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## 2016 COMMUNITY RESOURCE GUIDE

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VOCATIONAL TRAINING and EMPLOYMENT

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Kenneth Huewitt  
Interim Superintendent of Schools

# Houston Independent School District Board of Education

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## **Family and Community Engagement Department**

4400 West 18<sup>th</sup> Street, Houston, Texas 77092

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

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

## EXECUTIVE SUMMARY

Welcome to the revised and expanded **Houston Independent School District (HISD) Family and Community Engagement (FACE) 2016 Community Resource Guide**. Its primary intended audiences are administrators and teachers in the HISD and the parents, guardians, families, and communities they serve.

### Structure and Organization

In its third edition, the **2016 Community Resource Guide** now includes 41 topics and 735 profiles. The profiles encompass 350 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 and it 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 Guidestar and organizations' IRS Form 990s for contact and communication information.
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.

### Origins and Attributes

Under the leadership of Assistant Superintendent, Dr. Jorge Arredondo, an eight-person team contributed to developing the **2016 Community Resource Guide**: Dr. Elizabeth Cocina, Carmen Acevedo, Victoria Graham, Gabriella Hernandez, Walter Simpson, Rony Canales, Valeria Schillaci, and Jeffrey Smith. The **Guide** traces its lineage to such trailblazers as Harris County's Community Youth Services Program and the United Way of Greater Houston, but it also differs from them in significant ways: (1) The **Guide's** area of focus is on HISD and Houston, not on a broader geography; (2) information summary tables precede the profiles for each topic; (3) through the headings used in its service provider profiles, the **Guide** presents answers for a consistently defined set of questions; (4) wherever possible, it includes contact names, local bus and METRO rail transit routes, and the languages in which information and/or services are available; (5) the **Guide** identifies four ways to get information about community resources: phone, fax, email, and website; (6) the **Guide** also indicates whether services are available onsite at public schools and it briefly describes available services; and (7) the **Guide** is available in single-topic and comprehensive print versions and as a searchable online database.

### 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 [jsmith55@houstonisd.org](mailto:jsmith55@houstonisd.org).

### Evaluation Form

A two-page Product Evaluation Form appears at the end of this **Guide**. We would welcome your feedback!

## VOCATIONAL TRAINING and EMPLOYMENT

### Vocational Training and Employment:

1. Alliance for Multicultural Community Services (AMCS) – Employment Program
2. American GI Forum National Veterans Outreach Program
3. Bilingual Education Institute (BEI)
4. Career and Recovery Resources, Inc. – Youth Employment Services (YES)
5. Goodwill Industries – Heights Job Connection Service Center
6. Houston Center for Literacy (HCL) – Demonstration Learning Centers
7. Houston-Galveston Area Council (H-GAC) – Workforce Solutions
8. Jewish Family Service
9. Job Corps – Gary Job Corps Center
10. Neighborhood Centers, Inc.
11. SEARCH – Employment Services
12. SER-Jobs for Progress
13. Texas Department of Assistive and Rehabilitative Services (DARS) – Houston Field Offices

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-776-4700 Ext. 151	Adults ages 18+	Free	No	Arabic, Chinese, English, Spanish, others
2	713-666-4796	Adults ages 18+	Free	No	English
3	713-789-4555 713-789-4324	Ages 16-17 and Adults ages 18+	Costs vary	No	Arabic, Bosnian, English, French, Spanish, Swahili, Vietnamese, others
4	713-754-7089	Ages 16-17 and Adults ages 18-21	Costs vary	No	English, Spanish
5	832-431-4471 713-699-6305 832-900-7454 713-590-3123 713-699-6352	Youth and Adults ages 18+	Free	No	English
6	713-640-8240 713-640-8229 713-777-7323 713-588-1200 713-803-1889	Adults ages 18+	Free	No	English, Spanish
7	713-993-4524 713-661-3220 713-228-8848 713-694-5087 713-692-7755 281-458-1155 281-564-2660 713-953-9211 281-807-9462	Adults ages 18+	Free	No	English, Spanish
8	713-667-9336	All ages	Costs vary	No	English, Hebrew, Russian
9	800-733-JOBS 512-396-6652 512-396-6561 512-396-6731	Ages 16-17 and Adults ages 18-24	Free	No	English, Spanish
10	713-667-9400 713-273-3701 713-640-7100 713-380-2260 713-315-6400	All ages	Costs vary	No	English, Spanish

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
11	713-739-7752	Adults ages 18+	Free	No	English, Spanish
12	713-773-6000 Ext. 147	Ages 14-17 and Adults ages 18-24	Free	No	English, Spanish
13	713-866-7765 (See profile list.)	Adults ages 18+	Costs vary	No	American Sign Language, English, Spanish

### Alliance for Multicultural Community Services (AMCS) – Employment Program

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

**Area Served:** Harris County

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

**Contact:** Gop Kucha, Employment Department Coordinator

**Phone:** 713-776-4700 Ext. 151

**Fax:** 713-776-4730

**Email:** [info@allianceontheweb.org](mailto:info@allianceontheweb.org) (general questions) or [gkucha@allianceontheweb.org](mailto:gkucha@allianceontheweb.org) (employment)

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

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

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

**Eligibility:** Requires proof of refugee status. • 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 (Cantonese, Mandarin), Creole, Crio Sierra Leone, 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 job counseling, job readiness training, referral to English as a Second Language (ESL) and vocational programs, job referral, job placement, job placement follow-up, job upgrading, and job retention. • Offers ESL classes to enable adults to become self-sufficient and employable as soon as possible.

### American GI Forum National Veterans Outreach Program

**Address:** 2600 South Loop West, Suite 630, Houston, TX 77054

**Area Served:** Houston

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

**Contact:** Chaunquila Brooks, Case Manager

**Phone:** 713-666-4796

**Fax:** 832-831-6263

**Email:** [giform@agif-nvop.org](mailto:giform@agif-nvop.org) or [cbrooks@nvop-houston.org](mailto:cbrooks@nvop-houston.org)

**Website:** <http://www.agif-nvop.org/Services/EmploymentTrainingPrograms.aspx>

**Local Bus Routes:** 8, 14, 84

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

**Eligibility:** Must be a veteran discharged within the past 48 months. • Requires proof of identity, proof of citizenship, and proof of homeless status.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Provides advocacy, job placement assistance, and training for homeless veterans and disabled veterans for reentering the job market.

## Bilingual Education Institute (BEI)

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

**Area Served:** Harris County

**Days/Hours:** Office: Monday-Friday, 8am-5pm, Saturday, 9am-12pm. • Course hours and days vary. • Intensive courses are 18-24 hours. • New cycles start every seven weeks.

**Contact:** Lazaro Hinojosa, Admissions Representative

**Phone:** 713-789-4555 (general questions) or 713-789-4324 (staff)

**Fax:** 713-789-4541

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

**Website:** <http://www.bei.edu>

**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.

**Costs:** Costs vary. • Costs start at \$299 for tuition for language programs, plus costs of materials or registration. • 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 for adults. • Offers students a place to engage in conversation, drama, and creative writing projects to support language skills development in a non-threatening environment.

## Career and Recovery Resources, Inc. – Youth Employment Services (YES)

**Address:** 2525 San Jacinto Street, Houston, TX 77002

**Area Served:** Houston

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

**Contact:** Cynthia Jackson, YES Program Director

**Phone:** 713-754-7089

**Fax:** 713-754-7072

**Email:** Not available

**Website:** <http://www.careerandrecovery.org/youth-empowerment-services-yes>

**Local Bus Routes:** 700 (METRO rail), 44, 54, 85

**Ages/Grades Served:** Ages 16-17 and adults ages 18-21

**Eligibility:** Must be an at-risk youth to participate in YES. • Must meet age requirements.

**Costs:** Costs vary. • May charge a fee on a sliding scale based on income. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Helps persons to assess interests and abilities, explore career options, define career goals, and learn how to get and keep an entry-level job. • Also helps persons to overcome obstacles to employment such as substance abuse, illiteracy, financial instability, disabilities, homelessness, and a lack of skills.

## Goodwill Industries – Job Connection Service Center

**Area Served:** Houston

Location	Address	Phone	Days/Hours	Bus Routes
Corporate	1140 West Loop North, Houston, TX 77055	832-431-4471	Monday-Friday, 8am-4:30pm	33, 85
Heights	215 West 20th Street, Houston, TX 77008	713-699-6305	Monday-Friday, 8am-4:30pm	26
Meyerland	9606 Hillcroft Street, Houston, TX 77096	832-900-7454	Monday-Friday, 8am-4:30pm	47

Location	Address	Phone	Days/Hours	Bus Routes
River Oaks	2520 Brun Street, Houston, TX 77019	713-590-3123	Monday-Friday, 8am-4:30pm	27, 82
San Jacinto	3121 San Jacinto Street, Houston, TX 77004	713-699-6352	Monday-Friday, 8am-4:30pm	700 (METRO rail), 82, 261

**Contact:** William Sala, Workforce Development

**Fax:** 713-692-0923

**Email:** [WASala@goodwillhouston.org](mailto:WASala@goodwillhouston.org)

**Website:** <http://www.goodwillhouston.org/services/job-connection-services>

**Ages/Grades Served:** Youth and adults ages 18+

**Eligibility:** Must be an adjudicated youth or young adult. • Requires an orientation before being placed in a program.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Offers resume preparation and interview skills, job search assistance, and networking and job placement services. • Offers use of a computer lab and phones for job search, workplace success skills training, personal financial skills, and coaching. • Makes referrals to housing, clothing, and childcare services.

### Houston Center for Literacy (HCL) – Demonstration Learning Centers

**Area Served:** Greater Houston

Location	Address	Phone	Contacts	Bus Routes
Main Office	2401 Portsmouth Street, Houston, TX 77098	713-640-8240 713-640-8229	KaNeesha Allen, Program Coordinator	25, 27
Magnolia	7037 Capitol Street, Suite A, Houston, TX 77011	713-777-7323	Dora Alim, Teacher Aide	20, 50
Connect Community	6856 Bellaire Boulevard, Houston, TX 77074	713-588-1200	Olga Rojas, Instructional Coordinator	2, 9, 47
San Jose	2615 Fannin Street, Houston, TX 77002	713-803-1889	Doris Larry, Lead Learning Center Manager	700 (METRO rail), 54, 82, 85

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

**Fax:** 713-640-8247

**Email:** [kaneesha.allen@houliteracy.org](mailto:kaneesha.allen@houliteracy.org) or [martin.loan@houliteracy.org](mailto:martin.loan@houliteracy.org)

**Website:** <http://www.houread.org/resources/find-a-class-near-you>

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

**Eligibility:** Must meet age requirements.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Participates in the AmeriCorps Texas Family Literacy Initiative. • Operates three adult literacy demonstration centers. • Supports 60+ literacy providers throughout its service area. • Creates connections among literacy service providers and literacy resources in order to support adult learners.

### Houston-Galveston Area Council (H-GAC) – Workforce Solutions

**Area Served:** Greater Houston

Location	Address	Phone	Fax	Contacts	Bus Routes
Main Office	3555 Timmons Lane, Houston, TX 77027	713-993-4524	713-993-4578	Mike Temple	82, 84, 283
Astrodome	9315 Stella Link Road, Houston, TX 77025	713-661-3220	713-666-9532	Jacqueline Feliz	10, 68, 261

Location	Address	Phone	Fax	Contacts	Bus Routes
East End	5104 Harrisburg Boulevard, Houston, TX 77011	713-228-8848	713-228-8858	Tina Taylor	800 (METRO rail), 20, 80
Northeast	4217 Tidwell Road, Suite A, Houston, TX 77093	713-694-5087	713-697-6459	Brenda Wood	3, 45, 80
Northline	4424 North Freeway, Suite A, Houston, TX 77022	713-692-7755	713-697-0635	Ingrid Martin	700 (METRO rail), 23, 36, 56
Northshore	14355 East Wallisville Road, Houston, TX 77049	281-458-1155	281-459-2768	Sandra Dever	137
Southwest	12710 Bissonnet Street, Houston, TX 77099	281-564-2660	281-988-9827	Monique Ford- Garrett	65, 67
Westheimer	8373 Westheimer Road, Houston, TX 77063	713-953-9211	713-978-7049	Danny Phillips	47, 82
Willowbrook	17517 Highway 249, Houston, TX 77064	281-807-9462	281-807-6058	Nicole Quintero	44

**Days/Hours:** Monday-Friday, 8am-5pm (all locations)

**Email:** [CSC@wrksolutions.com](mailto:CSC@wrksolutions.com)

**Website:** <http://www.wrksolutions.com/find-a-location>

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

**Eligibility:** Requires proofs of citizenship or legal immigrant status, age, residence, income, and household income sources. • May require proofs of layoff or unemployment status and proofs of current school hours and registration. • Must live in the 13-county service area, and must file a financial aid application.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides access to industry and occupation profiles and other resources to help with career planning. • Helps persons to create a budget, determine eligibility for aid, and apply for financial aid for education and training. • May offer scholarships to clients to pursue high-skill, high-growth jobs. • Offers help with work-related expenses such as childcare, transportation, work clothing, work tools, and/or licenses.

### Jewish Family Service

**Address:** 4131 South Braeswood Boulevard, Houston, TX 77025

**Area Served:** Houston

**Days/Hours:** Monday, 8:30am-9pm, Tuesday-Thursday, 8:30am-5:30pm, Friday, 8:30am-4pm

**Contact:** Laura Alter

**Phone:** 713-667-9336

**Fax:** 713-667-3619

**Email:** [info@jfshouston.org](mailto:info@jfshouston.org) (general questions) or [lalter@jfshouston.org](mailto:lalter@jfshouston.org) (programs)

**Website:** <http://www.jfshouston.org/counselingservices.php>

**Local Bus Routes:** 10, 68

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions.

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

**Onsite at Schools:** No

**Languages:** English, Hebrew, Russian

**Direct Services:** Offers help with skills needed to find and keep a job, such as job searches, social media, networking, resume writing, and job interviews. • Helps with issues relating to anxiety or depression, behavioral problems, bereavement, interpersonal relationships, child abuse and family violence, health problems, and addictive behavior. • Also helps with issues relating to personal growth and adjustment, marriage and intermarriage, parenting, and blended families.



## Job Corps – Gary Job Corps Center

**Address:** 2800 Airport Highway 21, San Marcos, TX 78667

**Area Served:** Southeast Texas

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

**Contact:** Lonnie Hall, Center Director or Melissa Valdez, Training Director

**Phone:** 800-733-JOBS or 512-396-6652 (general questions), 512-396-6561 (center director), or 512-396-6731 (training director)

**Fax:** 512-396-6666 or 512-396-6925

**Email:** [hall.lonnie@jobcorps.gov](mailto:hall.lonnie@jobcorps.gov) (center director) or [valdez.melissa@jobcorps.gov](mailto:valdez.melissa@jobcorps.gov) (training director)

**Website:** <http://gary.jobcorps.gov/home.aspx>

**Local Bus Routes:** Not available

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

**Eligibility:** Must be a legal resident or citizen and meet low-income qualifications. • Also must need to earn a high school diploma or take a General Educational Development (GED) examination.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers hands-on career technical training, academic training, and help earning a General Educational Development (GED) certificate or high school diploma. • Offers career planning, on-the-job training, job placement, residential housing, food service, driver's education, healthcare, dental care, and nutrition classes. • Provides a basic living allowance and a clothing allowance.

## Neighborhood Centers, Inc.

**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 Neighborhood Center	6500 Rookin Street, Houston, TX 77074	713-273-3701	Monday-Friday, 8am-9pm, Saturday, 10am-4pm	9, 47, 402
Harbach-Ripley Neighborhood Center	6225 Northdale Street, Houston, TX 77087	713-640-7100	Monday and Wednesday, 9am-7pm, Tuesday, Thurs- day, and Friday, 9am-6pm	50, 73
Leonel Castillo Community Center	2101 South Street, Houston, TX 77009	713-380-2260	Monday-Friday, 9am-8pm, Saturday, 9am-2pm	700 (METRO), 44, 66
Ripley House Neighborhood Center	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:** [ASPIRE@neighborhood-centers.org](mailto:ASPIRE@neighborhood-centers.org)

**Website:** <http://neighborhood-centers.org>

**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:** Provides career coaching, soft skills training, financial aid assistance, job placement, and other support services. • Offers workforce development for careers as welders, pipefitters, ironworkers, electricians, technicians, and other industrial employment.

## SEARCH – Employment Services

**Address:** 2505 Fannin Street, Houston, TX 77002

**Area Served:** Harris County

**Days/Hours:** Office: Monday-Friday, 8am-5pm. • Orientation: Tuesday and Thursday, 2pm.

**Contact:** Not available

**Phone:** 713-739-7752

**Fax:** 713-739-9201

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

**Website:** <http://www.searchhomeless.org/programs>

**Local Bus Routes:** 700 (METRO rail), 54, 161, 162

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

**Eligibility:** Requires status as a homeless person and participation in an intake interview and orientation.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides job readiness, skills training, job placement assistance, and case management, as well as employment counseling to support job searches. • Offers help for getting a job such as work clothes, basic tools, bus tokens, meals, and access to computers, telephones, and voicemail.

## SER-Jobs for Progress

**Address:** 201 Broadway Street, Houston, TX 77012

**Area Served:** Houston

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

**Contact:** Christopher Pratt, Director of Training and Development

**Phone:** 713-773-6000 Ext. 147

**Fax:** 713-773-6010

**Email:** [info@serhouston.org](mailto:info@serhouston.org) or [chris.pratt@serhouston.org](mailto:chris.pratt@serhouston.org)

**Website:** <http://serhouston.org>

**Local Bus Routes:** 50

**Ages/Grades Served:** Ages 14-17 and adults ages 18-24

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

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides education, training, and employment services for out-of-school youth and young adults. • Provides summer work experience and internships for youth.

## Texas Department of Assistive and Rehabilitative Services (DARS) – Houston Field Offices

**Area Served:** Harris County

Location	Address	Phone	Fax	Bus Routes
Central	3311 Richmond Avenue, Suite 175, Houston, TX 77098	713-866-7765	713-874-5080	25, 84, 283
East End	5425 Polk Avenue, Suite 410, Houston, TX 77023	713-928-7700	713-928-7740	76
Hobby	8866 Gulf Freeway, Suite 225, Houston, TX 77017	713-866-7750	713-947-8521	244
North	450 North Sam Houston Parkway East, Suite 220, Houston, TX 77060	713-267-8550	281-999-2999	56, 102
Northeast	11811 East Freeway, Suite 250, Houston, TX 77029	713-866-7735	713-866-7744	137

Location	Address	Phone	Fax	Bus Routes
South	2636 South Loop West, Suite 525, Houston, TX 77054	713-349-1360	713-349-1379	14, 84
Southwest	3721 Briarpark Drive, Suite 150, Houston, TX 77042	713-866-7700	713-977-6484	25, 46, 151, 153
West	427 West 20th Street, Suite 407, Houston, TX 77008	713-802-3100	Not available	26

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

**Contact:** Not available

**Email:** [DARS.Inquiries@dars.state.tx.us](mailto:DARS.Inquiries@dars.state.tx.us)

**Website:** <http://www.dars.state.tx.us/drs/offices/OfficeLocator.aspx>

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

**Eligibility:** Requires a physical or mental disability that substantially impedes employment. • Other requirements include whether the person is employable after receiving services and whether services are required to achieve employment outcomes. • Field office hours vary. • Always call ahead.

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

**Onsite at Schools:** No

**Languages:** American Sign Language, English, Spanish

**Direct Services:** Helps persons with disabilities to prepare for, find, and keep jobs. • Offers support such as counseling, training, medical treatment, assistive devices, job placement assistance, and other assistance.

## 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:

Jeff Smith, Business Operations Team Leader  
 Family and Community Engagement Department (FACE)  
 Houston Independent School District (HISD)  
 4400 West 18<sup>th</sup> Street  
 Houston, TX 77092  
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[face@HoustonISD.org](mailto:face@HoustonISD.org)