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# 2016 COMMUNITY RESOURCE GUIDE

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## COMPUTER LITERACY

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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**

4400 West 18<sup>th</sup> Street, Houston, Texas 77092

[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!

## COMPUTER LITERACY

### Computer Literacy:

1. Alliance for Multicultural Community Services (AMCS)
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7. Community Family Centers (CFC)
8. Fifth Ward Community Redevelopment Corporation
9. Harris County Precinct 1
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12. LULAC National Educational Service Centers, Inc. (Houston LNESEC)
13. Literacy Advance of Houston, Inc.
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15. Mexican Institute of Greater Houston (MIGH)
16. Neighborhood Centers, Inc.
17. Northwest Assistance Ministries (NAM)
18. Open Door Mission
19. Port Neighbors in Action
20. SHAPE Community Center
21. Technology for All
22. The Association for the Advancement of Mexican Americans (AAMA)
23. The Lighthouse of Houston
24. VN Teamwork

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-776-4700 Ext. 167	Ages 10-17	Free	No	Arabic, Chinese, English, Spanish, others
2	713-812-0033 Ext. 228 713-686-4400	Adults ages 18+	Free	No	English, Spanish
3	713-789-4555 713-789-4324	Ages 16-17 and Adults ages 18+	Free	No	Arabic, Bosnian, English, French, Spanish, Swahili, Vietnamese, others
4	713-754-7000	Adults ages 18+	Costs vary	No	American Sign Language, English, Spanish
5	713-961-3993 713-626-8320	Adults ages 18+	Costs vary	No	English, Spanish
6	832-393-4145 832-393-3800 713-777-7323 832-395-9900 832-393-4060 832-393-5950	All ages	Costs vary	No	English, Spanish
7	713-923-2316 713-923-0612	Adults ages 18+	Free	No	English, Spanish
8	713-674-0175 866-435-0896	Adults ages 18+	Costs vary	No	English
9	713-733-3717 281-445-1617 281-260-6772 713-678-7385	All ages	Free	No	Arabic, Chinese, English, Spanish, others
10	713-393-8700 281-220-6012	Adults ages 18+	Free	Yes	English, Spanish

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
11	832-393-1313	All ages	Free	No	Arabic, Chinese, English, Spanish, others
12	713-236-0620	Grades 6-12 and Adults ages 18+	Free	Yes	English, Spanish
13	713-266-8777 281-282-6032	Adults ages 18+	Free	No	English, German, Russian, Spanish
14	713-468-4516 713-574-7534	All ages	Free	No	English, Spanish
15	713-988-8465 866-960-0184	Adults ages 21+	\$50	Yes	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	281-885-4555 281-885-4616	Adults ages 18+	Costs vary	Yes	English, Spanish
18	713-921-7520 Ext. 203 832-962-4247	Male adults ages 18+	Free	No	English, Spanish
19	832-668-1877	Adults ages 18+	Free	No	English, Spanish
20	713-521-0629 713-521-0641	Ages 5-15	Free	No	English
21	713-454-6400	All ages	Free	No	English, Spanish
22	713-869-1205	Adults ages 18+	\$50	No	English, Spanish
23	713-527-9561 713-284-8445	Adults ages 18+	Costs vary	No	English
24	281-495-8936	Adults ages 18+	Costs vary	No	English, Vietnamese

### Alliance for Multicultural Community Services (AMCS)

**Address:** 6440 Hillcroft Street, Houston, TX 77081

**Area Served:** Harris County

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

**Contact:** Yani Rose Keo, Executive Director

**Phone:** 713-776-4700 Ext. 167

**Fax:** 713-776-4730

**Email:** [info@allianceontheweb.org](mailto:info@allianceontheweb.org) or [amichael@allianceontheweb.org](mailto:amichael@allianceontheweb.org)

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

**Local Bus Routes:** 9, 47

**Ages/Grades Served:** Ages 10-17

**Eligibility:** Requires proof of enrollment in school, proof of age, and proof of income.

**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 a computer lab in its Kijana Youth Program. • Also provides after-school, and summer program services for at-risk youth. • Provides youth with homework and tutorial assistance by college-student mentors, financial literacy classes, life skills education, recreational activities, community services projects, and cultural opportunities. • Also involves youth in creating their own community newsletter and participating in and leading community service projects to respond to issues facing their neighborhood.

## AVANCE Houston, Inc.

**Area Served:** Houston

Location	Address	Phone	Hours	Bus Routes
AVANCE Dacoma II	4281 Dacoma Street, Houston, TX 77092	713-812-0033 Ext. 228	Monday-Friday, 8am-5pm	89
Mangum Education Center	4503 Mangum Road, Houston, TX 77092	713-686-4400	Monday-Friday, 8am-5pm	23

**Contact:** Dora Hinojosa, Adult Education Program Manager

**Fax:** 713-812-9829

**Email:** [dhinojosa@avancehouston.org](mailto:dhinojosa@avancehouston.org)

**Website:** <http://www.avancehouston.org/computer-literacy>

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

**Eligibility:** Must be an adult client who has a child in an AVANCE program. • Requires proof of identity and proof of residence.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers semester-long computer literacy classes that focus on the basic understanding of computer hardware and software. • Classes include word processing, PowerPoint, file management, e-mail, web browsing, and social media skills.

## Bilingual Education Institute (BEI)

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

**Area Served:** Houston

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

**Contact:** Gordana Arnautovic, Executive Director

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

**Fax:** 713-789-4541

**Email:** [bei@bei.edu](mailto:bei@bei.edu)

**Website:** [http://www.bei.edu/index.php?option=com\\_content&view=article&id=101&Itemid=125](http://www.bei.edu/index.php?option=com_content&view=article&id=101&Itemid=125)

**Local Bus Routes:** 25

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

**Eligibility:** Persons qualify for no-cost programs who maintain an immigration status as: refugee, asylee, parolee, victim of torture (with a certified letter), victim of trafficking (with a certified letter), or as other immigrants who hold an I-94 or SI2 visa.

**Costs:** Free

**Onsite at Schools:** No

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

**Direct Services:** Offers a 50-hour English for Specific Purposes (ESP) class at the main campus computer laboratory. • Class combines computer literacy, job search techniques, résumé writing, and interview skills.

## Career and Recovery Resources, Inc.

**Address:** 2525 San Jacinto Street, Houston, TX 77002

**Area Served:** Houston

**Days/Hours:** Office: Monday-Friday, 8:30am-4:30pm. • Classes: Monday, 3pm-5pm, Tuesday, 1pm-3pm and 3pm-5pm, Wednesday, 3pm-5pm, Thursday, 6pm-8pm, Friday, 10am-12pm and 2pm-4pm.

**Contact:** Vernus Swisher, Chief Executive Officer

**Phone:** 713-754-7000

**Fax:** 713-754-7072

**Email:** Not available

**Website:** <http://www.careerandrecovery.org/index.php/services/community-technology-center>

**Local Bus Routes:** 700 (METRO rail), 44, 54, 85

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

**Eligibility:** Must meet age requirements. • Resources are available for use by the general public. • Always call ahead to ask about a specific service or program.

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

**Onsite at Schools:** No

**Languages:** American Sign Language, English, Spanish

**Direct Services:** Offers public-access computers and computer literacy classes in Microsoft Office applications, e-mail, and Internet usage. • Supports acquiring or enhancing computer skills; creating résumés, cover letters, and other job-related documents; and gaining access to online employment information.

### Christian Community Service Center, Inc. (CCSC)

**Address:** 3224 Mercer Street, Houston, TX 77027

**Area Served:** Greater Houston

**Days/Hours:** Office: Monday-Friday, 8:30am-4:30pm. • Client Orientation: Monday and Wednesday, 10am-11am. • Resource Center: Monday-Wednesday, 9am-3pm, Thursday, 9am-5pm, Friday, 9am-1pm.

**Contact:** Michelle Shonbeck, Executive Director or Mickey Hammond, JobNet Manager

**Phone:** 713-961-3993 (general questions) or 713-626-8320 (JobNet)

**Fax:** 713-961-1548

**Email:** [jobnet@ccschouston.org](mailto:jobnet@ccschouston.org) or [ccsc@ccschouston.org](mailto:ccsc@ccschouston.org)

**Website:** <https://www.ccschouston.org/jobnet>

**Local Bus Routes:** 25, 82, 84

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

**Eligibility:** No area restrictions. • Must be unemployed, underemployed, or seeking to change careers.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** At JobNet, CCSC trains individuals in computer literacy through instructor-led workplace computing courses including computer basics and Microsoft Office applications, and self-paced computer training and keyboarding. • Also offers training in personal management, business etiquette, interview and communication skills, résumé development, and other topics.

### City of Houston – Multi-Service Centers

**Area Served:** Houston

Location	Address	Phone	Hours	Bus Routes
Acres Homes	6719 West Montgomery Road, Houston, TX 77091	832-393-4145	Monday-Friday, 8am-5pm	30, 44
Fifth Ward	4014 Market Street, Houston, TX 77020	832-393-3800	Monday-Friday, 9am-3pm	11, 29, 48
Magnolia	7037 Capitol Street, Houston, TX 77011	713-777-7323	Monday-Thursday, 9am-12pm and 1pm-5pm	20, 50
Southwest	6400 High Star Drive, Houston, TX 77074	832-395-9900	Monday-Thursday, 12am-2pm	9, 47
Third Ward	3611 Ennis Street, Houston, TX 77004	832-393-4060	Monday-Friday, 8am-5pm	9, 54
West End	170 Heights Boulevard, Houston, TX 77007	832-393-5950	Monday-Friday, 8am-5pm	40, 66, 71, 85

**Contact:** Acres Homes: Lakeisha West. • Fifth Ward: Lynelle Jones. • Magnolia: Miguel Leijia, Jr. • Southwest: Sandra Rodriguez. • Third Ward: Rosalind Augustine. • West End: Sopheak Pen.



**Fax:** Not available

**Email:** [webadmin@houstontx.gov](mailto:webadmin@houstontx.gov)

**Website:** <http://www.houstontx.gov/health/MSC>

**Ages/Grades Served:** All ages

**Eligibility:** Access to services may require proof of identity, proof of residence, and proof of income. • Always call ahead to ask about a specific multi-service center about a specific program for computer literacy or a specific program for public access to computers.

**Costs:** Costs vary. • Some services are available at no cost; others are available at low cost. • Call to ask about specific costs.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Services vary by location. • Centers may offer computers available for public use, laptop checkout for short-term personal use, computer literacy classes for acquiring basic computer and Internet usage skills, use of an open access computer lab, or use of computers and printers in a resource center.

### Community Family Centers (CFC)

**Area Served:** Houston

Location	Address	Phone	Days/Hours	Bus Routes
Southeast	7524 Avenue E, Houston, TX 77012	713-923-2316	Monday-Thursday, 8am-9pm, Friday, 8:30am-4:30pm	20, 76
Southwest	6260 West Park Drive, Suite 110, Houston, TX 77057	713-923-0612	Monday-Friday, 8:30am-4:30pm	25, 47, 153

**Contact:** Sureya Garcia, Program Coordinator

**Fax:** 713-923-4243

**Email:** [info@communityfamilycenters.org](mailto:info@communityfamilycenters.org) or [sgarcia@communityfamilycenters.org](mailto:sgarcia@communityfamilycenters.org)

**Website:** <http://www.communityfamilycenters.org/education.php>

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

**Eligibility:** Must meet age requirements.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers adult education computer courses. • Course topics include basic computer, Microsoft Office, Internet, and typing skills.

### Fifth Ward Community Redevelopment Corporation

**Address:** 4300 Lyons Avenue, Suite 300, Houston, TX 77020

**Area Served:** Houston: Fifth Ward

**Days/Hours:** Monday-Thursday, 9am-5pm and Friday, 9am-3pm

**Contact:** Kathy Payton, President/Chief Executive Officer or Rosalind Walton, Chief Program Officer

**Phone:** 713-674-0175 or 866-435-0896

**Fax:** 713-674-0176

**Email:** [kpayton@fifthwardcrc.org](mailto:kpayton@fifthwardcrc.org) or [rmwalton@fifthwardcrc.org](mailto:rmwalton@fifthwardcrc.org)

**Website:** <http://www.fifthwardcrc.org/jobtraining.asp>

**Local Bus Routes:** 11, 29, 48

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

**Eligibility:** Must meet age requirements.

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

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Provides a six-week to eight-week curriculum for its workforce development and life skill programs. • Curriculum includes an introduction to computers and training in Microsoft Office applications.



## Harris County Precinct 1

**Area Served:** Harris County (Precinct 1)

Location	Address	Days/Hours	Phone	Fax	Bus Routes
Tom Bass Community Center	15108 Cullen Boulevard, Houston, TX 77047	Monday-Friday, 8am-4pm	713-733-3717	713-731-1102	Not available
Lincoln Park Community Center	979 Grenshaw Street, Houston, TX 77088	Monday-Thursday, 8am-7pm, Friday, 8am-6pm	281-445-1617	Not available	27, 30, 64
Hardy Community Center	11901 W. Hardy Road, Houston, TX 77076	Monday-Friday, 8am-4:30pm	281-260-6772	Not available	56, 79
Finnigan Community Center	4900 Providence Street, Houston, TX 77020	Monday-Thursday, 8am-7pm, Friday, 8am-6pm	713-678-7385	713-687-2884	29, 30, 48, 80

**Contact:** Delsie Stoute, Director (Tom Bass); Brian Purnell, Director (Lincoln Park); not available (Hardy); Jonathan Rivers, Director (Finnigan)

**Email:** [Delsie\\_Stoute@cp1.hctx.net](mailto:Delsie_Stoute@cp1.hctx.net) (Tom Bass); [Brian\\_Purnell@cp1.hctx.net](mailto:Brian_Purnell@cp1.hctx.net) (Lincoln Park); not available (Hardy); [Jonathan\\_Rivers@cp1.hctx.net](mailto:Jonathan_Rivers@cp1.hctx.net) (Finnigan)

**Website:** <https://hcp1.net/Programs/CommunityCenters.aspx>

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** Afrikaans, Albanian, Arabic, Armenian, Azerbaijani, Basque, Belarusian, Bengali, Bosnian, Bulgarian, Burmese, Catalan, Cebuano, Chichewa, Chinese, Croatian, Czech, Danish, Dutch, English, Estonian, Filipino, Finnish, French, Galician, Georgian, German, Greek, Gujarati, Haitian Creole, Hausa, Hebrew, Hindi, Hmong, Hungarian, Icelandic, Igbo, Indonesian, Irish, Italian, Japanese, Javanese, Kannada, Kazakh, Khmer, Korean, Lao, Latvian, Lithuanian, Macedonian, Malagasy, Malay, Malayalam, Maltese, Maori, Marathi, Mongolian, Nepali, Norwegian, Persian, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sesotho, Sinhala, Slovak, Slovenian, Somali, Spanish, Sundanese, Swahili, Swedish, Tajik, Tamil, Telugu, Thai, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Welsh, Yiddish, Yoruba, Zulu

**Direct Services:** Operates and maintains nine community centers, four of which support computer literacy with classrooms and classes.

## Houston Area Urban League, Inc. (HAUL)

**Area Served:** Greater Houston

Location	Address	Phone	Fax	Bus Routes
Downtown	1301 Texas Avenue Houston, TX 77002	713-393-8700	713-393-8790	700 (METRO rail), 900 (METRO rail), 20, 82
Palm Center Education and Workforce Training	5320 Griggs Road, Houston, TX 77021	281-220-6012	713-393-8790	900 (METRO rail)

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

**Contact:** John Robinson, Family Support Manager

**Email:** [jrobinson@haul.org](mailto:jrobinson@haul.org)

**Website:** <http://www.haul.org/programs/wt>

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

**Eligibility:** Requires registration.

**Costs:** Free

**Onsite at Schools:** Yes. • Youth leadership programs are available to area secondary schools.

**Languages:** English, Spanish

**Direct Services:** Computer literacy courses include an introduction to microcomputers (IC3 Standard) and

Microsoft Office applications (Word, Excel, Power Point, Access). • Also offers training in preparation for Microsoft Office Specialist (MOS) certification and introductions to the Internet and to electronic mail (e-mail).

**Houston Public Library (HPL) – Houston Wireless Empowered Community Access Network (WECAN)**

**Address:** 500 McKinney Street, Houston, TX 77002

**Area Served:** Houston

**Days/Hours:** Hours vary by library location. • The network itself is available Monday-Sunday, 24 hours/day.

**Contact:** Blanca Quezada, Senior Communication Specialist

**Phone:** 832-393-1313

**Fax:** Not available

**Email:** [digitalhouston@houston.tx.gov](mailto:digitalhouston@houston.tx.gov) or [digitalinclusion@houston.tx.gov](mailto:digitalinclusion@houston.tx.gov) or [contactthpl@houston.tx.gov](mailto:contactthpl@houston.tx.gov)

**Website:** <http://www.houstonlibrary.org/digital-literacy-training-material>

**Local Bus Routes:** 40, 85, 160

**Ages/Grades Served:** All ages

**Eligibility:** Requires the ability to read a newspaper.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** Arabic, Bengali, Chinese, English, Farsi, French, German, Gujarati, Hindi, Italian, Japanese, Korean, Marathi, Portuguese, Russian, Spanish, Tamil, Telugu, Turkish, Urdu, Vietnamese

**Direct Services:** Provides high-need neighborhoods with affordable Internet access, local content, and opportunities to receive training and equipment at community locations. • Offers training modules on computer basics, Internet basics, Microsoft Office (Word, Excel, Access, PowerPoint), computer security, digital audio, digital video, and digital photography.

**LULAC National Education Service Centers, Inc. (Houston LNEC)**

**Address:** 3522 Polk Street, Suite 104, Houston, TX 77003

**Area Served:** Houston

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

**Contact:** Rose Ann Blanco, Field Director

**Phone:** 713-236-0620

**Fax:** 713-236-0670

**Email:** [rblanco@lnesc.org](mailto:rblanco@lnesc.org)

**Website:** <http://www.lnesc.org/#!/houston-tx/c21ut>

**Local Bus Routes:** 29, 40

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

**Eligibility:** Requires proof of citizenship or permanent residency. • Helps Deferred Action for Childhood Arrivals (DACA) students and helps undocumented students.

**Costs:** Free

**Onsite at Schools:** Yes. • Operates programs at five HISD middle schools and at two HISD high schools.

**Languages:** English, Spanish

**Direct Services:** Provides free broadband access and computer-related training to students, parents, and low-income individuals. • Also provides information about college readiness and higher education.

**Literacy Advance of Houston, Inc.**

**Area Served:** 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, 8am-12pm, and 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	246, 249

**Contact:** Kathryn Bauchelle, Program Director, or Heather Keane Wilcrest, Program Manager  
**Email:** [info@literacyadvance.org](mailto:info@literacyadvance.org) (general questions) or [students@literacyadvance.org](mailto:students@literacyadvance.org) (enrollment)  
**Website:** [http://www.literacyadvance.org/Take\\_Classes/Special\\_Classes/Computer\\_Classes](http://www.literacyadvance.org/Take_Classes/Special_Classes/Computer_Classes)

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

**Eligibility:** Special classes are open to all students who have completed student orientation. • Requires registration and requires an appointment to register.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, German, Russian, Spanish

**Direct Services:** Offers computer classes as a special class option.

### 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. • Computer Lab: Monday-Friday, 8:30am-6pm.

**Contact:** Georgia Kimmel, Director of Client Programs

**Phone:** 713-468-4516 (general questions) or 713-574-7534 (programs)

**Fax:** 713-468-4702

**Email:** [gkimmel@maministries.org](mailto:gkimmel@maministries.org)

**Website:** <http://www.maministries.org/#!/employmentservices/cco0>

**Local Bus Routes:** 26

**Ages/Grades Served:** All ages

**Eligibility:** Requires proof of identity and proof of residence.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Trains clients in computer basics, keyboarding, email, Internet usage, and Microsoft Office applications as well as online job applications and using computers to create a résumé. • Offers temporary support for families to meet basic needs: urgent health care, food, clothing, transportation, and shelter. • Offers classes in English as a Second Language (ESL), General Educational Development (GED) preparation, and citizenship. • Also offers job search and employment assistance and other services.

### Mexican Institute of Greater Houston (MIGH)

**Address:** 4601 Caroline Street, Houston, TX 77004

**Area Served:** Greater Houston

**Days/Hours:** Courses: Tuesday and Thursday, 5pm-8pm, Monday and Wednesday, 9am-12pm, Sunday, 3:30pm-8:30pm.

**Contact:** Juan Eduardo Jiménez, Instructors and Educational Programs Coordinator

**Phone:** 713-988-8465 or 866-960-0184

**Fax:** 713-988-6336

**Email:** [jjimenez@mexicaninstitute.org](mailto:jjimenez@mexicaninstitute.org)

**Website:** <http://www.mexicaninstitute.org/include/programs/computer/computer.html>

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

**Ages/Grades Served:** Adults ages 21+

**Eligibility:** Primarily serves parents and grandparents of K-12 students. • Requires no legal documents to register and attend courses. • Requires proof of the ability to read and write.

**Costs:** Charges a fee of \$50 for a manual and a flash drive.

**Onsite at Schools:** Yes. • Some hosts of basic computer literacy are school computer classrooms.

**Languages:** English, Spanish

**Direct Services:** Offers six hours of basic computer literacy for parents. • Classes focus on basic computer literacy and Microsoft Office applications (Excel, Word, and PowerPoint).

## Neighborhood Centers, Inc.

**Area Served:** Houston

Location	Address	Phone	Days/Hours	Bus Routes
Office	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, Thursday, 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](mailto: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 unspecified computer literacy classes (among others) at four neighborhood centers in Houston. • Offers classes in English as a Second Language (ESL), adult basic education (ABE), and General Educational Development (GED). • Also offers Head Start, youth clubs, after school programs, summer day programs, immigration and citizenship services, nutrition education, community gardens, and other services.

## Northwest Assistance Ministries (NAM)

**Address:** 15555 Kuykendahl Road, Houston, TX 77090

**Area Served:** Houston ZIP Codes: 77014, 77032, 77038, 77050, 77060, 77064, 77066, 77067, 77068, 77069, 77070, 77073, 77086, 77090, 77379, 77388, and 77389

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

**Contact:** Mary Silbert, Learning Center Director

**Phone:** 281-885-4555 (general questions) or 281-885-4616 (information line)

**Fax:** 281-583-5621

**Email:** [nam@namonline.org](mailto:nam@namonline.org) or [msilbert@namonline.org](mailto:msilbert@namonline.org)

**Website:** <http://namonline.org/get-help/learning-center>

**Local Bus Routes:** 86

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

**Eligibility:** Requires proof of residence. • Must live in the service area. • Requires registration for courses. • Classes are open to all Houston residents.

**Costs:** Costs vary. • Computer skills classes may charge a fee for costs of course materials. • Services are free for clothing and food assistance.

**Onsite at Schools:** Yes. • NAM offers presentations about violence prevention to schools.

**Languages:** English, Spanish

**Direct Services:** Provides computer literacy training at its Learning Center. • Offers help with basic needs including clothing, shelter, energy bills, and transportation. • Also offers a children’s clinic, General Educational Development (GED) preparation classes, English as a Second Language (ESL) classes, and other services.

### Open Door Mission

**Address:** 5803 Harrisburg Boulevard, Houston, TX 77011

**Area Served:** Houston

**Days/Hours:** Monday-Friday, 7am-10pm, and Saturday, 9am-1pm

**Contact:** Kendrick Kitchens, Education Manager

**Phone:** 713-921-7520 Ext. 203 or 832-962-4247

**Fax:** 713-921-4206

**Email:** [info@opendoorhouston.org](mailto:info@opendoorhouston.org) (general questions) or [kkitchens@opendoorhouston.org](mailto:kkitchens@opendoorhouston.org) (education)

**Website:** <http://www.opendoorhouston.org/programs/education-center>

**Local Bus Routes:** 800 (METRO rail), 20

**Ages/Grades Served:** Men who are adults ages 18+

**Eligibility:** Mission serves men only. • Requires proof of identity. • Must be at least 18 years old and must have at least a fifth-grade reading level. • Requires taking a written test for reading, language, and mathematics. • Must bring proof of identity to the admission test.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers basic computer skills classes to the men in its programs to help prepare them for the competitive job market: basic computer operations, typing, Microsoft Word, email, and résumé development.

### Port Neighbors in Action

**Address:** 7927 Flaxman Street, Houston, TX 77029

**Area Served:** Houston: Port Houston

**Days/Hours:** Monday, 5pm-8pm, Tuesday-Friday 9am-11am and 5pm-8pm

**Contact:** Kathrin Meier, Executive Director or Jefferson Aguilar, Youth Director

**Phone:** 832-668-1877

**Fax:** 713-752-2316

**Email:** [kmeier@fmhouston.com](mailto:kmeier@fmhouston.com) or [jaguilar@fmhouston.com](mailto:jaguilar@fmhouston.com)

**Website:** <http://www.neighborsinaction.com/our-programs.html>

**Local Bus Routes:** 30, 48

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

**Eligibility:** Must live in the Port Houston neighborhood. • Hours vary. • Open other hours each week depending on special events and special projects.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers computer classes for adults and an Internet café for families. • Computer classes cover how to use computers and tablets as well as Microsoft Office software (Word, Excel, and PowerPoint).

### SHAPE Community Center

**Area Served:** Harris County

Location	Address	Phone	Fax	Days/Hours	Bus Routes
Offices	3903 Almeda Boulevard, Houston, TX 77004	713-521-0629	713-521-1185	Monday-Friday, 9am-4pm	700 (METRO), 11, 25
Family Center	3815 Live Oak Street, Houston, TX 77004	713-521-0641	713-526-5164	Monday-Friday, 7am-7pm, Saturday, 8am-5pm	9, 11, 25, 44



**Contact:** Deloyd Parker, Jr., Executive Director

**Email:** [shape@shape.org](mailto:shape@shape.org)

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

**Ages/Grades Served:** Ages 5-15

**Eligibility:** No area restrictions.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Offers computer classes. • Also offers an after-school enrichment program, an eight-week summer school program, an alternative education program, and youth development services. • Provides cultural, social, and health-centered programs to support families.

### Technology for All

**Address:** 2220 Broadway Street, Houston, TX 77012

**Area Served:** Houston

**Days/Hours:** Monday-Friday, 9am-3pm

**Contact:** Will Reed, Executive Director

**Phone:** 713-454-6400

**Fax:** 713-454-6454

**Email:** [tfainfo@techforall.org](mailto:tfainfo@techforall.org) or [Will.Reed@techforall.org](mailto:Will.Reed@techforall.org)

**Website:** <http://www.techforall.org/programs/programs>

**Local Bus Routes:** 50

**Ages/Grades Served:** All ages

**Eligibility:** No area restrictions.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Operates 19 public computer centers in Houston. • Provides courses in terminology and in basics of computers and operating systems, and introductions to the Internet and e-mail. • Provides online practice and test reviews for English as a Second Language (ESL) and General Educational Development (GED). • Provides training in office-based skills like time management, business communications, and project management tools. • Provides basic to advanced classes on Microsoft Office Suite, and classes on Google Docs and business accounting. • Also offers training in preparation for Microsoft Office, Adobe applications, and Occupational Safety and Health Administration (OSHA) certifications.

### The Association for the Advancement of Mexican Americans (AAMA)

**Address:** 4419 North Main Street, Houston, TX 77009

**Area Served:** Houston

**Days/Hours:** Office: Monday-Friday, 8am-5:30pm. • Classes: Monday-Wednesday, 6pm-9pm.

**Contact:** Patricia Cabrera, Director of Adelante

**Phone:** 713-869-1205

**Fax:** 713-926-8035

**Email:** [aama@aama.org](mailto:aama@aama.org) or [pcabrera@aama.org](mailto:pcabrera@aama.org)

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

**Local Bus Routes:** 44

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

**Eligibility:** Requires proof of identity and proof of age. • Requires pre-registration for classes. • Must be able to speak and write in the language of instruction.

**Costs:** Charges a fee of \$50 per course.

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Offers 100 hours of training in using a computer, navigating the Internet, creating e-mail accounts, and using Microsoft Office applications (Word, Excel, and PowerPoint). • Offers childcare (ages 3-5).

### The Lighthouse of Houston

**Area Served:** Houston

Location	Address	Phone	Fax	Bus Routes
Main Office	3602 West Dallas Street, Houston, TX 77019	713-284-8445 713-284-8494	713-284-8451 713-284-8468	27
Southwest	8640 Wednesbury Lane, Houston, TX 77074	713-995-1243	713-995-4581	46, 65

**Days/Hours:** Monday-Friday, 7am-5pm

**Contact:** M. Flores, Director of Technology Training or K. Hoffman, Director of Education Programs

**Fax:** 713-284-8451

**Email:** [houstonlighthouse@houstonlighthouse.org](mailto:houstonlighthouse@houstonlighthouse.org) (general questions), [khoffman@houstonlighthouse.org](mailto:khoffman@houstonlighthouse.org) (education programs) or [mflores@houstonlighthouse.org](mailto:mflores@houstonlighthouse.org) (technology training)

**Website:** <http://www.houstonlighthouse.org/education-programs>

**Local Bus Routes:** 27, 40, 71

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

**Eligibility:** Serves the blind and visually impaired.

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

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Supports training for Windows, Word, Excel, Outlook, JAWS for Windows, JAWS for Word, JAWS for Excel, and screen magnification. • Offers an introduction to personal computing. • Offers group instruction in using the Internet, e-mail, and specific software such as the Microsoft Office suite. • For high-functioning, self-motivated students, a Computer Learning Center offers self-guided computer training using the adaptive technology and materials needed to master various software programs in a self-paced lab setting.

### VN Teamwork

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

**Area Served:** Houston

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

**Contact:** Michael Nguyen, Executive Director

**Phone:** 281-495-8936

**Fax:** 281-495-8938

**Email:** [hiepluc@vnteamwork.org](mailto:hiepluc@vnteamwork.org)

**Website:** <http://vnteamwork.org/computer-training>

**Local Bus Routes:** 2, 161

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

**Onsite at Schools:** No

**Languages:** English, Vietnamese

**Direct Services:** Hosts training classes in basic operating systems, basic Internet and email, web design, and computer troubleshooting. • Also offers classes in Microsoft Office applications (Word, Excel, and PowerPoint), and in other software.



## 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"/>

<b>How long have you used this FACE product?</b>	
<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

<b>How often do you use this FACE product?</b>	
<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)