
2016 COMMUNITY RESOURCE GUIDE

INFORMATION and REFERRAL



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Interim Superintendent of Schools

Houston Independent School District Board of Education

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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!

INFORMATION and REFERRAL

Information and Referral:

1. Aid to Victims of Domestic Abuse (AVDA)
2. ChildBuilders
3. Children at Risk
4. City of Houston – Mayor’s Anti-Gang Office
5. City of Houston – Mayor’s Citizens’ Assistance Office
6. Coalition for the Homeless of Houston/Harris County
7. Collaborative for Children
8. Communities in Schools of Houston, Inc. (CIS)
9. Community Youth Services (CYS)
10. Family to Family Network
11. Harris County Bar Association (HCBA)
12. Harris County Medical Society – Physician Referral Service
13. Houston Lawyer Referral Service (HLRS)
14. Region 4 Educational Service Center (ESC4)
15. United Way of Greater Houston – Online Community Resource Directory
16. Victim’s Assistance Centre – Victim’s Assistance and SAFE Supervised Visitations
17. Young Men’s Christian Association of Greater Houston (YMCA) – International Services
18. Youth for Tomorrow – Texas Network for Children Placement Locator

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-224-9911	All ages	Costs vary	Yes	English, Spanish
2	713-481-6555	Grades PreK-12	Costs vary	Yes	English, Spanish
3	713-869-7740	Adults ages 18+	Free	Yes	English, Spanish
4	832-393-0931	All ages	Free	Yes	Arabic, Chinese, English, Spanish, Urdu, Vietnamese
5	832-393-0955	All ages	Free	No	Arabic, Chinese, English, Spanish, Urdu, Vietnamese
6	713-739-7514	All ages	Free	No	English
7	713-600-1234 713-600-1177	Adults ages 18+	Free	Yes	English, Spanish
8	713-654-1515	Grades K-12	Costs vary	Yes	English
9	713-394-4000 713-845-7458 713-726-3616 713-236-4880	Grades K-12	Free	Yes	English
10	713-466-6304	Ages 0-17 and Adults ages 18-21	Costs vary	No	English, Spanish
11	713-236-8000	Adults ages 18+	Costs vary	No	English
12	713-524-4267 Ext. 137	All ages	Free	No	English
13	713-237-9429 800-289-4577	Adults ages 18+	Costs vary	No	English, Spanish
14	713-462-7708 713-744-6534	Grades PreK-12	Costs vary	Yes	English
15	713-957-4357 211	All ages	Costs vary	No	English, French, German, Korean, Spanish, Vietnamese
16	713-274-7391	All ages	Costs vary	No	English, Spanish
17	713-339-9015	All ages	Costs vary	No	English
18	817-633-1900	All ages	Free	No	English

Aid to Victims of Domestic Abuse (AVDA)

Address: 1001 Texas Avenue, Suite 600, Houston, TX 77002

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8am-5pm. • National Domestic Violence Hotline: Monday-Sunday, 24 hours/day.

Contact: Sherri Kendall, Executive Director

Phone: Office: 713-224-9911. • National Domestic Violence Hotline: 800-799-7233 or 800-799-SAFE.

Fax: 713-715-6935 or 713-715-6945

Email: MaishaC@avda-tx.org or SherriK@avda-tx.org

Website: <http://avda-tx.org>

Local Bus Routes: 700 (METRO rail), 32, 82, 161, 162, 219

Ages/Grades Served: All ages

Eligibility: Requires proof of family income for non-emergency services. • Must have experienced recent physical or sexual abuse or a pattern of abuse within the household. • Residency, citizenship, and immigration status requirements vary based on status as an emergency or a non-emergency.

Costs: Costs vary. • May require a fee for some services. • Call to ask about specific costs.

Onsite at Schools: Yes. • Speakers present at schools, health fairs, and other community locations.

Languages: English, Spanish.

Direct Services: Provides crisis counseling, safety planning, victim advocacy, legal representation, and battering intervention and prevention programs. • Provides a victims support group. • Offers speakers on domestic violence, healthy relationships, and related topics. • Legal representation is available in 50+ languages.

ChildBuilders

Address: 2425 Fountain View Drive, Suite 210, Houston, TX 77057

Area Served: Greater Houston

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

Contact: Amanda Siroosian, Program Director

Phone: 713-481-6555

Fax: 713-481-6548

Email: childbuilders@childbuilders.org

Website: <http://childbuilders.org>

Local Bus Routes: 32, 33, 49, 82

Ages/Grades Served: Grades PreK-12

Eligibility: No area restrictions. • Specific eligible grade ranges vary by program.

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

Onsite at Schools: Yes. • ChildBuilders delivers programs in schools.

Languages: English, Spanish

Direct Services: Provides for students a parent education program, a personal safety education program (how to handle threatening situations and how to avoid bullying and Internet dangers), and a relationship education program (for secondary school students only).

Children at Risk

Address: 2900 Wesleyan Street, Suite 400, Houston, TX 77027

Area Served: Texas

Days/Hours: Office: Monday-Friday, 8am-5pm. • Speakers: Monday-Friday, 8am-5pm, and other days/hours pending speaker availability.

Contact: Melanie Richmond, AmeriCorps/VISTA Outreach Coordinator

Phone: 713-869-7740

Fax: 713-869-3409

Email: info@childrenatrisk.org (general questions) or mrichmond@childrenatrisk.org (programs)

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

Local Bus Routes: 82, 84, 283

Ages/Grades Served: Adults ages 18+

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

Costs: Free. • Speakers and many online reports are available at no cost.

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

Languages: English, Spanish

Direct Services: Publishes reports on indicators of children's wellbeing. • Publishes reports on topics in education, food insecurity, parenting, human trafficking, mental health, juvenile justice, and issues impacting Texas's Latino children. • Offers presentations of varying durations on parenting, school improvement and school rankings, and legislation and advocacy.

City of Houston – Mayor's Anti-Gang Office

Address: 901 Bagby Street, Houston, TX 77002

Area Served: Houston

Days/Hours: Monday-Friday, 8am-6pm

Contact: Patricia Harrington, Division Manager

Phone: 832-393-0931

Fax: 713-247-1340

Email: patricia.harrington@houstontx.gov

Website: <http://www.houstontx.gov/antigang/index.html>

Local Bus Routes: 40, 85, 161, 162, 219

Ages/Grades Served: All ages

Eligibility: Requires at least 30 days of advance notice for requests for anti-gang speakers. • Provides an online form for requesting speakers.

Costs: Free

Onsite at Schools: Yes. • Speakers present at schools.

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

Direct Services: Provides youth and family workshops to build gang awareness and resistance skills. • Offers community outreach, education, and training on gang awareness. • Offers individual and group mentoring programs in four neighborhoods. • Focuses on reducing truancy and on school-based intervention strategies.

City of Houston – Mayor's Citizens' Assistance Office

Address: City Hall Annex, 900 Bagby Street, Public Level, Houston, TX 77002

Area Served: Houston

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

Contact: Rhonda Sauter

Phone: 832-393-0955

Fax: 832-393-0952

Email: rhonda.sauter@houstontx.gov

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

Local Bus Routes: 40, 85, 161, 162, 219

Ages/Grades Served: All ages

Eligibility: Focuses on citizens and neighborhoods in the City of Houston.

Costs: Free

Onsite at Schools: No

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

Direct Services: Responds to citizen inquiries and service requests. • Connects and collaborates with city departments, civic groups, and community partners to address citizens' requests and complaints. • Conducts neighborhood surveys, neighborhood tours, site visits, and investigations of complaints.

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, 161, 162, 219

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 shelters, specialized housing, licensed care homes, and assistance programs. • Offers a guide to shelters. • Publishes reports about homeless school children in Houston.

Collaborative for Children

Address: 1111 North Loop West, Suite 600, Houston, TX 77008

Area Served: Greater Houston

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

Contact: Kathy Butler, Manager of Family Engagement

Phone: 713-600-1234 (English) or 713-600-1177 (Spanish)

Fax: 713-600-1105

Email: r-&-r@collabforchildren.org

Website: <http://www.collabforchildren.org/families>

Local Bus Routes: 26

Ages/Grades Served: Adults ages 18+

Eligibility: No area restrictions.

Costs: Costs vary. • Offers free referrals; parent education and other programs may charge fees. • Call to ask about specific costs.

Onsite at Schools: Yes. • Offers parent education at schools and other community locations.

Languages: English, Spanish

Direct Services: Offers a searchable, online, regional database to help families find childcare that meets their needs. • Offers referrals to center-based childcare, home-based childcare, preschools, before-school care, after-school care, summer camps, accredited providers, workforce providers, and other resources. • Operates the Parents as Teachers Program and parent education programs and provides referrals to other parent education providers. • Provides materials about selecting quality childcare. • Provides online and in-person training to licensed childcare professionals. • Advocates for high-quality early childhood education.

Communities in Schools of Houston, Inc. (CIS)

Address: 1235 North Loop West, Suite 300, Houston, TX 77006

Area Served: Houston

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

Contact: Cynthia Clay Briggs, Executive Director

Phone: 713-654-1515

Fax: 713-655-1302

Email: cbriggs@cis-houston.org

Website: <http://cishouston.org/programs-services>

Local Bus Routes: 26, 27, 30

Ages/Grades Served: Grades K-12

Eligibility: Focus is on families living in poverty. • Requires proof of income, proof of residence.

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

Onsite at Schools: Yes. • CIS delivers programs onsite at 40 HISD campuses.

Languages: English

Direct Services: Helps families meet real emergency needs for food, clothing, utility assistance, and eye-care.
• Provides information, referrals, support, and counseling.

Community Youth Services (CYS)

Address: 2525 Murworth Drive, Houston, TX 77054

Area Served: Houston

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

Contact: Doris Vidal, Marvin Anderson, or Donald Rogers, HISD Area Supervisors

Phone: Office: 713-394-4000. • HISD Area Supervisors: 713-845-7458, 713-726-3616, or 713-236-4880.

Fax: Not available

Email: Not available

Website: http://www.hc-ps.org/children_and_youth.aspx

Local Bus Routes: 14, 84

Ages/Grades Served: Grades K-12

Eligibility: CYS provides services to families of youth who are experiencing problems.

Costs: Free

Onsite at Schools: Yes. • CYS serves one HISD high school, one HISD middle school, and one HISD elementary school.

Languages: English

Direct Services: Does information and referral searches to help clients find other needed social services for such problems as truancy, runaway, pregnancy, substance abuse, school, economics, and family problems. • Provides voluntary school-based crisis intervention, counseling, and case management services. • Helps with access to licensed host families and to emergency shelter care. • A parent/teen survival course teaches anger management, conflict resolution, and mediation. • Visits a family at home or at CYS offices on the school campus, and helps families deal with other youth-serving agencies.

Family to Family Network

Address: 13150 FM 529, Suite 106, Houston, TX 77041

Area Served: Houston

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

Contact: Mary Jane Williams, Executive Director

Phone: 713-466-6304

Fax: 713-466-6319

Email: familytofamily@sbcglobal.net

Website: <http://familytofamilynetwork.org>

Local Bus Routes: Not available

Ages/Grades Served: Ages 0-17 and adults ages 18-21

Eligibility: No area restrictions.

Costs: Costs vary. • Events may cost \$50 per person or more. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers online information and referral through Texas Project First. • Provides Individualized Education Plan (IEP) support to parents of children with disabilities. • Offers education and training events on the special education process, information on diagnoses of developmental disabilities, and referrals to community resources.

Harris County Bar Association (HCBA)

Address: 3050 Post Oak Boulevard, Suite 1750, Houston, TX 77056

Area Served: Harris County and five other counties

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

Contact: Sharon Michaels

Phone: 713-236-8000

Fax: Not available

Email: Not available

Website: <http://www.harriscountybar.com/need-a-lawyer>

Local Bus Routes: 33

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of income.

Costs: Costs vary. • Provides a free or reduced-fee 30-minute initial lawyer consultations. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English

Direct Services: Provides free lawyer referrals. • Provides initial office consultations.

Harris County Medical Society – Physician Referral Service

Address: 1515 Hermann Drive, Houston, TX 77004

Area Served: Harris County

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

Contact: Mandy Bray, Administrative Assistant

Phone: 713-524-4267 (general questions) or 713-524-4267 Ext. 137 (physician referral service)

Fax: 713-526-1434

Email: mandy_bray@hcms.org

Website: <http://www.hcms.org/community-health/find-a-physician>

Local Bus Routes: 700 (METRO rail), 56, 298

Ages/Grades Served: All ages

Eligibility: The physician referral service is available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Operates a call-in physician referral service. • The service divides Harris County into 16 areas and is searchable using ZIP codes. • Physicians cover many types of healthcare and medical specialties. • Background about physicians includes: year of medical school graduation, residency, internship, board certification, national scientific medical society membership, and language ability.

Houston Lawyer Referral Service (HLRS)

Address: 11111 Bagby Street, Suite FLB200, Houston, TX 77002

Area Served: Harris County and four other counties

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

Contact: Karen Ramsey, Executive Director

Phone: 713-237-9429 or 800-289-4577

Fax: 713-652-0001

Email: kramsey@hlrs.org

Website: <https://hlrs.org/for-the-public>

Local Bus Routes: 700 (METRO rail), 40, 41, 412

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of income.

Costs: Costs vary. • Provides reduced-fee services for income-eligible persons. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides free lawyer referrals and referrals to social service agencies. • Provides a 24-hour attorney on call. • Provides a reduced-fee, 30-minute initial office consultation.

Region 4 Educational Service Center (ESC4)

Address: 7145 West Tidwell Road, Houston, TX 77092

Area Served: Harris County and six other counties

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

Contact: Pam Wells, Executive Director

Phone: 713-462-7708 (general questions) or 713-744-6534 (executive director)

Fax: 713-744-6514

Email: pam.wells@esc4.net or solutions@esc4.net

Website: <http://www.esc4.net>

Local Bus Routes: 45

Ages/Grades Served: Grades PreK-12

Eligibility: Products and services are available to districts in ESC4 and to the general public. • HISD is in ESC4.

Costs: Costs vary. • Call to ask about costs of specific products and services.

Onsite at Schools: Yes. • Schools can order curricular and assessment resources and can register staff for in-district professional development.

Languages: English

Direct Services: Operates as a regional education service center. • Works with school districts and charter schools to improve student performance, operate more efficiently, and implement state initiatives. • Provides training and standards-based content area curricular and assessment resources. • Publishes a product catalog.

United Way of Greater Houston – Online Community Resource Directory

Address: 50 Waugh Drive, Houston, TX 77007

Area Served: Greater Houston

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

Contact: M. Vasquez, Community and Agency Relations

Phone: 713-957-4357 or 211

Fax: Not available

Email: help@unitedwayhouston.org

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

Local Bus Routes: 40, 85

Ages/Grades Served: All ages

Eligibility: The Community Resource Directory is available to the general public.

Costs: Costs vary. • An online searchable database is free. • The print version is \$45 plus tax.

Onsite at Schools: No

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

Direct Services: Provides information based on ZIP code, location, agency, program, or keyword. • Uses a searchable, comprehensive, regional database of social services. • Among topics are: basic needs, consumer services, criminal justice and legal services, education, environmental quality, healthcare, income security, individual and family life, mental health care and counseling, and disaster services.

Victim's Assistance Centre – Victim's Assistance and SAFE Supervised Visitations

Address: 1310 Prairie Street, Suite 1030, Houston, TX 77002

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8:30am-4:30pm. • Counseling: Monday-Wednesday, 12pm-8pm.

Contact: Marinelle Timmons, Executive Director

Phone: 713-274-7391

Fax: 713-755-8824

Email: info@vacsafe.org or timmons@vacsafe.org

Website: <http://victimassistancecentre.com>

Local Bus Routes: 700 (METRO rail), 20, 40, 255, 256, 257

Ages/Grades Served: All ages

Eligibility: The SAFE supervised visitation program requires a driver's license and/or identification, vehicle information (make, model, color, license plate number), medical insurance for all children, photographs of all children, and a copy of a court order or a protective order (if any).

Costs: Costs vary. • The SAFE supervised visitation program registration fee is \$75 per parent. • Visit fees are \$60 per month. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers counseling and safety planning for victims of domestic violence and child abuse. • Counsels persons about domestic violence, grief, life transitions, crime and violence, post-traumatic stress, sexual abuse, and behaviors. • Helps victims get protective orders, register for Texas Victim Information and Notification Everyday (VINE) notifications, take part in supervised visits, and file for crime victim compensation.

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

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

Area Served: Greater Houston

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

Contact: Canh Lam, Office Director

Phone: 713-339-9015 (general questions) or 713-339-9015 Ext. 1010 (office director)

Fax: 713-758-9140

Email: canh.lam@ymcahouston.org

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

Local Bus Routes: 32, 47, 151

Ages/Grades Served: All ages

Eligibility: Requires status as a refugee or immigrant.

Costs: Costs vary. • Most services are free. • May require a \$40 fee for some immigrant legal service consultations. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English

Direct Services: Promotes self-sufficiency in Houston's refugee and immigrant communities. • Offers services in resettlement, employment, education, mental health, teen programs, and case management. • Also offers immigration legal services.

Youth for Tomorrow – Texas Network for Children Placement Locator

Address: 624 Six Flags Drive, Suite 126, Arlington, TX 76011

Area Served: Texas

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

Contact: Janis Lehman, Executive Director

Phone: 817-633-1900

Fax: Not available

Email: info@yft.org or janis.lehman@yft.org

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

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: The online child placement locator is available to the general public.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Helps families, childcare professionals, and others who seek information about Texas children and placements for children in foster homes, treatment centers, and other residential options. • The online resource covers more than 475 providers in Texas. • Also provides answers to frequently asked questions about residential behavioral health 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
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 Houston Independent School District (HISD)
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