
2016 COMMUNITY RESOURCE GUIDE

CLOTHING ASSISTANCE



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Interim Superintendent of Schools

Houston Independent School District Board of Education

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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!

CLOTHING ASSISTANCE

Clothing Assistance:

1. Assistance League of Houston
2. Casa Juan Diego
3. Communities in Schools of Houston, Inc. (CIS)
4. Emergency Aid Coalition
5. Joy Fellowship Center
6. Memorial Assistance Ministries (MAM)
7. North Channel Assistance Ministries (NCAM)
8. Northwest Assistance Ministries (NAM)
9. Southeast Area Ministries (SEAM)
10. The Salvation Army Greater Houston Area Command – Social Services Department
11. West Houston Assistance Ministries (WHAM)

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-526-7983 713-526-5425	Grades PreK-5	Costs vary	Yes	English
2	713-869-7376	All ages	Free	No	English, Spanish
3	713-654-1515	Grades K-12	Costs vary	Yes	English
4	713-528-3663 713-526-5135	All ages	Free	No	English, Spanish
5	713-227-0304 713-921-0197	Ages 4-16	Free	No	English
6	713-468-4516 713-574-7536 713-574-7534	All ages	Free	No	English, Spanish
7	713-453-8028	Adults ages 18+	Free	No	English, Spanish
8	281-885-4555 281-583-5600	All ages	Costs vary	Yes	English, Spanish
9	713-944-0093	All ages	Free	No	English, Spanish
10	713-658-9205	All ages	Free	No	English, Spanish
11	713-780-2727	All ages	Free	No	English, Spanish

Assistance League of Houston

Address: 1902 Commonwealth Street, Houston, TX 77006

Area Served: Greater Houston

Days/Hours: Thrift Shop: Wednesday-Friday, 10am-3pm, Saturday, 10am-4pm

Contact: Jenny Price, Vice President of Public Relations

Phone: Office: 713-526-7983. • Thrift Shop: 713-526-5425.

Fax: 713-529-6632

Email: adminassist@assistanceleaguehou.org

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

Local Bus Routes: 32, 40, 56

Ages/Grades Served: Grades PreK-5

Eligibility: For school uniforms, school counselors must identify children who qualify for uniform packages based on established criteria. • The child's school counselor or principal must request the uniform packages. • Accepts non-emergency walk-ins.

Costs: Costs vary. • Thrift shop charges the cost of goods sold. • Some services are free. • Call to ask about specific costs.

Onsite at Schools: Yes. • Operation School Bell serves HISD schools and those in other school districts.

Languages: English

Direct Services: Operation School Bell provides school uniform packages to disadvantaged families having school-aged children. • Clothing is appropriate for school. • Also has a thrift shop.

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@cjed.org

Website: <http://cjed.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 clothing, food, and English as a Second Language (ESL) 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.

Communities in Schools of Houston, Inc. (CIS)

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

Area Served: Houston

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

Contact: Cynthia Clay Briggs, Executive Director

Phone: 713-654-1515

Fax: 713-655-1302

Email: cclbriggs@cis-houston.org

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

Local Bus Routes: 26, 27, 30

Ages/Grades Served: Grades K-12

Eligibility: Focuses on families living in poverty. • Requires proof of income and proof of residence.

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

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

Languages: English

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

Emergency Aid Coalition

Address: 5401 Fannin Street, Houston, TX 77004

Area Served: Harris County

Days/Hours: Monday-Friday, 9:30am-1pm

Contact: Lydia Smyth, Program Director

Phone: 713-528-3663 or 713-526-5135

Fax: 713-528-2650

Email: lsmyth@eachouston.org

Website: <http://www.eachouston.org/clients.html>

Local Bus Routes: 700 (METRO rail), 56

Ages/Grades Served: All ages

Eligibility: Requires proof of identity, proof of income, proof of residence, and an intake interview. • Allows clients to return for clothing once every two months with no yearly limit.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Distributes clothing to children and families in need. • Runs a sack lunch program and a food pantry, but does not provide groceries to clients who are homeless.

Joy Fellowship Center

Address: 7629 Avenue F, Houston, TX 77012

Area Served: Houston ZIP Codes: 77003, 77011, 77012, 77023, 77029, and 77087

Days/Hours: Tuesday-Wednesday, 9am-11am (clothing distribution)

Contact: Amanda Wilkinson, Director

Phone: 713-227-0304 (general questions) or 713-921-0197 (clothing program)

Fax: 713-921-5090

Email: amanda@missioncenters.org

Website: <http://www.missioncenters.org/joy.html>

Local Bus Routes: 20, 50

Ages/Grades Served: Ages 4-16

Eligibility: Requires proof of identity, proof of income, and proof of residence.

Costs: Free

Onsite at Schools: No

Languages: English

Direct Services: Helps inner-city communities with clothing and food. • Also offers English as a Second Language (ESL) classes for children, pre-teenagers, and teenagers.

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: Monday-Friday, 9am-4pm

Contact: Georgia Kimmel, Director of Client Programs

Phone: 713-468-4516 (general questions), 713-574-7536 (help in Spanish), or 713-574-7534 (programs)

Fax: 713-468-4702

Email: gkimmel@maministries.org

Website: <http://www.maministries.org/#!/otherassistance/c2544>

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: Provides vouchers to MAM Resale Store for up to \$25 worth of adult clothing and \$15 worth of children's clothing. • Offers temporary support for families to meet basic needs: clothing, food, transportation, shelter, and urgent health care. • Offers classes in English as a Second Language (ESL), General Educational Development (GED) preparation, and citizenship. • Also helps with job searches and employment.

North Channel Assistance Ministries (NCAM)

Address: 13837½ Bonham Street, Houston, TX 77015

Area Served: Houston ZIP Codes: 77013, 77015, 77029, 77044, 77049, 77078, and 77530

Days/Hours: Tuesday-Friday, 8am-1pm

Contact: Vanessa Chambers, Emergency Assistance Clerk

Phone: 713-453-8028

Fax: 713-453-2807

Email: ncam08@sbcglobal.net

Website: <https://www.woodforestpc.org/mission/ncam>

Local Bus Routes: 137

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity, proof of income, proof of residence, and proof of eligibility for food assistance.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Offers short-term emergency help, including clothing and food. • Makes referrals for persons who are temporarily in crisis due to low income, unemployment, homelessness, or other reasons.

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-Friday, 9am-12pm and 1pm-3pm

Contact: Becky Landes, Vice President of Program Services

Phone: 281-885-4555 (general questions) or 281-583-5600 (appointments)

Fax: 281-583-5621

Email: nam@namonline.org

Website: <http://namonline.org/get-help/assistance>

Local Bus Routes: 86

Ages/Grades Served: All ages

Eligibility: Requires proof of residence. • Must live in the service area. • Requires an appointment and an interview. • Accepts walk-ins for emergency food only.

Costs: Costs vary. • Services are free for clothing and food assistance. • Computer skills classes charge a fee. • Call to ask about specific costs.

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

Languages: English, Spanish

Direct Services: Offers help with clothing. • Offers help with shelter, energy bills, and transportation. • Offers classes in General Educational Development (GED) preparation, English as a Second Language (ESL), and computer skills. • Also offers a children's clinic and other services.

Southeast Area Ministries (SEAM)

Address: 2102 Houston Boulevard, South Houston, TX 77587

Area Served: Houston ZIP Codes: 77017, 77034, 77061, 77075, 77087, 77089, and 77504, and South Houston ZIP Code: 77587

Days/Hours: Monday-Thursday, 9:30am-1:30pm

Contact: C. Daer Platt, Director of Operations

Phone: 713-944-0093

Fax: 713-944-2157

Email: southministries@sbcglobal.net

Website: <http://southeastareaministries.com/programs>

Local Bus Routes: 76

Ages/Grades Served: All ages

Eligibility: Requires an initial interview, proof of identity, and proof of address. • Also requires a cut-off notice or eviction notice for help with rent or utilities.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Provides help with school clothing and supplies. • Also provides help with food and household items, financial assistance for housing, utilities, and prescriptions, and limited gas vouchers. • Makes referrals to a cooperative network.

The Salvation Army Greater Houston Area Command – Social Services Department

Address: 2208 Main Street, Houston, TX 77002

Area Served: Harris County

Days/Hours: Monday-Thursday, 8:30am-3pm

Contact: Gerald Eckert, Social Services Manager

Phone: 713-658-9205

Fax: 713-752-0078

Email: Gerald_Eckert@uss.salvationarmy.org or TSA_Houston@uss.salvationarmy.org

Website: <http://www.salvationarmyhouston.org/social-services>

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

Ages/Grades Served: All ages

Eligibility: Requires a demonstration of immediate need, proof of identity, and proof of income. • For shelter assistance, also requires evidence of an eviction or a utility disconnection notice.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Helps families who face homelessness or who are already homeless. • Provides emergency help with clothing, food, furniture, rent or mortgage, and water bills (service disconnections).

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@whaministries.org or shirley.downing@whaministries.org

Website: <http://whaministries.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: Helps with clothing. • Also helps with food, household items, rent, mortgage, transportation, utilities, and prescriptions, and operates a job lab. • Provides students with back-to-school supplies required to return to the classroom. • Also offers classes in English as a Second Language (ESL) and in adult literacy.

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