



Family and Community Engagement
EMPOWERING FAMILIES. ADVANCING LEARNING.

2019 COMMUNITY RESOURCE GUIDE

FINANCIAL STABILITY



Dr. Grenita Lathan
Interim Superintendent of Schools

Houston Independent School District Board of Education

Elizabeth Santos

District I

Rhonda Skillern-Jones

District II

Sergio Lira

District III

Jolanda Jones

District IV

Sue Deigaard

District V

Holly Maria Flynn Vilaseca

District VI

Anne Sung

District VII

Diana Dávila

District VIII

Wanda Adams

District IX

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 18th Street, Houston, Texas 77092

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.

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!

FINANCIAL STABILITY

Financial Stability:

1. Alliance for Multicultural Community Services – Financial Opportunity Center
2. Chinese Community Center of Houston – Financial Opportunity Center
3. Family Services of Greater Houston
4. Federal Reserve Bank of Dallas
5. Harris County Housing and Community Resource Center
6. Houston Area Urban League Inc.
7. Jacobs Ladder of Covenantance
8. Julia C. Hester House Inc.
9. Money Management International Inc.
10. SER-Jobs for Progress Inc. – Financial Opportunity Center
11. Society of Saint Vincent de Paul
12. Texas Department of Housing and Community Affairs – My First Texas Home Program
13. Texas Office of the Attorney General – Child Support Division
14. Volunteers of America – Financial Opportunity Center
15. Wesley Community Center – Financial Opportunity Center
16. West Houston Assistance Ministries

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-776-4700	Adults ages 18+	Free	No	Arabic, Chinese, English, Spanish, others
2	713-271-6100	Adults ages 18+	Costs vary	No	Chinese (Cantonese, Mandarin), English, Spanish, Vietnamese
3	713-861-4849 713-867-7740	Adults ages 18+	Free	Yes	English, Spanish
4	713-483-3000 713-483-3667	Grades 9-12	Free	Yes	English, Spanish
5	713-696-1998	All ages	Free	No	English, Spanish, Vietnamese
6	713-393-8700 281-220-8030	Adults ages 18+	Free	Yes	English, Spanish
7	832-816-0720	All ages	Costs vary	No	English
8	713-274-1394	All ages	Costs vary	No	English, Spanish
9	800-308-2227 Ext. 6602	Grades K-12	Costs vary	No	English, Spanish
10	713-773-6000	Ages 16-17 and Adults ages 18-24	Free	No	English, Spanish
11	713-741-8234 713-862-2605 713-669-9410	All ages	Free	No	English, Spanish
12	800-792-1119 512-475-2120	Adults ages 18+	Costs vary	No	English, Spanish
13	800-252-8014	Ages 0-18	Costs vary	No	English
14	713-460-0781	Adults ages 18+	Costs vary	No	English
15	713-821-8928	Adults ages 18+	Free	No	English, Spanish
16	713-780-2727	All ages	Free	No	English, Spanish

Alliance for Multicultural Community Services – Financial Opportunity Center

Address: 6440 Hillcroft Street, Suite 411, Houston TX 77081

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8:30am-5:30pm. • Financial Opportunity Center: Monday-Friday, 8:30am-5:30pm.

Contact: Noemi Hernandez

Phone: 713-776-4700

Fax: 713-776-4730

Email: General questions: info@allianceontheweb.org. • Programs: nhernandez@allianceontheweb.org.

Website: <https://allianceontheweb.org/financial-center>

Local Bus Routes: 9, 47, 402

Ages/Grades Served: Adults ages 18+

Eligibility: Focuses on refugees and immigrants in low-income and moderate-income households.

Costs: Free

Onsite at Schools: No

Languages: Amharic, Arabic, Armenian, Ashanti, Assamese, Azerbaijani, Bengali, Burmese, Bosnian, Bulgarian, Chinese, Creole, Croatian, Dari, Dinka, English, Farsi, Fon, French, Fukinese, German, Goun, Gujarati, Hebrew, Hindi, Igbo, Indonesian, Italian, Izon Yoruba, Japanese, Kannada, Khmer, Kinyarwanda, Kirundi, Korean, Kurdish, Lao, Lingala, Malayalam, Marathi, Mina, Nepali, Nyanja, Pashto, Pidgin, Portuguese, Punjabi, Russian, Serbo-Croatian, Sindhi, Somali, Spanish, Swahili, Tagalog, Tamil, Telugu, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Yiddish

Direct Services: Operates a Financial Opportunity Center that offers a computer lab, financial literacy classes, life skills education, vocational training, and employment assistance. • Offers recreational activities, community services projects, and cultural opportunities. • College-student mentors provide homework and tutorial help.

Chinese Community Center of Houston – Financial Opportunity Center

Address: 9800 Town Park Drive, Houston, TX 77036

Area Served: Houston

Days/Hours: Office: Monday-Friday, 9am-5pm. • Financial Opportunity Center: Monday-Friday, 9am-5pm.

Contact: Denise Truong, Director of Programs

Phone: 713-271-6100

Fax: 713-271-3713

Email: info@ccchouston.org

Website: <http://ccchouston.org/foc>

Local Bus Routes: 2, 46, 152, 402

Ages/Grades Served: Adults ages 18+

Eligibility: Focuses on low-income and moderate-income persons. • Requires attendance at an orientation. • Requires registration for homebuyer education classes and appointments for homebuyer counseling. • Accepts walk-ins.

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

Onsite at Schools: No

Languages: Chinese (Cantonese, Mandarin), English, Spanish, Vietnamese

Direct Services: Operates a Financial Opportunity Center that offers public benefits access and application assistance, financial literacy classes, life skills education, vocational training, and employment placement. • Also offers first-time homebuyer education and homebuyer pre-purchase counseling.

Family Services of Greater Houston

Area Served: Greater Houston

Location	Address	Phone	Days/Hours	Bus Routes
Administration	2700 Southwest Freeway, Suite 209, Houston, TX 77098	713-867-7740 713-861-4849	Monday-Friday, 8am-5pm	71, 85
Central Office	4625 Lillian Street, Houston, TX 77007	713-867-7740 713-861-4849	Monday-Friday, 8am-5pm	25, 27, 41

Contact: Richard Simonds, Director of THRIVE Connection

Fax: 713-861-4021

Email: General questions: family@familyhouston.org. • Financial education: rsimonds@familyhouston.org.

Website: <http://www.familyhouston.org/houston-financial-stability>

Ages/Grades Served: Adults ages 18+

Eligibility: No area restrictions.

Costs: Free

Onsite at Schools: Yes. • Provides substance abuse prevention/education and school-based services at 20 HISD schools.

Languages: English, Spanish

Direct Services: Offers financial education, financial coaching, and mentoring to help parents and families become financially stable and ultimately self-sufficient. • Helps clients to devise plans to organize finances, reduce debt, reprioritize spending, build savings and other assets, improve credit, and reach long-term financial goals. • Provides workshops on topics such as building credit and eliminating debt. • Also offers case management, counseling, parent education, and substance abuse prevention.

Federal Reserve Bank of Dallas

Address: 1801 Allen Parkway, Houston, TX 77019

Area Served: Texas

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

Contact: Susan Kizer, Economic Education Coordinator (Houston Branch)

Phone: General questions: 713-483-3000. • Economic education: 713-483-3667.

Fax: Not available

Email: susan.kizer@dal.frb.org

Website: <https://www.dallasfed.org/-/media/microsites/cd/wealth/index.html>

Local Bus Routes: 40, 56, 85

Ages/Grades Served: Grades 9-12

Eligibility: No area restrictions. • The financial education resource is available to the general public.

Costs: Free

Onsite at Schools: Yes. • Lesson plans and classroom materials are available for use in schools.

Languages: English, Spanish

Direct Services: Offers Building Wealth, a personal finance educational resource for use at home or in classrooms to help families and youths to develop plans for building personal wealth. • Covers strategies such as setting financial goals, budgeting, saving and investing, managing debt, and understanding credit reports and credit scores. • Lesson plans and classroom materials include student activities, handouts, and visual aids.

Harris County Housing and Community Resource Center

Address: 8410 Lantern Point Drive, Houston, TX 77054

Area Served: Harris County

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

Contact: Not available

Phone: 713-696-1998

Fax: Not available

Email: HRC@csd.hctx.net

Website: <http://www.housingandcommunityresources.net/emergency-assistance/financial-empowerment>

Local Bus Routes: 14, 84

Ages/Grades Served: All ages

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

Costs: Free

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Offers help with minor home repairs, major home rehabilitation, home reconstruction, or health and safety improvements. • Links families to emergency help for paying bills for rent, mortgage, gas, electricity, phone, or water. • Links families to sources of transitional and long-term housing and support. • Offers guidance about proof of need, proof of income, proof of identity, proof of disability, and other topics. •

Links persons to financial literacy programs. • Provides Resource Navigators for persons who need help finding resources.

Houston Area Urban League Inc.

Address: 1301 Texas Avenue, Houston, TX 77002

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 8am-5pm. • Financial Literacy workshops: Monday-Friday, 9am-1pm.

Contact: John Robinson, Family Support Manager

Phone: General questions: 713-393-8700. • Workshop registration: 281-220-8030.

Fax: 713-393-8790

Email: jrobinson@haul.org

Website: <http://www.haul.org/programs/housing>

Local Bus Routes: 700 (METRO rail), 800 (METRO rail), 51, 52

Ages/Grades Served: Adults ages 18+

Eligibility: Requires registration for workshops.

Costs: Free

Onsite at Schools: Yes. • Youth leadership programs are available to area secondary schools.

Languages: English, Spanish

Direct Services: Offers workshops for financial literacy. • Helps families to develop and maintain a budget and acquire a basic understanding of their finances. • Provides workforce development and youth leadership development.

Jacobs Ladder of Covenant

Address: 1802 Caldbeck Lane, Fresno, TX 77545

Area Served: Greater Houston

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

Contact: Rhonda Jacobs, Executive Director

Phone: 832-816-0720

Fax: Not available

Email: jacobsladderhouston@jloc1.org

Website: <http://www.jloc1.org/services>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: Focuses on the working poor. • Requires proof of residence, proof of identity, and proof of employment. • Must have no convictions for violent or sexual crimes.

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides workshops about family finances and homeownership. • Operates a food pantry. • Offers school supplies, backpacks, and school uniforms. • Provides parenting classes and training in job readiness skills.

Julia C. Hester House Inc.

Address: 2020 Solo Street, Houston, TX 77020

Area Served: Houston ZIP Codes: 77020 and 77026

Days/Hours: Monday-Friday, 6am-6:30pm

Contact: Tia Bonham, Client Services Manager

Phone: 713-274-1394

Fax: 713-676-2398

Email: tbonham@jchesterhouse.org

Website: <http://juliachesterhouse.org/services>

Local Bus Routes: 11, 29, 66, 80

Ages/Grades Served: All ages

Eligibility: Requires proof of identity and proof of income.

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers classes for financial literacy and English as a Second Language (ESL). • Operates a computer lab. • Provides case management and help with job searches and resumes. • Operates a wellness center with facilities for aquatics, basketball, and weight training. • Provides homework help and enrichment in literacy and the fine arts. • Operates an after-school program and a summer camp program.

Memorial Assistance Ministries

Address: 1625 Blalock Road, Houston, TX 77080

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

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

Contact: Bernie Vazquez, Financial Education Coordinator

Phone: General questions: 713-468-4516. • Programs: 713-468-4516.

Fax: 713-468-4702

Email: bvazquez@maministries.org

Website: <http://www.maministries.org/financialed>

Local Bus Routes: 26

Ages/Grades Served: All ages

Eligibility: Requires proof of identity and proof of residence.

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers financial education classes and financial coaching. • Provides temporary support for families to meet basic needs: urgent health care, food, clothing, transportation, and shelter. • Offers job search and employment assistance. • Offers classes for citizenship, computer literacy, English as a Second Language (ESL), and General Education Development (GED).

Money Management International Inc.

Area Served: Greater Houston

Location	Address	Phone	Days/Hours	Bus Routes
Office	14141 Southwest Freeway, Suite 1000, Sugar Land, TX 77478	866-226-0278 866-889-9347	Monday-Friday, 8am-5pm	Not available
Fuqua Branch	11550 Fuqua Street, Suite 350, Houston, TX 77034	866-226-0278 866-889-9347	Monday-Friday, 8am-5pm	249, 297
Greenway Plaza Branch	3800 Buffalo Speedway, Suite 162, Houston, TX 77098	866-226-0278 866-889-9347	Monday-Friday, 8am-5pm	9, 25, 84

Contact: Rudy Cavazos, Regional Director

Phone: 800-308-2227 Ext. 6602

Fax: 281-484-8016

Email: rudycavazos@moneymanagement.org

Website: <https://www.moneymanagement.org/Financial-Education.aspx>

Ages/Grades Served: Grades K-12

Eligibility: No area restrictions. • Financial education is available to the general public.

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides financial education about bankruptcy, credit reporting and credit scores, family finances, financial crisis management, frugal living, home ownership, home loans, loans and debt, money and budgeting, savings, and youth and money. • Offers counseling about student loans, foreclosure prevention, reverse mortgages, and debt.

SER-Jobs for Progress Inc. – Financial Opportunity Center

Address: 201 Broadway Street, Houston, TX 77012

Area Served: Greater Houston

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

Contact: David Fernandez, Program Coordinator

Phone: 713-773-6000

Fax: 713-773-6010

Email: info@serhouston.org

Website: <http://www.serhouston.org/financial-opportunity-center>

Local Bus Routes: 50

Ages/Grades Served: Ages 16-17 and adults ages 18-24

Eligibility: Must be an out-of-school youth. • Must meet age requirements.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers group-based financial education on topics such as budgeting and developing savings plans. • Offers one-on-one financial counseling with a financial coach, which focuses on solving specific problems or crises, such as reducing high debt or preventing an eviction.

Society of Saint Vincent de Paul

Area Served: Greater Houston

Location	Address	Phone	Days/Hours	Bus Routes
Office	2403 Holcombe Boulevard, Houston, TX 77021	713-741-8234	Monday-Friday, 8am-5pm	4, 11, 60
Vincentian Services Center	6654 Gulf Freeway, Houston, TX 77087	713-862-2605	Tuesday-Friday, 9:30am-5pm, Saturday, 8:30-4pm	40
Resale Shop	5236 Cedar Street, Bellaire, TX 77401	713-669-9410	Monday, 11:30am-7pm, Tuesday-Saturday, 9:30am-5pm	33

Contact: Ann Schorno, Executive Director

Fax: Not available

Email: ann.schorno@svdphouston.org

Website: <http://www.svdphouston.org/services>

Ages/Grades Served: All ages

Eligibility: Requires proof of identity, proof of income, and proof of residence.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides limited financial assistance through vouchers for transportation, clothing, and furniture. • Operates a grocery-style food depot and 32 food pantries in local neighborhoods. • Offers gift-cards for groceries and basic supplies.

Texas Department of Housing and Community Affairs – My First Texas Home Program

Address: 221 East 11th Street, Austin, TX 78711

Area Served: Texas

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

Contact: Sheron Everett, Program Manager

Phone: 800-792-1119 or 512-475-2120

Fax: 512-475-4798

Email: General questions: info@tdhca.state.tx.us. • Programs: sheron.everett@tdhca.state.tx.us.

Website: <http://www.tdhca.state.tx.us/homeownership/fthb/down-payment-assistance.htm>

Local Bus Routes: Not available

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of income. • Must be a first time homebuyer. • Must meet detailed specific eligibility guidelines.

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides help to first-time homebuyers. • Offers help with down payments and closing costs.

Texas Office of the Attorney General – Child Support Division

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

Area Served: Harris County

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

Contact: Guadalupe Matschiner, Region 6 Outreach Coordinator

Phone: 800-252-8014

Fax: 713-243-7110

Email: guadalupe.matschiner@texasattorneygeneral.gov

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

Local Bus Routes: 9, 47, 152

Ages/Grades Served: Ages 0-18

Eligibility: Requires certified copies of all court orders about child custody.

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

Onsite at Schools: No

Languages: English

Direct Services: Provides help finding absent parents using public records such as social security, driver licenses, and unemployment claims. • Establishes voluntary and court-ordered paternity. • Paternity tests are available. • For help collecting child support, ask about the locations of Field Offices in Region 6 (based on ZIP codes).

Volunteers of America – Financial Opportunity Center

Address: 4808 Yale Street, Houston, TX 77018

Area Served: Houston

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

Contact: Danita Wadley, Program Manager

Phone: 713-460-0781

Fax: 713-460-0988

Email: dwadley@voatx.org

Website: <http://www.voatx.org/financial-opportunity-center>

Local Bus Routes: 40

Ages/Grades Served: Adults ages 18+

Eligibility: Focuses on low-income and moderate-income persons.

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

Onsite at Schools: No

Languages: English

Direct Services: Operates a Financial Opportunity Center that provides financial education and support for financial planning. • Offers financial coaching, financial literacy workshops, and help with filing income taxes. • Also offers job readiness workshops, job skills training and certification, and computer literacy classes.

Wesley Community Center – Financial Opportunity Center

Address: 1410 Lee Street, Houston, TX 77009

Area Served: Greater Houston

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

Contact: Crystal Dozal

Phone: 713-821-8928

Fax: 713-225-3449

Email: cdozal@wesleyhousehouston.org

Website: <http://www.wesleyhousehouston.org/our-agency/foc-financial-opportunity-center>

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

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity, proof of residence, proof of income, and proficiency in English. • Must call for an appointment. • Accepts walk-ins.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides financial education on budgeting and credit repair. • Offers counseling about achieving long-term economic stability, and obtaining safe, low-interest loans. • Helps with job searches, resume writing, interview practice, job fairs, workplace behavior, and making referrals to employers. • Also helps with enrolling in college or technical school or in classes for General Education Development (GED).

West Houston Assistance Ministries

Address: 10501 Meadowglen Lane, Houston, TX 77042

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

Days/Hours: Monday-Friday, 10am-6pm, Saturday, 9am-5pm

Contact: Marianne Spencer, Executive Director

Phone: 713-780-2727

Fax: 713-783-0761

Email: General questions: wham@whamministries.org. • Programs: marianne.spencer@whamministries.org.

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

Local Bus Routes: 25, 82, 161

Ages/Grades Served: All ages

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

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Helps with financial literacy. • Also helps with rent, mortgage, utilities, food, clothing, household items, and prescriptions. • Operates a job lab. • Provides students with back-to-school supplies required for return to the classroom.

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