



Family and Community Engagement
EMPOWERING FAMILIES. ADVANCING LEARNING.

2019 COMMUNITY RESOURCE GUIDE

DISASTER RELIEF



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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.

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!

DISASTER RELIEF

Disaster Relief:

1. American Red Cross – Texas Gulf Coast
2. Catholic Charities of the Archdiocese of Galveston-Houston
3. City of Houston – Mayor’s Office of Public Safety and Homeland Security
4. City of Houston – Office of Emergency Management
5. Harris County – Office of Emergency Management
6. Houston Society for the Prevention of Cruelty to Animals – Disaster Services
7. Internal Revenue Service – Tax Relief in Disaster Situations
8. Lone Star Legal Services
9. Ready Houston
10. Small Business Administration – Disaster Assistance Consumer Service Center
11. State Bar of Texas Disaster Relief Resources – Legal Hotline
12. Texas A&M AgriLife Extension Service – Disaster Education Network
13. Texas Division of Emergency Management
14. The Harris Center for Mental Health and IDD Services
15. The Salvation Army Greater Houston Area Command
16. United Way of Greater Houston

| | Phone | Ages/Grades Served | Costs | Onsite at Schools | Languages |
|----|--|-----------------------------------|------------|-------------------|---|
| 1 | 713-526-8300 | All ages | Costs vary | Yes | English, Spanish |
| 2 | 713-526-4611 | All ages | Free | No | English, Spanish |
| 3 | 832-393-0920 832-393-1049 832-393-1071 | Adults ages 18+ | Free | Yes | Arabic, Chinese, English, Spanish, Urdu, Vietnamese |
| 4 | 713-884-4554 311 | Ages 13-17 and Adults ages 18+ | Free | Yes | Arabic, Chinese, English, French, Italian, Spanish, Urdu, Vietnamese |
| 5 | 713-426-9581 | All ages | Free | Yes | Chinese, English, Spanish, Vietnamese |
| 6 | 713-869-7722 | All ages | Free | Yes | English, Spanish |
| 7 | 281-721-7021 713-209-5499 844-545-5640 | All ages | Costs vary | No | English, Spanish |
| 8 | 713-652-0077 800-504-7030 | All ages | Costs vary | No | English, Spanish, Vietnamese |
| 9 | 832-393-0875 | Grades K-5 | Free | Yes | Arabic, Chinese, English, Spanish, Urdu, Vietnamese |
| 10 | 713-773-6500 | Adults ages 18+ | Costs vary | No | English, Spanish |
| 11 | 512-427-1463 877-953-5535 800-504-7030 | Adults ages 18+ | Free | No | Arabic, Chinese, English, German, Hindi, Italian, Korean, Spanish, Urdu |
| 12 | 713-274-0950 | Adults ages 18+ | Costs vary | No | English, Spanish |
| 13 | 512-424-2208 | All ages | Free | No | English, Spanish |
| 14 | 713-970-7000 866-970-4770 713-970-7070 | Ages 3-17 | Costs vary | No | English |
| 15 | 713-752-0677 | All ages | Free | No | English |
| 16 | 713-957-4357 211 | All ages | Costs vary | No | English, French, German, Korean, Spanish, Vietnamese |

American Red Cross of Greater Houston

Address: 2700 Southwest Freeway, Houston, TX 77098

Area Served: Greater Houston

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

Contact: Steve Vetrano, Regional Chapter Executive Officer

Phone: 713-526-8300

Fax: Not available

Email: General questions: <http://www.redcross.org/contact-us/general-inquiry>.

Website: <http://www.redcross.org/local/texas/gulf-coast/local-chapters/houston>

Local Bus Routes: 9, 25, 27

Ages/Grades Served: All ages

Eligibility: No area restrictions.

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

Onsite at Schools: Yes. • Local Red Cross chapters help in creating Red Cross Clubs at any school level.

Languages: English, Spanish

Direct Services: Provides families and communities with relief for home fires, floods, hurricanes, tornados, wildfires, and other disasters. • Provides overnight shelter, mental health support, hot meals and water, and first aid treatment. • Distributes emergency supplies. • Operates emergency response vehicles to deliver disaster relief.

Catholic Charities of the Archdiocese of Galveston-Houston

Address: 2900 Louisiana Street, Houston, TX 77006

Area Served: Greater Houston

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

Contact: Natalie Wood, Senior Vice President of Programs

Phone: 713-526-4611

Fax: Not available

Email: Not available

Website: <https://www.catholiccharities.org/our-services/strengthening-families/disaster-relief>

Local Bus Routes: 82, 262, 265

Ages/Grades Served: All ages

Eligibility: Requires a pre-disaster address, a current address, a current phone number, and alternate contact information. • Requires a Federal Emergency Management Agency (FEMA) number (if applicable).

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Helps individuals and families to deal with the aftermath of a natural disaster and to access recovery resources. • Helps individuals and families to obtain counseling to cope with stress due to job loss, relocation, and marital conflicts.

City of Houston – Mayor’s Office of Public Safety and Homeland Security

Address: 900 Bagby Street, 2nd Floor, Houston, TX 77002

Area Served: Houston

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

Contact: Marni Rosen, CERT Coordinator or Liz Shuler, CERT Coordinator or Homero Ponce-Lopez, CERT Coordinator

Phone: Office: 713-884-4500. • CERT Coordinators: 832-393-0920, 832-393-1049, or 832-393-1071.

Fax: Not available

Email: CERT Coordinators: marni.rosen@houstontx.gov or ruthelizabeth.shuler@houstontx.gov or homero.ponce-lopez@houstontx.gov

Website: <http://houstontx.gov/cert>

Local Bus Routes: 40, 85, 161, 162, 164

Ages/Grades Served: Adults ages 18+

Eligibility: Must live in the service area.

Costs: Free

Onsite at Schools: Yes. • Speakers present about disaster preparedness at schools.

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

Direct Services: Trains ordinary citizens in ways to help themselves and their neighbors in the event of disasters. • Supports efforts of citizens to make a disaster plan, build a disaster kit, prepare to stay informed, and build awareness among neighbors. • Offers speakers to present about disaster preparedness at schools.

City of Houston – Office of Emergency Management

Address: 5320 North Shepherd Drive, Houston, TX 77091

Area Served: Houston

Days/Hours: Office: Monday-Friday, 8am-5pm. • Speakers: Monday-Friday, 8am-5pm, and on weekends and evenings pending speaker availability.

Contact: Michael Walter, Public Information Officer

Phone: 713-884-4554 or 311

Fax: 713-884-4545

Email: Michael.Walter@houstontx.gov

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

Local Bus Routes: 27, 40, 44

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

Eligibility: Requires at least two weeks of advance notice for requests for presentations. • Requires an audience of at least 30 persons and a facility large enough for it. • Note that OEM offices at the Houston Emergency Center are in a secure facility not open to the public.

Costs: Free

Onsite at Schools: Yes. • Speakers present about disaster preparedness at schools and to parent groups.

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

Direct Services: Offers Disaster Preparedness Guides for families and 30- to 60-minute presentations for students. • Provides Guides in eight languages and presentations in English or Spanish. • Presentations and Guides both cover disaster preparedness as a whole, emergency kits, emergency plans, evacuation routes, and tips for staying informed. • Also collects post-disaster flooding reports in its service area.

Harris County – Office of Emergency Management

Address: 6922 Katy Road, Houston, TX 77024

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8am-5pm. • Speakers: Monday-Friday, 8am-5pm.

Contact: Lizeth Hernandez, Community Liaison

Phone: 713-426-9581

Fax: Not available

Email: Not available

Website: <http://www.readyharris.org>

Local Bus Routes: 85

Ages/Grades Served: All ages

Eligibility: Provides an online form to request speakers.

Costs: Free

Onsite at Schools: Yes. • Speakers present at schools and to parent groups.

Languages: Chinese, English, Spanish, Vietnamese

Direct Services: Provides an online disaster preparedness guide and an online hurricane preparedness guide. • Offers presentations about general preparedness and hurricane preparedness. • Also collects post-disaster flooding reports in its service area.

Houston Society for the Prevention of Cruelty to Animals – Disaster Services

Address: 900 Portway Drive, Houston, TX 77024

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 11am-7pm, Saturday-Sunday, 10am-6pm. • Speakers: Monday-Friday, 8am-5pm.

Contact: Not available

Phone: 713-869-7722

Fax: 713-869-5857

Email: info@hspca.org

Website: <http://www.houstonspca.org/programs-and-services/disaster-services.html>

Local Bus Routes: 85

Ages/Grades Served: All ages

Eligibility: Requires at least three weeks of advance notice for requests for speakers. • Provides an online form to request speakers.

Costs: Free

Onsite at School: Yes. • Speakers present at health and safety fairs and similar events at schools.

Languages: English, Spanish

Direct Services: Provides animal-related rescue, relief, and resources in response to disasters such as oil spills, hurricanes, floods, and wildfires. • Also offers humane education programs as well as 30- to 45-minute school-wide assembly presentations.

Internal Revenue Service – Tax Relief in Disaster Situations

Area Served: Greater Houston

| Location | Address | Office Phone | Appointments Phone | Bus Routes |
|-----------|---|--------------|--------------------|-------------------------------|
| Downtown | 1919 Smith Street, Houston, TX 77002 | 281-721-7021 | 844-545-5640 | 44, 85, 161, 162, 214, 219 |
| Northeast | 12941 I-45 North, Houston, TX 77060 | 713-209-5499 | 844-545-5640 | Not available |
| Southeast | 8876 Gulf Freeway, Houston, TX 77017 | 281-721-7021 | 844-545-5640 | 244 |
| Southwest | 8701 South Gessner Road, Houston, TX 77074 | 281-721-7021 | 844-545-5640 | 46 |

Days/Hours: Monday-Friday, 8:30am-4:30pm (all locations)

Contact: Not available

Fax: Not available

Email: Not available

Website: <https://www.irs.gov/uac/tax-relief-in-disaster-situations>

Ages/Grades Served: All ages

Eligibility: Offices may not allow cell phones with camera capabilities.

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides solutions to tax issues and adjustments to tax payments, handles procedural inquiries, and provides other services in disaster situations. • Offers assistance in 150+ languages.

Lone Star Legal Aid

Address: 1415 Fannin Street, Suite 300, Houston, TX 77002

Area Served: Greater Houston

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

Contact: Not available

Phone: Office: 713-652-0077. • Disaster Assistance Hotline: 800-504-7030.

Fax: 713-652-2709

Email: Not available

Website: <http://www.lonestarlegal.org>

Local Bus Routes: 700 (METRO rail), 202, 204

Ages/Grades Served: All ages

Eligibility: Requires proof of income. • Handles only civil law cases. • Gives priority to clients who have life-altering or life-threatening problems.

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

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Helps low-income persons and families with civil legal problems. • May provide legal advice and possible representation in court. • Offers disaster-related legal aid concerning contracts for repairs, home repair fraud, insurance claims, landlords of damaged rental units, lost legal documents, and mortgage companies of damaged homes.

Ready Houston

Address: 900 Bagby Street, 2nd Floor, Houston, TX 77002

Area Served: Houston

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

Contact: Dennis Storemski, Director

Phone: 832-393-0875

Fax: Not available

Email: ready.houston@houstontx.gov

Website: <http://www.readyhoustontx.gov/schoolready/index.html>

Local Bus Routes: 40, 85, 161, 162, 164

Ages/Grades Served: Grades K-5

Eligibility: Provides an online form to request speakers. • Online resources are available to the general public.

Costs: Free

Onsite at Schools: Yes. • Speakers present about disaster preparedness at school assemblies.

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

Direct Services: Provides videos, lesson plans, and classroom posters about disaster preparedness. •

Provides DVDs and cell phone apps about preparing for disasters. • Also offers training for neighborhoods to plan, build disaster kits, and prepare before a disaster strikes and for neighbors to assist each other in the event of a disaster. • Offers speakers to present about disaster preparedness at school assemblies.

Small Business Administration – Disaster Assistance Customer Service Center

Address: 8701 South Gessner Drive, Suite 1200, Houston, TX 77074

Area Served: Greater Houston

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

Contact: Timothy Jeffcoat

Phone: 713-773-6500

Fax: 713-773-6550

Email: Not available

Website: <https://www.sba.gov/offices/disaster/dacsc>

Local Bus Routes: 46

Ages/Grades Served: Adults ages 18+

Eligibility: Applicants for disaster loans must have acceptable credit history and ability to repay.

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides low-interest disaster loans to businesses of all sizes, nonprofit organizations of all sizes, homeowners, and renters to repair or replace real estate, personal property, machinery and equipment, inventory, and business assets that have been damaged or destroyed in a declared disaster. • Provides checklists, guidance, and webinars about creating business continuity plans.

State Bar of Texas Disaster Relief Resources – Legal Hotline

Address: 1414 Colorado Street, Austin, TX 78701

Area Served: Texas

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

Contact: Michelle Hunter, Executive Director

Phone: Office: 512-427-1463 or 877-953-5535. • Hotline: 800-504-7030.

Fax: Not available

Email: Not available

Website: <https://www.texasbar.com>

Local Bus Routes: Not available

Ages/Grades Served: Adults ages 18+

Eligibility: Must qualify for assistance based on having a low income.

Costs: Free

Onsite at Schools: No

Languages: Arabic, Chinese, English, German, Hindi, Italian, Korean, Spanish, Urdu

Direct Services: Provides answers to basic legal questions and connects callers to local providers of legal services after declared disasters. • Handles issues such as replacing lost legal documents, filing insurance claims, landlord-tenant relations, consumer protections against price gouging and contractor fraud.

Texas A&M Agri-Life Extension Service – Disaster Education Network

Address: 3033 Bear Creek Drive, Houston, TX 77084

Area Served: Harris County

Days/Hours: Monday-Friday, 7:30am-4pm

Contact: Allen Malone, Harris County Coordinator

Phone: 713-274-0950

Fax: Not available

Email: harris-tx@tamu.edu

Website: <https://texashelp.tamu.edu/browse/disaster-preparedness-information>

Local Bus Routes: Not available

Ages/Grades Served: Adults ages 18+

Eligibility: No area restrictions. • Online resources are available to the general public.

Costs: Costs vary. • Tip sheets are free; other publications are low cost. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides extensive resources about family disaster plans, disaster supply kits, evacuation plans, disaster recovery resources, and disaster business plans. • Provides steps to take in preparing for disasters on behalf of persons with special needs, children, older adults, farm and ranch animals, and pets.

Texas Division of Emergency Management

Address: 5805 North Lamar Boulevard, Austin, TX 78752

Area Served: Texas

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

Contact: Not available

Phone: 512-424-2208

Fax: 512-424-7160

Email: Not available

Website: <https://www.dps.texas.gov/dem/PublicInfo.htm>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: Online safety resources are available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides online safety tips about flash floods, food, lightning, hot weather, power lines, tornados, wildfires, and winter storms. • Provides emergency preparedness for earthquakes, hurricanes, tsunamis, and wildfires. • Also provides checklists and guidance about creating an emergency supplies kit.

The Harris Center for Mental Health and IDD Services

Area Served: Harris County

| Location | Address | Phone | Days/Hours | Bus Routes |
|----------------------------------|--|--|--------------------------------|------------------|
| Administrative Office | 7011 Southwest Freeway, Houston, TX 77074 | 713-970-7000 866-970-4770 713-970-7070 | Monday-Friday, 8am-5pm | 2, 9, 47 |
| Burnett-Bayland Home | 6500A Chimney Rock Road, Houston, TX 77081 | 713-852-1900 | Monday-Sunday, 24 hours/day | 33, 49 |
| Burnett-Bayland Reception Center | 6500A Chimney Rock Road, Houston, TX 77081 | 713-852-1800 | Monday-Sunday, 24 hours/day | 33, 49 |
| Children's Detention Center | 3540 West Dallas Street, Houston, TX 77019 | 713-512-4165 | Monday-Sunday, 24 hours/day | 27, 85 |
| Northwest Family Resource Center | 3737 Dacoma Street, Houston, TX 77092 | 713-970-8448 | Monday-Friday, 8am-5pm | 89 |
| Ripley Family Resource Center | 4414 Navigation Boulevard, Houston, TX 77011 | 713-970-8188 | Monday-Friday, 8am-5pm | 20, 29, 80 |
| Southeast Family Resource Center | 5901 Long Drive, Houston, TX 77087 | 713-970-4555 | Monday-Friday, 8am-5pm | 900 (METRO rail) |
| Southwest Family Resource Center | 7011 Southwest Freeway, Houston, TX 77074 | 713-970-3888 | Monday-Friday, 8am-5pm | 2, 9, 47 |

Contact: Steven Schnee, Executive Director

Fax: Not available

Email: Not available

Website: <http://www.mhmraharris.org/Comprehensive-Psychiatric-Emergency-Program.asp>

Ages/Grades Served: All ages

Eligibility: Requires proof of age, proof of residency, and proof of insurance (if any). • Also requires proof of serious functional impairment or proof of serious emotional disturbance. • Must enter Eligibility Center at least two hours before closing hour to get a same-day appointment for a child or adolescent. • Always call ahead.

Costs: Costs vary. • Charges fees on a sliding scale based on income. • Accepts Medicaid, the Children's Health Insurance Program (CHIP), private insurance plans, or self-pay. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English

Direct Services: Provides mental health assistance after a hurricane, tornado, flood, or other disaster.

The Salvation Army Greater Houston Area Command

Address: 1500 Austin Street, Houston, TX 77002

Area Served: Greater Houston

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

Contact: Major Kent Davis, Area Commander

Phone: 713-752-0677

Fax: Not available

Email: tsa.houston@uss.salvatinarmy.org

Website: <http://salvationarmyhouston.org/disaster>

Local Bus Routes: 700 (METRO rail), 40, 41, 85, 161, 162

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides grief counseling to persons whom a disaster affects. • Operates mobile canteens for victims and relief workers during emergencies.

United Way of Greater Houston

Address: 50 Waugh Drive, Houston, TX 77007

Area Served: Greater Houston

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

Contact: M. Vasquez, Community and Agency Relations

Phone: 713-957-4357 or 211

Fax: Not available

Email: help@unitedwayhouston.org

Website: <http://referral.uwtgc.org/Search.aspx>

Local Bus Routes: 40, 85

Ages/Grades Served: All ages

Eligibility: Directory is available to the general public.

Costs: Costs vary. • Searchable online database is free. • Print version is \$45 plus tax. • Call to ask about specific costs.

Onsite at Schools: No

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

Direct Services: Provides information based on ZIP code, location, agency, program, or keyword. • Uses a searchable, comprehensive, regional database of social services. • Includes direct links for disaster services.

FACE PRODUCT EVALUATION FORM

Product Name: _____
Date: _____

User(s): _____
School/Location: _____

Directions: Please tell us a little about you by checking (✓) the circles that apply best to you.

- | | | | |
|--|---|--|--|
| <input type="radio"/> Student | <input type="radio"/> Principal | <input type="radio"/> Parent Educator | <input type="radio"/> Board of Education |
| <input type="radio"/> Parent or Guardian | <input type="radio"/> Assistant Principal | <input type="radio"/> Parent Liaison | <input type="radio"/> District Administrator |
| <input type="radio"/> Family Member | <input type="radio"/> Other Campus Leader | <input type="radio"/> School-Based Specialist | <input type="radio"/> Central Office Staff |
| <input type="radio"/> Community Member | <input type="radio"/> Classroom Teacher | <input type="radio"/> School Bus Driver | <input type="radio"/> FACE Staff |
| | <input type="radio"/> School Librarian | <input type="radio"/> School Custodian | |
| <input type="radio"/> Black or African American | | <input type="radio"/> Hispanic or Latino | |
| <input type="radio"/> American Indian, Alaska Native, or Native Hawaiian | | <input type="radio"/> White or Caucasian | |
| <input type="radio"/> Asian or Pacific Islander | | <input type="radio"/> Two or More Races or Ethnicities | |

Directions: Please tell us how you feel about this product. Your answers will help us to improve it. Thank you.

| | Very Unsatisfied | Unsatisfied | Neutral | Satisfied | Very Satisfied | Not Applicable |
|--------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Overall product quality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Process for acquiring it | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Guidance for users | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| First usage | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Repeated usage | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Post-acquisition service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

How long have you used this FACE product?

| | |
|-----------------------|--------------------|
| <input type="radio"/> | Less than 1 month |
| <input type="radio"/> | 1 to 2 months |
| <input type="radio"/> | 2 to 3 months |
| <input type="radio"/> | 3 to 6 months |
| <input type="radio"/> | 6 months to 1 year |
| <input type="radio"/> | 1 year or longer |
| <input type="radio"/> | Have never used it |

How often do you use this FACE product?

| | |
|-----------------------|---------------------------|
| <input type="radio"/> | Daily |
| <input type="radio"/> | 3 to 4 times a week |
| <input type="radio"/> | Weekly |
| <input type="radio"/> | 3 to 4 times a month |
| <input type="radio"/> | Monthly |
| <input type="radio"/> | Every 2 to 3 months |
| <input type="radio"/> | 3 to 4 times a year |
| <input type="radio"/> | Once a year or less often |
| <input type="radio"/> | Do not use it |

FACE PRODUCT EVALUATION FORM

Overall, how satisfied are you with this FACE product?

| | |
|-----------------------|----------------------|
| <input type="radio"/> | Very satisfied |
| <input type="radio"/> | Somewhat satisfied |
| <input type="radio"/> | Neutral |
| <input type="radio"/> | Somewhat unsatisfied |
| <input type="radio"/> | Very unsatisfied |

Compared to other products of which you are aware, would you say that this FACE product is:

| | |
|-----------------------|--|
| <input type="radio"/> | So good that it's in a class by itself |
| <input type="radio"/> | Much better than most others |
| <input type="radio"/> | About the same as others |
| <input type="radio"/> | Somewhat worse than others |
| <input type="radio"/> | Much worse than others |
| <input type="radio"/> | Never have used it |

Will you use this FACE product again?

| | |
|-----------------------|--------------------|
| <input type="radio"/> | Definitely yes |
| <input type="radio"/> | Probably yes |
| <input type="radio"/> | Maybe or maybe not |
| <input type="radio"/> | Probably no |
| <input type="radio"/> | Definitely no |
| <input type="radio"/> | Never have used it |

How likely are you to recommend this FACE product to others?

| | |
|-----------------------|----------------------------------|
| <input type="radio"/> | Definitely will recommend it |
| <input type="radio"/> | Probably will recommend it |
| <input type="radio"/> | Maybe or maybe not |
| <input type="radio"/> | Probably will not recommend it |
| <input type="radio"/> | Definitely will not recommend it |
| <input type="radio"/> | Never have used it |

Based upon your experience with this product, how likely are you to use other FACE products?

| | |
|-----------------------|-------------------|
| <input type="radio"/> | Very likely |
| <input type="radio"/> | Somewhat likely |
| <input type="radio"/> | Neutral |
| <input type="radio"/> | Somewhat unlikely |
| <input type="radio"/> | Very unlikely |

Other comments about the product: _____

Please send this completed evaluation form to:

Family and Community Engagement Department (FACE)
Houston Independent School District (HISD)
4400 West 18th Street
Houston, TX 77092
713-556-7290 (main)
713-556-6814 (fax)
face@HoustonISD.org