



Family and Community Engagement
EMPOWERING FAMILIES. ADVANCING LEARNING.

2018 COMMUNITY RESOURCE GUIDE

INFORMATION and REFERRALS



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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!

INFORMATION and REFERRAL

Information and Referral:

1. Aid to Victims of Domestic Abuse
2. ChildBuilders
3. Children at Risk
4. City of Houston – Mayor’s Anti-Gang Office
5. City of Houston – Mayor’s Citizens’ Assistance Office
6. City of Houston – Multi-Service Centers
7. Coalition for the Homeless of Houston/Harris County
8. Collaborative for Children – Childcare Locator
9. Communities in Schools of Houston Inc.
10. Community Youth Services
11. Family to Family Network
12. Harris County Bar Association
13. Harris County Medical Society – Physician Referral Service
14. Houston Lawyer Referral Service
15. Mental Health of America of Greater Houston – Information and Referral Line
16. Methodist Children’s Home Family Outreach – Family Solutions Program
17. Region 4 Educational Service Center
18. Texas Department of State Health Services – Family Health Services Information Referral Line
19. United Way of Greater Houston – Online Community Resource Directory
20. Victim’s Assistance Centre – Victim’s Assistance and SAFE Supervised Visitations
21. YMCA of Greater Houston – International Services
22. Youth for Tomorrow – Texas Network for Children Placement Locator

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-224-9911	All ages	Costs vary	Yes	English, Spanish
2	713-481-6555	Grades PK-12	Costs vary	Yes	English, Spanish
3	713-869-7740	Adults ages 18+	Free	Yes	English, Spanish
4	832-393-0931	All ages	Free	Yes	Arabic, Chinese, English, Spanish, Urdu, Vietnamese
5	832-393-0955	All ages	Free	No	Arabic, Chinese, English, Spanish, Urdu, Vietnamese
6	832-393-4127 (See profile list.)	All ages	Costs vary	No	English, Spanish
7	713-739-7514	All ages	Free	No	English
8	713-600-1234 713-600-1177	Adults ages 18+	Free	Yes	English, Spanish
9	713-654-1515	Grades K-12	Costs vary	Yes	English
10	713-394-4000 713-845-7458 713-726-3616 713-236-4880	Grades K-12	Free	Yes	English
11	713-466-6304	Ages 0-17 and Adults ages 18-21	Costs vary	No	English, Spanish
12	713-236-8000	Adults ages 18+	Costs vary	No	English
13	713-524-4267 Ext. 137	All ages	Free	No	English
14	713-237-9429 800-289-4577	Adults ages 18+	Costs vary	No	English, Spanish
15	713-523-8963	All ages	Free	No	English
16	713-682-8911	Ages 0-14	Free	No	English, Spanish
17	713-462-7708 713-744-6534	Grades PK-12	Costs vary	Yes	English

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
18	800-422-2956 512-776-7727	All ages	Free	No	English, Spanish
19	713-957-4357 211	All ages	Costs vary	No	English, French, German, Korean, Spanish, Vietnamese
20	713-274-7391	All ages	Costs vary	No	English, Spanish
21	713-339-9015	All ages	Costs vary	No	English
22	817-633-1900	All ages	Free	No	English

Aid to Victims of Domestic Abuse

Address: 1001 Texas Avenue, Suite 600, Houston, TX 77002

Area Served: Harris County

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

Contact: Sherri Kendall, Executive Director

Phone: Office: 713-224-9911. • National Domestic Violence Hotline: 800-799-7233 or 800-799-SAFE.

Fax: 713-715-6935 or 713-715-6945

Email: SherriK@avda-tx.org

Website: <http://avda-tx.org>

Local Bus Routes: 700 (METRO rail), 32, 82, 161, 162, 219

Ages/Grades Served: All ages

Eligibility: Requires proof of family income for non-emergency services. • Must have experienced recent physical or sexual abuse or a pattern of abuse within the household. • Residency, citizenship, and immigration status requirements vary based on status of a situation as an emergency or a non-emergency.

Costs: Costs vary. • May require a fee for some services. • Call to ask about specific costs.

Onsite at Schools: Yes. • Speakers present at schools and health fairs.

Languages: English, Spanish

Direct Services: Provides battering intervention and prevention programs, crisis counseling, legal representation, safety planning, and victim advocacy. • Provides a victims support group. • Offers speakers on domestic violence, healthy relationships, and related topics. • Provides legal representation in 50+ languages.

ChildBuilders

Address: 2425 Fountain View Drive, Suite 210, Houston, TX 77057

Area Served: Greater Houston

Days/Hours: Monday-Friday, 9am-5pm

Contact: Amanda Siroosian, Program Director

Phone: 713-481-6555

Fax: 713-481-6548

Email: childbuilders@childbuilders.org

Website: <http://childbuilders.org>

Local Bus Routes: 32, 33, 49, 82

Ages/Grades Served: Grades PK-12

Eligibility: No area restrictions.

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

Onsite at Schools: Yes. • Provides child safety and relationship education programs in schools.

Languages: English, Spanish

Direct Services: Provides for students a parent education program, a personal safety education program (how to handle threatening situations and how to avoid bullying and Internet dangers), and a relationship education program (for secondary school students only). • Also provides presentations at schools.

Children at Risk

Address: 2900 Wesleyan Street, Suite 400, Houston, TX 77027

Area Served: Texas

Days/Hours: Office: Monday-Friday, 8am-5pm. • Speakers: Monday-Friday, 8am-5pm, and other days/hours pending speaker availability.

Contact: Melanie Richmond, AmeriCorps/VISTA Outreach Coordinator

Phone: 713-869-7740

Fax: 713-869-3409

Email: General questions: info@childrenatrisk.org. • Programs: mrichmond@childrenatrisk.org.

Website: <http://www.childrenatrisk.org/content>

Local Bus Routes: 82, 84, 283

Ages/Grades Served: Adults ages 18+

Eligibility: No area restrictions. • Reports are available to the general public.

Costs: Free. • Speakers and many online reports are available at no cost.

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

Languages: English, Spanish

Direct Services: Publishes reports about indicators of the wellbeing of children. • Publishes reports about topics in education, food insecurity, human trafficking, parenting, juvenile justice, mental health, and issues impacting Latino children in Texas. • Presents talks about parenting, school improvement, school rankings, and legislation and advocacy.

City of Houston – Mayor’s Anti-Gang Office

Address: 901 Bagby Street, Houston, TX 77002

Area Served: Houston

Days/Hours: Monday-Friday, 8am-6pm

Contact: Patricia Harrington, Division Manager

Phone: 832-393-0931

Fax: 713-247-1340

Email: patricia.harrington@houstontx.gov

Website: <http://www.houstontx.gov/antigang/programs.html>

Local Bus Routes: 40, 85, 161, 162, 219

Ages/Grades Served: All ages

Eligibility: Requires at least 30 days of advance notice for requests for anti-gang speakers. • Provides an online form to request speakers.

Costs: Free

Onsite at Schools: Yes. • Speakers present at schools.

Languages: Arabic, Chinese, English, Spanish, Urdu, Vietnamese

Direct Services: Provides youth and family workshops to build gang awareness and resistance skills. • Offers community outreach, education, and training about gang awareness. • Offers individual and group mentoring programs in four neighborhoods. • Focuses on reducing truancy and on school-based intervention strategies.

City of Houston – Mayor’s Citizens’ Assistance Office

Address: 900 Bagby Street, Houston, TX 77002

Area Served: Houston

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

Contact: Rhonda Sauter

Phone: 832-393-0955

Fax: 832-393-0952

Email: rhonda.sauter@houstontx.gov

Website: <http://www.houstontx.gov/cao>

Local Bus Routes: 40, 85, 161, 162, 219

Ages/Grades Served: All ages

Eligibility: Focuses on citizens and neighborhoods in Houston.

Costs: Free

Onsite at Schools: No

Languages: Arabic, Chinese, English, Spanish, Urdu, Vietnamese

Direct Services: Responds to citizen inquiries and service requests. • Connects and collaborates with city departments, civic groups, and community partners to address the requests and complaints of citizens. • Conducts neighborhood surveys, neighborhood tours, site visits, and investigations of complaints.

City of Houston – Multi-Service Centers

Area Served: Houston

Location	Address	Phone	Service Referrals Days/Hours	Bus Routes
Acres Homes	6719 West Montgomery Road, Houston, TX 77091	832-393-4127	Monday, 8am-3pm, Wednesday, 8am-3pm	30, 44
Denver Harbor	6402 Market Street, Houston, TX 77020	832-395-0895	Monday-Friday, 8am-9pm	11, 48, 80
Fifth Ward	4014 Market Street, Houston, TX 77020	832-393-3800	Monday-Thursday, 8:30am-4:30pm	11, 29, 48
Hiram Clarke	3810 West Fuqua Street, Houston, TX 77045	832-393-4200	Tuesday, 8am-5pm, Thursday-Friday, 8am-5pm	14
Kashmere	4802 Lockwood Drive, Houston, TX 77026	832-393-5480	Monday-Friday, 7:30am-4:30pm	80
Magnolia	7037 Capitol Street, Houston, TX 77011	832-395-3380	Monday-Thursday, 9am-5pm	800 (METRO rail)
Northeast	9720 Spaulding Street, Houston, TX 77016	832-395-0470	Monday-Friday, 9am-5pm	3, 45
Southwest	6400 High Star Drive, Houston, TX 77074	832-395-9906	Monday-Friday, 8am-5pm	9, 47
Sunnyside	9314 Cullen Boulevard, Houston, TX 77051	832-395-0069	Monday-Friday, 8am-5pm	29, 87
Third Ward	3611 Ennis Street, Houston, TX 77004	832-393-4795	Monday-Friday, 8am-5pm	9, 54
West End	170 Heights Boulevard, Houston, TX 77007	832-393-5962	Monday-Friday, 8:30am-5pm	40, 66, 71, 85

Contact: Acres Homes: Lakeisha West. • Denver Harbor: Jesse Rodriguez. • Fifth Ward: Lynelle Jones. • Hiram Clark: Corey Garrett. • Kashmere: Not available. • Magnolia: Miguel Leija, Jr. • Northeast: Candy Arzu. • Southwest: Sandra Rodriguez. • Sunnyside: Adriane Hatchett. • Third Ward: Rosalind Augustine. • West End: Sopheak Pen.

Fax: Acres Homes: Not available. • Denver Harbor: 832-395-0923. • Fifth Ward: 832-395-3805. • Hiram Clark: 832-393-4265. • Kashmere: 832-393-5494. • Magnolia: 832-395-3437. • Northeast: 832-395-0506. • Southwest: 832-395-9951. • Sunnyside: Not available. • Third Ward: Not available. • West End: 832-393-5977.

Email: webadmin@houstontx.gov

Website: <http://www.houstontx.gov/health/MSC>

Ages/Grades Served: All ages

Eligibility: Access to services may require proof of identity, proof of residence, and proof of income. • Call to ask about a specific multi-service center and about the specific programs that it offers.

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: May refer clients to programs for Adult Basic Education (ABE), English as a Second Language (ESL), General Education Development (GED), or workforce development. • May refer clients to programs for fatherhood education, nutrition education, or parent education. • May refer clients to programs for adult literacy, computer literacy, or financial literacy. • May refer clients to providers of case management, dental, health, and mental health services. • Also may refer clients to providers of help with basic needs (clothing, food, shelter, utilities).

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, 161, 162, 219

Ages/Grades Served: All ages

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

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Advocates for preventing and ending homelessness. • Informs the general public about licensed care homes, public assistance programs, shelters, and specialized housing. • Publishes a guide to sources of shelter assistance. • Publishes a report about homeless school children in Houston.

Collaborative for Children – Childcare Locator

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

Area Served: Greater Houston

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

Contact: Andrea Francis, Vice President of Family Engagement

Phone: English: 713-600-1234. • Spanish: 713-600-1177.

Fax: 713-600-1105

Email: afrancis@collabforchildren.org

Website: <https://www.collabforchildren.org/families/find-child-care>

Local Bus Routes: 26

Ages/Grades Served: Adults ages 18+

Eligibility: No area restrictions.

Costs: Costs vary. • Offers free referrals. • Parent education and other programs may charge fees. • Call to ask about specific costs.

Onsite at Schools: Yes. • Offers parent education programs at schools.

Languages: English, Spanish

Direct Services: Offers a searchable, online, regional database to help families find childcare that meets their needs. • Offers referrals to accredited providers, before-school and after-school care, center-based and home-based childcare, preschools, summer camps, and workforce providers. • Operates Parents as Teachers and parent education programs. • Offers referrals to parent education providers and materials about how to select high-quality childcare. • Provides online and onsite training to licensed childcare professionals. • Advocates for high-quality early childhood education.

Communities in Schools of Houston Inc.

Address: 1235 North Loop West, Suite 300, Houston, TX 77006

Area Served: Houston

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

Contact: Cynthia Clay Briggs, Executive Director

Phone: 713-654-1515

Fax: 713-655-1302

Email: cbriggs@cis-houston.org

Website: <http://cishouston.org/programs-services>

Local Bus Routes: 26, 27, 30

Ages/Grades Served: Grades K-12

Eligibility: Focuses on families living in poverty. • Requires proof of income and proof of residence.

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

Onsite at Schools: Yes. • Delivers programs on-site at 40 HISD campuses.

Languages: English

Direct Services: Helps families meet real emergency needs for food, clothing, utility assistance, and eye care.
• Provides information and referral, support, and counseling.

Community Youth Services

Address: 2525 Murworth Drive, Houston, TX 77054

Area Served: Houston

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

Contact: Doris Vidal, Marvin Anderson, or Donald Rogers, HISD Area Supervisors

Phone: Office: 713-394-4000. • HISD Area Supervisors: 713-845-7458, 713-726-3616, or 713-236-4880.

Fax: Not available

Email: Not available

Website: http://www.hc-ps.org/children_and_youth.aspx

Local Bus Routes: 14, 84

Ages/Grades Served: Grades K-12

Eligibility: Focuses on families of youth who are experiencing problems.

Costs: Free

Onsite at Schools: Yes. • Delivers programs on-site at three HISD campuses.

Languages: English

Direct Services: Does information and referral searches to help clients find social services for such problems as truancy, runaway, pregnancy, substance abuse, school, economics, and family problems. • Provides voluntary school-based crisis intervention, counseling, and case management. • Helps persons access licensed host families and emergency shelter care. • Offers a parent/teen survival course on anger management, conflict resolution, and mediation. • Visits a family at home or at CYS offices on the school campus, and helps families deal with other youth-serving agencies.

Family to Family Network

Address: 13150 FM 529, Suite 106, Houston, TX 77041

Area Served: Houston

Days/Hours: Monday-Friday, 10am-4pm

Contact: Mary Jane Williams, Executive Director

Phone: 713-466-6304

Fax: 713-466-6319

Email: familytofamily@sbcglobal.net

Website: <http://www.familytofamilynetwork.org/what-we-do>

Local Bus Routes: Not available

Ages/Grades Served: Ages 0-17 and adults ages 18-21

Eligibility: No area restrictions.

Costs: Costs vary. • Events may cost \$50+ per person. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers online information and referral through Texas Project First. • Provides Individualized Education Plan (IEP) support to parents of children with disabilities. • Offers education and training events on the special education process, information on diagnoses of developmental disabilities, and referral to community resources.

Harris County Bar Association

Address: 3050 Post Oak Boulevard, Suite 1750, Houston, TX 77056

Area Served: Greater Houston

Days/Hours: Monday-Friday, 9am-5pm

Contact: Sharon Michaels

Phone: 713-236-8000

Fax: Not available

Email: Not available

Website: <http://www.harriscountybar.com/need-a-lawyer>

Local Bus Routes: 33

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of income.

Costs: Costs vary. • Provides free or reduced-fee 30-minute initial lawyer consultations. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English

Direct Services: Provides free lawyer referrals. • Provides initial office consultations.

Harris County Medical Society – Physician Referral Service

Address: 1515 Hermann Drive, Houston, TX 77004

Area Served: Harris County

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

Contact: Teosha Blaylock, Executive Assistant

Phone: General questions: 713-524-4267. • Physician referrals: 713-524-4267 Ext. 137.

Fax: 713-526-1434

Email: teosha_blaylock@hcms.org

Website: <http://www.hcms.org/community-health/find-a-physician>

Local Bus Routes: 700 (METRO rail), 56, 298

Ages/Grades Served: All ages

Eligibility: Physician referral service is available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Operates a call-in physician referral service that divides Harris County into 16 areas and is searchable using ZIP codes. • Physicians cover many types of healthcare and medical specialties. • Background about physicians includes: year of medical school graduation, residency, internship, board certification, national scientific medical society membership, and language ability.

Houston Lawyer Referral Service

Address: 1111 Bagby Street, Suite FLB200, Houston, TX 77002

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8:30am-4:30pm

Contact: Karen Ramsey, Executive Director

Phone: 713-237-9429 or 800-289-4577

Fax: 713-652-0001

Email: kramsey@hhrs.org

Website: <https://hhrs.org/for-the-public>

Local Bus Routes: 700 (METRO rail), 40, 41, 412

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of income.

Costs: Costs vary. • Provides reduced-fee services for income-eligible persons. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides free lawyer referrals and referrals to social service agencies. • Provides a 24-hour attorney on call. • Provides a reduced-fee, 30-minute initial office consultation.

Mental Health America of Greater Houston – Information and Referral Line

Address: 2211 Norfolk Street, Suite 810, Houston, TX 77098

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8:30am-5pm

Contact: Tiffany Ross, Director of Education and Outreach

Phone: 713-523-8963

Fax: 713-552-0698

Email: info@mhahouston.org

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

Local Bus Routes: 25, 27

Ages/Grades Served: All ages

Eligibility: No area restrictions. • Focuses on services for children, adolescents, veterans, and the elderly.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides information and referral to providers of behavioral health services, mental health services, and social services. • Provides online resources for behavioral health issues.

Methodist Children's Home Family Outreach – Family Solutions Program

Address: 5005 Mitchelldale Street, Suite 119, Houston, TX 77092

Area Served: Houston

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

Contact: Veronica Whalon-Peters, Program Administrator

Phone: 713-682-8911

Fax: Not available

Email: vpeters@mch.org

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

Local Bus Routes: 85, 89

Ages/Grades Served: Ages 0-14

Eligibility: Must be a family with at least one child living in the home who is between ages 0-14.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers information and referral services and help with legal issues. • Provides support to families who are struggling to meet the challenges of raising a second generation of children.

Region 4 Educational Service Center

Address: 7145 West Tidwell Road, Houston, TX 77092

Area Served: Greater Houston

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

Contact: Pam Wells, Executive Director

Phone: 713-462-7708 or 713-744-6534

Fax: 713-744-6514

Email: General questions: solutions@esc4.net. • Programs: pam.wells@esc4.net.

Website: <http://www.esc4.net>

Local Bus Routes: 45

Ages/Grades Served: Grades PK-12

Eligibility: Products and services are available to districts in ESC4 and to the general public. • HISD is in ESC4.

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

Onsite at Schools: Yes. • Schools can order curricular and assessment resources and can register staff for in-district professional development.

Languages: English

Direct Services: Operates as a regional education service center. • Works with school districts and charter schools to help them to improve student performance, operate more efficiently, and implement state initiatives.

• Provides training and standards-based curricular and assessment resources for the content areas. • Publishes a product catalog.

Texas Department of State Health Services – Family Health Services Information Referral Line

Address: 1100 West 49th Street, Austin, TX 78756

Area Served: Texas

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

Contact: Emma Gomez, Special Assistant for Family and Community Health Services

Phone: 800-422-2956 or 512-776-7727

Fax: 512-776-7358

Email: Not available

Website: <https://www.dshs.texas.gov/contact.shtm>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: Information Referral Line is available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides families with information and referral for questions about infant and child development, infant and child nutrition, infant and child safety, maternal and child health, and similar topics.

United Way of Greater Houston – Online Community Resource Directory

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.uwtgc.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. • Among topics are: basic needs, consumer services, criminal justice and legal services, education, environmental quality, healthcare, income security, individual and family life, mental health care and counseling, and disaster services.

Victim's Assistance Centre – Victim Assistance and SAFE Supervised Visitations

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>

Local Bus Routes: 700 (METRO rail), 20, 40, 255, 256, 257

Ages/Grades Served: All ages

Eligibility: The SAFE supervised visitation program requires a driver license and/or identification, vehicle information (make, model, color, license plate number), medical insurance for all children, photographs of all children, and a copy of a court order or a protective order (if any).

Costs: Costs vary. • 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: For victims of domestic violence and child abuse offers safety planning and counseling about domestic violence, grief, life transitions, crime and violence, post-traumatic stress, sexual abuse, and behaviors. • Helps victims get protective orders, register for Texas Victim Information and Notification Everyday (VINE) notifications, take part in supervised visits, and file for crime victim compensation.

YMCA of Greater Houston – International Services

Address: 6300 Westpark Drive, Suite 600, Houston, TX 77057

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8:30am-5pm

Contact: Dario Lipovac, Senior Program Director

Phone: 713-339-9015

Fax: 713-758-9140

Email: dario.lipovac@ymcahouston.org

Website: <http://www.ymcahouston.org/ymca-international>

Local Bus Routes: 32, 47, 151

Ages/Grades Served: All ages

Eligibility: Requires status as a refugee or immigrant.

Costs: Costs vary. • Most services are free. • Charges \$40 for some immigrant legal service consultations. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English

Direct Services: Promotes self-sufficiency in the refugee and immigrant communities of Houston. • Helps with case management, education, employment, mental health, teen programs, immigration and resettlement.

Youth for Tomorrow – Texas Network for Children Placement Locator

Address: 624 Six Flags Drive, Suite 126, Arlington, TX 76011

Area Served: Texas

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

Contact: Janis Lehman, Executive Director

Phone: 817-633-1900

Fax: Not available

Email: General questions: info@yft.org. • Programs: janis.lehman@yft.org.

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

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: Online child placement locator is available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Helps families, childcare professionals, and others who seek information about Texas children and placements for children in foster homes, treatment centers, and other residential options. • The online resource covers more than 475 providers in Texas. • Also provides answers to frequently asked questions about residential behavioral health programs.

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