
2019 COMMUNITY RESOURCE GUIDE

DOMESTIC VIOLENCE PREVENTION



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EXECUTIVE SUMMARY

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

Structure and Organization

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

Methods Used

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

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

Disclaimer

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

Evaluation Form

A two-page Product Evaluation Form appears at the end of the PDF version of the **Guide** and at the end of each of its topic briefs. We would welcome your feedback!

DOMESTIC VIOLENCE PREVENTION

Domestic Violence Prevention:

1. Aid to Victims of Domestic Abuse
2. Attorney General of Texas
3. Casa Juan Diego
4. DAYA Inc.
5. ESCAPE Family Resource Center
6. Family Time Crisis and Counseling Center
7. Girls Incorporated Houston – Project BOLD
8. Harris County Domestic Violence Coordinating Council
9. Harris County Sheriff’s Office – Victims Assistance Unit
10. Houston Area Women’s Center
11. Houston Police Department – Family Violence Unit
12. Montrose Center
13. Northwest Assistance Ministries
14. Texas Advocacy Project
15. Texas Association Against Sexual Assault
16. The Bridge Over Troubled Waters Inc.
17. The Salvation Army of Greater Houston Area Command – Family Residence
18. Victim’s Assistance Centre Inc.

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-224-9911	All ages	Costs vary	Yes	English, Spanish
2	512-460-6261	All ages	Free	No	English, Spanish
3	713-869-7376	All ages	Free	No	English, Spanish
4	713-842-7222	All ages	Free	No	Assamese, Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Nepali, Punjabi, Sindhi, Tamil, Telugu, Tulu, Urdu
5	713-942-9500	Adults ages 18+	Costs vary	No	English, Spanish
6	281-446-2615	All ages	Free	No	English
7	713-802-2260	Ages 6-18	Costs vary	Yes	English, Spanish
8	281-400-3680	All ages	Free	No	English
9	713-274-9172	All ages	Free	No	English, Spanish
10	713-528-6798	Ages 5-17 and Adults ages 18+	Free	No	English, Spanish, others
11	713-308-1100 281-405-6460 713-731-5960 281-584-4900	All ages	Free	No	English, Spanish
12	713-529-0037 713-529-3211	Ages 13-17 and Adults ages 18+	Costs vary	Yes	English, Spanish, Vietnamese
13	888-750-4673 281-885-4673	Adults ages 18+	Costs vary	Yes	English, Spanish
14	800-374-4673	All ages	Free	No	English, Spanish
15	512-474-7190	All ages	Free	No	English, Spanish
16	713-494-7238 713-472-0753	All ages	Free	Yes	English, Spanish
17	713-650-6530	Adults ages 18+	Free	No	English
18	713-274-7391	All ages	Costs vary	No	English, Spanish

Aid to Victims of Domestic Abuse

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

Area Served: Harris County

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

Contact: Maisha Colter, Director of Legal Advocacy Program

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

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

Email: MaishaC@avda-tx.org

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

Local Bus Routes: 700 (METRO rail), 161, 162, 214, 216, 219

Ages/Grades Served: All ages

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

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

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

Languages: English, Spanish

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

Attorney General of Texas

Address: 300 West 15th Street, Austin, TX 78701

Area Served: Texas

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

Contact: Noelita Lugo, Family Initiatives

Phone: 512-460-6261

Fax: 512-475-2994

Email: Not available

Website: <https://www.texasattorneygeneral.gov/cvs/domestic-violence-a-personal-safety-plan>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: Online resources are available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Presents a checklist for a Domestic Violence Personal Safety Plan. • Provides lists of what to do in specific situations: during an explosive incident, when preparing to leave, when someone has a protective order, and when at home, on the job, and in public. • Also provides lists of what someone who is escaping domestic violence needs to take for identification, financial papers, legal papers, and personal items.

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@cjed.org

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

Local Bus Routes: 27, 71, 85

Ages/Grades Served: All ages

Eligibility: Helps immigrant women and children, particularly pregnant or physically battered women and their children. • 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 food, clothing, and English as a Second Language (ESL) for guests at its house of hospitality. • Helps women whose husbands have been deported. • Operates an emergency shelter.

DAYA Inc.

Address: 3300 South Gessner Road, Suite 203, Houston, TX 77063

Area Served: Houston

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

Contact: Sesh Bala, President

Phone: Office: 713-842-7222. • Helpline: 713-981-7645.

Fax: 713-583-1822

Email: contact@dayhouston.org

Website: <http://www.dayahouston.org/services.php>

Local Bus Routes: 46

Ages/Grades Served: All ages

Eligibility: Must be a member of the South Asian community in Houston.

Costs: Free

Onsite at Schools: No

Languages: Assamese, Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Nepali, Punjabi, Sindhi, Tamil, Telugu, Tulu, Urdu

Direct Services: Provides confidential and culturally sensitive services to women and children in crisis situations such as domestic violence, sexual assault, and child abuse. • Offers crisis counseling for individuals and a support group for survivors of domestic violence. • Provides interpretation in all major South Asian languages.

ESCAPE Family Resource Center

Address: 2410 Hamilton Street, Houston, TX 77004

Area Served: Greater Houston

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

Contact: Hortencia Morales, Parent Services Coordinator

Phone: 713-942-9500

Fax: 713-942-0702

Email: General questions: hmorales@learntoparent.org. • Programs: [programs@learntoparent.org](http://www.learntoparent.org).

Website: <http://www.learntoparent.org/index.php?page=parenting-skills-and-safety-training-project-for-victims-of-domestic-violence>

Local Bus Routes: 44, 54, 85

Ages/Grades Served: Ages 0-18

Eligibility: Requires parents of children ages 0-18 to register for classes.

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers parenting skills and techniques and safety training for mothers so that they can reassert their roles as a parent, restore appropriate parent-child boundaries and relationships, and learn new ways to resolve conflicts and discipline children.

Family Time Crisis and Counseling Center

Address: 1203 South Houston Avenue, Humble, TX 77338

Area Served: Greater Houston

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

Contact: Judy Cox, Executive Director

Phone: Hotline: 281-446-2615.

Fax: 281-446-3691

Email: Not available

Website: <https://www.familytimeeccc.org/family-violence>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: Must be a victim of domestic violence.

Costs: Free to victims

Onsite at Schools: No

Languages: English

Direct Services: Provides emergency shelter for victims of domestic violence and their children, individual and group counseling to families, and help through its 24-hour hotline. • Helps victims obtain legal, medical, transportation, housing, and employment services. • Also helps victims to apply for compensation for crime victims.

Girls Incorporated Houston – Project BOLD

Address: 1111 North Loop West, Suite 180, Houston, TX 77008

Area Served: Greater Houston

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

Contact: Jenn Nguyen, Program Coordinator

Phone: 713-802-2260

Fax: 713-802-2907

Email: jennifer@girlsinc-houston.org

Website: <http://www.girlsinc.org/resources/programs/girls-inc-project-bold.html>

Local Bus Routes: 26

Ages/Grades Served: Ages 6-18

Eligibility: Must be a girl within the age group appropriate to a specific program.

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

Onsite at Schools: Yes. • Offers programs at several HISD schools.

Languages: English, Spanish

Direct Services: Presents skills and strategies for avoiding or dealing with hurtful or dangerous situations in the home, in relationships, in the community, and online. • Builds skills in assertiveness, negotiation, self-defense, seeking out and talking to caring adults, and developing and maintaining safe and healthy relationships. • Also offers programs for girls in economic literacy, media literacy, and Science, Technology, Engineering, and Mathematics (STEM).

Harris County Domestic Violence Coordinating Council

Address: 2990 Richmond Avenue, Suite 555, Houston, TX 77027

Area Served: Harris County

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

Contact: Not available

Phone: 281-400-3680

Fax: Not available

Email: info@hcdvcc.org

Website: <http://hcdvcc.org/resources>

Local Bus Routes: 25, 84

Ages/Grades Served: All ages

Eligibility: Resources are available to victims in and survivors of domestic violence and abusive relationships.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides help for victims in and survivors of abusive relationships. • Offers resources, tools, and training for law enforcement and community organizations.

Harris County Sheriff's Office – Victims Assistance Unit

Address: 1200 Baker Street, Houston, TX 77002

Area Served: Harris County

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

Contact: Not available

Phone: Non-Emergency: 713-221-6000. • Victims Assistance: 713-274-9172.

Fax: Not available

Email: Not available

Website: http://www.harriscountysoc.org/ReportCrime/HCSO_VictimsAssistanceUnit.aspx

Local Bus Routes: 85, 265

Ages/Grades Served: All ages

Eligibility: Must be an innocent victim of crime in Harris County.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides criminal justice support assistance for innocent victims of crime. • Helps crime victims to apply for compensation for crime victims, legal aid, and financial assistance.

Houston Area Women's Center

Address: 1010 Waugh Drive, Houston, TX 77019

Area Served: Greater Houston

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

Contact: Sonia Corrales, Chief Program Officer

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

Fax: 713-535-6363

Email: info@hawc.org

Website: <http://www.hawc.org/en/our-services/domestic-violence-services>

Local Bus Routes: 40, 41

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

Eligibility: Serves persons affected by domestic and sexual violence. • Must be a victim or survivor of domestic violence (adults ages 18+); a victim or survivor of sexual assault, incest, sexual abuse, sexual harassment, or sex trafficking (children ages 5-17, adults ages 18+); a victim of dating violence (pre-teens, teens, adults ages 18+); or a child who has witnessed domestic violence (children ages 6-18).

Costs: Free

Onsite at Schools: No

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

Direct Services: Offers assessment and intake, counseling, emergency rides to shelter, shelter, referrals, and advocacy to support clients.

Houston Police Department – Family Violence Unit

Area Served: Houston

Location	Station	Address	Phone	Bus Routes
Central Houston	Headquarters	1200 Travis Street, Houston, TX 77002	713-308-1100	161, 162, 214, 216
North Houston	North	9455 West Montgomery Road, Houston, TX 77088	281-405-6460	30, 44
South Houston	Southeast	8300 Mykawa Road, Houston, TX 77048	713-731-5960	73
Westside	West	3203 South Dairy Ashford Road, Houston, TX 77082	281-584-4900	25, 67, 82

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

Contact: Not available

Fax: Not available

Email: Not available

Website: <http://www.houstontx.gov/police/fvu/index.htm>

Ages/Grades Served: All ages

Eligibility: Must live in the service area.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Investigates cases of family violence. • Helps persons who have been punched, sexually assaulted, shot, slapped, stabbed, stalked and harassed, strangled, threatened with a deadly weapon, verbally and/or emotionally abused, or suffered any other form of violence by an intimate partner, a family member, an in-law, a boyfriend, a girlfriend, a roommate, or an acquaintance.

Montrose Center

Address: 401 Branard Street, Room 101, Houston, TX 77006

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8am-7pm

Contact: Ann Robison, Executive Director

Phone: Office: 713-529-0037. • LGBT Switchboard 24-hour helpline: 713-529-3211.

Fax: 713-526-4367

Email: info@montrosecenter.org

Website: <http://www.montrosecenter.org/hub/services/behavioral-health>

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

Ages/Grades Served: Ages 13-17 and adults ages 18+

Eligibility: Must meet age requirements. • Requires proof of identity and proof of insurance. • Services are available to persons regardless of sexual orientation or gender identity. • Requires proof of identity, proof of residency, proof of income, proof of insurance (if any), and proof of HIV-positive status (if applicable). • Also requires an appointment, a detailed questionnaire, and an intake assessment.

Costs: Costs vary. • Charges fees on a sliding scale based on income level. • Accepts most insurance including the Children's Health Insurance Program (CHIP), Medicare, and Medicaid. • Intake and assessment are \$30-\$100. • Sessions are \$10-\$100 per person. • Call to ask about specific costs.

Onsite at Schools: Yes. • Serves some HISD high schools through Communities in Schools.

Languages: English, Spanish, Vietnamese

Direct Services: Provides counseling, group therapy, support groups, integrated care, and case management. • Offers outpatient behavioral health services to all HIV-positive persons. • Offers help with anxiety, chronic illness, coming out, depression, gender identity, gender transitions, grief, homophobia, mood disorders, parenting, relationships, religious abuse, self-esteem, stress, suicidal thoughts, and other concerns.

Northwest Assistance Ministries

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: Monday-Sunday, 24hours/day

Contact: Not available

Phone: Hotline: 888-750-4673 or 281-885-4673.

Fax: 281-583-5621

Email: nam@namonline.org

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

Local Bus Routes: 86, 99

Ages/Grades Served: Adults ages 18+

Eligibility: Must live in the service area.

Costs: Costs vary. • Services are free for clothing and food assistance. • 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 24-hour hotline, telephone crisis counseling, emergency shelter, emergency food, clothing, transportation, medical assistance, counseling for adults and children, community outreach, information and referral for battering intervention programs, onsite law enforcement, legal referrals, and court accompaniment. • Offers classes for computer literacy, English as a Second Language (ESL), and General Education Development (GED). • Offers a clinic for children.

Texas Advocacy Project

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

Area Served: Texas

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

Contact: Heather Bellino, Executive Director

Phone: Family Violence Legal Helpline: 800-374-HOPE or 800-374-4673.

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. • Online resources are available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: 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. • Provides extensive online resources about dating violence and relationship abuse for parents and teenagers. • Also provides a helpline for legal assistance.

Texas Association Against Sexual Assault

Address: 6200 La Calma Drive, Suite 110, Austin, TX 78752

Area Served: Texas

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

Contact: Tim Love, Prevention Program Director

Phone: 512-474-7190

Fax: 512-474-6490

Email: Not available

Website: <http://taasa.org/resources>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: Online resources are available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides online access to resources for advocacy, community education and engagement, primary prevention of domestic violence, and support of survivors of domestic violence.

The Bridge Over Troubled Waters Inc.

Area Served: Harris County

Location	Address	Phone	Bus Routes
Houston Office	6309 Martin Luther King Jr. Drive, Houston, TX 77021	Office: 713-494-7238 Hotline: 713-473-2801	41, 80, 87
Pasadena Office	811 Allen-Genoa Road, Pasadena, TX 77504	Office: 713-472-0753 Hotline: 713-473-2801	Not available

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

Contact: Debbie Moseley, Executive Director

Fax: Not available

Email: dmosley@botw.org

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

Ages/Grades Served: All ages

Eligibility: No area restrictions. • Must be a person who is experiencing domestic violence, sexual assault, or homelessness.

Costs: Free

Onsite at Schools: Yes. • Speakers present about domestic violence at schools and other places.

Languages: English, Spanish

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

The Salvation Army of Greater Houston Area Command – Family Residence

Address: 1603 McGowen Street, Houston, TX 77004

Area Served: Greater Houston

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

Contact: Charmaine Smith, Director

Phone: 713-650-6530

Fax: 713-650-0901

Email: charmaine.smith@uss.salvationarmy.org

Website: <http://www.salvationarmyhouston.org/shelters>

Local Bus Routes: 11, 44, 54, 85

Ages/Grades Served: Adults ages 18+

Eligibility: Must be an adult woman with children.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Offers classes and counseling to victims of domestic violence, substance abuse, crime, illiteracy, or unemployment. • Helps families to overcome the underlying causes of homelessness and to promote healing and readiness to return to independent living.

Victim's Assistance Centre Inc. – Victims Assistance and SAFE Supervised Visitations

Address: 1310 Prairie Street, Suite 1030, Houston, TX 77002

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8:30am-4:30pm. • Counseling: Monday-Wednesday, 12pm-8pm.

Contact: Marinelle Timmons, Executive Director

Phone: 713-274-7391

Fax: 713-755-8824

Email: Not available

Website: <https://www.facebook.com/HelpVictimsHouston>

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

Ages/Grades Served: All ages

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

Costs: Costs vary. • Some services are free. • SAFE Supervised Visitation Program registration is \$75 per parent. • Visits are \$60 per month. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers counseling and safety planning for victims of domestic violence and child abuse. • Counsels persons about domestic violence, grief, life transitions, crime and violence, post-traumatic stress, sexual abuse, and behavioral issues. • Helps victims to get protective orders, to register for Texas Victim Information Notification Everyday (VINE) notifications, to take part in supervised visits, and to file for crime victim compensation.

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