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## 2016 COMMUNITY RESOURCE GUIDE

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HOTLINES and HELPLINES

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Kenneth Huewitt  
Interim Superintendent of Schools

# Houston Independent School District Board of Education

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## **Family and Community Engagement Department**

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[www.HoustonISD.org/face](http://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](mailto:jsmith55@houstonisd.org).

### Evaluation Form

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

## HOTLINES and HELPLINES

### Hotlines and Helplines:

1. Alcoholics Anonymous (AA) Houston – Hotline
2. City of Houston – Fair Housing Office Hotline
3. City of Houston – Safety Hotline
4. Crime Stoppers of Houston, Inc. – Tip Line
5. Crisis Intervention of Houston, Inc. (CIH) – Crisis Hotlines
6. Houston Area Women’s Center (HAWC) – Domestic Violence and Sexual Assault/Rape Hotlines
7. Houston Independent School District (HISD) – Tip Line
8. Jason Foundation – National Suicide Prevention Hotline
9. Legal Line – Hotline
10. LGBT Switchboard – 24-Hour Helpline
11. Memorial Hermann Health System – Nurse Health Line
12. National Center for Missing and Exploited Children – Hotlines
13. National Human Trafficking Resource Center (NHTRC) – Hotline
14. National Runaway Safeline (NRS) – Runaway Hotline
15. Texas Cancer Information – Cancer Hotline
16. Texas Council on Family Violence – Domestic Violence Hotline
17. Texas Department of Family and Protective Services – Texas Abuse Hotline
18. Texas Department of Family and Protective Services – Texas Youth and Runaway Hotline
19. Texas Office of the Attorney General (OAG) – Child Support Division
20. Texas Poison Control Network – Hotline
21. The Bridge Over Troubled Waters, Inc. – Hotline
22. United Way of Greater Houston – 211 Helpline

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-686-6300	All ages	Free	No	English, Spanish
2	832-394-6200 832-394-6279	All ages	Free	No	English, Spanish, Vietnamese
3	832-393-SAFE 832-393-7233	All ages	Free	Yes	Arabic, Chinese, English, French, Italian, Spanish, Urdu, Vietnamese
4	713-222-TIPS 713-222-8477	Grades PreK-12 and Adults ages 18+	Free	Yes	English
5	713-HOTLINE 713-468-5463 713-526-8088 713-47-AYUDA	All ages	Costs vary	Yes	English, Spanish, others
6	713-528-2121 713-528-7273 713-528-RAPE	Ages 5-17 and Adults ages 18+	Free	No	English, Spanish, others
7	713-641-7446	All ages	Free	Yes	English, Spanish
8	800-273-8255 800-273-TALK	Ages 10-17 and Adults ages 18-24	Free	Yes	English
9	713-759-1133	Adults ages 18+	Free	No	English, Spanish
10	713-529-3211	All ages	Free	No	English, Spanish
11	713-338-7979 855-577-7979	All ages	Free	No	English, Spanish
12	800-THE-LOST 800-843-5678	Ages 0-18	Free	No	English
13	888-373-7888	All ages	Free	No	English, Spanish, others
14	800-786-2929 800-RUNAWAY	Ages 0-18	Free	Yes	English, Spanish
15	713-792-2277 877-632-6789	All ages	Free	No	English, Spanish

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
16	800-799-SAFE 800-799-7233	All ages	Free	Yes	English, Spanish, others
17	800-252-5400	Ages 0-18	Free	No	English, Spanish, Vietnamese
18	800-989-6884	Ages 0-18	Free	No	English, Spanish
19	800-252-8014	All ages	Costs vary	No	English, Spanish
20	800-222-1222	All ages	Free	Yes	Arabic, English, Chinese, Spanish, others
21	713-473-2801	All ages	Free	No	English
22	713-957-4357 211	All ages	Free	No	English, French, German, Korean, Spanish, Vietnamese

### Alcoholics Anonymous (AA) Houston – Hotline

**Address:** 4140 Directors Row, Suite D, Houston, TX 77092

**Area Served:** Greater Houston

**Days/Hours:** Hotline: Monday-Sunday, 24 hours/day. • Bookstore: Monday-Friday, 8am-6pm.

**Contact:** Not available

**Phone:** Hotline: 713-686-6300. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** [intergroup@aahouston.org](mailto:intergroup@aahouston.org)

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

**Local Bus Routes:** 89

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • Anyone who wants or needs to stop drinking alcohol can use the services.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Runs group meetings to support anonymous members' decisions to stop drinking alcohol.

### 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](mailto:311@houstontx.gov) or [hcdd@houstontx.gov](mailto:hcdd@houstontx.gov)

**Website:** [http://www.houstontx.gov/housing/fair\\_housing.html](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.

## City of Houston – Safety Hotline

**Address:** Houston Emergency Center, 5320 North Shepherd Drive, Houston, TX 77091

**Area Served:** Houston

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

**Contact:** Michael Walter, Public Information Officer

**Phone:** 832-393-SAFE (safety hotline) or 832-393-7233 (safety hotline). • If a caller is in immediate danger, call 911.

**Fax:** 713-884-4545

**Email:** [info@houstonoem.org](mailto:info@houstonoem.org) or [Michael.Walter@houstontx.gov](mailto:Michael.Walter@houstontx.gov)

**Website:** <http://www.houstonemergency.org/go/doc/2263/1994414>

**Local Bus Routes:** 27, 40, 44

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • The hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** Yes. • Speakers are available to present on safety and preparedness at schools.

**Languages:** Arabic, Chinese, English, French, Italian, Spanish, Urdu, Vietnamese

**Direct Services:** Provides referrals to the city's many shelters and other safety resources.

## Crime Stoppers of Houston, Inc. – Tip Line

**Address:** 3001 Main Street, Houston, TX 77002

**Area Served:** Greater Houston

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

**Contact:** Rania Mankarious, Executive Director, or Michelle Sacks, Safe School Program Manager

**Phone:** Office: 713-521-4600. • Tip Line: 713-222-TIPS or 713-222-8477. • Text TIP610 and a crime tip to CRIMES (274637). • If a caller is in immediate danger, call 911.

**Fax:** 713-521-0402

**Email:** [info@crime-stoppers.org](mailto:info@crime-stoppers.org) or [msacks@crime-stoppers.org](mailto:msacks@crime-stoppers.org)

**Website:** <http://www.crime-stoppers.org/programs>

**Local Bus Routes:** 700 (METRO rail), 151, 261, 262, 265

**Ages/Grades Served:** Grades PreK-12 and adults ages 18+

**Eligibility:** No area restrictions. • The Tip Line is open to the general public.

**Costs:** Free

**Onsite at Schools:** Yes. • Crime Stoppers offers the Safe School Program to all HISD schools.

**Languages:** English

**Direct Services:** Pays up to \$5,000 for any information that leads to the filing of felony charges or arrest of any suspect. • All persons who provide a tip will remain anonymous. • Also offers safe school programs for students, parents, and campus staff at public, private, and charter schools.

## Crisis Intervention of Houston, Inc. (CIH) – Crisis Hotlines

**Address:** 3701 Kirby Drive, Suite 540, Houston, TX 77098

**Area Served:** Houston

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

**Contact:** Naomi Madrid, Executive Director, or Chandra Sanders, Community Outreach Coordinator

**Phone:** Office: 713-533-4500. • Crisis Hotline: 713-HOTLINE or 713-468-5463. • Spanish Hotline: 713-526-8088 or 713-47-AYUDA. • If a caller is in immediate danger, call 911.

**Fax:** 713-527-0435

**Email:** [info@crisishotline.org](mailto:info@crisishotline.org) (general questions) or [outreach@crisishotline.org](mailto:outreach@crisishotline.org) (speakers)

**Website:** <https://crisishotline.org/services-and-programs>

**Local Bus Routes:** 25, 27

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • The hotline is open to the general public. • Some services, such as speakers, require completing an application.

**Costs:** Costs vary. • Calls to hotlines are free. • Call to ask about specific costs for speakers.  
**Onsite at Schools:** Yes. • Speakers are available to schools.  
**Languages:** English, Spanish, and 200+ other languages available through the Language Line  
**Direct Services:** Provides information about depression and suicide, alcoholism, and drug abuse. • Also provides information about physical, verbal, and sexual abuse. • Provides speakers on bullying, suicide prevention, crisis intervention, suicide warning signs, grief processes, and communication and listening skills.

### Houston Area Women's Center (HAWC) – Domestic Violence and Sexual Assault/Rape Hotlines

**Address:** 1010 Waugh Drive, Houston, TX 77019  
**Area Served:** Greater Houston  
**Days/Hours:** Hotlines: Monday-Sunday, 24 hours/day. Shelter: Monday-Sunday, 24 hours/day. • Office: Monday-Friday, 8am-9pm, Saturday, 8am-5pm.  
**Contact:** Sonia Corrales, Chief Program Officer  
**Phone:** Office: 713-528-6798. • Domestic Violence Hotline: 713-528-2121. • Sexual Assault/Rape Hotline: 713-528-7273 or 713-528-RAPE. • If a caller is in immediate danger, call 911.  
**Fax:** 713-535-6363  
**Email:** [info@hawc.org](mailto:info@hawc.org)  
**Website:** <http://www.hawc.org/en/24-hour-hotlines>  
**Local Bus Routes:** 40  
**Ages/Grades Served:** Ages 5-17 and adults ages 18+  
**Eligibility:** Must be a victim/survivor of domestic violence (adults ages 18+); a victim/survivor of sexual assault, incest, sexual abuse, sexual harassment, or sex trafficking (children ages 5-17, adults ages 18+); a victim of dating violence (pre-teens, teens, adults ages 18+); or a child who has witnessed domestic violence (children ages 6-18).  
**Costs:** Free  
**Onsite at Schools:** No  
**Languages:** English, Spanish, and 200+ other languages available through the Language Line  
**Direct Services:** HAWC serves persons affected by domestic and sexual violence. • Provides 24-hour crisis intervention. • Offers assessment and intake, counseling, emergency rides to shelter, shelter, referrals, and advocacy to support clients.

### Houston Independent School District (HISD) – Tip Line

**Address:** 4400 West 18th Street, Houston, TX 77092  
**Area Served:** Houston  
**Days/Hours:** Monday-Sunday, 24 hours/day  
**Contact:** Not available  
**Phone:** Tip Line: 713-641-7446. • If a caller is in immediate danger, call 911.  
**Fax:** Not available  
**Email:** Not available  
**Website:** <http://www.houstonisd.org/Page/32634>  
**Local Bus Routes:** 85  
**Ages/Grades Served:** All ages  
**Eligibility:** No area restrictions. • The Tip Line is open to the general public.  
**Costs:** Free  
**Onsite at Schools:** Yes. • Students and parents can call the HISD Tip Line from anywhere at any time.  
**Languages:** English, Spanish  
**Direct Services:** Provides a confidential way for students and parents to report when they see or hear about wrongful school-related activity such as thefts, vandalism, threats or other inappropriate activities.

## Jason Foundation – National Suicide Prevention Hotline

**Address:** 18 Volunteer Drive, Hendersonville, TN 37075

**Area Served:** Texas and other states

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

**Contact:** Clark Flatt, President

**Phone:** Hotline: 800-273-8255 or 800-273-TALK. • If a caller is in immediate danger, call 911.

**Fax:** 615-264-0188

**Email:** [contact@jasonfoundation.com](mailto:contact@jasonfoundation.com)

**Website:** <http://jasonfoundation.com>

**Local Bus Routes:** Not available

**Ages/Grades Served:** Ages 10-17 and adults ages 18-24

**Eligibility:** No area restrictions. • The hotline is open to anyone in suicidal crisis or emotional distress.

**Costs:** Free

**Onsite at Schools:** Yes. • Offers a Suicide Prevention Curriculum for secondary schools.

**Languages:** English

**Direct Services:** Promotes awareness, education, and prevention of youth suicide. • Provides resources for parents, students, and educators to learn about 10 high-risk groups, 14 risk factors, and 10 elevated risk factors, warning signs of suicidal intentions, common myths, and what to do and what not to do.

## Legal Line – Hotline

**Address:** 1001 Fannin Street, Suite 1300, Houston, TX 77002

**Area Served:** Houston

**Days/Hours:** English Legal Line: 1st and 3rd Wednesday of each month, 5pm-9pm. • Spanish Legal Line (Consejos Legales): 1st Thursday of each month, 6pm-8pm. • Office: Monday-Friday, 8:30am-5pm.

**Contact:** Bonnie Simmons, Director of Projects

**Phone:** Hotline: 713-759-1133. • If a caller is in immediate danger, call 911.

**Fax:** 713-759-1710

**Email:** [bonnies@hba.org](mailto:bonnies@hba.org)

**Website:** <http://www.hba.org/services/legalline>

**Local Bus Routes:** 700 (METRO rail), 800 (METRO rail), 40, 41, 202, 204

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

**Eligibility:** No area restrictions.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides free legal advice from volunteer attorneys over the phone only.

## LGBT Switchboard – 24-Hour Helpline

**Address:** 401 Branard Street, Houston, TX 77006

**Area Served:** Greater Houston

**Days/Hours:** Help Line: Monday-Sunday, 24 hours/day. • Office: Monday-Friday, 8am-7pm.

**Contact:** Not available

**Phone:** Help Line: 713-529-3211. • If a caller is in immediate danger, call 911.

**Fax:** 713-526-4367

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

**Website:** <http://www.montrosecenter.org/hub/services/avp/switchboard>

**Local Bus Routes:** 700 (METRO rail), 56, 265

**Ages/Grades Served:** All ages

**Eligibility:** The helpline is open to Texas residents regardless of sexual orientation.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish



**Direct Services:** Provides a 24-hour crisis help line for LGBTQIA persons. • Provides help dealing with depression, suicide, crisis intervention, domestic violence, sexual assault, hate crimes, addictions, human immunodeficiency virus (HIV) and sexually transmitted disease (STD) information, identity-affirming support, and other needs.

### Memorial Hermann Health System – Nurse Health Line

**Address:** 929 Gessner Drive, Suite 2600, Houston, TX 77024

**Area Served:** Greater Houston

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

**Contact:** Not available

**Phone:** Nurse Health Line: 713-338-7979 or 855-577-7979. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** Not available

**Website:** [http://www.neighborhood-centers.org/locations#school\\_site](http://www.neighborhood-centers.org/locations#school_site)

**Local Bus Routes:** 26, 162

**Ages/Grades Served:** All ages

**Eligibility:** Available to all residents of Harris County and surrounding counties. • Accepts calls from persons who have no health insurance or who are not a patient at Memorial Hermann.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides bilingual registered nurses who use their training and experience to assess callers over the phone, help callers with healthcare questions, and help callers in choosing the right kind of care.

### National Center for Missing and Exploited Children – Hotlines

**Address:** Texas Regional Office, 8668 Spicewood Springs Road, Suite 200, Austin, TX 78759

**Area Served:** Texas and other states

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

**Contact:** Robert Almonte, Texas Regional Program Committee Chair

**Phone:** Missing Child Reports: 800-THE-LOST or 800-843-5678. • No phone number for reporting child sexual exploitation. • Persons can report child sexual exploitation online. • If a caller is in immediate danger, call 911.

**Fax:** 703-224-2122

**Email:** [nemec\\_Texas@ncmec.org](mailto:nemec_Texas@ncmec.org)

**Website:** <http://www.missingkids.com> (missing children) or <http://www.cybertipline.com> (child sexual exploitation)

**Local Bus Routes:** Not available

**Ages/Grades Served:** Ages 0-18

**Eligibility:** No area restrictions. • Both hotlines are open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Provides safety and prevention resources for families and professionals. • Focuses are on child abduction, child sexual exploitation, and Internet safety.

### National Human Trafficking Resource Center (NHTRC) – Hotline

**Address:** PO Box 65323, Washington, DC 20035

**Area Served:** Texas and other states

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

**Contact:** Vanessa Chauhan, Regional Programs Specialist or Lara Powers, NHTRC Hotline Manager

**Phone:** Office: 202-745-1001. • Hotline: 888-373-7888. • If a caller is in immediate danger, call 911.

**Fax:** 202-745-1119

**Email:** [nhtrc@polarisproject.org](mailto:nhtrc@polarisproject.org) or [info@polarisproject.org](mailto:info@polarisproject.org) or [VChauhan@polarisproject.org](mailto:VChauhan@polarisproject.org)

**Website:** <https://traffickingresourcecenter.org/faqs/hotline-faqs>

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** The hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish, and 200+ other languages

**Direct Services:** Operates a hotline for persons to get help if they are victims of human trafficking or to report on other persons who are engaged in it. • Offers a textline: Text HELP to 233733 (BeFree).

### National Runaway Safeline (NRS) – Runaway Hotline

**Address:** 3141B North Lincoln Avenue, Chicago, IL 60657

**Area Served:** Texas and other states

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

**Contact:** Maureen Blaha, Executive Director

**Phone:** Hotline: 800-786-2929 or 800-RUNAWAY. • If a caller is in immediate danger, call 911.

**Fax:** 773-929-5150

**Email:** [info@1800runaway.org](mailto:info@1800runaway.org)

**Website:** <http://www.1800runaway.org>

**Local Bus Routes:** Not available

**Ages/Grades Served:** Ages 0-18

**Eligibility:** No area restrictions. • The hotline is open to the general public but primarily serves older youths.

**Costs:** Free

**Onsite at Schools:** Yes. • Offers a comprehensive Runaway Prevention Curriculum for schools.

**Languages:** English, Spanish

**Direct Services:** Provides crisis intervention, counseling, and referrals to meet each caller's needs. • NRS mediates calls between youth and their parents or guardians, as well as calls between youth and social service protection agencies, and between adults and organizations that can help the youth. • A Home Free Program reunites families by giving youth a free ride home.

### Texas Cancer Information – Cancer Hotline

**Address:** 1515 Holcombe Boulevard, Unit 511, Houston, TX 77030

**Area Served:** Texas

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

**Contact:** Not available

**Phone:** Hotline: 713-792-2277 or 877-632-6789

**Fax:** 713-794-1951

**Email:** [info@texasancer.info](mailto:info@texasancer.info)

**Website:** <http://www.texasancer.info>

**Local Bus Routes:** 700 (METRO rail), 4, 56

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • The hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides cancer-related options about prevention, detection, hospitals, and treatment.

### Texas Council on Family Violence – Domestic Violence Hotline

**Address:** PO Box 161810, Austin, TX 78716

**Area Served:** Texas

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

**Contact:** Makisha Hooper, Family Violence Services Manager

**Phone:** Office: 512-794-1133. • National Domestic Violence Hotline: 800-799-SAFE or 800-799-7233. • If a caller is in immediate danger, call 911.

**Fax:** 512-685-6397 or 512-685-6936

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

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

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • The hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** Yes. • Offers resources for the prevention of relationship violence in schools.

**Languages:** English, Spanish, and 170+ other languages through interpreter services

**Direct Services:** Provides crisis intervention, personal safety planning, and information and referrals to other agencies. • Also provides a searchable database of resources for violence prevention education.

### Texas Department of Family and Protective Services – Texas Abuse Hotline

**Address:** 701 West 51st Street, Austin, TX 78751

**Area Served:** Texas

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

**Contact:** CJ Broussard-White, Regional Director

**Phone:** Hotline: 800-252-5400. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** Not available

**Website:** <https://www.txabusehotline.org/Login/Default.aspx>

**Local Bus Routes:** Not available

**Ages/Grades Served:** Ages 0-18

**Eligibility:** No area restrictions. • The hotline is open to the general public. • Use this website only to report situations that do not require an emergency response.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish, Vietnamese

**Direct Services:** Offers a place to report the suspected abuse, neglect, or exploitation of a child, a person age 65+, or an adult with disabilities.

### Texas Department of Family and Protective Services – Texas Youth and Runaway Hotline

**Address:** 701 West 51st Street, Austin, TX 78751

**Area Served:** Texas

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

**Contact:** CJ Broussard-White, Regional Director

**Phone:** Hotline: 800-989-6884. • If a caller is in immediate danger, call 911.

**Fax:** Not available

**Email:** [yfhot@dfps.state.tx.us](mailto:yfhot@dfps.state.tx.us)

**Website:** [https://www.dfps.state.tx.us/youth\\_hotline/youth\\_resources.asp](https://www.dfps.state.tx.us/youth_hotline/youth_resources.asp)

**Local Bus Routes:** Not available

**Ages/Grades Served:** Ages 0-18

**Eligibility:** No area restrictions. • The hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides peer counseling to youth and family members for family conflicts, delinquency, truancy, abuse and neglect, and running away. • Also offers a free message service so runaways can communicate with their parents if they are unwilling to talk with them directly.

## 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:** Linda Clark, Office Manager

**Phone:** 800-252-8014

**Fax:** 713-243-7110

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

**Website:** <https://www.texasattorneygeneral.gov/cs/child-support-evaders>

**Local Bus Routes:** 9, 47, 152, 153

**Ages/Grades Served:** All ages

**Eligibility:** Requires certified copies of all court orders about child custody. • Call to ask about requirements.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides help locating absent parents using public records such as social security, driver's license, and unemployment. • Establishes voluntary and court-ordered paternity. • Offers paternity tests. • For help collecting child support, contact Field Offices (based on ZIP codes).

## Texas Poison Control Network – Hotline

**Address:** Southeast Texas Poison Center, 301 University Boulevard, Galveston, TX 77555

**Area Served:** Texas

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

**Contact:** Norma Valle, Poison Control Program Director

**Phone:** Hotline: 800-222-1222

**Fax:** Not available

**Email:** [norma.marrero@csec.texas.gov](mailto:norma.marrero@csec.texas.gov)

**Website:** <http://poisoncontrol.org/education>

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • The hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** Yes. • Speakers are available to present at schools and at health fairs.

**Languages:** Arabic, Chinese, English, French, Haitian Creole, Hmong, Korean, Polish, Portuguese, Russian, Spanish, Thai, Vietnamese, and 150+ other languages

**Direct Services:** Provides emergency treatment information and prevention education about medication safety, poisonings, and toxic exposures.

## The Bridge Over Troubled Waters, Inc. – Domestic Violence Hotline

**Address:** 3811 Allen-Genoa Road, Pasadena, TX 77504

**Area Served:** Harris County

**Days/Hours:** Hotline: Monday-Sunday, 24 hours/day. • Office: Monday-Friday, 8:30am-5:30pm.

**Contact:** Debbie Moseley, Executive Director, or Heather Dunn, Counseling Services Director

**Phone:** Hotline: 713-473-2801. • Office: 713-472-0753.

**Fax:** Not available

**Email:** [dmoseley@botw.org](mailto:dmoseley@botw.org) or [hdunn@botw.org](mailto:hdunn@botw.org)

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

**Local Bus Routes:** Not available

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions. • The hotline is open to the general public.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Provides a 24-hour crisis and referral hotline. • Also provides 24-hour advocacy and accompaniment to hospitals, schools, police stations, courts and other agencies. • Offers support groups, case management, assessments, education programs, parenting classes, family therapy, and personal safety plan development. • Also offers a 100-bed shelter, permanent housing for women with disabilities and children in their care, and transitional and rapid re-housing.

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### United Way of Greater Houston – 211 Helpline

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**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](mailto:help@unitedwayhouston.org)

**Website:** <https://www.unitedwayhouston.org/our-211-helpline>

**Local Bus Routes:** 40, 66, 71, 85

**Ages/Grades Served:** All ages

**Eligibility:** The 211 helpline is available to the general public.

**Costs:** Free

**Onsite at Schools:** No

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

**Direct Services:** Provides information based on ZIP code, location, agency, program, or keyword. • Database for 211 uses a searchable and comprehensive regional database of social services. • Among its topics are: basic needs, consumer services, criminal justice and legal services, education, environmental quality, health care, income security, individual and family life, mental health care and counseling, and disaster services.

## FACE PRODUCT EVALUATION FORM

Product Name: \_\_\_\_\_  
Date: \_\_\_\_\_

User(s): \_\_\_\_\_  
School/Location: \_\_\_\_\_

**Directions:** Please tell us a little about you by checking (✓) the circles that apply best to you.

- |  |   |  |  |
|--|---|--|--|
| <input type="radio"/> Student  | <input type="radio"/> Principal           | <input type="radio"/> Parent Educator                  | <input type="radio"/> Board of Education     |
| <input type="radio"/> Parent or Guardian                                 | <input type="radio"/> Assistant Principal | <input type="radio"/> Parent Liaison                   | <input type="radio"/> District Administrator |
| <input type="radio"/> Family Member                                      | <input type="radio"/> Other Campus Leader | <input type="radio"/> School-Based Specialist          | <input type="radio"/> Central Office Staff   |
| <input type="radio"/> Community Member                                   | <input type="radio"/> Classroom Teacher   | <input type="radio"/> School Bus Driver                | <input type="radio"/> FACE Staff             |
|  | <input type="radio"/> School Librarian    | <input type="radio"/> School Custodian                 |  |
| <input type="radio"/> Black or African American                          |   | <input type="radio"/> Hispanic or Latino               |  |
| <input type="radio"/> American Indian, Alaska Native, or Native Hawaiian |   | <input type="radio"/> White or Caucasian               |  |
| <input type="radio"/> Asian or Pacific Islander                          |   | <input type="radio"/> Two or More Races or Ethnicities |  |

**Directions:** Please tell us how you feel about this product. Your answers will help us to improve it. Thank you.

	Very Unsatisfied ☹	Unsatisfied	Neutral ☺	Satisfied	Very Satisfied ☺	Not Applicable
Overall product quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process for acquiring it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guidance for users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
First usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repeated usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-acquisition service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### How long have you used this FACE product?

<input type="radio"/>	Less than 1 month
<input type="radio"/>	1 to 2 months
<input type="radio"/>	2 to 3 months
<input type="radio"/>	3 to 6 months
<input type="radio"/>	6 months to 1 year
<input type="radio"/>	1 year or longer
<input type="radio"/>	Have never used it

### How often do you use this FACE product?

<input type="radio"/>	Daily
<input type="radio"/>	3 to 4 times a week
<input type="radio"/>	Weekly
<input type="radio"/>	3 to 4 times a month
<input type="radio"/>	Monthly
<input type="radio"/>	Every 2 to 3 months
<input type="radio"/>	3 to 4 times a year
<input type="radio"/>	Once a year or less often
<input type="radio"/>	Do not use it

## FACE PRODUCT EVALUATION FORM

### Overall, how satisfied are you with this FACE product?

<input type="radio"/>	Very satisfied 😊
<input type="radio"/>	Somewhat satisfied
<input type="radio"/>	Neutral 😐
<input type="radio"/>	Somewhat unsatisfied
<input type="radio"/>	Very unsatisfied ☹️

### Compared to other products of which you are aware, would you say that this FACE product is:

<input type="radio"/>	So good that it's in a class by itself 😊
<input type="radio"/>	Much better than most others
<input type="radio"/>	About the same as others 😐
<input type="radio"/>	Somewhat worse than others
<input type="radio"/>	Much worse than others ☹️
<input type="radio"/>	Never have used it

### Will you use this FACE product again?

<input type="radio"/>	Definitely yes 😊
<input type="radio"/>	Probably yes
<input type="radio"/>	Maybe or maybe not 😐
<input type="radio"/>	Probably no
<input type="radio"/>	Definitely no ☹️
<input type="radio"/>	Never have used it

### How likely are you to recommend this FACE product to others?

<input type="radio"/>	Definitely will recommend it 😊
<input type="radio"/>	Probably will recommend it
<input type="radio"/>	Maybe or maybe not 😐
<input type="radio"/>	Probably will not recommend it
<input type="radio"/>	Definitely will not recommend it ☹️
<input type="radio"/>	Never have used it

### Based upon your experience with this product, how likely are you to use other FACE products?

<input type="radio"/>	Very likely 😊
<input type="radio"/>	Somewhat likely
<input type="radio"/>	Neutral 😐
<input type="radio"/>	Somewhat unlikely
<input type="radio"/>	Very unlikely ☹️

Other comments about the product: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Please send this completed evaluation form to:

Jeff Smith, Business Operations Team Leader  
 Family and Community Engagement Department (FACE)  
 Houston Independent School District (HISD)  
 4400 West 18<sup>th</sup> Street  
 Houston, TX 77092  
 713-556-7290 (main)  
 713-556-6814 (fax)  
[face@HoustonISD.org](mailto:face@HoustonISD.org)