
2021 - 2022 COMMUNITY RESOURCE GUIDE



Millard House II
Superintendent of Schools

Houston Independent School District Board of Education

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

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

HOTLINES and HELPLINES

Hotlines and Helplines:

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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

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. • Programs: hcdd@houstontx.gov.

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

Local Bus Routes: 40, 85, 162, 219

Ages/Grades Served: All ages

Eligibility: 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

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

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. • Speakers: 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: Christina Allen, 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.familytimeccc.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 and individual and group counseling to families. •

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: 713-970-7000. • 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

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

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

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

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

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

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

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 • Program: 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

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

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

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

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

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

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

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: dmoseley@botw.org. • Programs: 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@mhmraharris.org

Website: <http://www.mhmraharris.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

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.