
2016 COMMUNITY RESOURCE GUIDE

SHELTER ASSISTANCE



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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!

SHELTER ASSISTANCE

Shelter Assistance:

1. Casa Juan Diego
2. Catholic Charities of the Archdiocese of Galveston-Houston
3. City of Houston – Fair Housing Office Hotline
4. Coalition for the Homeless of Houston/Harris County
5. Greater Houston Fair Housing Center
6. Harris County Community Services Department – Office of Social Services
7. Harris County Housing Authority (HCHA)
8. Harris County Housing Resource Center
9. Harris County Protective Services for Children and Adults – Kinder Emergency Shelter
10. Housing Authority of Houston (HAH)
11. Ministry Assistance of the Near Northwest Alliance (MANNA)
12. Miryams Hostel
13. Northwest Assistance Ministries (NAM) – Interfaith Hospitality Network
14. Santa Maria Hostel, Inc.
15. SEARCH – House of Tiny Treasures
16. SEARCH – Resource Center
17. Star of Hope – Women and Family Shelters
18. The Mission of Yahweh, Inc.
19. The Salvation Army Greater Houston Area Command – Family Residence Shelter
20. Wesley Community Center

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-869-7376	All ages	Free	No	English, Spanish
2	713-227-9981 866-649-5862	Adults ages 18+	Free	No	English, Spanish
3	832-394-6200 832-394-6279	All ages	Free	No	English, Spanish, Vietnamese
4	713-739-7514	All ages	Free	No	English
5	713-641-3247	All ages	Free	No	English, Spanish, Vietnamese
6	713-696-7900	Adults ages 18+	Free	No	English, Spanish
7	713-578-2100 877-428-8844	All ages	Costs vary	No	English, Spanish
8	713-578-2000 713-578-2055 713-696-1998	All ages	Free	No	English, Spanish, Vietnamese
9	713-394-4000 713-295-2700	Ages 12-17	Free	No	English, Spanish
10	713-260-0377	Adults ages 18+	Costs vary	No	English
11	713-682-5652 713-682-7556	All ages	Free	No	English
12	713-520-0461	Adults ages 18+	Free	No	English
13	281-885-4555 281-885-4531 281-885-4567	All ages	Free	No	English, Spanish
14	713-691-0900 Ext. 1155	All ages	Costs vary	No	English
15	713-739-9201	Ages 1-6	Free	No	English, Spanish
16	713-739-7752	Adults ages 18+	Free	No	English, Spanish
17	713-748-0700 713-222-2220 713-748-7242	All ages	Free	No	English, Spanish
18	713-466-4785	Boys: Ages 0-8 Girls: Ages 0-13 Women: Ages 18+	Free	No	English

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
19	713-650-6530	All ages	Free	No	English, Spanish
20	713-223-8131 713-821-8917	All ages	Free	No	English, Spanish

Casa Juan Diego

Address: 4818 Rose Street, Houston, TX 77007

Area Served: Houston

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

Contact: Mark Zwick and Louise Zwick

Phone: 713-869-7376

Fax: Not available

Email: info@cid.org

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

Local Bus Routes: 27, 71, 85

Ages/Grades Served: All ages

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

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

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

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: Natalie Wood, Vice President of Strengthening Families Services

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/strengthening-families/basic-needs>

Local Bus Routes: 6, 20, 30

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of age, proof of identity, proof of address, and proof of income. • Also requires a cut-off notice for help with utilities. • For rent or mortgage help, some services may require a vacate notice or an eviction notice or status as at least two months behind in payments.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers help with basic needs such as shelter, food, and transportation. • Also offers referrals to community resources, intensive case management, employment and financial assistance, counseling, and human immunodeficiency virus (HIV) education.

City of Houston – Fair Housing Office Hotline

Address: Department of Housing and Community Development, 901 Bagby Street, Houston, TX 77002

Area Served: Greater Houston

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

Contact: Neal Rackleff, Director

Phone: 832-394-6200 (hotline) or 832-394-6279 (receptionist)

Fax: Not available

Email: 311@houstontx.gov or hcdd@houstontx.gov

Website: http://www.houstontx.gov/housing/fair_housing.html

Local Bus Routes: 40, 85, 162, 219

Ages/Grades Served: All ages

Eligibility: Must live in the Houston Metropolitan Area.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Helps residents with complaints of possible discrimination in the rental of an apartment or the purchase of a home based on race, color, religion, national origin, sex, family status, or disability. • Provides complaint forms, handbooks, and counseling.

Coalition for the Homeless of Houston/Harris County

Address: 600 Jefferson Street, Suite 2050, Houston, TX 77002

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8am-5pm. • Information and Referral: Monday-Sunday, 24 hours/day.

Contact: Eva Thibaudeau, Director of Programs

Phone: 713-739-7514

Fax: 713-739-8038

Email: info@homelesshouston.org (general questions) or ethibaudeau@homelesshouston.org (programs)

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

Local Bus Routes: 85, 162

Ages/Grades Served: All ages

Eligibility: Information about homelessness is available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Advocates for preventing and ending homelessness. • Provides information about shelter, specialized housing, licensed care homes, and assistance programs. • Offers a guide to shelters. • Publishes reports about homeless school children in Houston.

Greater Houston Fair Housing Center

Address: 2626 South Loop West, Suite 406, Houston, TX 77001

Area Served: Greater Houston

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

Contact: Daniel Bustamante, Executive Director

Phone: 713-641-3247

Fax: 713-862-0909

Email: houstonfairhousing@swbell.net or EDU@houstonfairhousing.org or EDUviet@houstonfairhousing.org

Website: http://www.neighborhood-centers.org/locations#school_site

Local Bus Routes: 14, 84

Ages/Grades Served: All ages

Eligibility: Advocates for persons who complain of housing discrimination based on race, color, national origin, religion, sex, familial status, or disability or handicap.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Provides an online housing discrimination complaint form. • Protects individuals and families from discrimination when they seek to rent, buy, or secure financing for any housing.

Harris County Community Services Department – Office of Social Services

Address: 8410 Lantern Point Drive, Houston, TX 77054

Area Served: Harris County

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

Contact: Not available

Phone: 713-696-7900

Fax: Not available

Email: hrc@csd.hctx.net

Website: <http://www.csd.hctx.net>

Local Bus Routes: 14, 84

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of residence, proof of citizenship, proof of identity, and proof of income. • Requires house deed, lease agreement, or housing contract, proof of past management of bills and rent, current bank statement, and verification of other assistance.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Provides help for residents with utility payment emergencies and help for residents who have received vacate premises or eviction notices. • Provides help with burial services for indigent residents. • Also provides help for veterans related to compensation, pensions, health, education, and insurance.

Harris County Housing Authority (HCHA)

Address: 8933 Interchange Drive, Houston, TX 77054

Area Served: Harris County

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

Contact: Not available

Phone: 713-578-2100 (general questions) or 877-428-8844 (housing navigator)

Fax: 713-669-4594

Email: hcha@hchatexas.org

Website: <http://hchatexas.org>

Local Bus Routes: 700 (METRO rail), 8, 84

Ages/Grades Served: All ages

Eligibility: Must qualify for low income housing assistance. • Requires proof of income and proof of identity.

Costs: Costs vary. • The housing choice voucher program is free. • Charges a voucher portability fee. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides an online database of affordable rental housing and operates a housing choice voucher program. • Publishes a Help Card that lists area providers of services to homeless persons.

Harris County Housing Resource Center

Address: 8410 Lantern Point Drive, Houston, TX 77054

Area Served: Harris County

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

Contact: Not available

Phone: 713-578-2000 (general questions), 713-578-2055 (helpline), or 713-696-1998 (resource navigators)

Fax: Not available

Email: hrc@hctx.net (general questions) or navigator@csd.hctx.net (resource navigators)

Website: <http://www.hrc.hctx.net>

Local Bus Routes: 14, 84

Ages/Grades Served: All ages

Eligibility: Provides information about housing and emergency services in Harris County, regardless of income. • Some services may require proof of residence in Harris County.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Links families to emergency help for rent or mortgage or bills for gas, electricity, phone, or water, and to sources of transitional and long-term housing and support. • Offers guidance about proof of need, proof of income, proof of identity, proof of disability, and other topics. • Links persons to financial literacy programs. • Resource Navigators help persons who are having a hard time finding enough resources.

Harris County Protective Services for Children and Adults – Kinder Emergency Shelter

Address: 6300 Chimney Rock Road, Houston, TX 77081

Area Served: Harris County

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

Contact: Estella Olguin, Community Relations Director

Phone: 713-394-4000 (general questions) or 713-295-2700 (shelter)

Fax: 713-295-2718

Email: Not available

Website: <http://www.hc-ps.org/shelter.aspx>

Local Bus Routes: 33, 49

Ages/Grades Served: Ages 12-17

Eligibility: Shelter youth must attend the Excel Academy School (Juvenile Probation Charter School) located within the shelter.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers individual, family, and group counseling. • Provides meals and snacks in the shelter dining room. • Also provides intake physicals, minor medical care, emergency care, and dental services. • Provides arts and crafts, organized sports, and off-campus cultural events for shelter youth.

Housing Authority of Houston (HAH)

Address: 2640 Fountain View Drive, Suite 400, Houston, TX 77057

Area Served: Houston

Days/Hours: Housing Choice Voucher Program: Monday-Friday, 8am-5pm. • Public Housing Applications: Monday-Thursday, 8am-4pm.

Contact: Angenette Tousant (Adult Services), Demeshia Conley (Youth Services), or Gilda Jackson (Family Services)

Phone: 713-260-0377 (customer service)

Fax: 713-260-0825

Email: portability@housingforhouston.com (housing choice vouchers), atousant@housingforhouston.com (adult services), dconley@housingforhouston.com (youth services), or gjackson@housingforhouston.com (family services)

Website: <http://www.housingforhouston.com>

Local Bus Routes: 32, 49, 82

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity, proof of income, proof of age, and proof of Medicaid or Medicare status. • Accepts housing applications only at the central office. • Requires appointments for visits to the Housing Choice Voucher Program office.

Costs: Costs vary. • Client pays no more than 30% of income toward rent. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English

Direct Services: Provides affordable housing options to low-income families. • Programs include housing choice vouchers, voucher portability, and public housing. • Operates a neighborhood resource center for residents.

Ministry Assistance of the Near Northwest Alliance (MANNA)

Address: 2101 West 34th Street, Houston, TX 77018

Area Served: Houston ZIP Codes: 77007, 77008, 77009, 77018, 77022, 77037, 77038, 77040, 77076, 77086, 77088, 77091, and 77092

Days/Hours: Assistance Program: Monday, 8am-11am. • Food Pantry: Monday, 8am-11am, Tuesday, 9:30am-11:30am, and Thursday, 9:30am-11:30am. • Resale Store: Monday-Saturday, 10am-5pm.

Contact: Patricia Dornak

Phone: 713-682-5652 (assistance program) or 713-682-7556 (food pantry)

Fax: Not available

Email: pdornak@gmail.com

Website: <http://manna-houston.org>

Local Bus Routes: 36

Ages/Grades Served: All ages

Eligibility: No area restrictions. • Must be a family or individual who is in a temporary crisis and needs help in order to avoid becoming homeless. • Must provide proof of financial need. • Must have an eviction notice and/or a cut-off notice for utilities (electricity, gas, and/or water).

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides a food pantry and emergency help including vouchers for clothing and financial help with rent or mortgage and utilities.

Miryams Hostel

Address: 3300 Caroline Street, Houston, TX 77004

Area Served: Houston

Days/Hours: Office: Monday-Friday, 8am-5pm. • Intake: 3:30pm-4:30pm.

Contact: Sister Magdalena, Intake Worker or Deacon Martin, Housing Coordinator

Phone: 713-520-0461

Fax: 713-520-0461

Email: request@magnificathouses.net

Website: <http://www.magnificathousesinc.org/Miryams.html>

Local Bus Routes: 700 (METRO rail), 11

Ages/Grades Served: Adults ages 18+

Eligibility: Requires status as a homeless woman • Beds are available on a first come, first served basis.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Provides emergency overnight shelter for homeless women. • Offers a clean, comfortable, and safe place for up to four nights, showers, clothing, warm meals, and referrals to long-term shelters and drug abuse clinics.

Northwest Assistance Ministries (NAM) – Interfaith Hospitality Network

Address: 15555 Kuykendahl Road, Houston, TX 77090

Area Served: Houston ZIP Codes: 77014, 77032, 77038, 77050, 77060, 77066, 77067, 77068, 77069, 77070, 77073, 77086, 77090, 77373, 77379, 77386, 77388, and 77389

Days/Hours: Monday-Thursday, 8am-5pm, Friday, 8am-4pm

Contact: Becky Landes, Vice President of Program Services

Phone: 281-885-4555 (general questions), 281-885-4531 (housing), or 281-885-4567 (shelter network)

Fax: 281-583-5621

Email: nam@namonline.org

Website: <http://namonline.org/get-help/assistance-housing-services>

Local Bus Routes: 86, 99

Ages/Grades Served: All ages

Eligibility: Requires proof of income and proof of residence. • Must live in Harris County. • Must be a homeless family that includes children.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides shelter for families with children facing homelessness. • Helps adults develop job search skills. • Provides financial help with rent or mortgage, help finding affordable housing, case management, and referrals. • Helps families address the issues that lead to their becoming homeless. • Provides assistance with one month's rent or mortgage payments in emergency situations.

Santa Maria Hostel, Inc.

Address: 2605 Parker Road, Houston, TX 77093

Area Served: Greater Houston

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

Contact: Morgan Williams or Donna White

Phone: 713-691-0900

Fax: 713-691-0910

Email: mwilliams@santamariahostel.org or dwhite@santamariahostel.org

Website: <http://santamariahostel.org/services/emergencysHELTER.html>

Local Bus Routes: 6, 80

Ages/Grades Served: All ages

Eligibility: Must be homeless, at risk of becoming homeless, or fleeing domestic violence situations.

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

Onsite at Schools: No

Languages: English

Direct Services: Provides short-term safe and secure housing with three meals a day for up to 90 days for women and children who are homeless, at risk of becoming homeless, or fleeing domestic violence situations. • Provides case management, recovery support, access to primary medical care, access to mental health services, and access to substance abuse disorder treatment. • Also offers help with life skills, job readiness skills, job searches, transportation, and finding long-term housing.

SEARCH – House of Tiny Treasures

Address: 1529 Lombardy Street, Houston, TX 77023

Area Served: Houston: East End

Days/Hours: Office: Monday-Friday, 8am-5pm. • Shelter: Monday-Friday, 8am-4pm.

Contact: Mitzi Bartlett

Phone: 713-923-7938

Fax: 713-739-9201 (SEARCH office)

Email: info@searchhomeless.org

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

Local Bus Routes: 40, 41

Ages/Grades Served: Ages 1-6

Eligibility: Families with preschool-aged children must be homeless. • Parents must be actively working on improving their education, job skills, or employment. • Must become enrolled to get shelter assistance.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Helps families living in area shelters and other housing programs to attain and maintain self-sufficiency. • Provides nutritious meals, education, and intensive art, play, and speech therapy for young children while their parents attend classes and begin working.

SEARCH – Resource Center

Address: 2505 Fannin Street, Houston, TX 77002

Area Served: Houston

Days/Hours: Office: Monday-Friday, 8am-5pm. • Shelter: Monday-Thursday, 8am-4pm, Friday, 8am-12pm. •

New Clients or Re-enrollments: Monday-Thursday, 8am-10:30am.

Contact: Alexis Loving, Team Lead, Engagement Services

Phone: 713-739-7752

Fax: 713-739-9201

Email: info@SEARCHhomeless.org or aloving@SEARCHhomeless.org

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

Local Bus Routes: 700 (METRO rail), 54, 85, 162

Ages/Grades Served: Primarily adults ages 18+

Eligibility: Requires status as a person already enrolled in SEARCH's case management services or seeking medical/dental services, or as a homeless person seeking employment services. • For first-time clients, SEARCH also requires a homeless letter or verification of homelessness from a credible agency or shelter.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides day shelter services. • As a day shelter only, the Resource Center does not directly provide any overnight housing.

Star of Hope – Women and Family Shelters

Area Served: Houston

Location	Address	Phone	Hours	Bus Routes
Main Office	6897 Ardmore Street, Houston, TX 77054	713-748-0700	Monday-Friday, 8:30am-5pm	28, 87
Women and Family Emergency Shelter	419 Dowling Street, Houston, TX 77003	713-222-2220	Monday-Sunday, 24 hours/day	800 (METRO rail), 900 (METRO rail)
Transitional Living Center for Women and Families	6801 Ardmore Street, Houston, TX 77054	713-748-7242	Monday-Sunday, 24 hours/day	28, 87

Contact: Henry Rush, President and Chief Executive Officer

Fax: 713-748-5941

Email: info@sohmission.org

Website: <http://www.sohmission.org/emergency-shelter>

Ages/Grades Served: All ages

Eligibility: No area restrictions. • Requires referral letter or eviction notice, proof of identity, proof of residency, and proof of marriage, if married. • Must be homeless, unemployed, able to work fulltime, not in school, and not pregnant beyond the first three months. • May apply other criteria regarding children, mental health status, and substance abuse status. • Allows a stay of up to 90 days at the Emergency Shelter. • Transitional Living Center requires formal screening of applicants.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Emergency Shelter provides safe shelter. • Offers housing referrals, a medical clinic, a licensed day care, a pre-school area, a teen activity room, and a computer learning center as well as tutoring for school-aged children, bus tokens for school children, and clothing and supplies for school. • Transitional

Living Center also offers counseling resources and classes in General Educational Development (GED) preparation and in adult basic education (ABE).

The Mission of Yahweh, Inc.

Address: 10247 Algiers Road, Houston, TX 77041

Area Served: Shelter: Harris County. • Food Pantry: Houston ZIP Code 77041 only.

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

Contact: Joyce Raynor, Women's Program Director, or Barbara Moore, Residential Director

Phone: 713-466-4785

Fax: 713-466-3480

Email: joyce.raynor@missionofyahweh.org or barbara.moore@missionofyahweh.org

Website: <http://www.missionofyahweh.org/programs/index.html>

Local Bus Routes: 46

Ages/Grades Served: All ages of homeless women, but limited ages for their children. • Boys: Ages 0-8. • Girls: Ages 0-13.

Eligibility: Must live outside the ZIP code 77041. • Shelter is for homeless women and children only.

Costs: Free. • Clients must agree to volunteer for 20 hours/week or for 10 hours/week if working part-time.

Onsite at Schools: No

Languages: English

Direct Services: Provides shelter, food, and clothing. • Offers help with job readiness, life skills, parenting skills, character development, computer training, counseling, and financial education. • Financial education classes cover budgeting, checking accounts, credit management, and other topics. • Provides backpacks of back-to-school supplies to low-income children in the neighborhood.

The Salvation Army Greater Houston Area Command – Family Residence Shelter

Address: 1603 McGowen Street, Houston, TX 77004

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 8am-4:30pm. • Shelter: Monday-Sunday, 24 hours/day.

Contact: Charmaine Smith, Director

Phone: 713-650-6530

Fax: 713-650-0901

Email: charmaine_smith@uss.salvationarmyhouston.org

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

Local Bus Routes: 700 (METRO rail), 11, 44, 85

Ages/Grades Served: All ages

Eligibility: No area restrictions. • Must be a homeless single woman with children.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: The Family Residence provides shelter for adult single women with families. • Offers classes and counseling designed to address the underlying causes of homelessness and facilitate healing.

Wesley Community Center

Address: 1410 Lee Street, Houston, TX 77009

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 9am-5pm. • Emergency Assistance Appointments: Monday-Thursday, 9am-5pm.

Contact: Jennifer Tucker

Phone: Office: 713-223-8131. • Emergency Assistance Appointments: 713-821-8917.

Fax: 713-225-3449

Email: info@wesleyhousehouston.org (general questions) or jtucker@wesleyhousehouston.org (emergency assistance)

Website: <http://www.wesleyhousehouston.org/our-agency/adult-and-family-services>

Local Bus Routes: 700 (METRO rail), 51, 52, 66

Ages/Grades Served: All ages

Eligibility: Requires a lease vacate or eviction notice, or a disconnect notice. • Also requires proof of residence, proof of emergency, and proof of individuals in the household. • Requires an appointment. • Must call for appointments on Fridays only.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides emergency help with rent and utilities, case management services, and referrals to other community resources.

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