax: 281-445-3301

Email: tiffany.fowler@texasattorneygeneral.gov

Website: <https://www.texasattorneygeneral.gov/cs/about-the-child-support-program>

Local Bus Routes: 56, 102

Ages/Grades Served: All ages

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

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

Onsite at Schools: No

Languages: English, Spanish

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

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

Address: 5225 Katy Freeway, Suite 300, Houston, TX 77007

Area Served: Harris County (by ZIP code)

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

Contact: Jennifer Beard, Office Manager

Phone: 713-861-7427

Fax: 713-802-9920

Email: jennifer.beard@texasattorneygeneral.gov

Website: <https://www.texasattorneygeneral.gov/cs/about-the-child-support-program>

Local Bus Routes: 27, 66, 85

Ages/Grades Served: All ages

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

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

Onsite at Schools: No

Languages: English, Spanish

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

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

Address: 8866 Gulf Freeway, Suite 200, Houston, TX 77017

Area Served: Harris County (by ZIP code)

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

Contact: Chad Grant, Office Manager

Phone: 713-910-0092

Fax: 713-910-4806

Email: chad.grant@texasattorneygeneral.gov

Website: <https://www.texasattorneygeneral.gov/cs/about-the-child-support-program>

Local Bus Routes: 50, 76, 249

Ages/Grades Served: All ages

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

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

Onsite at Schools: No

Languages: English, Spanish

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

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

Address: 6200 Savoy Drive, Suite 930, Houston, TX 77036

Area Served: Harris County (by ZIP code)

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

Contact: Joel Flavin, Office Manager

Phone: 713-266-6300

Fax: 713-785-3452

Email: joel.flavin@texasattorneygeneral.gov

Website: <https://www.texasattorneygeneral.gov/cs/about-the-child-support-program>

Local Bus Routes: 47, 153

Ages/Grades Served: All ages

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

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

Onsite at Schools: No

Languages: English, Spanish

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

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

Address: 4600 Highway 6 North, Suite 300, Houston, TX 77084

Area Served: Harris County (by ZIP code)

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

Contact: Louise Clark, Office Manager

Phone: 713-973-4300

Fax: 281-345-0122

Email: louise.clark@texasattorneygeneral.gov

Website: <https://www.texasattorneygeneral.gov/cs/about-the-child-support-program>

Local Bus Routes: Not available

Ages/Grades Served: All ages

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

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

Onsite at Schools: No

Languages: English, Spanish

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

FACE PRODUCT EVALUATION FORM

Product Name: _____
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