
2016 COMMUNITY RESOURCE GUIDE

ENGLISH as a SECOND LANGUAGE (ESL)



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Interim Superintendent of Schools

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www.HoustonISD.org/face

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EXECUTIVE SUMMARY

Welcome to the revised and expanded **Houston Independent School District (HISD) Family and Community Engagement (FACE) 2016 Community Resource Guide**. Its primary intended audiences are administrators and teachers in the HISD and the parents, guardians, families, and communities they serve.

Structure and Organization

In its third edition, the **2016 Community Resource Guide** now includes 41 topics and 735 profiles. The profiles encompass 350 unique organizations. A profile is the total description of an entry. An entry is an organization and its total profile under a given topic. A topic is the total collection of profiles for a specific area of interest. The **Guide** consistently uses 15 headings as prompts for information. A heading is a specific question of interest and it is repeated across all entries and within all topics.

Methods Used

In identifying possible topics and profiles for this new, revised edition of the **Guide**, HISD FACE staff members:

1. Used service providers' websites as the primary information resource.
2. Consulted Guidestar and organizations' IRS Form 990s for contact and communication information.
3. Sent emails with questions to selected organizations for which there were gaps in information.
4. Made phone calls to selected organizations for which there were also gaps in information.
5. Reviewed successive drafts to assess quality, completeness, and ease of use.
6. Included a **Product Evaluation Form** for feedback from schools, families, and other users.

Origins and Attributes

Under the leadership of Assistant Superintendent, Dr. Jorge Arredondo, an eight-person team contributed to developing the **2016 Community Resource Guide**: Dr. Elizabeth Cocina, Carmen Acevedo, Victoria Graham, Gabriella Hernandez, Walter Simpson, Rony Canales, Valeria Schillaci, and Jeffrey Smith. The **Guide** traces its lineage to such trailblazers as Harris County's Community Youth Services Program and the United Way of Greater Houston, but it also differs from them in significant ways: (1) The **Guide's** area of focus is on HISD and Houston, not on a broader geography; (2) information summary tables precede the profiles for each topic; (3) through the headings used in its service provider profiles, the **Guide** presents answers for a consistently defined set of questions; (4) wherever possible, it includes contact names, local bus and METRO rail transit routes, and the languages in which information and/or services are available; (5) the **Guide** identifies four ways to get information about community resources: phone, fax, email, and website; (6) the **Guide** also indicates whether services are available onsite at public schools and it briefly describes available services; and (7) the **Guide** is available in single-topic and comprehensive print versions and as a searchable online database.

Disclaimer

This revised **Guide** is intended to be a quick reference resource for HISD schools and families. Inclusion in it does not denote endorsement or recommendation. Please send information about new resources, as well as any updates, corrections, and comments to jsmith55@houstonisd.org.

Evaluation Form

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

ENGLISH as a SECOND LANGUAGE (ESL)

English as a Second Language (ESL):

1. Alliance for Multicultural Community Services (AMCS)
2. AVANCE Houston, Inc.
3. Bilingual Education Institute (BEI)
4. Casa Juan Diego
5. Chinese Community Center of Houston
6. Community Family Centers (CFC)
7. Gulf Coast Community Services Association, Inc. (GCCSA)
8. Harris County Department of Education
9. Hispanic Counseling Center
10. Houston Center for Literacy (HCL)
11. Houston Community College System – Adult Education
12. La Raza United – Texas Multicultural Institute
13. Latino Learning Center, Inc.
14. Literacy Advance of Houston, Inc.
15. Memorial Assistance Ministries (MAM)
16. Neighborhood Centers, Inc.
17. Taiwanese Heritage Society of Houston (THSH) – School of Languages and Culture
18. The Association for the Advancement of Mexican Americans (AAMA)
19. VN TeamWork
20. West Houston Assistance Ministries (WHAM)
21. Young Men’s Christian Association of Greater Houston (YMCA) – Informal Education

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-776-4700 Ext. 209	Adults ages 18+	Free	No	Arabic, Chinese, English, Spanish, others
2	713-686-4400	Adults ages 18+	Free	No	English, Spanish
3	713-789-4555 713-789-4324	Ages 16-17 and Adults ages 18+	Costs vary	No	Arabic, Bosnian, English, French, Spanish, Swahili, Vietnamese
4	713-869-7376	All ages	Free	No	English, Spanish
5	713-271-6100	Adults ages 18+	Costs vary	No	Chinese (Cantonese, Mandarin), English, Spanish, Vietnamese
6	713-923-2316 Ext. 251 713-773-9900	Adults ages 18+	Costs vary	Yes	English, Spanish
7	713-393-4700	Adults ages 18+	Free	No	English, Spanish
8	713-694-6300 713-692-6216	Adults ages 18+	Costs vary	Yes	English, Spanish
9	281-679-9937	Adults ages 18+	Costs vary	No	English, Spanish
10	713-640-8240 713-640-8229 713-777-7323 713-588-1200 713-803-1889	Adults ages 18+	Free	No	English, Spanish
11	713-718-5400	Adults ages 18+	Free	No	English, Farsi, French, German, Khmer, Lao, Russian, Spanish, Thai, Vietnamese
12	832-537-8249 713-588-1451	Grades 9-12 and Adults ages 18+	Costs vary	No	English, Spanish
13	713-223-1391	Adults ages 18+	\$180	No	English, Spanish
14	713-266-8777 281-282-6032	Adults ages 18+	Free	No	English, German, Russian, Spanish

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
15	713-468-4516 713-574-7536	All ages	Costs vary	No	English, Spanish
16	713-667-9400 713-273-3701 713-640-7100 713-380-2260 713-315-6400	All ages	Costs vary	No	English, Spanish
17	713-271-5885	Grades 6-12 and Adults ages 18+	Costs vary	No	Chinese, English, Taiwanese
18	713-929-2330	Adults ages 18+	\$20	Yes	English, French, Spanish
19	281-495-8936	Adults ages 18+	Free	No	English, Vietnamese
20	713-977-9942	All ages	Free	No	English, Spanish
21	713-659-5566	Adults ages 18+	Costs vary	No	English

Alliance for Multicultural Community Services (AMCS)

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

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8:30am-5pm. • English as a Second Language (ESL) Classes: Monday-Thursday, 9am-12pm, 12:30pm-3:30pm, and 5:30pm-8:30pm.

Contact: Ayele Michael, Resettlement Program Manager

Phone: 713-776-4700 Ext. 209

Fax: 713-776-4730

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

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

Local Bus Routes: 9, 47, 402

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of refugee status and proof of identity. • Clients must have lived in the United States of America for no longer than five years.

Costs: Free

Onsite at Schools: No

Languages: Amharic, Arabic, Armenian, Ashanti, Assamese, Azerbaijani, Bengali, Burmese, Bosnian, Bulgarian, Chinese (Cantonese, Mandarin), Creole, Crio Sierra Leone, Dari, Dinka, English, Farsi, Fon, Fukinese, French, German, Goun, Gujarati, Hebrew, Hindi, Igbo, Indonesian, Italian, Izon Yoruba, Japanese, Kannada, Khmer, Kinya-Rwanda, Kirundi, Korean, Kurdish, Lao, Lingala, Malayalam, Marathi, Mina, Nepali, Nyanja, Pashto, Pidgin, Portuguese, Punjabi, Russian, Serbo-Croatian, Sindhi, Somali, Spanish, Swahili, Tagalog, Tamil, Telugu, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Yiddish

Direct Services: Provides basic to advanced English as a Second Language (ESL) classes with a focus on workforce and job readiness skills. • Offers low-cost childcare during classes. • Also provides refugee resettlement, job counseling and placement, interpreter services, and healthcare access and advocacy.

AVANCE Houston, Inc.

Address: 4301 Dacoma Street, Houston, TX 77092 (Main Office)
4503 Mangum Road, Houston, TX 77092 (Mangum Education Center)

Area Served: Houston

Days/Hours: Main Office: Monday-Friday, 8am-5pm. • English as a Second Language (ESL) Classes: 9am-12pm and 12:30pm-3:30pm (Main Office and Mangum Education Center).

Contact: Dora N. Hinjosa, Adult Education Program Coordinator

Phone: 713-686-4400

Fax: 713-812-9829

Email: DHinjosa@avancehouston.org

Website: <http://www.avancehouston.org/esl-english-second-language>

Local Bus Routes: 89 (main office); 23, 85 (education center)

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity, proof of residence, and an application. • Classes are for adults who have children in AVANCE programs. • Accepts walk-ins.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers basic and intermediate English as a Second Language (ESL) classes. • Also offers General Educational Development (GED) preparation, adult basic education (ABE), early childhood education, parent education, and child education.

Bilingual Education Institute (BEI)

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

Area Served: Harris County

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

Contact: Rachel Garcia, ESL Intake/Outreach, or Monique Green, ESL Intake/Outreach

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

Fax: 713-789-4541

Email: bei@bei.edu

Website: <http://www.bei.edu>

Local Bus Routes: 25, 32

Ages/Grades Served: Ages 16-17 and adults ages 18+

Eligibility: Requires proofs of residence and of refugee status. • Must be ages 16+ and must have lived in the United States of America for no longer than five years. • Accepts walk-ins.

Costs: Costs vary. • Tuition for English as a Second Language (ESL) classes starts at \$1,535 plus registration and other fees. • Call to ask about specific costs.

Onsite at Schools: No

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

Direct Services: Provides intensive, morning, and evening English as a Second Language (ESL) and non-English language course options for adults. • Offers students a place to engage in conversation, drama, and creative writing projects to support language skills development in a non-threatening environment.

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@cjd.org

Website: <http://cjd.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: Offers help with English as a Second Language (ESL), food, and clothing for guests at its house of hospitality. • Helps immigrant women and children, particularly pregnant or physically battered women and their children. • Helps women whose husbands have been deported.

Chinese Community Center of Houston

Address: 9800 Town Park Drive, Houston, TX 77036

Area Served: Houston

Days/Hours: Office: Monday-Friday, 8:30am-5pm. • English as a Second Language (ESL) Program: Monday-Thursday, 9am-4pm and Monday, Wednesday, and Thursday, 6pm-9pm.

Contact: Katherine Tong, Adult English as a Second Language, or Ben Lind, Adult English as a Second Language

Phone: 713-271-6100 Ext.128 or 713-271-6100 Ext. 201

Fax: 713-271-3713

Email: info@ccchouston.org or katherine@ccchouston.org or lind@ccchouston.org

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

Local Bus Routes: 46, 152, 402

Ages/Grades Served: Adults ages 18+

Eligibility: No area restrictions.

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

Onsite at Schools: No

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

Direct Services: Provides basic to advanced English as a Second Language (ESL) classes. • Offers after-school tutorials, individual and group counseling, a child development program, field trips and recreation, and summer camp whose focus is to deter gang activity and delinquency. • Offers a monthly parenting workshop. • Focuses on cultural awareness and adjusting to new environment.

Community Family Centers (CFC)

Area Served: Houston

Location	Address	Phone	Days/Hours	Bus Routes
Community Family Centers	7524 Avenue E, Houston, TX 77012	713-923-2316	Monday-Thursday, 9am-12pm and 6pm-9pm, Friday, 9am-12pm	20, 50
American International University	9999 Richmond Avenue, Houston, TX 77042	713-773-9900	Monday-Thursday, 1:30pm-4:30pm	47, 152, 153

Contact: Sureya Garcia, Adult Education Coordinator

Phone: 713-923-2316 Ext. 251

Fax: 713-923-4243

Email: info@communityfamilycenters.org or sgarcia@communityfamilycenters.org

Website: <http://www.communityfamilycenters.org/index.php>

Ages/Grades Served: Adults ages 18+

Eligibility: Requires program registration and taking a locator test. • Requires photographic identification (photo ID), proof of identity, and proof of address. • Must pay registration fee by credit card, debit card, or check. • Accepts walk-ins.

Costs: Costs vary. • Registration fee is \$20. • Class tuition itself is free. • Call to ask about specific costs.

Onsite at Schools: Yes. • Youth programs are at two HISD high schools. • School-based services are at 18 HISD schools.

Languages: English, Spanish

Direct Services: Offers four levels of English as a Second Language (ESL) classes. • Also offers parent education, adult basic education (ABE), and General Educational Development (GED) preparation classes, counseling, college readiness, dropout prevention, and other services. • Provides emergency food assistance, health screenings, immunizations, translation services, and referral services. • Also provides youth/summer programs and a sports and recreation center.

Gulf Coast Community Services Association, Inc. (GCCSA)

Address: 9320 Kirby Drive, Houston, TX 77054

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 8am-5pm. • English as a Second Language (ESL) Classes: Monday-Thursday, 8:30am-3pm and 5pm-9pm.

Contact: Sue Kriegel, Executive Assistant

Phone: 713-393-4700

Fax: 713-343-8701

Email: info@gccsa.org

Website: <http://www.gccsa.org/adult-education-and-literacy/eslssl>

Local Bus Routes: 700 (METRO rail), 8

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity, proof of residence in Harris County, and proof of income.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides classes in English as a Second Language (ESL), General Educational Development (GED) preparation, computer literacy, computer skills, and conversational Spanish.

Harris County Department of Education

Address: 6300 Irvington Boulevard, Houston, TX 77022

Area Served: Harris County

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

Contact: Eduardo Honold, Adult Education Director

Phone: 713-694-6300 (general questions) or 713-692-6216 (programs)

Fax: 713-696-8258 or 713-696-8294

Email: adult-education@hcde-texas.org (general questions) or ehonold@hcde-texas.org (programs)

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

Local Bus Routes: 26, 79

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity. • Requires registration on a first come first served basis.

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

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

Languages: English, Spanish

Direct Services: Offers adult English as a Second Language (ESL) classes at 16 locations. • Also offers after-school enrichment, alternative education, curriculum planning and development, staff development, psychometrics, adult basic education (ABE), and other services.

Hispanic Counseling Center

Address: 4625 North Freeway, Suite 207, Houston, TX 77022 (North)
14780 Memorial Drive, Suite 206, Houston, TX 77079 (Southwest/West)

Area Served: Harris County

Days/Hours: Office: Monday-Friday, 10am-8pm, Saturday-Sunday, 8am-8pm. • English as a Second Language (ESL) Classes: Saturday-Sunday, 10:30am-2:30pm.

Contact: Francisco Villalobus, Executive Director

Phone: 281-679-9937

Fax: 281-679-9982

Email: info@hispaniccounselingcenter.com

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

Local Bus Routes: 36, 56 (North); 162 (Southwest/West)

Ages/Grades Served: Adults ages 18+

Eligibility: No area restrictions. • Classes are open enrollment. • Adults can start attending at any time.
Costs: Costs vary. • Charges \$375 for 15 four-hour English as a Second Language (ESL) class sessions or \$25 per session. • Charges fees on a sliding scale based on income if a referral requests it. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers adult English as a Second Language (ESL) classes, parent education classes, anger management classes, and outpatient therapy.

Houston Center for Literacy (HCL)

Area Served: Greater Houston

Location	Address	Phone	Contact	Bus Routes
Main Office	2401 Portsmouth Street, Houston, TX 77098	713-640-8240 713-640-8229	KaNeesha Allen, Program Coordinator	25, 27
Magnolia	7037 Capitol Street, Suite A, Houston, TX 77011	713-777-7323	Dora Alim, Teacher Aide	20, 50
Connect Community	6856 Bellaire Boulevard, Houston, TX 77074	713-588-1200	Olga Rojas, Instructional Coordinator	2, 9, 47
San Jose	2615 Fannin Street, Houston, TX 77002	713-803-1889	Doris Larry, Lead Learning Center Manager	700 (METRO rail), 54, 82, 85

Days/Hours: Monday-Thursday, 8am-5pm and Friday, 8am-12pm

Fax: 713-640-8247

Email: kaneesha.allen@houliteracy.org or martin.loa@houliteracy.org

Website: <http://www.houread.org/resources/find-a-class-near-you>

Ages/Grades Served: Adults ages 18+

Eligibility: Must meet age requirements.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides adult English as a Second Language (ESL) classes for non-native speakers. • Also provides classes in General Educational Development (GED) preparation, adult basic education (ABE), family literacy, financial education, and computer skills.

Houston Community College System – Adult Education

Address: 3100 Main Street, BD07, BD08, BD09, Houston, TX 77002

Area Served: Harris County

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

Contact: David Joost

Phone: 713-718-5400

Fax: 713-718-7617 or 713-718-5377

Email: david.joost@hccs.edu or hcc.adulteducation@hccs.edu

Website: <http://www.hccs.edu>

Local Bus Routes: 700 (METRO rail), 82, 85

Ages/Grades Served: Adults ages 18+

Eligibility: Refugee program requires status as a refugee.

Costs: Free

Onsite at Schools: No

Languages: English, Farsi, French, German, Khmer, Lao, Russian, Spanish, Thai, Vietnamese

Direct Services: Offers adult English as a Second Language (ESL) classes. • Also offers classes in adult basic education (ABE) and in General Educational Development (GED) preparation. • Refugee program also provides workplace literacy, and help with employment status and legal needs.

La Raza United – Texas Multicultural Institute

Address: 7037 Capitol Street, Suite E221, Houston, TX 77011

Area Served: Houston: East End

Days/Hours: Office: Monday-Thursday, 8:30am-8:30pm, Friday, 8:30pm-3:30pm. • Intensive English: Either Monday and Wednesday or Tuesday and Thursday, 9am-11:30am, 12:30pm- 3:30pm, and 6pm-8:30pm. • Intensive Spanish: Saturday, 9am-1pm.

Contact: Luis Garcia-Alvarez, President and Chief Executive Officer

Phone: 832-537-8249 or 713-588-1451

Fax: Not available

Email: info@larazaunited.org

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

Local Bus Routes: 20, 50

Ages/Grades Served: Grades 9-12 and adults ages 18+

Eligibility: Requires an application and proof of identity. • Requires taking a locator test if a course requires one. • Serves low- to moderate-income communities with a high number of Latinos and African Americans.

Costs: Costs vary. • Charges a \$30 monthly fee to access classes; the Institute may waive the fee for persons who cannot afford it. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers classes in English as a Second Language (ESL). • Also offers intensive Spanish, General Educational Development (GED) preparation, computer literacy, handicrafts, and job skills.

Latino Learning Center, Inc.

Address: 3522 Polk Street, Houston, TX 77003

Area Served: Houston: East End

Days/Hours: Office: Monday-Thursday, 8am-10pm and Friday, 8am-5pm. • English as a Second Language (ESL) Classes: Monday-Thursday, 9am-9pm.

Contact: Carlos Garcia

Phone: 713-223-1391

Fax: 713-222-2338

Email: office@latinolearningcenter.org (general questions) or coordinator@latinolearningcenter.org (programs)

Website: <http://latinolearningcenter.org/esl>

Local Bus Routes: 29, 40, 41

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity, proof of residence, and proof of citizenship or permanent residence. • Must have completed high school.

Costs: Charges \$180 for 12-week sessions of English as a Second Language (ESL) classes.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides English as a Second Language (ESL) classes. • Also provides vocational, literacy, and General Educational Development (GED) preparation classes, and technology training.

Literacy Advance of Houston, Inc.

Area Served: Greater Houston

Location	Address	Phone	Fax	Days/Hours	Bus Routes
Main Campus	2424 Wilcrest Drive, Suite 120, Houston, TX 77042	713-266-8777	713-266-8889	Monday-Thursday, 8am-8pm, Friday, 9am-12pm, Saturday, 9am-3pm	82, 161
Bay Area Campus	1300A Bay Area Boulevard, Houston, TX 77058	281-282-6032	281-282-6013	Monday-Thursday, 9am-7pm	249

Contact: Kathryn Bauchelle, Program Director

Email: info@literacyadvance.org (general question) or students@literacyadvance.org (to enroll in classes)

Website: http://www.literacyadvance.org/Take_Classes

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of residence in Houston and completing a two-hour orientation session. • Serves any native language background.

Costs: Free

Onsite at Schools: No

Languages: English, German, Russian, Spanish

Direct Services: Provides English as a Second Language (ESL) classes. • ESL sessions last either 12 or 16 weeks. • Also provides literacy, computer, and workforce development programs.

Memorial Assistance Ministries (MAM)

Address: 1625 Blalock Road, Houston, TX 77080

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

Days/Hours: Office: Monday-Friday, 9am-4pm. • English as a Second Language (ESL) Classes: Monday-Friday, 9am-9pm. • Hours vary by location. • Call to ask about specific hours.

Contact: Pete Zagone, ESL and Citizenship Program Manager, or Heather Adamick, ESL and Citizenship Program Coordinator, or Liliana Padron, ESL and Citizenship Program Coordinator

Phone: 713-468-4516 (general questions), 713-574-7536 (help in Spanish), or 713-574-7538 or 713-574-4516 (programs)

Fax: 713-468-4702

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

Website: <http://helpherehelpnow.wix.com/newweb#!english/c6e9>

Local Bus Routes: 26

Ages/Grades Served: All ages

Eligibility: Requires proof of identity and proof of residence.

Costs: Costs vary. • Charges a fee of \$30 per course. • Cost covers books, materials, and exam fees. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

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

Neighborhood Centers, Inc.

Area Served: Houston

Location	Address	Phone	Days/Hours	Bus Routes
Offices	4500 Bissonnet Street, Suite 200, Bellaire, TX 77401	713-667-9400	Monday-Friday, 9am-5pm	33, 65
Baker-Ripley Neighborhood Center	6500 Rookin Street, Houston, TX 77074	713-273-3701	Monday-Friday, 8am-9pm, Saturday, 10am-4pm	9, 47, 402
Harbach-Ripley Neighborhood Center	6225 Northdale Street, Houston, TX 77087	713-640-7100	Monday and Wednesday, 9am-7pm, Tuesday, Thurs- day, and Friday, 9am-6pm	50, 73
Leonel Castillo Community Center	2101 South Street, Houston, TX 77009	713-380-2260	Monday-Friday, 9am-8pm, Saturday, 9am-2pm	700 (METRO rail), 44, 66
Ripley House Neighborhood Center	4410 Navigation Boulevard, Houston, TX 77011	713-315-6400	Monday-Friday, 8am-8pm, Saturday, 8am-2pm	20, 29, 80

Contact: Claudia Aguirre-Vasquez, Senior Vice President and Chief Program Officer

Fax: 713-669-5236

Email: president@neighborhood-centers.org

Website: <http://neighborhood-centers.org>

Ages/Grades Served: All ages

Eligibility: Requirements vary by program. • Call to ask about specific requirements.

Costs: Costs vary. • Centers charge nominal fees for classes and programs; a membership fee of \$100 provides access. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers English as a Second Language (ESL) classes. • Also offers classes in computer literacy, adult basic education (ABE), and General Educational Development (GED) preparation. • Also offers Head Start, youth clubs, after school programs, summer day programs, immigration and citizenship services, nutrition education, community gardens, and other services.

Taiwanese Heritage Society of Houston (THSH) – School of Languages and Culture

Address: 5885 Point West Drive, Houston, TX 77036

Area Served: Houston

Days/Hours: Monday-Tuesday, 10am-5pm, Wednesday, 10am-3pm, Friday, 2pm-9pm, Saturday, 9am-5pm, Sunday, 1pm-5pm

Contact: Vincent Chen, Chairman

Phone: 713-271-5885

Fax: 713-271-9229

Email: chair@taiwaneseheritagesociety.org

Website: <http://www.houston-taiwanese.org>

Local Bus Routes: 46

Ages/Grades Served: Grades 6-12 and adults ages 18+

Eligibility: No area restrictions.

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

Onsite at Schools: No

Languages: Chinese, English, Taiwanese

Direct Services: Offers elementary, middle school, and high school English courses, as well as courses in other languages.

The Association for the Advancement of Mexican Americans (AAMA)

Area Served: Greater Houston

Location	Address	Days/Hours	Bus Routes
Main Campus	6001 Gulf Freeway, Building C-5, Houston, TX 70023	Monday-Thursday, 9am-1pm, 6pm-9pm	40, 28
Cathedral of Saint Matthews	9101 Airline Drive, Houston, TX 77037	Monday-Thursday, 9am-1pm	56
Sanchez Charter School North	406 East Rittenhouse Street, Houston, TX 77076	Monday-Thursday, 6pm-9pm	40, 56, 79

Contact: Amber Edmonson, Outreach Specialist

Phone: 713-929-2330

Fax: 713-926-8235

Email: aama@aama.org or aedmonson@aama.org

Website: <http://www.aama.org/adult-education>

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity, pre-registration, attending an orientation, and taking a placement test.

Costs: Charges \$20 registration fee per semester.

Onsite at Schools: Yes. • Operates a six-week resiliency program in seven HISD elementary schools.

Languages: English, French, Spanish

Direct Services: Offers classes in English as a Second Language (ESL) and in General Educational Development (GED) preparation at five locations with childcare available for children ages 3-5.

VN TeamWork

Address: 11210 Bellaire Boulevard, Suite 118, Houston, TX 77072

Area Served: Greater Houston

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

Contact: Michael Cao-My Nguyen, Executive Director

Phone: 281-495-8936

Fax: 281-495-8938

Email: hiepluc@vn teamwork.org

Website: <http://www.vn teamwork.org/english-as-second-language>

Local Bus Routes: 75

Ages/Grades Served: Adults ages 18+

Eligibility: Primarily serves low-income to moderate-income persons including recent immigrants, refugees, relocated disaster evacuees, and dislocated workers. • Accepts walk-ins.

Costs: Free

Onsite at Schools: No

Languages: English, Vietnamese

Direct Services: Provides adult English as a Second Language (ESL) classes. • Offers computer skills, citizenship preparation, and help with immigration, legalization, and naturalization.

West Houston Assistance Ministries (WHAM)

Address: 10501 Meadowglen Lane, Houston, TX 77042

Area Served: Houston ZIP Codes: 77042, 77057, 77063, 77077, and 77082

Days/Hours: Office: Monday-Friday, 10am-1pm. • Food Pantry: Saturday, 10am-1pm.

Contact: Shirley Downing, Executive Director

Phone: Office: 713-977-9942. • Food Pantry: 713-795-2880.

Fax: 713-783-0761

Email: wham@whamministries.org or shirley.downing@whamministries.org

Website: <http://whamministries.org/back-to-school-drive>

Local Bus Routes: 25, 82, 161

Ages/Grades Served: All ages

Eligibility: Requires proof of identity, proof of income, proof of residence, and documentation of crisis. • Must live in the service area and must pre-register for assistance.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers English as a Second Language (ESL) classes and adult literacy classes. • Operates a food pantry. • Helps with clothing, household items, rent, mortgage, transportation, utilities, and prescriptions. • Operates a job lab. • Provides students with back-to-school supplies they need to return to the classroom.

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

Address: 2600 North Loop West, Suite 330, Houston, TX 77092

Area Served: Greater Houston

Days/Hours: Monday-Thursday, 3pm-5pm

Contact: Shawn Borzalleri, Vice President of Programs

Phone: 713-659-5566

Fax: 713-339-9015

Email: shawnb@ymcahouston.org

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

Local Bus Routes: 89

Ages/Grades Served: Adults ages 18+

Eligibility: Must meet age requirements.

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

Onsite at Schools: No

Languages: English

Direct Services: Offers small group and one-on-one English as a Second Language (ESL) tutoring to adult refugees, asylees, or victims of human trafficking.

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