

---

## 2018 COMMUNITY RESOURCE GUIDE

---

---

HOTLINES and HELPLINES

---



Dr. Grenita Lathan  
Interim Superintendent of Schools

# Houston Independent School District Board of Education

Elizabeth Santos	<b>District I</b>
Rhonda Skillern-Jones	<b>District II</b>
Sergio Lira	<b>District III</b>
Jolanda Jones	<b>District IV</b>
Sue Deigaard	<b>District V</b>
Holly Maria Flynn Vilaseca	<b>District VI</b>
Anne Sung	<b>District VII</b>
Diana Dávila	<b>District VIII</b>
Wanda Adams	<b>District IX</b>

Grenita Lathan, Interim Superintendent of Schools  
Rick Cruz, Chief Strategy and Innovation Officer  
Dr. Kenneth Davis, Assistant Superintendent Equity & Outreach

**Family and Community Engagement Department**  
4400 West 18<sup>th</sup> Street, Houston, Texas 77092  
[www.HoustonISD.org/face](http://www.HoustonISD.org/face)

It is the policy of the Houston Independent School District not to discriminate on the basis of age, color, handicap or disability, ancestry, national origin, marital status, race, religion, sex, veteran status, political affiliation, sexual orientation, gender identity and/or gender expression in its educational or employment programs and activities.

## EXECUTIVE SUMMARY

Welcome to the revised and expanded **Houston Independent School District (HISD) Family and Community Engagement (FACE) 2018 Community Resource Guide**. Its primary intended audiences are administrators and teachers in HISD and the parents, guardians, families, and communities they serve.

### Structure and Organization

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

### Methods Used

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

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

### Disclaimer

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

## HOTLINES and HELPLINES

### Hotlines and Helplines:

1. Alcoholics Anonymous Houston – Hotline
2. City of Houston – Fair Housing Office Hotline
3. City of Houston – Safety Hotline
4. Crime Stoppers of Houston Inc. – Tip Line
5. Crisis Intervention of Houston Inc. – Crisis Hotlines
6. Family Time Crisis and Counseling Center – Helpline
7. Harris County Mobile Crisis Outreach Team – Hotline
8. Harris County Protective Services for Children and Adults – Hotline
9. Harris County Sheriff’s Office – Tip Line
10. Houston Area Women’s Center – Domestic Violence and Sexual Assault/Rape Hotlines
11. Houston Independent School District – Tip Line
12. Houston Police Department
13. Jason Foundation – National Suicide Prevention Hotline
14. Legal Line – Hotline
15. LGBT Switchboard – 24-Hour Helpline
16. Memorial Hermann Health System – Nurse Health Line
17. National Center for Missing and Exploited Children – Child Sexual Exploitation Tip Line
18. National Center for Missing and Exploited Children – Missing Child Hotline
19. National Domestic Violence Hotline
20. National Human Trafficking Resource Center – Hotline
21. National Runaway Safeline – Runaway Hotline
22. Northwest Assistance Ministries – Family Violence Hotline
23. Texas Advocacy Project – Family Violence Legal Helpline
24. Texas Cancer Information – Cancer Hotline
25. Texas Council on Family Violence – Domestic Violence Hotline
26. Texas Department of Family and Protective Services – Texas Abuse Hotline
27. Texas Department of Family and Protective Services – Texas Youth and Runaway Hotline
28. Texas Department of State Health Services – Family Health Services Information Referral Line
29. Texas Office of the Attorney General – Access and Visitation Hotline
30. Texas Poison Control Network – Hotline
31. The Bridge Over Troubled Waters Inc. – Hotline
32. The Harris Center for Mental Health and IDD – Helpline
33. The Parenting Center – Parenting Advice Line
34. United Way of Greater Houston – 211 Helpline

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-686-6300	All ages	Free	No	English, Spanish
2	832-394-6200 832-394-6279	All ages	Free	No	English, Spanish, Vietnamese
3	832-393-SAFE 832-393-7233	All ages	Free	Yes	Arabic, Chinese, English, French, Italian, Spanish, Urdu, Vietnamese
4	713-222-TIPS 713-222-8477	Grades PK-12 and Adults ages 18+	Free	Yes	English
5	713-HOTLINE 713-468-5463 713-526-8088 713-47-AYUDA	All ages	Costs vary	Yes	English, Spanish, others
6	281-446-2615	All ages	Free	No	English
7	713-970-7000 713-970-7520	All ages	Costs vary	Yes	English, Spanish
8	800-252-5400	All ages	Costs vary	No	English
9	832-529-6797	All ages	Free	No	English, Spanish

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
10	713-528-2121 713-528-7273 713-528-RAPE	Ages 5-17 and Adults ages 18+	Free	No	English, Spanish, others
11	713-641-7446	All ages	Free	Yes	English, Spanish
12	911	All ages	Free	No	Arabic, Chinese, English, Korean, Spanish, Urdu, Vietnamese
13	800-273-8255 800-273-TALK	Ages 10-17 and Adults ages 18-24	Free	Yes	English
14	713-759-1133	Adults ages 18+	Free	No	English, Spanish
15	713-529-3211	All ages	Free	No	English, Spanish
16	713-338-7979 855-577-7979	All ages	Free	No	English, Spanish
17	Not available	Ages 0-18	Free	No	English
18	800-THE-LOST 800-843-5678	Ages 0-18	Free	No	English
19	800-799-7233	All ages	Free	No	English, Spanish, others
20	888-373-7888	All ages	Free	No	English, Spanish, others
21	800-786-2929 800-RUNAWAY	Ages 0-18	Free	Yes	English, Spanish
22	281-885-4673	All ages	Free	Yes	English, Spanish
23	800-374-HOPE	All ages	Free	No	English, Spanish
24	713-792-2277 877-632-6789	All ages	Free	No	English, Spanish
25	800-799-SAFE 800-799-7233	All ages	Free	Yes	English, Spanish, others
26	800-252-5400	Ages 0-18	Free	No	English, Spanish, Vietnamese
27	800-989-6884	Ages 0-18	Free	No	English, Spanish
28	800-422-2956 512-776-7727	All ages	Free	No	English, Spanish
29	866-292-4636	All ages	Costs vary	No	English, Spanish
30	800-222-1222	All ages	Free	Yes	Arabic, English, Chinese, Spanish, others
31	713-473-2801	All ages	Free	No	English
32	713-970-7000 866-970-4770	All ages	Costs vary	No	English
33	817-332-6399	All ages	Free	No	English
34	713-957-4357 211	All ages	Free	No	English, French, German, Korean, Spanish, Vietnamese

### Alcoholics Anonymous Houston – Hotline

**Address:** 4140 Directors Row, Suite D, Houston, TX 77092

**Area Served:** Greater Houston

**Days/Hours:** Hotline: Monday-Sunday, 24 hours/day. • Bookstore: Monday-Friday, 8am-6pm.

**Contact:** Not available

**Phone:** Hotline: 713-686-6300. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** [intergroup@aahouston.org](mailto:intergroup@aahouston.org)

**Website:** <http://www.aahouston.org>

**Local Bus Routes:** 89

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • Anyone who wants or needs to stop drinking alcohol can use the services.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides a hotline for callers with concerns about the use and abuse of alcohol. • Runs group meetings to support decisions of anonymous members to stop drinking alcohol.

### City of Houston – Fair Housing Office Hotline

**Address:** 901 Bagby Street, Houston, TX 77002

**Area Served:** Houston

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

**Contact:** Neal Rackleff, Director

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

**Fax:** Not available

**Email:** General questions: [311@houstontx.gov](mailto:311@houstontx.gov). • Programs: [hcdd@houstontx.gov](mailto:hcdd@houstontx.gov).

**Website:** [http://www.houstontx.gov/housing/fair\\_housing.html](http://www.houstontx.gov/housing/fair_housing.html)

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

**Ages/Grades Served:** All ages

**Eligibility:** Must live in the service area.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish, Vietnamese

**Direct Services:** Provides a hotline for callers with fair housing concerns. • Handles complaints about possible discrimination based on race, color, national origin, religion, sex, family status, or disability in renting, leasing, or buying a home. • Provides complaint forms, handbooks, and counseling.

### City of Houston – Safety Hotline

**Address:** 5320 North Shepherd Drive, Houston, TX 77091

**Area Served:** Houston

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

**Contact:** Michael Walter, Public Information Officer

**Phone:** Hotline: 832-393-SAFE or 832-393-7233. • If a caller is in immediate danger, call 911.

**Fax:** 713-884-4545

**Email:** [Michael.Walter@houstontx.gov](mailto:Michael.Walter@houstontx.gov)

**Website:** <http://houstontx.gov/oem>

**Local Bus Routes:** 27, 40, 44

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • Hotline is open to the general public. • Note that OEM offices are in a secure facility not open to the public.

**Costs:** Free

**Onsite at Schools:** Yes. • Speakers present on safety and preparedness at schools.

**Languages:** Arabic, Chinese, English, French, Italian, Spanish, Urdu, Vietnamese

**Direct Services:** Provides a hotline for callers with concerns about safety and emergency preparedness. • Provides referrals to the many shelters and other emergency preparedness and public safety resources found in Houston. • Offers public presentations about safety and emergency preparedness.

### Crime Stoppers of Houston Inc. – Tip Line

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

**Area Served:** Greater Houston

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

**Contact:** Rania Mankarious, Executive Director

**Phone:** Office: 713-521-4600. • Tip Line: 713-222-TIPS or 713-222-8477. • Text TIP610 and a crime tip to CRIMES (274637). • If a caller is in immediate danger, call 911.

**Fax:** 713-521-0402

**Email:** [info@crime-stoppers.org](mailto:info@crime-stoppers.org)

**Website:** <http://www.crime-stoppers.org/programs>

**Local Bus Routes:** 700 (METRO rail), 151, 261, 262, 265

**Ages/Grades Served:** Grades PK-12 and adults ages 18+

**Eligibility:** No area restrictions. • Tip Line is open to the general public.

**Costs:** Free

**Onsite at Schools:** Yes. • Crime Stoppers offers the Safe School Program to all HISD schools.

**Languages:** English

**Direct Services:** Provides a crime tip line. • Pays up to \$5,000 for any information that leads to the filing of felony charges or the arrest of any suspect. • All persons who provide a tip will remain anonymous. • Also offers safe school programs for students, parents, and campus personnel at public, private, and charter schools.

### Crisis Intervention of Houston Inc. – Crisis Hotlines

**Address:** 3701 Kirby Drive, Suite 540, Houston, TX 77098

**Area Served:** Houston

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

**Contact:** Naomi Madrid, Executive Director, or Chandra Sanders, Community Outreach Coordinator

**Phone:** Office: 713-533-4500. • Crisis Hotline: 713-HOTLINE or 713-468-5463. • Spanish Hotline: 713-526-8088 or 713-47-AYUDA. • If a caller is in immediate danger, call 911.

**Fax:** 713-527-0435

**Email:** General questions: [info@crisishotline.org](mailto:info@crisishotline.org). • Speakers: [outreach@crisishotline.org](mailto:outreach@crisishotline.org).

**Website:** <https://crisishotline.org>

**Local Bus Routes:** 25, 27

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • Hotline is open to the general public. • Some services, such as speakers, require completing an application.

**Costs:** Costs vary. • Calls to hotlines are free. • Call to ask about specific costs for guest speakers.

**Onsite at Schools:** Yes. • Speakers are available to present at HISD schools.

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

**Direct Services:** Provides a hotline for persons in crisis. • Provides information about depression and suicide, alcoholism, and drug abuse. • Also provides information about physical, sexual, and verbal abuse. • Provides speakers about bullying, crisis intervention, grief processes, suicide prevention, suicide warning signs, and communication and listening skills.

### Family Time Crisis and Counseling Center – Helpline

**Address:** 1203 South Houston Avenue, Humble, TX 77338

**Area Served:** Greater Houston

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

**Contact:** Judy Cox, Executive Director

**Phone:** Help Line: 281-446-2615. • If a caller is in immediate danger, call 911.

**Fax:** 281-446-3691

**Email:** Not available

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

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** Hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Offers help for victims of domestic violence through a 24-hour hotline. • Provides emergency shelter for victims of domestic violence and their children, individual and group counseling to families, and •

Helps victims obtain legal, medical, transportation, housing, employment services. • Also helps victims to apply for compensation for crime victims.

### Harris County Mobile Crisis Outreach Team – Hotline

**Address:** 9401 Southwest Freeway, Houston, TX 77074

**Area Served:** Harris County

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

**Contact:** Not available

**Phone:** Referrals Hotline: 713-970-7520. • Office: 713-970-7000. • If a caller is in immediate danger, call 911.

**Fax:** 713-970-7555

**Email:** Not available

**Website:** <http://www.mhmraharris.org/Mobile-Crisis-Outreach-Team.asp>

**Local Bus Routes:** 46, 65, 68

**Ages/Grades Served:** All ages

**Eligibility:** Must be in Harris County at the time of a crisis. • Must meet admissions criteria.

**Costs:** Costs vary. • Charges fees on a sliding scale based on income. • Provides help regardless of ability to pay. • Call to ask about specific costs.

**Onsite at Schools:** Yes. • Responds to crisis referrals from schools.

**Languages:** English, Spanish

**Direct Services:** Provides a hotline for persons in crisis. • Helps persons in need of a crisis assessment and links them to social services. • Responds to referrals from schools, law enforcement, community agencies, individuals, and families.

### Harris County Protective Services for Children and Adults – Hotline

**Address:** 2525 Murworth Drive, Houston, TX 77054

**Area Served:** Harris County

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

**Contact:** Joel Levine, Executive Director

**Phone:** Hotline: 800-252-5400. • Office: 713-394-4000. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** Not available

**Website:** <http://hcps.harriscountytexas.gov>

**Local Bus Routes:** 14, 84

**Ages/Grades Served:** All ages

**Eligibility:** Hotline is open to the general public within Harris County.

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

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Provides a 24-hour line for reporting abuse or neglect. • Provides casework, counseling, crisis intervention, crisis care, emergency shelter, healthcare, prevention and early intervention, psychological assessments, safety net services, transition support, and information and referrals to social services.

### Harris County Sheriff's Office – CloseWatch Harris County

**Address:** 1200 Baker Street, Houston, TX 77002

**Area Served:** Harris County

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

**Contact:** Not available

**Phone:** Tip Line: 832-529-6797. • Non-Emergency Line: 713-221-6000. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** Not available

**Website:** <http://www.closewatchharriscounty.com>



**Local Bus Routes:** 700 (METRO rail), 51, 52, 85, 214

**Ages/Grades Served:** All ages

**Eligibility:** Must have a mobile device or a personal computer.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Supports anonymous tips about crimes or suspicious activities from citizens to law enforcement officers. • Offers a quick tips option and a complete tips option. • Uses cell phones, tablets, or laptops. • Sends text, videos, and photographs.

### Houston Area Women's Center – Domestic Violence and Sexual Assault/Rape Hotlines

**Address:** 1010 Waugh Drive, Houston, TX 77019

**Area Served:** Greater Houston

**Days/Hours:** Hotlines: Monday-Sunday, 24 hours/day. • Shelter: Monday-Sunday, 24 hours/day. • Office: Monday-Friday, 8am-9pm, Saturday, 8:30am-5:30pm.

**Contact:** Sonia Corrales, Chief Program Officer

**Phone:** Office: 713-528-6798. • Domestic Violence Hotline: 713-528-2121. • Sexual Assault/Rape Hotline: 713-528-7273. • If a caller is in immediate danger, call 911.

**Fax:** 713-535-6363

**Email:** [info@hawc.org](mailto:info@hawc.org)

**Website:** <http://www.hawc.org/en/24-hour-hotlines>

**Local Bus Routes:** 40

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

**Eligibility:** Hotlines are open to the general public.

**Costs:** Free

**Onsite at Schools:** No

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

**Direct Services:** Provides hotlines for situations of domestic violence and for situations of sexual assault or rape. • Offers 24-hour crisis intervention. • Offers assessment and intake, counseling, emergency referrals, rides to shelter, and shelter. • Provides advocacy to support clients.

### Houston Independent School District – Tip Line

**Address:** 4400 West 18th Street, Houston, TX 77092

**Area Served:** Houston

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

**Contact:** Not available

**Phone:** Tip Line: 713-641-7446. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** Not available

**Website:** <http://www.HoustonISD.org/Page/32634>

**Local Bus Routes:** 85

**Ages/Grades Served:** All ages

**Eligibility:** Tip Line is open to the general public.

**Costs:** Free

**Onsite at Schools:** Yes. • Students and parents can call the HISD Tip Line from anywhere at any time.

**Languages:** English, Spanish

**Direct Services:** Provides a confidential way for students and parents to report when they see or hear about wrongful school-related activity such as thefts, threats, vandalism, or other inappropriate activities.

## Houston Police Department

**Address:** 1200 Travis Street, Houston, TX 77002

**Area Served:** Houston

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

**Contact:** Not available

**Phone:** 713-884-3131 (non-emergency) or 311. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** Not available

**Website:** <http://www.houstontx.gov/police>

**Local Bus Routes:** 40, 85, 160

**Ages/Grades Served:** All ages

**Eligibility:** Serves all members of the general public in its jurisdiction. • Home safety tips and other online resources are available to the general public. • Emergency 911 line is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

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

**Direct Services:** Works cooperatively with the public to prevent crime, enforce the law, preserve the peace, and provide a safe environment. • Provides many tips about home safety, personal safety, and vehicle safety.

## Jason Foundation – National Suicide Prevention Hotline

**Address:** 18 Volunteer Drive, Hendersonville, TN 37075

**Area Served:** Texas and other states

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

**Contact:** Clark Flatt, President

**Phone:** Hotline: 800-273-8255 or 800-273-TALK. • If a caller is in immediate danger, call 911.

**Fax:** 615-264-0188

**Email:** [contact@jasonfoundation.com](mailto:contact@jasonfoundation.com)

**Website:** <http://jasonfoundation.com>

**Local Bus Routes:** Not available

**Ages/Grades Served:** Ages 10-17 and adults ages 18-24

**Eligibility:** No area restrictions. • Hotline is open to anyone in suicidal crisis or emotional distress.

**Costs:** Free

**Onsite at Schools:** Yes. • Offers a Suicide Prevention Curriculum for secondary schools.

**Languages:** English

**Direct Services:** Provides a suicide prevention hotline. • Promotes awareness, education, and prevention of youth suicide. • Provides resources for parents, students, and educators to learn about 14 risk factors, 10 elevated risk factors, and 10 high-risk groups, warning signs of suicidal intentions, common myths, and what to do and what not to do.

## Legal Line – Hotline

**Address:** 1001 Fannin Street, Suite 1300, Houston, TX 77002

**Area Served:** Houston

**Days/Hours:** English Legal Line: 1st and 3rd Wednesday of each month, 5pm-9pm. • Spanish Legal Line: 1st Thursday of each month, 6pm-8pm. • Office: Monday-Friday, 8:30am-5pm.

**Contact:** Bonnie Simmons, Director of Projects

**Phone:** Hotline: 713-759-1133. • If a caller is in immediate danger, call 911.

**Fax:** 713-759-1710

**Email:** [bonnies@hba.org](mailto:bonnies@hba.org)

**Website:** <https://www.hba.org/legalline>

**Local Bus Routes:** 700 (METRO rail), 800 (METRO rail), 40, 41, 202, 204

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

**Eligibility:** No area restrictions. • Hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides free legal advice from volunteer attorneys over the phone only.

### LGBT Switchboard – 24-Hour Helpline

**Address:** 401 Branard Street, Houston, TX 77006

**Area Served:** Greater Houston

**Days/Hours:** Help Line: Monday-Sunday, 24 hours/day. • Office: Monday-Friday, 8am-7pm.

**Contact:** Not available

**Phone:** Help Line: 713-529-3211. • If a caller is in immediate danger, call 911.

**Fax:** 713-526-4367

**Email:** [info@montrosecenter.org](mailto:info@montrosecenter.org)

**Website:** <http://www.montrosecenter.org/hub/services/avp/switchboard>

**Local Bus Routes:** 700 (METRO rail), 56, 265

**Ages/Grades Served:** All ages

**Eligibility:** Help Line is open to Texas residents regardless of sexual orientation.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides a 24-hour crisis help line for lesbian, gay, bisexual, and transgender (LGBT) persons. • Provides help dealing with depression, suicide, crisis intervention, domestic violence, sexual assault, hate crimes, addictions, human immunodeficiency virus (HIV) and sexually transmitted disease (STD) information, identity-affirming support, and other needs.

### Memorial Hermann Health System – Nurse Health Line

**Address:** 929 Gessner Drive, Suite 2600, Houston, TX 77024

**Area Served:** Greater Houston

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

**Contact:** Not available

**Phone:** Nurse Health Line: 713-338-7979 or 855-577-7979. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** Not available

**Website:** [http://www.neighborhood-centers.org/locations#school\\_site](http://www.neighborhood-centers.org/locations#school_site)

**Local Bus Routes:** 26, 162

**Ages/Grades Served:** All ages

**Eligibility:** Available to all residents of Harris County and surrounding counties. • Accepts calls from persons who have no health insurance or who are not a patient at Memorial Hermann.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides bilingual registered nurses who use their training and experience to assess callers over the phone, help callers with healthcare questions, and help callers in choosing the right kind of care.

### National Center for Missing and Exploited Children – Child Sexual Exploitation Tip Line

**Address:** 8668 Spicewood Springs Road, Suite 200, Austin, TX 78759

**Area Served:** Texas

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

**Contact:** Robert Almonte, Texas Regional Program Committee Chair

**Phone:** Not available. • If a caller is in immediate danger, call 911.

**Fax:** 703-224-2122

**Email:** [NEMEC\\_Texas@ncmec.org](mailto:NEMEC_Texas@ncmec.org)

**Website:** <http://www.cybertipline.com>

**Local Bus Routes:** Not available

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

**Eligibility:** No phone number exists for reporting child sexual exploitation. • Persons can report child sexual exploitation online. • Online Tip Line is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Provides safety and prevention resources for families and professionals. • Focuses are on child abduction, child sexual exploitation, and Internet safety.

### National Center for Missing and Exploited Children – Missing Child Hotline

**Address:** 8668 Spicewood Springs Road, Suite 200, Austin, TX 78759

**Area Served:** Texas

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

**Contact:** Robert Almonte, Texas Regional Program Committee Chair

**Phone:** Hotline: 800-THE-LOST or 800-843-5678. • If a caller is in immediate danger, call 911.

**Fax:** 703-224-2122

**Email:** [NEMEC\\_Texas@ncmec.org](mailto:NEMEC_Texas@ncmec.org)

**Website:** <http://www.missingkids.com>

**Local Bus Routes:** Not available

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

**Eligibility:** Hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Provides safety and prevention resources for families and professionals. • Focuses are on child abduction, child sexual exploitation, and Internet safety.

### National Domestic Violence Hotline

**Address:** PO Box 161810, Austin, TX 78716

**Area Served:** Texas and other states

**Days/Hours:** Hotline: Monday-Sunday, 24 hours/day. • Live Chat Line: Monday-Sunday, 7am-2am.

**Contact:** Not available

**Phone:** Hotline: 800-799-7233. • Office: 512-453-8117. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** Not available

**Website:** <http://www.thehotline.org>

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • Hotline and chat line are both open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish and 170+ other languages through Language Line.

**Direct Services:** Provides confidential help for persons who are affected by domestic violence.

### National Human Trafficking Resource Center – Hotline

**Address:** PO Box 65323, Washington, DC 20035

**Area Served:** Texas and other states

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

**Contact:** Vanessa Chauhan, Regional Program Specialist

**Phone:** Office: 202-745-1001. • Hotline: 888-373-7888. • If a caller is in immediate danger, call 911.

**Fax:** 202-745-1119

**Email:** General questions: [info@polarisproject.org](mailto:info@polarisproject.org). • Program: [VChauhan@polarisproject.org](mailto:VChauhan@polarisproject.org).

**Website:** <https://humantraffickinghotline.org/faqs/hotline-faqs>

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** Hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish, and 200+ other languages

**Direct Services:** Operates a hotline for persons to get help if they are victims of human trafficking or to report on other persons who are engaged in it. • Offers a textline: Text HELP to 233733 (BeFree).

### National Runaway Safeline – Runaway Hotline

**Address:** 3141B North Lincoln Avenue, Chicago, IL 60657

**Area Served:** Texas and other states

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

**Contact:** Maureen Blaha, Executive Director

**Phone:** Hotline: 800-786-2929 or 800-RUNAWAY. • If a caller is in immediate danger, call 911.

**Fax:** 773-929-5150

**Email:** [info@1800runaway.org](mailto:info@1800runaway.org)

**Website:** <http://www.1800runaway.org>

**Local Bus Routes:** Not available

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

**Eligibility:** No area restrictions. • Hotline is open to the general public but primarily serves older youths.

**Costs:** Free

**Onsite at Schools:** Yes. • Offers a comprehensive Runaway Prevention Curriculum for schools.

**Languages:** English, Spanish

**Direct Services:** Provides crisis intervention, counseling, and referrals to meet the needs of each caller. • Mediates calls between youth and their parents or guardians, as well as calls between youth and social service protection agencies, and between adults and organizations that can help the youth. • A Home Free Program reunites families by giving youth a free ride home.

### Northwest Assistance Ministries – Family Violence Hotline

**Address:** 15555 Kuykendahl Road, Houston, TX 77090

**Area Served:** Houston ZIP Codes: 77014, 77032, 77038, 77050, 77060, 77064, 77066, 77067, 77068, 77069, 77070, 77073, 77086, 77090, 77379, 77388, and 77389.

**Days/Hours:** Hotline: Monday-Sunday, 24 hours/day. • Office: Monday-Friday, 9am-12pm and 1pm-3pm.

**Contact:** Carole Little

**Phone:** Hotline: 281-885-4673. • General questions: 281-885-4555. • If a caller is in immediate danger, call 911.

**Fax:** 281-583-5621

**Email:** [nam@namonline.org](mailto:nam@namonline.org)

**Website:** <http://namonline.org/get-help/family-violence-center>

**Local Bus Routes:** 86

**Ages/Grades Served:** All ages

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

**Costs:** Costs vary. • Hotline, clothing, and food assistance are free. • Classes for computer skills charge a fee. • Call to ask about specific costs.

**Onsite at Schools:** Yes. • Offers presentations about violence prevention at schools.

**Languages:** English, Spanish

**Direct Services:** Offers a crisis hotline and telephone crisis counseling. • Provides help with clothing, shelter, energy bills, and transportation. • Offers classes for computer skills, English as a Second Language (ESL), and General Education Development (GED). • Also offers a clinic for children.

## Texas Advocacy Project – Family Violence Legal Helpline

**Address:** 1524 South IH 35, Box 19, Austin, TX 78704

**Area Served:** Texas

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

**Contact:** Heather Bellino, Executive Director

**Phone:** Family Violence Legal Helpline: 800-374-HOPE. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** [info@texasadvocacyproject.org](mailto:info@texasadvocacyproject.org)

**Website:** <http://www.texasadvocacyproject.org>

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** Must live in the service area. • Help Line and online resources are available to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides a helpline for legal assistance. • Offers civil legal assistance and counsel to victims of domestic violence, dating violence, sexual assault, and stalking. • Provides free and confidential legal advice to teenagers who have experienced dating violence in Texas. • Also provides extensive online resources about dating violence and relationship abuse for parents and teenagers.

## Texas Cancer Information – Cancer Hotline

**Address:** 1515 Holcombe Boulevard, Unit 511, Houston, TX 77030

**Area Served:** Texas

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

**Contact:** Not available

**Phone:** Hotline: 713-792-2277 or 877-632-6789.

**Fax:** 713-794-1951

**Email:** Not available

**Website:** <http://www.texascancer.info>

**Local Bus Routes:** 700 (METRO rail), 4, 56

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • Hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides cancer-related options about detection, prevention, hospitals, and treatment.

## Texas Council on Family Violence – Domestic Violence Hotline

**Address:** PO Box 161810, Austin, TX 78716

**Area Served:** Texas

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

**Contact:** Makisha Hooper, Family Violence Services Manager

**Phone:** Office: 512-794-1133. • National Domestic Violence Hotline: 800-799-SAFE or 800-799-7233. • If a caller is in immediate danger, call 911.

**Fax:** 512-685-6397 or 512-685-6936

**Email:** [info@tcfv.org](mailto:info@tcfv.org)

**Website:** <http://tcfv.org>

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • Hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** Yes. • Offers resources for the prevention of relationship violence in schools.

**Languages:** English, Spanish, and 170+ other languages through interpreter services

**Direct Services:** Provides crisis intervention, personal safety planning, and information and referral to other agencies. • Also provides a searchable database of resources for violence prevention education.

### Texas Department of Family and Protective Services – Texas Abuse Hotline

**Address:** 701 West 51st Street, Austin, TX 78751

**Area Served:** Texas

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

**Contact:** CJ Broussard-White, Regional Director

**Phone:** Hotline: 800-252-5400. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** Not available

**Website:** <https://www.txabusehotline.org/Login/Default.aspx>

**Local Bus Routes:** Not available

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

**Eligibility:** No area restrictions. • Hotline is open to the general public. • Use the website only to report situations that do not require an emergency response.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish, Vietnamese

**Direct Services:** Provides a place to report the suspected abuse, neglect, or exploitation of a child, a person who is age 65+, or an adult with disabilities.

### Texas Department of Family and Protective Services – Texas Youth and Runaway Hotline

**Address:** 701 West 51st Street, Austin, TX 78751

**Area Served:** Texas

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

**Contact:** CJ Broussard-White, Regional Director

**Phone:** Hotline: 800-989-6884. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** Not available

**Website:** [https://www.dfps.state.tx.us/youth\\_hotline/youth\\_resources.asp](https://www.dfps.state.tx.us/youth_hotline/youth_resources.asp)

**Local Bus Routes:** Not available

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

**Eligibility:** No area restrictions. • Hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides peer counseling to youths and family members for family conflicts, delinquency, truancy, abuse and neglect, and running away. • Also offers a free message service so runaways can communicate with their parents if they are unwilling to talk with them directly.

### 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:** No area restrictions. • 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.

### Texas Office of the Attorney General – Access and Visitation Hotline

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

**Area Served:** Harris County

**Days/Hours:** Hotline: Monday-Friday, 1pm-7pm. • Office: Monday-Friday, 8am-5pm.

**Contact:** Linda Clark, Office Manager

**Phone:** Hotline: 866-292-4636. • Office: 800-252-8014.

**Fax:** 713-243-7110

**Email:** [child.support@texasattorneygeneral.gov](mailto:child.support@texasattorneygeneral.gov)

**Website:** <http://www.txaccess.org>

**Local Bus Routes:** 9, 47, 152, 153

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • Hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides access to an attorney who is familiar with family law. • Handles questions about access, visitation, and custody. • Also handles questions about how to establish paternity, child support orders, and the modification and enforcement of child support orders.

### Texas Poison Control Network – Hotline

**Address:** 301 University Boulevard, Galveston, TX 77555

**Area Served:** Texas

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

**Contact:** Norma Valle, Poison Control Program Director

**Phone:** Hotline: 800-222-1222. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** [norma.marrero@csec.texas.gov](mailto:norma.marrero@csec.texas.gov)

**Website:** <http://poisoncontrol.org/education>

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • Hotline is open to the general public.

**Costs:** Free

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

**Languages:** Arabic, Chinese, English, French, Haitian Creole, Hmong, Korean, Polish, Portuguese, Russian, Spanish, Thai, Vietnamese, and 150+ other languages

**Direct Services:** Operates at the Southeast Texas Poison Center. • Provides information about emergency treatments for incidents of poisoning or exposure to toxins. • Provides prevention education about medication safety, poisonings, and toxic exposures. • Offers speakers to present at schools and at health fairs.

### The Bridge Over Troubled Waters Inc. – Domestic Violence Hotline

**Address:** 3811 Allen-Genoa Road, Pasadena, TX 77504

**Area Served:** Harris County

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

**Contact:** Debbie Moseley, Executive Director, or Heather Dunn, Counseling Services Director



**Phone:** Hotline: 713-473-2801. • Office: 713-472-0753. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** General questions: [dmooseley@botw.org](mailto:dmooseley@botw.org). • Programs: [hdunn@botw.org](mailto:hdunn@botw.org).

**Website:** <http://www.thebridgeovertroubledwaters.org/v2>

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • Hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Provides a 24-hour crisis and referral hotline. • Also provides 24-hour advocacy and accompaniment to hospitals, schools, police stations, courts and other agencies. • Offers assessments, case management, education programs, family therapy, parenting classes, personal safety plan development, and support groups. • Also offers a 100-bed shelter, permanent housing for women with disabilities and children in their care, and transitional and rapid re-housing.

### The Harris Center for Mental Health and IDD – Helpline

**Area Served:** Harris County

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

**Contact:** Steven Schnee, Executive Director

**Fax:** Not available

**Email:** [publicaffairs@mhmrharris.org](mailto:publicaffairs@mhmrharris.org)

**Website:** <http://www.mhmrharris.org/HelpLine.asp>

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • Help Line is open to the general public.

**Costs:** Costs vary. • Help Line calls are free. • Charges fees on a sliding scale based on income. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Offers crisis intervention, support, information, and referrals to Help Line callers. • Provides services to children and adolescents with serious emotional disturbance. • Helps children to be able to live in homes with families, to develop normal relationships with their peers, to attend school, and to remain out of hospitals and juvenile justice facilities.

## The Parenting Center – Parenting Advice Line

**Address:** 2928 West Fifth Street, Fort Worth, TX 76107

**Area Served:** Texas

**Days/Hours:** Office: Monday-Thursday, 8:30am-9pm, Friday, 8:30am-5pm. • Parenting Advice Line: Monday-Friday, 12pm-3pm.

**Contact:** Debbie Hutchinson, President

**Phone:** Parenting Advice Line: 817-332-6399.

**Fax:** Not available

**Email:** Not available

**Website:** <http://theparentingcenter.org/PAL>

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** Advice Line is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Offers a confidential phone line for concerned parents or caregivers with questions about raising children.

## United Way of Greater Houston – 211 Helpline

**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:** Helpline: 713-957-4357 or 211.

**Fax:** Not available

**Email:** [help@unitedwayhouston.org](mailto:help@unitedwayhouston.org)

**Website:** <https://www.unitedwayhouston.org/our-211-helpline>

**Local Bus Routes:** 40, 66, 71, 85

**Ages/Grades Served:** All ages

**Eligibility:** Help Line is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, French, German, Korean, Spanish, Vietnamese

**Direct Services:** Provides information based on ZIP code, location, agency, program, or keyword. • Database for 211 uses a searchable and comprehensive regional database of social services. • Among its topics are: basic needs, consumer services, criminal justice and legal services, education, environmental quality, health care, income security, individual and family life, mental health care and counseling, and disaster services.

## 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 18<sup>th</sup> Street  
Houston, TX 77092  
713-556-7290 (main)  
713-556-6814 (fax)  
[face@HoustonISD.org](mailto:face@HoustonISD.org)