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# 2019 COMMUNITY RESOURCE GUIDE

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ENGLISH as a SECOND LANGUAGE

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Dr. Grenita Lathan  
Interim Superintendent of Schools

# Houston Independent School District Board of Education

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[www.HoustonISD.org/face](http://www.HoustonISD.org/face)

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## EXECUTIVE SUMMARY

Welcome to the revised and expanded **Houston Independent School District (HISD) Family and Community Engagement (FACE) 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!

**English as a Second Language:**

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31. The Association for the Advancement of Mexican Americans
32. Turner-Provost Institute Adult Education Programs
33. VN TeamWork
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35. YMCA of Greater Houston – Informal Education

	<b>Phone</b>	<b>Ages/Grades Served</b>	<b>Costs</b>	<b>Onsite at Schools</b>	<b>Languages</b>
1	281-669-7633	Adults ages 18+	Costs vary	Yes	English, Spanish
2	713-776-4700 Ext. 209	Adults ages 18+	Free	No	Arabic, Chinese, English, Spanish, others
3	713-686-4400	Adults ages 18+	Free	No	English, Spanish
4	713-667-9400 713-273-3701 713-640-7100 713-380-2260 713-315-6400	Adults ages 18+	Costs vary	No	English, Spanish
5	713-789-4555 713-789-4324	Ages 16-17 and Adults ages 18+	Costs vary	No	Arabic, Bosnian, English, French, Spanish, Swahili, Vietnamese
6	281-530-6888	Adults ages 18+	Costs vary	No	English, Vietnamese
7	713-283-0249	Adults ages 18+	Costs vary	No	English, Spanish
8	713-869-7376	All ages	Free	No	English, Spanish

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
9	713-271-6100	Adults ages 18+	Costs vary	No	Chinese (Cantonese, Mandarin), English, Spanish, Vietnamese
10	832-393-4145 (See profile list.)	Adults ages 18+	Costs vary	No	English, Spanish
11	713-923-2316 Ext. 251 713-773-9900	Adults ages 18+	Costs vary	Yes	English, Spanish
12	713-393-4700	Adults ages 18+	Free	No	English, Spanish
13	713-694-6300 713-692-6216	Adults ages 18+	Costs vary	Yes	English, Spanish
14	281-679-9937	Adults ages 18+	Costs vary	No	English, Spanish
15	281-495-9061	Adults ages 18+	Free	No	English, Spanish
16	713-777-7323 832-917-2010 832-917-2010 713-803-1887	Adults ages 18+	Free	No	English, Spanish
17	713-718-5400	Adults ages 18+	Free	No	English, Farsi, French, German, Khmer, Lao, Russian, Spanish, Thai, Vietnamese
18	832-393-1313	Adults ages 18+	Free	Yes	Arabic, English, Spanish, Vietnamese
19	713-774-2522	Adults ages 18+	Free	No	English, French
20	713-524-4222 Ext. 2	All ages	Costs vary	No	English, Italian
21	713-274-1394	All ages	Costs vary	No	English, Spanish
22	832-537-8249 713-588-1451	Grades 9-12 and Adults ages 18+	Costs vary	No	English, Spanish
23	713-223-1391	Adults ages 18+	Costs vary	No	English, Spanish
24	713-266-8777 281-282-6032	Adults ages 18+	Free	No	English, German, Russian, Spanish
25	713-468-4516 713-574-7536	Adults ages 18+	Costs vary	No	English, Spanish
26	713-454-6464	All ages	Costs vary	No	English, Spanish
27	281-885-4616	Adults ages 18+	Free	Yes	English, Spanish
28	281-542-2020 281-478-3634	Adults ages 18+	Costs vary	No	English, Spanish
29	281-497-4434	All ages	Free	No	English, Spanish
30	800-756-2003	Adults ages 18+	Free	No	English
31	713-929-2330	Adults ages 18+	\$20	Yes	English, French, Spanish
32	832-209-1360	Adults ages 18+	Costs vary	No	English
33	281-495-8936	Adults ages 18+	Free	No	English, Vietnamese
34	713-977-9942 713-780-2727	Adults ages 18+	Costs vary	No	English, Spanish
35	713-659-5566	Adults ages 18+	Costs vary	No	English

**ALAR Institute Inc.**

**Address:** 6420 Richmond Avenue, Houston, TX 77057

**Area Served:** Greater Houston

**Days/Hours:** Monday-Friday, 8am-10pm

**Contact:** Patricia Donatti, Executive Director

**Phone:** 281-669-7633

**Fax:** 281-558-7402

**Email:** [pdonatti@alarnet.org](mailto:pdonatti@alarnet.org)

**Website:** <http://www.alarnet.org/english.html>

**Local Bus Routes:** 25, 47

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

**Eligibility:** No area restrictions.

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

**Onsite at Schools:** Yes. • Offers adult education programs at 51 HISD campuses.

**Languages:** English, Spanish

**Direct Services:** Offers 50 hours of classes for English as a Second Language (ESL). • Also offers classes for Adult Basic Education (ABE), citizenship, computer literacy, General Education Development (GED), parent education, and Spanish as a Second Language (SSL).

### Alliance for Multicultural Community Services

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

**Area Served:** Harris County

**Days/Hours:** Office: Monday-Friday, 8:30am-5pm. • English as a Second Language (ESL) classes: Monday-Thursday, 9am-12pm, 12:30pm-3:30pm, and 5:30pm-8:30pm.

**Contact:** Sandra Buchholz, Community Programs Director

**Phone:** 713-776-4700 Ext. 209

**Fax:** 713-776-4730

**Email:** General questions: [info@allianceontheweb.org](mailto:info@allianceontheweb.org). • Programs: [sbuchholz@allianceontheweb.org](mailto:sbuchholz@allianceontheweb.org).

**Website:** <http://allianceontheweb.org/adult-education>

**Local Bus Routes:** 9, 47, 402

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

**Eligibility:** Requires proof of refugee status and proof of identity. • Clients must have lived in the United States of America for no longer than five years.

**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:** Provides basic to advanced English as a Second Language (ESL) classes with a focus on workforce and job readiness skills. • Offers low-cost childcare during classes. • Also provides refugee resettlement, job counseling and placement, interpreter services, and healthcare access and advocacy.

### AVANCE Houston Inc.

**Area Served:** Houston

Location	Address	Phone	Fax	ESL Days/Hours	Bus Routes
Office	4281 Dacoma Street, Houston, TX 77092	713-812-0033	713-812-9829	Monday-Friday, 8am-5pm	89
Dacoma II Education Center	4301 Dacoma Street, Houston, TX 77092	713-686-4400	713-812-9829	Monday-Thursday, 9am-12pm and 12:30pm-3:30pm	89
Mangum Education Center	4503 Mangum Road, Houston, TX 77092	713-686-4400	713-812-9829	Monday-Thursday, 9am-12pm and 12:30pm-3:30pm	23, 85

**Contact:** Dora Hinjosa, Adult Education Program Coordinator

**Email:** General questions: [info@avancehouston.org](mailto:info@avancehouston.org). • Programs: [DHinjosa@avancehouston.org](mailto:DHinjosa@avancehouston.org).

**Website:** <http://www.avancehouston.org/esl-english-as-a-second-language>

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

**Eligibility:** Requires proof of identity, proof of residence, and an application. • Classes are for adults who have children in AVANCE programs. • Accepts walk-ins.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers basic, intermediate, and multilevel English as a Second Language (ESL) classes. • Offers classes for Adult Basic Education (ABE) and General Education Development (GED). • Also offers child education, early childhood education, fatherhood education, and parent education.

### BakerRipley

**Area Served:** Houston

Location	Address	Phone	Days/Hours	Bus Routes
Office	4500 Bissonnet Street, Suite 200, Bellaire, TX 77401	713-667-9400	Monday-Friday, 9am-5pm	33, 65
Baker-Ripley	6500 Rookin Street, Houston, TX 77074	713-273-3701	Monday-Friday, 8am-9pm, Saturday, 10am-4pm	9, 47, 402
Harbach-Ripley	6225 Northdale Street, Houston, TX 77087	713-640-7100	Monday 9am-7pm, Tuesday, 9am- 6pm, Wednesday, 9am-7pm, Thursday-Friday, 9am-6pm	50, 73
Leonel Castillo	2101 South Street, Houston, TX 77009	713-380-2260	Monday-Friday, 9am-8pm, Saturday, 9am-2pm	700 (METRO rail), 44, 66
Ripley House	4410 Navigation Boulevard, Houston, TX 77011	713-315-6400	Monday-Friday, 8am-8pm, Saturday, 8am-2pm	20, 29, 80

**Contact:** Claudia Aguirre-Vasquez, Senior Vice President and Chief Program Officer

**Fax:** 713-669-5236

**Email:** [president@bakerripley.org](mailto:president@bakerripley.org)

**Website:** <http://www.bakerripley.org/locations>

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

**Eligibility:** Requirements vary by program. • Call to ask about specific requirements.

**Costs:** Costs vary. • Centers charge nominal fees for classes and programs; a membership fee of \$100 provides access. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers classes for English as a Second Language (ESL). • Also offers classes for Adult Basic Education (ABE), computer literacy, and General Education Development (GED). • Also offers Head Start, youth clubs, after-school programs, summer day programs, immigration and citizenship services, nutrition education, and community gardens.

### Bilingual Education Institute

**Address:** 6060 Richmond Avenue, Suite 180, Houston, TX 77057

**Area Served:** Harris County

**Days/Hours:** Monday-Friday, 8am-9pm and Saturday, 9am-12pm

**Contact:** Gordana Arnautovic, Executive Director

**Phone:** General questions: 713-789-4555. • Programs: 713-789-4324.

**Fax:** 713-789-4541

**Email:** [bei@bei.edu](mailto:bei@bei.edu)

**Website:** <https://www.bei.edu/non-profit/literacy-english-program>

**Local Bus Routes:** 25, 32

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

**Eligibility:** Requires proofs of residence and of refugee status. • Must be ages 16+ and must have lived in the United States of America for no longer than five years. • Accepts walk-ins.

**Costs:** Costs vary. • Tuition for English as a Second Language (ESL) classes starts at \$1,535 plus registration and other fees. • Some English as a Second Language (ESL) and civics classes are free to eligible students who have a qualifying immigration or refugee status. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** Arabic, Bosnian, English, French, Spanish, Swahili, Vietnamese

**Direct Services:** Provides intensive, morning, and evening English as a Second Language (ESL) and non-English language course options. • Offers students a place to engage in conversation, drama, and creative writing projects to support language skills development in a non-threatening environment. • Offers English for Special Purposes (ESP) classes for business English, English for work, life skills English, and vocational English. • Also offers cultural orientation workshops.

### Boat People SOS Houston

**Address:** 11360 Bellaire Boulevard, Suite 910, Houston, TX 77072

**Area Served:** Greater Houston

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

**Contact:** Trish Nguyen

**Phone:** 281-530-6888

**Fax:** 281-530-6838

**Email:** General questions: [info@bpsos.org](mailto:info@bpsos.org). • Programs: [trish.nguyen@bpsos.org](mailto:trish.nguyen@bpsos.org).

**Website:** <http://www.bpsos.org/bpsos-houston>

**Local Bus Routes:** 2, 161

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

**Eligibility:** Focuses on immigrant and refugee families. • Some services require proof of income, proof of identity, and proof of residence.

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

**Onsite at Schools:** No

**Languages:** English, Vietnamese

**Direct Services:** Offers English as a Second Language (ESL) classes in its workforce development program. • Also advocates for immigrants and helps in the filing of several immigration forms, family and affianced sponsorships, and permanent resident or citizenship applications. • Provides case management and legal representation to immigrant victims of domestic violence.

### Brighter Future Inc.

**Address:** 2521 Broadway Street, Houston, TX 77012

**Area Served:** Greater Houston

**Days/Hours:** No fixed hours

**Contact:** Not available

**Phone:** 713-283-0249

**Fax:** 713-283-0249

**Email:** [brighterfutureinc@hotmail.com](mailto:brighterfutureinc@hotmail.com)

**Website:** <http://brighterfutureinc.com/index.html>

**Local Bus Routes:** 50, 73

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

**Eligibility:** No area restrictions.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers classes for English as a Second Language (ESL).

### Casa Juan Diego

**Address:** 4818 Rose Street, Houston, TX 77007

**Area Served:** Houston

**Days/Hours:** Monday-Saturday, 9am-4pm

**Contact:** Mark Zwick and Louise Zwick

**Phone:** 713-869-7376

**Fax:** Not available



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

**Website:** <http://cid.org/about/what-is-casa-juan-diego>

**Local Bus Routes:** 27, 71, 85

**Ages/Grades Served:** All ages

**Eligibility:** Must be an immigrant, a refugee, or a low-income person.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers help with English as a Second Language (ESL), food, and clothing for guests at its house of hospitality. • Helps immigrant women and children, particularly pregnant or physically battered women and their children. • Helps women whose husbands have been deported.

### Chinese Community Center of Houston

**Address:** 9800 Town Park Drive, Houston, TX 77036

**Area Served:** Houston

**Days/Hours:** Office: Monday-Friday, 8:30am-5pm. • English as a Second Language (ESL) classes: Monday-Thursday, 9am-4pm and Monday, Wednesday, and Thursday, 6pm-9pm.

**Contact:** Ben Lind

**Phone:** 713-271-6100

**Fax:** 713-271-3713

**Email:** General questions: [info@ccchouston.org](mailto:info@ccchouston.org). • Programs: [lind@ccchouston.org](mailto:lind@ccchouston.org).

**Website:** <http://ccchouston.org/esl>

**Local Bus Routes:** 46, 152, 402

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

**Eligibility:** No area restrictions.

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

**Onsite at Schools:** No

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

**Direct Services:** Provides classes for English as a Second Language (ESL) at basic to advanced levels. • Offers after-school tutorials, individual and group counseling, a child development program, field trips and recreation, and a summer camp whose focus is to deter gang activity and delinquency. • Offers a monthly parenting workshop. • Focuses on cultural awareness and adjusting to a new environment.

### City of Houston – Multi-Service Centers

**Area Served:** Houston

Location	Address	Phone	ESL Days/Hours	Bus Routes
Denver Harbor	6402 Market Street, Houston, TX 77020	832-395-0895	Monday-Friday, 8am-9pm	11, 48, 80
Hiram Clarke	3810 West Fuqua Street, Houston, TX 77045	832-393-4200	Monday-Wednesday, 9:30am-1:30pm	14
Magnolia	7037 Capitol Street, Houston, TX 77011	832-395-3380	Monday-Thursday, 9am-12pm and 1pm-5pm	20, 50
Southwest	6400 High Star Drive, Houston, TX 77074	832-395-9900	Tuesday-Thursday, 9am-12pm and 6pm-8:30pm	9, 47

**Contact:** Denver Harbor: Jesse Rodriguez. • Hiram Clark: Corey Garrett. • Magnolia: Miguel Leijja, Jr. • Southwest: Sandra Rodriguez.

**Fax:** Denver Harbor: 832-395-0923. • Hiram Clark: 832-393-4265. • Magnolia: 832-395-3437. • Southwest: 832-395-9951.

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

**Website:** <http://www.houstontx.gov/health/MS>

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

**Eligibility:** Access to services may require proof of identity, proof of residence, and proof of income. • Call to ask the specific multi-service center about its specific programs related to English as a Second Language (ESL).

**Costs:** Costs vary. • Some services are no cost, others are low cost. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Services vary by location. • Centers offer varying combinations of classes for Adult Basic Education (ABE), adult literacy, computer literacy, English as a Second Language (ESL), General Education Development (GED), and job readiness.

### Community Family Centers

**Area Served:** Houston

Location	Address	Phone	Days/Hours	Bus Routes
Community Family Centers	7524 Avenue E, Houston, TX 77012	713-923-2316	Monday-Thursday, 9am-12pm and 6pm-9pm, Friday, 9am-12pm	20, 50
American International University	9999 Richmond Avenue, Houston, TX 77042	713-773-9900	Monday-Thursday, 1:30pm- 4:30pm	47, 152, 153

**Contact:** Sureya Garcia, Adult Education Coordinator

**Fax:** 713-923-4243

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

**Website:** <http://www.communityfamilycenters.org/education.php>

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

**Eligibility:** Requires program registration and taking a locator test. • Requires photographic identification (photo ID), proof of identity, and proof of address. • Accepts walk-ins.

**Costs:** Costs vary. • Registration is \$20. • Class tuition itself is free. • Call to ask about specific costs.

**Onsite at Schools:** Yes. • Youth programs are at two HISD high schools. • School-based services are at 18 HISD schools.

**Languages:** English, Spanish

**Direct Services:** Offers four levels of classes for English as a Second Language (ESL). • Offers classes for Adult Basic Education (ABE), General Education Development (GED), and parent education. • Also offers counseling, college readiness, dropout prevention. • Provides emergency food assistance, health screenings, immunizations, translation services, and referral services. • Also provides summer programs, youth programs, and a sports and recreation center.

### Gulf Coast Community Services Association Inc.

**Address:** 9320 Kirby Drive, Houston, TX 77054

**Area Served:** Harris County

**Days/Hours:** Office: Monday-Friday, 8am-5pm. • English as a Second Language (ESL) classes: Monday-Thursday, 8:30am-3pm and 5pm-9pm.

**Contact:** Sue Kriegel, Executive Assistant

**Phone:** 713-393-4700

**Fax:** 713-343-8701

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

**Website:** <http://www.gccsa.org/adult-education-and-literacy/eslss>

**Local Bus Routes:** 700 (METRO rail), 8

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

**Eligibility:** Requires proof of identity, proof of residence in Harris County, and proof of income.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides classes for computer literacy, computer skills, conversational Spanish, English as a Second Language (ESL), and General Education Development (GED).

### Harris County Department of Education

**Address:** 6300 Irvington Boulevard, Houston, TX 77022

**Area Served:** Harris County

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

**Contact:** Eduardo Honold, Adult Education Director

**Phone:** General questions: 713-694-6300. • Programs: 713-692-6216.

**Fax:** 713-696-8258 or 713-696-8294

**Email:** General questions: [adult-education@hcde-texas.org](mailto:adult-education@hcde-texas.org). • Programs: [ehonold@hcde-texas.org](mailto:ehonold@hcde-texas.org).

**Website:** <http://www.hcde-texas.org/who-we-are/divisions-and-leadership/adult-education>

**Local Bus Routes:** 700 (METRO rail), 79

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

**Eligibility:** Must register in person. • Requires proof of identity. • Requires registration on a first come, first served basis.

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

**Onsite at Schools:** Yes. • Offers after-school enrichment in HISD and other school districts in Harris County.

**Languages:** English, Spanish

**Direct Services:** Offers classes for adult English as a Second Language (ESL) at 16 locations. • Also offers classes for adult literacy, computer literacy, and General Education Development (GED).

### Hispanic Counseling Center

**Area Served:** Harris County

Location	Address	Phone	Fax	Bus Routes
North	4625 North Freeway, Suite 207, Houston, TX 77022	281-679-9937	281-679-9982	36, 56
Southwest/West	14780 Memorial Drive, Suite 206, Houston, TX 77079	281-679-9937	281-679-9982	162

**Days/Hours:** Office: Monday-Friday, 10am-8pm, Saturday-Sunday, 8am-8pm. • English as a Second Language (ESL) classes: Sunday, 10:30am-2:30pm.

**Contact:** Francisco Villalobus, Executive Director

**Email:** [info@hispaniccounselingcenter.com](mailto:info@hispaniccounselingcenter.com)

**Website:** <http://www.hispaniccounselingcenter.com/index.php/esl>

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

**Eligibility:** No area restrictions. • Classes are open enrollment. • Adults can start attending at any time.

**Costs:** Costs vary. • Four-hour English as a Second Language (ESL) classes are \$25 per session or \$375 for 15 sessions. • Charges fees on a sliding scale based on income, if a referral requests it. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers classes for English as a Second Language (ESL). • Also offers classes for anger management and parent education and offers outpatient therapy.

### House of Amos Inc.

**Address:** 8030 Boone Road, Houston, TX 77072

**Area Served:** Houston: Southwest

**Days/Hours:** Monday-Thursday, 9am-12pm, Saturday, 9am-12pm

**Contact:** Mary Kutka, Literacy Director

**Phone:** 281-495-9061

**Fax:** Not available

**Email:** [houseofamos@houseofamos.org](mailto:houseofamos@houseofamos.org)

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

**Local Bus Routes:** 4, 161

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

**Eligibility:** Requires proof of identity and proof of residence.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers classes for English as a Second Language (ESL). • Also offers classes for Adult Basic Education (ABE), citizenship, and computer skills, and provides child immunizations and help with food. • Provides intake and referrals for General Education Development (GED) classes, skills training, counseling, the Special Supplemental Nutrition Program for Women Infants and Children (WIC), the Supplemental Nutrition Assistance Program (SNAP), and financial help.

### Houston Center for Literacy

**Area Served:** Greater Houston

Location	Address	Phone	Contact	Bus Routes
Office	2401 Portsmouth Street, Houston, TX 77098	713-777-7323	KaNeesha Allen, Program Coordinator	25, 27
Magnolia	7037 Capitol Street, Suite A, Houston, TX 77011	832-917-2010	Dora Alim, Teacher Aide	20, 50
San Jose	2615 Fannin Street, Houston, TX 77002	713-803-1887	Olga Rojas, Instructional Coordinator	700 (METRO rail), 54, 82, 85
Southwest	6856 Bellaire Boulevard, Houston, TX 77074	832-917-2010	Doris Larry, Lead Learning Center Manager	2, 9, 47

**Days/Hours:** Monday-Thursday, 8am-5pm and Friday, 8am-12pm

**Fax:** 713-640-8247

**Email:** Office: [kaneesha.allen@houliteracy.org](mailto:kaneesha.allen@houliteracy.org). • Magnolia: [dora.alim@houliteracy.org](mailto:dora.alim@houliteracy.org). • San Jose: [olga.rojas@houliteracy.org](mailto:olga.rojas@houliteracy.org). • Southwest: [doris.larry@houliteracy.org](mailto:doris.larry@houliteracy.org).

**Website:** <http://www.houliteracy.org/AllPrograms.aspx>

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

**Eligibility:** Must meet age requirements.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides English as a Second Language (ESL) classes for adult non-native speakers. • Also provides classes for Adult Basic Education (ABE), computer skills, family literacy, financial education, and General Education Development (GED). • Operates three adult literacy demonstration centers.

### Houston Community College System

**Address:** 3100 Main Street, BD07, BD08, BD09, Houston, TX 77002

**Area Served:** Harris County

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

**Contact:** David Joost

**Phone:** 713-718-5400

**Fax:** 713-718-7617 or 713-718-5377

**Email:** General questions: [hcc.adulteducation@hccs.edu](mailto:hcc.adulteducation@hccs.edu). • Programs: [david.joost@hccs.edu](mailto:david.joost@hccs.edu).

**Website:** <http://www.hccs.edu/continuing-education/departments/languages/esl>

**Local Bus Routes:** 700 (METRO rail), 82, 85

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

**Eligibility:** Refugee program requires status as a refugee.

**Costs:** Free

**Onsite at Schools:** Yes. • Offers Adult Basic Education at 12 HISD schools among its 40 area locations.

**Languages:** English, Farsi, French, German, Khmer, Lao, Russian, Spanish, Thai, Vietnamese

**Direct Services:** Offers classes for English as a Second Language (ESL). • Also offers classes for Adult Basic Education (ABE) and General Education Development (GED). • Refugee program also provides workplace literacy, and help with employment status and legal needs.

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### Houston Public Library

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**Address:** 500 McKinney Street, Houston, TX 77002

**Area Served:** Houston

**Days/Hours:** Monday-Thursday, 10am-8pm, Friday-Saturday, 10am-5pm, Sunday, 1pm-5pm

**Contact:** Rhea Lawson, Executive Director

**Phone:** 832-393-1313

**Fax:** Not available

**Email:** Not available

**Website:** <http://houstonlibrary.org/research/resources-by-category/250>

**Local Bus Routes:** 40, 85, 161, 214

**Ages/Grades Served:** General Resources: All ages. • English as a Second Language (ESL) courses: Adults ages 18+.

**Eligibility:** Requires a Houston Public Library card. • Call for specific hours at a specific branch library.

**Costs:** Free

**Onsite at Schools:** Yes. • Schools may arrange visits of the HPL Mobile Express computer-training lab. • HPL Mobile Express Lab supports literacy, enrichment, homework help, and after-school programs. • HPL Mobile Express Lab supports English as a Second Language (ESL) classes. • HPL Mobile Express Lab also supports access to technology, computer training, library card registration, and workforce development.

**Languages:** Arabic, English, Spanish, Vietnamese

**Direct Services:** Offers online resources for English as a Second Language (ESL). • Provides a searchable online database of library events organized by age group, library, and event type. • Operates a system of 31 Neighborhood Libraries, four Regional Libraries, three Special Collection Libraries, four Express Libraries, the HPL Mobile Express, the satellite library located at the Children's Museum of Houston, and the Central Library.

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### IEDA Relief Houston

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**Address:** 10101 Fondren Road, Suite 570, Houston, TX 77096

**Area Served:** Greater Houston

**Days/Hours:** Office: Monday-Friday, 9am-6pm. • English as a Second Language (ESL) classes: Monday-Thursday, 10am-12pm and 6pm-8pm, Friday, 10am-12pm.

**Contact:** Timothy Mukule

**Phone:** 713-774-2522

**Fax:** Not available

**Email:** [timothym@iedareief.org](mailto:timothym@iedareief.org)

**Website:** <http://iedareief.org/where-we-work/us-houston>

**Local Bus Routes:** 10, 63, 68

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

**Eligibility:** Must be a refugee, new immigrant, asylum seeker, or indigent person.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, French

**Direct Services:** Offers classes for English as a Second Language (ESL). • Also offers classes for citizenship, and driver education. • Offers computer literacy classes for basic skills and Microsoft Office applications.

## Italian Cultural and Community Center

**Address:** 1101 Milford Street, Houston, TX 77006

**Area Served:** Greater Houston

**Days/Hours:** Office: Monday-Friday, 9:30am-5pm. • English as a Second Language (ESL) classes: Monday, 6:30pm-8:30pm, Thursday, 6:30pm-8:30pm.

**Contact:** Katia Copia, Language School Coordinator

**Phone:** 713-524-4222, Ext. 2

**Fax:** 713-524-6121

**Email:** [school@iccchouston.com](mailto:school@iccchouston.com)

**Website:** <http://www.iccchouston.com/italian-school/language-education/english-as-a-second-language-esl-program>

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

**Ages/Grades Served:** All ages

**Eligibility:** Requires registration for classes. • Focuses on persons of Italian language backgrounds.

**Costs:** Costs vary. • A five-week course is \$120. • Memberships are \$50-\$75 per year. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Italian

**Direct Services:** Offers classes for English as a Second Language (ESL). • Combines conversational English and cultural awareness. • Also offers cultural enrichment courses in Italian cinema, Italian cooking, Italian language, and other aspects of Italian culture.

## Julia C. Hester House Inc.

**Address:** 2020 Solo Street, Houston, TX 77020

**Area Served:** Houston ZIP Codes: 77020 and 77026

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

**Contact:** Daisy Stiner, Executive Director

**Phone:** 713-274-1394

**Fax:** 713-676-2398

**Email:** Not available

**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. • Requires registration for classes.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers classes for English as a Second Language (ESL) and financial literacy. • 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 the After School Achievers program.

## La Raza United – Texas Multicultural Institute

**Address:** 7037 Capitol Street, Suite E221, Houston, TX 77011

**Area Served:** Houston: East End

**Days/Hours:** Office: Monday-Thursday, 8:30am-8:30pm, Friday, 8:30pm-3:30pm. • Intensive English classes: Either Monday and Wednesday or Tuesday and Thursday, 9am-11:30am, 12:30pm-3:30pm, and 6pm-8:30pm.

**Contact:** Luis Garcia-Alvarez, President and Chief Executive Officer

**Phone:** 832-537-8249 or 713-588-1451

**Fax:** Not available

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

**Website:** <http://www.larazaunited.org/our-programs>

**Local Bus Routes:** 20, 50

**Ages/Grades Served:** Grades 9-12 and adults ages 18+

**Eligibility:** Requires an application and proof of identity. • Requires taking a locator test if a course requires one. • Serves low- to moderate-income communities with high numbers of Latinos and African Americans.

**Costs:** Costs vary. • Access to classes is \$30 per month; the Institute may waive the fee for persons who cannot afford it. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers classes for English as a Second Language (ESL). • Provides classes for computer literacy and General Education Development (GED). • Also offers handicrafts and job skills.

### Latino Learning Center Inc.

**Address:** 3522 Polk Street, Houston, TX 77003

**Area Served:** Houston: East End

**Days/Hours:** Office: Monday-Thursday, 8am-10pm and Friday, 8am-5pm. • English as a Second Language (ESL) classes: Monday-Thursday, 9am-9pm.

**Contact:** Angela Martinez

**Phone:** 713-223-1391

**Fax:** 713-222-2338

**Email:** General questions: [office@latinolearningcenter.org](mailto:office@latinolearningcenter.org). • Programs: [coordinator@latinolearningcenter.org](mailto:coordinator@latinolearningcenter.org).

**Website:** <http://latinolearningcenter.org/esl>

**Local Bus Routes:** 29, 40, 41

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

**Eligibility:** Requires proof of identity, proof of residence, and proof of citizenship or permanent residence. • Must have completed high school.

**Costs:** Costs vary. • English as a Second Language (ESL) classes are \$250 per 12-week session. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides classes for English as a Second Language (ESL). • Also provides technology training, and classes for General Education Development (GED), literacy, and workforce development.

### Literacy Advance of Houston Inc.

**Area Served:** Greater Houston

Location	Address	Phone	Fax	Days/Hours	Bus Routes
Main Campus	2424 Wilcrest Drive, Suite 120, Houston, TX 77042	713-266-8777	713-266-8889	Monday-Thursday, 8am-8pm, Friday, 9am-12pm, Saturday, 9am-3pm	82, 161
Bay Area Campus	1300A Bay Area Boulevard, Houston, TX 77058	281-282-6032	281-282-6013	Monday-Thursday, 9am-7pm	249

**Contact:** Kathryn Bauchelle, Program Director

**Email:** General questions: [info@literacyadvance.org](mailto:info@literacyadvance.org). • Enrollment: [students@literacyadvance.org](mailto:students@literacyadvance.org).

**Website:** [http://www.literacyadvance.org/Take\\_Classes](http://www.literacyadvance.org/Take_Classes)

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

**Eligibility:** Requires proof of residence in Houston and completing a two-hour orientation session. • Serves any native language background.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, German, Russian, Spanish

**Direct Services:** Provides classes for English as a Second Language (ESL). • ESL sessions last either 12 weeks or 16 weeks. • Also provides adult literacy, computer literacy, and workforce development programs.

### 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:** Office: Monday-Friday, 9am-4pm. • English as a Second Language (ESL) classes: Monday-Friday, 9am-9pm.

**Contact:** Pete Zagone, English as a Second Language (ESL) and Citizenship Program Manager

**Phone:** 713-468-4516

**Fax:** 713-468-4702

**Email:** [pzagone@maministries.org](mailto:pzagone@maministries.org)

**Website:** <http://www.maministries.org/english>

**Local Bus Routes:** 26

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

**Eligibility:** Requires proof of identity and proof of residence.

**Costs:** Costs vary. • Each course is \$30 for books, materials, and exam fees. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

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

### Mission Milby Community Development Corporation

**Address:** 2220 Broadway Street, Houston, TX 77012

**Area Served:** Houston: East End

**Days/Hours:** English as a Second Language (ESL) classes: Tuesday-Thursday, 9am-12pm.

**Contact:** Maria Aguilar, Program Director

**Phone:** 713-454-6464

**Fax:** Not available

**Email:** Not available

**Website:** <http://www.missionmilby.org/programs.html>

**Local Bus Routes:** 50, 73

**Ages/Grades Served:** All ages

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

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers classes for English as a Second Language (ESL) and General Education Development (GED). • Also offers computer and Internet instruction, open computer labs, and free wireless Internet access.

### Northwest Assistance Ministries

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

**Area Served:** Harris County. • Some services restricted by ZIP code to: 77014, 77032, 77038, 77050, 77060, 77066, 77067, 77068, 77069, 77070, 77073, 77086, 77090, 77373, 77379, 77386, 77388, and 77389.

**Days/Hours:** Monday, 9am-4pm, Tuesday, 9am-8:30pm, Wednesday-Friday, 9am-4pm

**Contact:** Becky Landes, Vice President of Program Services

**Phone:** General questions: 281-885-4555. • Learning center: 281-885-4616.

**Fax:** 281-583-5616



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

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

**Local Bus Routes:** 86

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

**Eligibility:** Requires proof of residence. • Must live in the service area. • Requires registration for courses. •

Classes are open to all Houston residents.

**Costs:** Free

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

**Languages:** English, Spanish

**Direct Services:** Provides classes for English as a Second Language (ESL). • Offers classes for adult literacy, computer literacy, financial education, and General Education Development (GED). • Also offers job search and citizenship/naturalization seminars and a health clinic. • Helps with basic needs (clothing, shelter, energy bills, and transportation).

### San Jacinto College

**Area Served:** Greater Houston

Location	Address	Office Days/Hours	ESL Days/Hours	Bus Routes
Central Campus	8060 Spencer Highway, Room C-1.128, Pasadena, TX 77505	Monday-Thursday, 8am-6:30pm, Friday, 8am-4:30pm	Monday-Thursday, 9am-12:30pm and 6pm-9:30pm	Not available
North Campus	5800 Uvalde Road, Room N-12.212, Houston, TX 77049	Monday-Thursday, 8am-6:30pm, Friday, 8am-4:30pm	Monday-Thursday, 9am-12:30pm and 6pm-9:30pm	Not available
South Campus	13735 Beamer Road, Room S-8.1052, Houston, TX 77089	Monday-Thursday, 8am-6:30pm, Friday, 8am-4:30pm	Monday-Thursday, 9am-12:30pm and 6pm-9:30pm	88

**Contact:** Rachel Tompkins

**Phone:** General questions: 281-542-2020. • Programs: 281-478-3634.

**Fax:** Not available

**Email:** Registration: [registration.cpd@sjcd.edu](mailto:registration.cpd@sjcd.edu). • Programs: [Rachel.Tompkins@sjcd.edu](mailto:Rachel.Tompkins@sjcd.edu).

**Website:** <http://www.sanjac.edu/continuing-professional-development/esl-english-second-language>

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

**Eligibility:** Requires registration for courses and tutorials.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers nine levels of English as a Second Language (ESL) courses and tutorials.

### Saint John Vianney Social Services

**Address:** 625 Nottingham Oaks Trail, Houston, TX 77079

**Area Served:** Houston

**Days/Hours:** Office: Monday-Friday, 8:30am-5pm. • English as a Second Language (ESL) classes: Tuesday, 7pm-9pm, Thursday, 7pm-9pm. • Food Pantry: Monday, 9am-12pm, Wednesday, 9am-12pm, Friday, 9am-12pm.

**Contact:** Glorivel Rivas

**Phone:** 281-497-4434

**Fax:** 281-584-2024

**Email:** [svj@stjohnvianney.org](mailto:svj@stjohnvianney.org)

**Website:** <http://www.stjohnvianney.org/ministries/social-services/english-as-a-second-language>

**Local Bus Routes:** 67, 162

**Ages/Grades Served:** All ages

**Eligibility:** Requires registration for classes. • Requires a placement test for new students.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers basic to advanced levels of classes for English as a Second Language (ESL). • Also provides clothing assistance and a food pantry. • Conducts monthly food drives.

### Teaching House

**Address:** 6060 Richmond Avenue, Suite 180, Houston, TX 77057

**Area Served:** Greater Houston

**Days/Hours:** Office: Monday-Thursday, 7:30am-5:30pm, Friday, 7:30am-4pm. • English as a Second Language (ESL) classes: Monday-Friday, 1pm-3pm.

**Contact:** Not available

**Phone:** 800-756-2003

**Fax:** Not available

**Email:** General questions: [info@teachinghouse.com](mailto:info@teachinghouse.com). • Programs: [englishclasses@teachinghouse.com](mailto:englishclasses@teachinghouse.com).

**Website:** <http://www.teachinghouse.com/houston/free-english-classes>

**Local Bus Routes:** 25, 32, 82

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

**Eligibility:** Requires registration and a refundable \$40 deposit.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Offers classes for two levels of intermediate English as a Second Language (ESL).

### The Association for the Advancement of Mexican Americans

**Area Served:** Greater Houston

Location	Address	Days/Hours	Bus Routes
Main Campus	6001 Gulf Freeway, Building C-5, Houston, TX 70023	Monday-Thursday, 9am-1pm, 6pm-9pm	40, 28
Cathedral of Saint Matthews	9101 Airline Drive, Houston, TX 77037	Monday-Thursday, 9am-1pm	56
Sanchez Charter School North	406 East Rittenhouse Street, Houston, TX 77076	Monday-Thursday, 6pm-9pm	40, 56, 79

**Contact:** Amber Edmonson, Outreach Specialist

**Phone:** 713-929-2330

**Fax:** 713-926-8235

**Email:** General questions: [aama@aama.org](mailto:aama@aama.org). • Programs: [aedmonson@aama.org](mailto:aedmonson@aama.org).

**Website:** <http://www.aama.org/adult-education>

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

**Eligibility:** Requires proof of identity. • Requires registering for classes, attending an orientation, and taking a placement test.

**Costs:** Costs vary. • Registration is \$20 per semester. • Call to ask about specific costs.

**Onsite at Schools:** Yes. • Operates a six-week resiliency program in seven HISD elementary schools.

**Languages:** English, French, Spanish

**Direct Services:** Offers classes for English as a Second Language (ESL) and General Education Development (GED). • During classes, provides childcare for children ages 3-5.

## Turner-Provost Institute Adult Education Programs

**Address:** 4300 North Shepherd Drive, Houston, TX 77018

**Area Served:** Greater Houston

**Days/Hours:** Office: Saturday-Sunday, 3pm-5pm. • English as a Second Language (ESL) classes: Saturday-Sunday, 3pm-5pm.

**Contact:** Veronica Turner-Provost, Executive Director

**Phone:** 832-209-1360

**Fax:** Not available

**Email:** Not available

**Website:** <http://www.turner-provostinstitute.com/services>

**Local Bus Routes:** 27, 36, 44

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

**Eligibility:** Requires registration for classes.

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

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Based at the St. Matthews United Methodist Church, offers classes for English as a Second Language (ESL). • ESL classes cover English conversation, grammar, listening comprehension, reading, vocabulary, and writing. • Also offers classes for General Education Development (GED).

## VN TeamWork

**Address:** 11210 Bellaire Boulevard, Suite 118, Houston, TX 77072

**Area Served:** Greater Houston

**Days/Hours:** Monday-Friday, 10am-6pm

**Contact:** Michael Cao-My Nguyen, Executive Director

**Phone:** 281-495-8936

**Fax:** 281-495-8938

**Email:** [hiepluc@vn teamwork.org](mailto:hiepluc@vn teamwork.org)

**Website:** <http://www.vnteamwork.org/english-as-second-language>

**Local Bus Routes:** 75

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

**Eligibility:** Primarily serves low-income to moderate-income persons including recent immigrants, refugees, relocated disaster evacuees, and dislocated workers. • Accepts walk-ins.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Vietnamese

**Direct Services:** Provides classes for English as a Second Language (ESL). • Offers classes for citizenship and computer skills. • Offers help with immigration, legalization, and naturalization.

## West Houston Assistance Ministries

**Address:** 10501 Meadowglen Lane, Houston, TX 77042

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

**Days/Hours:** Office: Monday-Friday, 10am-1pm. • English as a Second Language (ESL) classes: Tuesday-Thursday, 5:30pm-8pm.

**Contact:** Marianne Spencer, Executive Director

**Phone:** Office: 713-977-9942. • English as a Second Language (ESL) classes: 713-780-2727 Ext. 401.

**Fax:** 713-783-0761

**Email:** General questions: [wham@whaministries.org](mailto:wham@whaministries.org). • Programs: [employmentservice@whaministries.org](mailto:employmentservice@whaministries.org).

**Website:** <http://whaministries.org/employment-services/esl-program>

**Local Bus Routes:** 25, 82, 161

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

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

**Costs:** Costs vary. • Registration is \$15. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers classes for English as a Second Language (ESL) and adult literacy. • Operates a food pantry. • Helps with clothing, household items, rent, mortgage, transportation, utilities, and prescriptions. • Operates a job lab. • Provides students with back-to-school supplies they need to return to the classroom.

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### YMCA of Greater Houston

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**Address:** 2600 North Loop West, Suite 330, Houston, TX 77092

**Area Served:** Greater Houston

**Days/Hours:** Monday-Thursday, 3pm-5pm

**Contact:** Shawn Borzalleri, Vice President of Programs

**Phone:** 713-659-5566

**Fax:** 713-339-9015

**Email:** [shawnb@ymcahouston.org](mailto:shawnb@ymcahouston.org)

**Website:** <https://www.ymcahouston.org/ymca-international/volunteer>

**Local Bus Routes:** 89

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

**Eligibility:** Must meet age requirements.

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

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Offers English as a Second Language (ESL) tutoring for adults who are refugees, asylees, or victims of human trafficking.

## 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)