
2016 COMMUNITY RESOURCE GUIDE

CITIZENSHIP and IMMIGRATION



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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) 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.

Evaluation Form

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

CITIZENSHIP and IMMIGRATION

Citizenship and Immigration:

1. African Law Center
2. Alliance for Multicultural Community Services (AMCS)
3. Bilingual Education Institute (BEI)
4. Boat People SOS Houston
5. Catholic Charities of the Archdiocese of Galveston-Houston
6. Chinese Community Center of Houston
7. City of Houston Department of Neighborhoods – Office of International Communities
8. City of Houston – Mayor's Citizens' Assistance Office
9. FIEL Houston
10. Harris County Department of Education
11. Houston Immigration Services Collaborative
12. Human Rights First Houston
13. Immigration Counseling Center
14. Interfaith Ministries for Greater Houston, Inc.
15. International Emergency and Development Aid Houston
16. League of United Latin American Citizens (LULAC) District VIII
17. Memorial Assistance Ministries (MAM)
18. NALEO Educational Fund
19. Neighborhood Centers, Inc. – Immigration Department
20. Refugee Services of Texas, Inc.
21. Young Men's Christian Association of Greater Houston (YMCA)

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	281-624-6421	All ages	Free	No	English
2	713-776-4700 Ext. 209	Adults ages 18+	Costs vary	No	Arabic, Chinese, English, Spanish, others
3	713-789-4555 713-789-4324	Ages 16-17 and Adults ages 18+	Free	No	Arabic, Bosnian, English, French, Spanish, Swahili, Vietnamese
4	281-530-6888	Adults ages 18+	Costs vary	No	English, Khmer, Spanish, Vietnamese
5	713-227-9981 866-649-5862	Adults ages 18+	Free	No	Arabic, English, French, Haitian Creole, Hindi, Persian, Spanish, Swahili, Thai, Vietnamese
6	713-271-6100 Ext. 203	All ages	Free	No	Chinese (Cantonese, Mandarin), English, Spanish, Vietnamese
7	832-393-1010 713-778-6503	All ages	Free	No	Amharic, Chinese, English, French, Korean, Spanish
8	832-393-0955	All ages	Free	No	English, Spanish
9	713-364-3435	All ages	Costs vary	No	English, Spanish
10	713-694-6300 713-694-6216	Adults ages 18+	Costs vary	Yes	English, Spanish
11	888-839-8682	All ages	Free	No	Arabic, Chinese, English, Spanish, Vietnamese
12	713-955-1360	All ages	Free	No	Arabic, Chinese, English, Spanish, others
13	713-953-0047	Adults ages 18+	Costs vary	No	English, Spanish
14	713-533-4900 713-533-4940	All ages	Costs vary	No	English
15	713-774-7522	All ages	Costs vary	No	English, French
16	713-695-5980	All ages	Costs vary	No	English, Spanish

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
17	713-468-4516 713-574-7538	All ages	Free	No	English, Spanish
18	713-228-6400	All ages	Costs vary	No	English, Spanish
19	713-273-3707	All ages	Free	No	English, German, Spanish
20	713-644-6224	All ages	Costs vary	No	English, Spanish
21	713-659-9015 Ext. 1011	Adults ages 18+	Costs vary	No	Arabic, Burmese, English, Farsi, French, Kirundi, Oromo, Russian, Spanish, Swahili, Vietnamese

African Law Center

Address: 9898 Bissonnet Street, Suite 589, Houston, TX 77036

Area Served: Greater Houston

Days/Hours: Monday-Friday, 9am-5pm, Saturday, 10am-4pm

Contact: Benjamin Nkem, Executive Director

Phone: 281-624-6421

Fax: 206-338-3324

Email: info@africanlawcenter.org

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

Local Bus Routes: 65, 68, 269

Ages/Grades Served: All ages

Eligibility: Focuses on low-income African immigrants and persons who have low proficiency in English.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides legal aid with income tax filings, family petitions, status adjustments, translations, financial aid counseling, citizenship applications, Deferred Action for Childhood Arrivals (DACA) and Deferred Action for Parents of Americans and Lawful Permanent Residents (DAPA) forms, and other services.

Alliance for Multicultural Community Services (AMCS)

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

Area Served: Harris County

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

Contact: Ayele Michael, Resettlement Program Manager

Phone: 713-776-4700 Ext. 209

Fax: 713-776-4730

Email: info@allianceontheweb.org or amichael@allianceontheweb.org

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

Local Bus Routes: 9, 47, 402

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of income and proof of refugee or immigrant status.

Costs: Costs vary. • Most services are free; some require a fee. • Call to ask about specific costs.

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: Promotes early self-sufficiency and cultural adjustment among newly arrived refugees. • Provides airport pick-up, orientation, transportation assistance, housing, furnishings, clothing, food, medical and employment referrals, school enrollment, sponsorship of relatives overseas. • Helps refugees with applications for social security insurance (SSI), the Supplemental Nutrition Assistance Program (SNAP), and

Medicaid. • Also helps refugees with short-term cash, rental, placement, and other support services, such as English language training, childcare, and transportation subsidies.

Bilingual Education Institute (BEI)

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

Area Served: Harris County

Days/Hours: Monday-Friday, 8am-5pm, Saturday, 9am-12pm

Contact: Gordana Arnautovic, Executive Director

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

Fax: 713-789-4541

Email: 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 proof of residence and proof of refugee status. • Must live in Harris County. • Must be ages 16+ and must have lived in the United States of America for no longer than five years. • Accepts walk-ins.

Costs: Free

Onsite at Schools: No

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

Direct Services: Offers educational services for eligible refugees.

Boat People SOS Houston

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

Area Served: Harris County

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

Contact: Trish Nguyen

Phone: 281-530-6888

Fax: 281-530-6838

Email: trish.nguyen@bpsos.org

Website: <http://www.bpsos.org/mainsite/en/where-we-work/us-branches/houston/our-programs.html>

Local Bus Routes: 2, 161

Ages/Grades Served: Adults ages 18+

Eligibility: 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, Khmer, Spanish, Vietnamese

Direct Services: Advocates for and assists in the filing of several immigration forms, family and fiancée sponsorships, and permanent resident or United States citizenship applications. • Provides case management and legal representation to immigrant victims of domestic violence. • Also provides English as a Second Language (ESL) classes and citizenship and naturalization services.

Catholic Charities of the Archdiocese of Galveston-Houston

Address: Guadalupe Center, 326 South Jensen Drive, Houston, TX 77003

Area Served: Greater Houston

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

Contact: Wafa Abdin, Vice President of Immigration Legal Services, or Jo Ann Zuniga, Program Manager of Communications

Phone: 713-227-9981 (general information) or 866-649-5862 (requests for help)

Fax: 713-526-1546

Email: info@www.catholiccharities.org

Website: <http://www.catholiccharities.org/our-services/supporting-refugees-immigrants/st-frances-cabrini-center-for-immigration-legal-assistance>

Local Bus Routes: 6, 20, 30

Ages/Grades Served: Adults ages 18+

Eligibility: Accepts cases involving family petitions, naturalization, refugee and asylum adjustments, asylum, visa applications, unaccompanied minors, Deferred Action for Childhood Arrivals (DACA), and Deferred Action for Parents of Americans and Lawful Permanent Residents (DAPA).

Costs: Free

Onsite at Schools: No

Languages: Arabic, English, French, Haitian Creole, Hindi, Persian, Spanish, Swahili, Thai, Vietnamese

Direct Services: Offers help with immigration legal services, such as citizenship applications. • Offers services for outreach, legal assessment, legal counseling, legal representation, and advocacy.

Chinese Community Center of Houston

Address: 9800 Town Park Drive, Houston, TX 77036

Area Served: Houston

Days/Hours: Office: Monday-Friday, 9am-5pm. • Naturalization: Friday, 9am-12pm.

Contact: Denise Truong, Director of Programs, Aly Arnold, Naturalization/Citizenship Assistance, or Dan Nguyen, Naturalization/Citizenship Assistance

Phone: 713-271-6100 Ext. 203

Fax: 713-271-3713

Email: info@ccchouston.org or aly@ccchouston.org or dnguyen@ccchouston.org

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

Local Bus Routes: 151, 152

Ages/Grades Served: All ages

Eligibility: Requires photographic identification (photo ID), a permanent resident card or green card, a passport, a list of employment history (for the past five years), a list of home addresses (for the past five years), and the last year's income tax. • Accepts walk-ins.

Costs: Free

Onsite at Schools: No

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

Direct Services: Offers help with naturalization applications. • Also offers English as a Second Language (ESL) classes and other services.

City of Houston Department of Neighborhoods – Office of International Communities

Area Served: Houston

Location	Address	Contacts	Phone	Fax	Bus Routes
City Hall	901 Bagby Street, Houston, TX 77002	Terrence O'Neill	832-393-1010	832-393-0844	40, 85, 162, 219
Southwest Multi-Service Center	6400 High Star Drive, Suite 131, Houston, TX 77074	Benito Juarez	713-778-6503	713-778-6561	9, 47

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

Email: oneill@houstontx.gov or juarez@houstontx.gov

Website: <http://www.houstontx.gov/oic>

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Free

Onsite at Schools: No

Languages: Amharic, Chinese, English, French, Korean, Spanish

Direct Services: Promotes the well-being and connectedness of Houston's international community and facilitates its successful civic, economic, and cultural integration in Houston.

City of Houston – Mayor's Citizens' Assistance Office

Address: 900 Bagby Street, Public Level, Houston, TX 77002

Area Served: Houston

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

Contact: Rhonda Sauter, Division Manager

Phone: 832-393-0955

Fax: 832-393-0952

Email: 311@houstontx.gov or rhonda.sauter@houstontx.gov

Website: <http://www.houstontx.gov/cao>

Local Bus Routes: 40, 85, 162, 219

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Conducts a citizenship program. • Offers a resource guide for local English classes and citizenship classes as well as other resources for immigrants. • Publishes a newsletter to inform immigrants about city services and upcoming events.

FIEL Houston

Address: 6610 Harwin Drive, Suite 214, Houston, TX 77036

Area Served: Greater Houston

Days/Hours: Monday-Friday, 9am-5pm, Saturday, 9am-3pm

Contact: Cesar Espinosa, Director or Aura Espinosa, Director of Legal Department

Phone: 713-364-3435

Fax: Not available

Email: cespinosa@fielhouston.org or aespinosa@fielhouston.org

Website: <http://fielhouston.org/aboutus/programs>

Local Bus Routes: 9, 47, 153

Ages/Grades Served: All ages

Eligibility: No area restrictions.

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides help with income tax filings, family petitions, status adjustments, translations, financial aid counseling, citizenship applications, Deferred Action for Childhood Arrivals (DACA) and Deferred Action for Parents of Americans and Lawful Permanent Residents (DAPA) forms, and other services. • Offers legal aid concerning citizenship and immigration.

Harris County Department of Education

Address: 6300 Irvington Boulevard, Houston, TX 77022

Area Served: Harris County

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

Contact: Eduardo Honold, Adult Education

Phone: 713-694-6300 (offices) or 713-694-6216 (adult education)

Fax: Not available

Email: ehonold@hcde-texas.org

Website: <http://www.hcde-texas.org>

Local Bus Routes: 26, 79

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity and proof of income.

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

Onsite at Schools: Yes. • HCDE offers after-school enrichment in HISD and other school districts.

Languages: English, Spanish

Direct Services: Provides citizenship education and other adult education classes.

Houston Immigration Legal Services Collaborative (HILSC)

Address: 1717 Saint James Place, Suite 450, Houston, TX 77056

Area Served: Greater Houston

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

Contact: Ann Chandler, Director

Phone: 888-839-8682 (hotline)

Fax: Not available

Email: info@houstonimmigration.org

Website: <http://houstonimmigration.org/about-us>

Local Bus Routes: 32, 49

Ages/Grades Served: All ages

Eligibility: Focuses its support on low-income immigrants. • Resources are available to the general public.

Costs: Free

Onsite at Schools: No

Languages: Arabic, Chinese, English, Spanish, Vietnamese

Direct Services: Provides information to documented and undocumented immigrants. • Maintains a clearinghouse of information for immigrants who seek legal status through citizenship or deferred action.

Human Rights First Houston

Address: 1303 San Jacinto Street, 9th Floor, Houston, TX 77002

Area Served: Greater Houston

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

Contact: Jake Hofstetter, Legal Services Coordinator

Phone: 713-955-1360

Fax: Not available

Email: Houston@humanrightsfirst.org or hofstetter@humanrightsfirst.org

Website: <http://www.humanrightsfirst.org/houston>

Local Bus Routes: 700 (METRO rail), 40, 41, 52

Ages/Grades Served: All ages

Eligibility: Must be an asylum seeker.

Costs: Free

Onsite at Schools: No

Languages: Amharic, Arabic, Belarussian, Burmese, Chinese (Mandarin), English, French, Khmer, Lao, Nepali, Portuguese, Russian, Somali, Spanish, Swahili, Tigrinya

Direct Services: Provides free (pro bono) legal aid to asylum seekers.

Immigration Counseling Center

Address: 6430 Richmond Avenue, Suite 450, Houston, TX 77057

Area Served: Harris County

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

Contact: Hortencia Gallegos, Director

Phone: 713-953-0047

Fax: 713-953-1605

Email: icci@peoplepc.com

Website: <http://immigrationcci.com>

Local Bus Routes: 25, 47, 82

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proofs of income and of status as an immigrant. • Accepts walk-ins.

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: Provides photographs and fingerprints and helps undocumented persons prepare documents for immigration and naturalization. • Also provides advocacy and counseling.

Interfaith Ministries for Greater Houston, Inc.

Address: 3303 Main Street, Houston, TX 77002

Area Served: Greater Houston

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

Contact: Ali Al Sudani, Refugee Services Manager

Phone: 713-533-4900 (office) or 713-533-4940 (refugee services)

Fax: 713-520-4663

Email: aalsudani@imgh.org

Website: <https://www.imgh.org/refugee-services>

Local Bus Routes: 700 (METRO rail), 82

Ages/Grades Served: All ages

Eligibility: Requires proof of refugee status. • Refugees and immigrants must be approved for services. • Accepts walk-ins.

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

Onsite at Schools: No

Languages: English

Direct Services: Helps families with reunification and immigration. • Also helps with English as a Second Language (ESL) classes, housing, and employment.

International Emergency and Development Aid Relief Houston

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

Area Served: Greater Houston

Days/Hours: Monday-Friday, 10am-3pm

Contact: Thony Ngumbu, Senior Director

Phone: 713-774-7522

Fax: Not available

Email: legal@iedarelief.org or thonyn@iedarelief.org

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

Local Bus Routes: 10, 63, 68

Ages/Grades Served: All ages

Eligibility: Focuses on refugees, new immigrants, and low-income families. • Denies no one services based on an inability to pay. • Requires proof of income and an appointment. • Accepts walk-ins on Friday only.

Costs: Costs vary. • Charges \$30 for a consultation. • Offers a fee waiver based on inability to pay. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, French

Direct Services: Provides counseling and representation to persons who seek help with legal concerns such as adjustment of status, Deferred Action for Childhood Arrivals (DACA) forms, Deferred Action for Parents of Americans and Lawful Permanent Residents (DAPA) forms, citizenship, asylum, and family petitions.

League of United Latin American Citizens (LULAC) District VIII

Address: 5207 Airline Drive, Suite 102, Houston, TX 77002

Area Served: Greater Houston

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

Contact: Rick Dovalina, District Director

Phone: 713-695-5980

Fax: 713-691-4128

Email: d8mgr@lulac.org

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

Local Bus Routes: 56

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Costs vary. • Charges annual dues of \$16 to \$100 depending upon the type of membership. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Advocates on behalf of and advances improvements in the economic condition, educational attainment, political influence, housing, health, and civil rights of the area's Latino/Hispanic community.

Memorial Assistance Ministries (MAM)

Address: 1625 Blalock Road, Houston, TX 77080

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

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

Contact: Pete Zagone or Liliana Padron

Phone: 713-468-4516 (general questions) or 713-574-7538 (citizenship classes)

Fax: 713-468-4702

Email: pzagone@maministries.org or lpadron@maministries.org

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

Local Bus Routes: 26

Ages/Grades Served: All ages

Eligibility: Requires proof of identity and proof of residence.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers classes in citizenship, English as a Second Language (ESL), and General Educational Development (GED) preparation. • Also offers job search and employment assistance. • Provides temporary support for families to meet basic needs (urgent health care, food, clothing, transportation, shelter).

NALEO Educational Fund

Address: 1314 Texas Avenue, Suite 410, Houston, TX 77002

Area Served: Greater Houston

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

Contact: Liliana Mireles, Regional Program Manager

Phone: 713-228-6400

Fax: 713-228-0606

Email: Not available

Website: <http://www.naleo.org/immigration>

Local Bus Routes: 700 (METRO rail), 800 (METRO rail), 40, 41

Ages/Grades Served: All ages

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

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Works to ensure that comprehensive immigration reform includes measures that reduce barriers to naturalization and promote the integration of newcomers. • Advocates for a timely path to citizenship for law-abiding, tax-paying newcomers.

Neighborhood Centers, Inc. – Immigration Department

Area Served: Harris County

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, Thursday, 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 rail), 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

Days/Hours: Office: Monday-Friday, 7am-8pm. • Deferred Action for Childhood Arrivals (DACA) Consultations: Thursday, 9am-11am. • Immigration Consultations: Tuesday and Friday, 9:30am-11:30am.

Contact: Not available

Phone: 713-273-3707

Fax: 713-273-3795

Email: immigration@neighborhood-centers.org

Website: <http://www.immigrationforgood.org/index.php/services>

Ages/Grades Served: All ages

Eligibility: Requirements vary by program. • Call to ask for specific requirements. • Accepts appointments.

Costs: Free

Onsite at Schools: No

Languages: English, German, Spanish

Direct Services: Offers citizenship classes. • Provides citizenship application assistance and general immigration legal consultations once per month. • Provides direct legal services, including representation on affirmative and defensive cases. • Helps with adjustment of status, asylum, Deferred Action for Childhood Arrivals (DACA), employment authorization, naturalization, citizenship, visas, and other applications related to citizenship and immigration status.

Refugee Services of Texas, Inc.

Address: 6065 Hillcroft Street, Suite 513, Houston, TX 77081

Area Served: Houston

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

Contact: Aaron Rippenkroeger, President and Chief Executive Officer

Phone: 713-644-6224

Fax: 713-645-1915

Email: houston@rstx.org

Website: <http://www.rstx.org/houston.html>

Local Bus Routes: 9, 47

Ages/Grades Served: All ages

Eligibility: Focuses on low-cost legal aid to all immigrant groups.

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

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers 30-minute consultations on immigration-related questions. • Provides adjustments of status to permanent resident, naturalization and citizenship, petitions for immigrant relatives, renewals of residence, initial applications and renewals of asylum, and first applications and renewals of Deferred Action for Childhood Arrivals (DACA).

Young Men's Christian Association of Greater Houston (YMCA)

Address: 6300 Westpark Drive, Suite 600, Houston, TX 77057

Area Served: Greater Houston

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

Contact: Brian Schaeffer, Senior Program Director – Immigration Legal Services

Phone: 713-659-9015 Ext. 1011

Fax: Not available

Email: brian.schaeffer@ymcahouston.org

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

Local Bus Routes: 25, 32, 47, 153

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity and proof of refugee status. • Accepts walk-ins.

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

Onsite at Schools: No

Languages: Arabic, Burmese, English, Farsi, French, Kirundi, Oromo, Russian, Spanish, Swahili, Vietnamese

Direct Services: Offers citizenship and immigrant legal services. • Helps refugees in resettlement. • Offers classes in General Educational Development (GED) preparation and in English as a Second Language (ESL), job training, and other services in its informal education programs. • Offers after-school and youth programs.

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 18th Street
 Houston, TX 77092
 713-556-7290 (main)
 713-556-6814 (fax)
face@HoustonISD.org