

---

## 2016 COMMUNITY RESOURCE GUIDE

---

---

PARENT LOCATING ASSISTANCE

---



Kenneth Huewitt  
Interim Superintendent of Schools

# Houston Independent School District Board of Education

Manuel Rodriguez, Jr., President	<b>District III</b>
Wanda Adams, First Vice President	<b>District IX</b>
Diana Davila, Second Vice President	<b>District VIII</b>
Jolanda Jones, Secretary	<b>District IV</b>
Rhonda Skillern-Jones, Assistant Secretary	<b>District II</b>
Greg Meyers	<b>District VI</b>
Anna Eastman	<b>District I</b>
Michael L. Lunceford	<b>District V</b>
Harvin C. Moore	<b>District VII</b>

Kenneth Huewitt, Interim Superintendent of Schools

Helen Spencer, Chief Communications Officer

Jorge Arredondo, Ed.D., Assistant Superintendent-Family and Community Engagement

## **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!

## PARENT LOCATING ASSISTANCE

### Parent Locating Assistance:

1. Texas Office of the Attorney General (OAG) – Child Support Division
2. Texas OAG – Child Support Division (CS Houston East, Office 634)
3. Texas OAG – Child Support Division (CS Houston North, Office 635)
4. Texas OAG – Child Support Division (CS Houston Northwest, Office 636)
5. Texas OAG – Child Support Division (CS Houston Southeast, Office 638)
6. Texas OAG – Child Support Division (CS Houston Southwest, Office 639)
7. Texas OAG – Child Support Division (CS Houston West, Office 681)

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	800-252-8014	All ages	Costs vary	No	English, Spanish
2	713-450-4442	All ages	Costs vary	No	English, Spanish
3	281-820-1200	All ages	Costs vary	No	English, Spanish
4	713-861-7427	All ages	Costs vary	No	English, Spanish
5	713-910-0092	All ages	Costs vary	No	English, Spanish
6	713-266-6300	All ages	Costs vary	No	English, Spanish
7	713-973-4300	All ages	Costs vary	No	English, Spanish

### Texas Office of the Attorney General (OAG) – Child Support Division

**Address:** 6161 Savoy Drive, Suite 350, Houston, TX 77036

**Area Served:** Harris County

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

**Contact:** Guadalupe Matschiner, Region 6 Outreach Coordinator

**Phone:** 800-252-8014

**Fax:** 713-787-2641

**Email:** [guadalupe.matschiner@texasattorneygeneral.gov](mailto:guadalupe.matschiner@texasattorneygeneral.gov)

**Website:** <https://www.texasattorneygeneral.gov/cs/welcome-to-the-child-support-division>

**Local Bus Routes:** 9, 47, 153

**Ages/Grades Served:** All ages

**Eligibility:** Must complete an application for services. • Call to ask about the services provided.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support. • Contact the OAG Field Offices, which are based on ZIP codes.

### Texas OAG – Child Support Division (CS Houston East, Office 634)

**Address:** 12605 I-10 East, Suite 300, Houston, TX 77015

**Area Served:** Harris County (by ZIP code)

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

**Contact:** Carolyn Wiley, Office Manager

**Phone:** 713-450-4442

**Fax:** 713-451-4694

**Email:** [carolyn.wiley@texasattorneygeneral.gov](mailto:carolyn.wiley@texasattorneygeneral.gov)

**Website:** <https://www.texasattorneygeneral.gov/cs/welcome-to-the-child-support-division>

**Local Bus Routes:** 137

**Ages/Grades Served:** All ages

**Eligibility:** Must complete an application for services. • Call to ask about the services provided.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support. • Contact the OAG Field Offices, which are based on ZIP codes.

### Texas OAG – Child Support Division (CS Houston North, Office 635)

**Address:** 450 North Sam Houston Parkway East, Suite 190, Houston, TX 77060

**Area Served:** Harris County (by ZIP code)

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

**Contact:** Tiffany Fowler, Office Manager

**Phone:** 281-820-1200

**Fax:** 281-445-3301

**Email:** [tiffany.fowler@texasattorneygeneral.gov](mailto:tiffany.fowler@texasattorneygeneral.gov)

**Website:** <https://www.texasattorneygeneral.gov/cs/welcome-to-the-child-support-division>

**Local Bus Routes:** 56, 102

**Ages/Grades Served:** All ages

**Eligibility:** Must complete an application for services. • Call to ask about the services provided.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support. • Contact the OAG Field Offices, which are based on ZIP codes.

### Texas OAG – Child Support Division (CS Houston Northwest, Office 636)

**Address:** 5225 Katy Freeway, Suite 300, Houston, TX 77007

**Area Served:** Harris County (by ZIP code)

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

**Contact:** Jennifer Beard, Office Manager

**Phone:** 713-861-7427

**Fax:** 713-802-9920

**Email:** [jennifer.beard@texasattorneygeneral.gov](mailto:jennifer.beard@texasattorneygeneral.gov)

**Website:** <https://www.texasattorneygeneral.gov/cs/welcome-to-the-child-support-division>

**Local Bus Routes:** 27, 66, 85

**Ages/Grades Served:** All ages

**Eligibility:** Must complete an application for services. • Call to ask about the services provided.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support. • Contact the OAG Field Offices, which are based on ZIP codes.

### Texas OAG – Child Support Division (CS Houston Southeast, Office 638)

**Address:** 8866 Gulf Freeway, Suite 200, Houston, TX 77017

**Area Served:** Harris County (by ZIP code)

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

**Contact:** Chad Grant, Office Manager

**Phone:** 713-910-0092

**Fax:** 713-910-4806

**Email:** [chad.grant@texasattorneygeneral.gov](mailto:chad.grant@texasattorneygeneral.gov)

**Website:** <https://www.texasattorneygeneral.gov/cs/welcome-to-the-child-support-division>

**Local Bus Routes:** 50, 76, 249

**Ages/Grades Served:** All ages

**Eligibility:** Must complete an application for services. • Call to ask about the services provided.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support. • Contact the OAG Field Offices, which are based on ZIP codes.

### Texas OAG – Child Support Division (CS Houston Southwest, Office 639)

**Address:** 6200 Savoy Drive, Suite 930, Houston, TX 77036

**Area Served:** Harris County (by ZIP code)

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

**Contact:** Joel Flavin, Office Manager

**Phone:** 713-266-6300

**Fax:** 713-785-3452

**Email:** [joel.flavin@texasattorneygeneral.gov](mailto:joel.flavin@texasattorneygeneral.gov)

**Website:** <https://www.texasattorneygeneral.gov/cs/welcome-to-the-child-support-division>

**Local Bus Routes:** 47, 153

**Ages/Grades Served:** All ages

**Eligibility:** Must complete an application for services. • Call to ask about the services provided.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support. • Contact the OAG Field Offices, which are based on ZIP codes.

### Texas OAG – Child Support Division (CS Houston West, Office 681)

**Address:** 4600 Highway 6 North, Suite 300, Houston, TX 77084

**Area Served:** Harris County (by ZIP code)

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

**Contact:** Louise Clark, Office Manager

**Phone:** 713-973-4300

**Fax:** 281-345-0122

**Email:** [louise.clark@texasattorneygeneral.gov](mailto:louise.clark@texasattorneygeneral.gov)

**Website:** <https://www.texasattorneygeneral.gov/cs/welcome-to-the-child-support-division>

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** Must complete an application for services. • Call to ask about the services provided.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides help in locating absent parents. • Establishes voluntary and court-ordered paternity and offers paternity testing. • Helps to collect and enforce child support. • Contact the OAG Field Offices, which are based on ZIP codes.



## 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

<b>Overall, how satisfied are you with this FACE product?</b>	
<input type="radio"/>	Very satisfied 😊
<input type="radio"/>	Somewhat satisfied
<input type="radio"/>	Neutral 😐
<input type="radio"/>	Somewhat unsatisfied
<input type="radio"/>	Very unsatisfied ☹️

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

<b>Will you use this FACE product again?</b>	
<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

<b>How likely are you to recommend this FACE product to others?</b>	
<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

<b>Based upon your experience with this product, how likely are you to use other FACE products?</b>	
<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  
 713-556-7290 (main)  
 713-556-6814 (fax)  
[face@HoustonISD.org](mailto:face@HoustonISD.org)