Language Access Plan

Department of Neighborhoods

Katherine Tipton, Director

January 31, 2014

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PURPOSE

On July 31, 2013, Mayor Annise Parker signed Executive Order 1-17 under the authority of Article VI, Section 7a, of the City Charter of the City of Houston. The order mandates all City departments to establish policies for providing information about City services, programs, and activities to residents and visitors with limited English language proficiency (LEP).

The language access order calls for the translation of essential public information into five languages other than English for which there is the greatest need among Houston residents. The Office of International Communities, which oversees the project, will conduct a data-driven language needs assessment, working closely with City departments, international community leaders and stakeholders and university-based experts to identify the five languages that will be adopted into the plan.

The language access executive order is aligned with Mayor Parker's commitment to strengthening the city's economy and improving the quality of life for all Houstonians.

In addition to the mandate presented by Executive Order 1-17, federal precedents exist for the provision of language access services and which are relevant to the City. The two main legal bases for language access are Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on national origin, and 2000's Executive Order 13166, which affirms Title VI's language access requirement and outlines additional requirements. Any entity receiving federal support, even indirectly, is required to provide language access. Moreover, Title VI applies to a recipient's entire program or activity. This means all parts of a recipient's operations are covered, regardless of whether the recipient is only partially funded through federal funds. Language access requirements are therefore relevant to a wide variety of programs, services and activities provided by Houston city agencies.[1]

As per the requirements of Executive Order 1-17, the Department of Neighborhoods (DON) has prepared this Language Access Plan ("LAP" or "Plan") in order to create a set of protocols for providing meaningful access to Department services, programs, and activities (both written and orally communicated) to LEP individuals.

[1] Executive Order 13166 can be found at: http://www.gpo.gov/fdsys/pkg/FR-2000-08-16/pdf/00-20938.pdf and related guidance on implementation of the federal Executive Order can be found at: http://www.gpo.gov/fdsys/pkg/FR-2002-06-18/pdf/02-15207.pdf

DEPARTMENT INFORMATION

About the Department of Neighborhoods

Established by Houston Mayor Annise Parker in August 2011, the Department of Neighborhoods (DON) serves as a centralized source of services and resources for residents. Through its seven divisions, the department provides citizen assistance, gang prevention outreach, inspections, the reduction of blight and substandard residential property, signs, code enforcement, programs focusing on education, the concerns of people with disabilities, international communities and volunteerism. The department works in collaboration with other City departments and community partners to improve neighborhoods and help make Houston a better place to live.

Department Divisions

- Bandit Sign Division
- Inspections & Public Service - (IPS)
- Mayor's Anti-Gang Office
- Mayor's Citizens' Assistance Office
- Mayor's Office for People with Disabilities
- Mayor's Office of Education Initiatives
- Mayor's Volunteer Initiatives Program
- Office of International Communities

Contact Information

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KEY DEFINITIONS

Essential Public Information: As per the Executive Order, "Essential Public Information" is any information developed or used by the department and deemed vital for purposes of public safety, public health, and economic development. This term is used interchangeably with the term "vital documents."

Executive Order 1-17: This is a policy directive signed by the Mayor that mandates all City departments to establish policies for providing information about City services, programs, and activities to residents and visitors with limited English language proficiency (LEP).

Interpretation & Translation: Taken verbatim from the US Department of Homeland Security's 2012 Language Access plan[2]: "Interpretation involves *oral* communication. Translation involves *written* communication.

Interpretation involves the immediate communication of meaning from one language into another. An interpreter conveys meaning orally, as a result, interpretation requires skills different from those needed for translation. Interpreting is a complex task that combines several abilities beyond language competence in order to enable delivery of an effective professional interpretation in a given setting. From the standpoint of the user, a successful interpretation is one that faithfully and accurately conveys the meaning of the source language orally, reflecting the style, register, and cultural context of the source message, without omissions, additions, or embellishments on the part of the interpreter. Professional interpreters are subject to specific codes of conduct and should be trained in interpretive skills, ethics, and subject-matter language.

DHS Components utilizing the services of interpreters should request information about certification, assessments taken, qualifications, experience, and training. Interpreters may be physically present, or, in appropriate circumstances, may appear via videoconferencing or telephonically. When videoconferencing or telephonic interpretation are used, options include connecting directly to a specific professional interpreter with known qualifications, or using a company that provides telephonic interpretation services and has in place quality control and privacy safeguards.

If bilingual staff is asked to interpret or translate, staff should be qualified to do so. Assessment of ability, training on interpreter ethics and standards, and clear policies, as noted below, that delineate appropriate use of bilingual staff, or contract interpreters and translators, will help ensure quality and effective use of resources."[3]

iSpeak Cards: These are cards that can be used to help an LEP individual obtain interpretive services. LEP's are instructed to go online to find their language and print them. They can insert their name on the blank line on both the English and the non-English language statements. They then cut along the border lines, place back-to-back with adhesive (glue or paste), and laminate

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[2] Definition available on pages 2 and 3 of US Department of Homeland Security February 2011 Language Access Plan, available at: http://www.lep.gov/guidance/040312_crcl-dhs-language-access-plan.pdf

[3] For the purposes of this language access plan, the term "DHS Components" in the definition can be substituted for "Agencies"

the card. They can keep these cards in their wallet to be used to help them get interpretive services when needed. You can access iSpeak cards at many online resources, including: **http://www.cdss.ca.gov/civilrights/PG584.htm**

iSpeak Houston: This is the designee for all language access activities in the City of Houston. As a part of the Department of Neighborhoods, iSpeak Houston oversees the City of Houston Language Access Task Force and liaisons with the City departments through the Language Access Coordinators, who also serve as members of the task force. In addition to serving as the hub for all language access activities, iSpeak Houston offers language access technical support and services to City of Houston staff.

Language Access Coordinator: These individuals are responsible for devising and ensuring that the City department they represent is in compliance with the Mayor's Executive Order 1-17, and that their department adheres to its language access policy directives, plan and procedures to provide meaningful access to LEP persons. They also represent their department on the City of Houston Language Access Task Force.

Language Line/Telephone Interpreting: This is a service that connects human interpreters via telephone to individuals who wish to speak to each other but do not share a common language. The telephone interpreter converts the spoken language from one language to another, enabling listeners and speakers to understand each other. Interpretation over the telephone most often takes place in **consecutive mode**, which means that the interpreter waits until the speaker finishes an **utterance** before rendering the interpretation into the other language. Telephone interpreting is one modality or delivery mechanism for providing interpreting services. Other forms of delivering interpreting services include in-person interpreting and video interpreting for the deaf and hard of hearing. For the City of Houston, the service can be accessed through the 3-11 service help line at no cost to constituents. Departments that utilize the service line, however, will be assessed a fee for utilizing the service. Fees are charged by the minute, and fees per language may differ.

Limited English Proficient (LEP): For the purposes of this plan and the activities to be undertaken in its execution, an LEP individual is someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with City staff. Individuals maintain the right to self-identify as an LEP person and should not in any circumstances be expected to pay for translation or interpretation services when they need to utilize these services to effectively communicate with staff.

LANGUAGES COVERED

Executive Order 1-17 mandates City agencies to provide essential public information in *a minimum* of the City's top five languages spoken by LEP individuals. Given the particular nature of interaction, oral and in writing, that DON has with the public, the Department has determined that the following languages will be covered for translation and interpretation services:

- Spanish
- Vietnamese
- Chinese
- Arabic
- Urdu

The top five languages in the above list might not necessarily cover the languages of all individuals seeking programs, services, and activities from the department. In an effort to avoid the misperception of unequal services or uneven coverage of language access services to communities who speak languages not identified in the list, the department will follow the City-wide protocol for handling LEP individuals.

If a request is made for an essential document that is not available in the above list of languages, when feasible, the department will utilize the City-wide translation vendor to translate the requested essential document. The decision to translate the document will be determined by the department director, or his/her language access representative.

The selection for the five languages was approved by the Mayor. The data is from the U.S. Census/American Language Survey. The list of languages with selection rational by the Houston Planning Department is found in the Appendix.

LANGUAGE ACCESS SERVICES

The sections describes how the Department of Neighborhoods will determine what information is considered essential/vital, and how it will provide translation/interpretation services of that information. A list of essential documents can be found in the Appendix.

Translation of Essential Public Information Criteria

The DON will use the following criteria for determining what constitutes "Essential Public Information" and "Vital Documents":

1) Division Managers will provide the Department Director with a list of documents they consider essential/vital information.
2) Division Manager will provide a brief written explanation of why they consider the information essential/vital.
3) The Department Director will work with iSpeak Houston to review the documents.
4) The Department Director will determine for the department which documents provided by the division are essential/vital.

Implementing Translation of Essential Information

In order to translate the essential public information outlined in the section above, the DON will use the following resources and processes:

1) Documents will be translated using the City's approved vendor for translation/interpretation services in accordance with procedures set out by the administration.
2) To ensure quality assurance, all documents that have been translated will be reviewed by the Community Language Access Committee of the Mayor's International Communities Advisory Task Force, and the Language Access Coordinators.
3) If the documents are approved for translation, then they will be made available to the public online in PDF format on the Department's webpage.
4) When feasible, the documents in print format will be made available in public areas.
5) If the documents do not meet the quality assurance standards identified by the committee, then the committee will be sent back to the translation firm with specific instructions that will improve the content of the information.
6) The revised documents will be submitted for review by the committee. If the documents are approved, they will be sent to the Department Director, who will send an approved copy of the document to the Division Manager.
7) Copies of the approved document will be on file at the Department's Public Information Office.

8) Essential/Vital documents/information are approved through this process will be reviewed every two years for revisions, and to determine if the information is still relevant for each particular division.

Interpretation Services and Implementation

When the DON conducts in-person or telephonic or otherwise orally-communicated business with the community, it will provide, when feasible, interpretation services for LEP individuals. It plans to do so by following the City's Administrative Procedure for handling LEP individuals. Refer to the Appendix for a copy of the Administrative Procedure.

Monitoring, Evaluation & Documentation

In order to ensure effective and efficient implementation of the DON translation/interpretation plan, the DON plans to conduct the following routine monitoring, evaluation, and documentation of the language access plan implementation.

The DON understands that this internal process can inform, but does not substitute, reporting requirements established under Executive Order 1-17 and that (will be or have been) shared with the DON by the Mayor's designee.

Ensuring the quality of our language services is critical to communicating effectively with LEP individuals. The DON will work in collaboration with iSpeak Houston to rollout the following evaluation mechanisms to ensure the successful implementation of its language access initiatives.

Each division of DON will be required to maintain records of all service requests received for written translation services, on-site interpretation services, and over-the-phone interpretation services. This information will be sent to the Department Director's designee at the end of each quarter.

REPORTING REQUIREMENTS & EMPLOYEE TRAINING

The Department of Neighborhoods understands that, under the requirements laid out in Executive Order 1-17, reporting requirements and employee training will be facilitated through the Mayor's designee, the Office of International Communities. These items (will be/have been) provided separately to department based staff and field personnel.

The training module includes information on:

- The DON's role in facilitating the provision of Language Access services
- Accessing translation and over-the-phone interpretation services from the Translation and Interpretation Unit
- Obtaining translated signs for posting and Language Identification Cards for LEP's to use when identifying a person's primary language

Reporting Requirements

Per the Executive Order:

- 7.5.1 All Coordinators shall report plan progress, assessments and recommendations periodically to department heads and the Mayor's designee.
- 7.5.2 The Mayor's Designee will establish a reporting format, report submission interval and technical assistance to departments. Reporting logistics should be established within 6 months of this Executive Order.
- 7.5.3 The Mayor's Designee will work with the Coordinators to develop protocols used to measure the progress by the department, as well as by feedback from the public constituencies with limited English proficiency served by the City department.

DON divisions will collect findings using the tool located in the Appendix. This information will be collected at the point of service delivery, and will be submitted to the division manager and/or the director's designee on a quarterly-basis.

Staff Training

Per the Executive Order:

- All employees who routinely have direct, substantive interaction with the public (front-line employees) shall be trained in language access policies and procedures that shall include protocols for assisting LEP populations. Training shall be provided by the Mayor's designee.
- The Department will comply with all training requirements.

APPROVAL SIGNATURE PAGE

The Department of Neighborhood's Language Access Plan was approved on January 31, 2014, and was submitted on the same day to the Administration as required by Executive Order 1-17.

Department Leadership:

Katherine Tipton **Department Director**	1/31/14 **Date**
Terence O'Neill **Terence O'Neill** **Department's Language Access Coordinator**	1.31.14 **Date**

APPENDIX

TOP FIVE LANGUAGES OF NEED SPOKEN IN HOUSTON

Ability to Speak English "Less Than Very Well" in City of Houston

PLANNING & DEVELOPMENT DEPARTMENT

Source: 2012 American Community Survey,
U.S. Census Bureau
Date: January 17, 2014

Introduction

Data on 'Language spoken at home by Ability to Speak English' were derived from the U.S. Census Bureau's 2008-2012 American Community Survey (ACS) 5-year estimates. The data includes only population 5 years and over who have the ability to speak a language. This data is collected in an effort to measure the current use of languages other than English. The ACS collects information from a large annual sample of approximately 3 million housing unit addresses and therefore provides more reliable statistics. The usefulness of the self-rated English-speaking ability question was established in the 1980s.

Respondents were instructed to print the name of the non-English language spoken at home. If the person spoke more than one language other than English, the person was to report the language spoken more often.

City of Houston

English-speaking ability varied widely among the speakers of the top ten languages spoken in the City of Houston. The top ten languages spoken in Houston are: English, Spanish, Vietnamese, Chinese, French or Creole, Urdu, Arabic, Hindi, and Tagalog (Philippines) and Korean.

The Census Bureau distinguishes the ability to speak English between "Very Well" and "Less Than Very Well". In Houston, the "Less Than Very Well" category ranked numerically are, Spanish, Vietnamese, Chinese, Arabic, Urdu, Korean, French or Creole, Hindi, and Tagalog (Philippines). Those who speak "Less Than Very Well" category varies between 397,429 persons (Spanish) being the highest and 1,551 persons (Philippines-Tagalog) being the lowest. The higher proportion indicates that they have a huge difficulty in conveying information clearly in English from normal conversations to obtaining assistance from non-profit organizations, Government etc.

Recommended 5 Languages based on numerical rank are (Speak English "Less than Very Well"): Spanish, Vietnamese, Chinese, Arabic and Urdu.

Language Spoken at Home (Other than English)
City of Houston

	Speak English "Less Than Very Well"	Speak English "Very Well"	Total
Spanish or Creole	397,429	332,099	729,528
Vietnamese	21,584	11,701	33,285
Chinese	13,521	10,765	24,286
Arabic	3,324	5,256	8,580
Urdu	2,783	5,090	7,873
Korean	2,498	2,174	4,672
French or Creole	2,486	7,959	10,445
Hindi	2,041	6,162	8,203
Tagalog (Philippines)	1,551	5,434	6,985

ESSENTIAL DOCUMENTS

City of Houston
Department of Neighborhoods

Improving neighborhoods and the quality of life for all Houstonians

Established by Mayor Annise Parker in August 2011, the Department of Neighborhoods (DON) serves as a centralized source of services and resources for Houston residents. The department works to revitalize and preserve neighborhoods by reducing nuisances, blight and substandard residential property. It conducts gang prevention outreach programs, offers services for citizens with disabilities and spearheads initiatives that focus on education, international communities, civic engagement and volunteerism. Through its seven divisions, the department works closely with other City departments and community partners to improve neighborhoods and the quality of life for all Houstonians.

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contact.don@houstontx.gov
www.houstontx.gov/neighborhoods

Visit us online:
www.facebook.com/NeighborHOU
www.twitter.com/NeighborHOU

DON DIVISIONS

Inspections & Public Service

Inspections & Public Service (IPS) operations focus on improving the quality of life in Houston neighborhoods through the reduction of blight, nuisances and substandard residential property. The ***Inspections Section*** administers the demolition of dangerous buildings and enforces the City's Chapter 10 Code of Ordinances pertaining to open and vacant buildings, nuisances on private property, junk motor vehicles, weeded lots and graffiti. Manager: Gregory Mackey, 832-394-0600, gregory.mackey@houstontx.gov. The ***Administration Section*** oversees Building and Standards Commission administrative hearings on dangerous abandoned buildings, maintains public hearing records and assists citizens with the lien process and public records requests. Manager: Larry Carroll, 832-394-0628, larry.carroll@houstontx.gov. The ***Public Service Section*** implements year-round blight reduction initiatives and conducts cleanup and beautification projects in partnership with community groups, volunteers, residents and nonprofit and business supporters to vitalize and preserve neighborhoods. Manager: Landon Taylor, 832-393-0857, landon.taylor@houstontx.gov. The ***Signs Code Enforcement Section*** abates signs unlawfully placed on a public right of way or city property. Manager: Reggie Harris, 832-394-8918, reggis.harris@houstontx.gov.

Mayor's Anti-Gang Office

The Mayor's Anti-Gang Office (MAGO) assists youth, young adults, families, schools and communities in the prevention of gang involvement and juvenile delinquency. MAGO conducts year-round programs in partnership with community service organizations, law enforcement, criminal justice agencies, schools and the general public. MAGO's outreach, mentoring and public awareness programs focus on prevention, intervention and suppression of gang involvement. Manager: Patricia Harrington, 832-393-0931, patricia.harrington@houstontx.gov.

Mayor's Citizens' Assistance Office

The Mayor's Citizens' Assistance Office (MCAO) is dedicated to improving the quality of life for all Houstonians by providing efficient and effective City services. MCAO community liaisons work closely with Super Neighborhood Councils, civic leaders and residents to resolve issues and encourage voluntary compliance with City ordinances pertaining to blight, nuisances and crime. The office collaborates with community partners to provide guidance, resources and support for neighborhood revitalization efforts. Manager: Nelson Espitia 832-393-0955 nelson.espitia@houstontx.gov.

Mayor's Office of Education Initiatives

The Mayor's Office of Education Initiatives promotes education through partnerships with schools, colleges and universities, educational organizations, parent groups and civic leaders. The office promotes quality education, high school graduation, college preparation, financial aid access and academic and career success. Year-round initiatives include outreach to at-risk students, school dropout prevention, college-bound counseling and mentoring, tutoring and family support. Manager: Mark Cueva 832-393-0816 mark.cueva@houstontx.gov.

Mayor's Office for People with Disabilities

MOPD is the City's primary advocate for the rights and needs of citizens with disabilities. The office serves as a liaison between City officials and public and private entities on matters pertaining to the disability community. MOPD hosts a myriad of public service events year-round, sponsored in partnership with City departments, nonprofit agencies and corporate supporters. MOPD's annual programs include parking enforcement volunteer training, public safety campaigns, legal clinics, financial forums, social services resource fairs and cultural presentations. Manager: Jay Stiteley, 832-394-0814, mopdmail@houstontx.gov.

Mayor's Volunteer Initiatives Program

The Mayor's Volunteer Initiatives Program (VIP) engages Houstonians in City government through volunteer service activities and community projects. VIP offers a variety of civic engagement opportunities to youth, adults, community groups and businesses to encourage citizens to play an active role in making their community a better place to live. VIP maintains strong connections to national volunteer networks to access resources and opportunities and increase volunteerism and community service in Houston. Manager: Katherine Price, 832-393-0970, volunteer@houstontx.gov.

Office of International Communities

The Office of International Communities (OIC) works closely with the diverse sectors of Houston's vibrant international community to facilitate and promote its connection to City government and Greater Houston civic, economic and education networks. The division facilitates the successful cultural integration of this increasingly influential and growing community through partnerships with nonprofit and business supporters. OIC reaches out to the community to enlist civic leaders and experts as advisors to the City on issues of concern to Houstonians. Year-round programming includes immigration and citizenship forums, civic engagement campaigns and cultural celebrations embracing racial and ethnic diversity. Manager: Terence O'Neill, 832-393-1010, terence.oniell@houstontx.gov.

Citizens Assistance Helpcard (frontside)

HELP CARD

COALITION FOR THE HOMELESS

Coalition for the Homeless of Houston/Harris County
Phone: (713) 739-7514 – Fax: (713) 739-8038
Information & Referral 24 Hours, 7 Days a Week
www.homelesshouston.org

**This is a resource guide for all homeless individuals and families on the street. All of the following programs help homeless people directly. Please visit our website for a more comprehensive Homeless Services Directory and to download an up-to-dated HELP CARD.

EMERGENCY SHELTER		
Men		
🚌 ✚ Star of Hope	1811 Ruiz Houston 77002	(713) 227-8900
🚌 ✚ Salvation Army	2407 N Main St Houston 77009	(713) 224-2875
Magnificat House	3209 Austin St Houston 77004	(713) 529-4231
Modest Family Health	1008 Danube Houston 77051	(713) 733-2458
Men, Women & Families		
Center for Empower	5609 E. Mount Houston 77051	(281) 449-0994
Bay Area Homeless	3406 Wisconsin Baytown, 77522	(281) 837-1654
Family Promise	2723 Lilac, Pasadena 77053	(281) 991-1084
Family Promise	1207 Thompson, Conroe 77301	(936) 441-8778
Salvation Army	304 Avenue E Conroe 77301	(936) 760-2440
✚Star of Hope Family	419 Dowling Houston 77003	(713) 222-2220
Women		
Loaves & Fishes	2009 Congress Houston77004	(713) 224-1373
Modest Family Health	1008 Danube Houston 77051	(713) 733-2458
Mary's Miracles	6207 Hirsch Road 770026	(866) 801-8205
Women and Children		
Mission of Yahweh	10247 Algiers Houston 77041	(713) 466-4785
✚ Salvation Army	160 McGowen Houston77004	(713) 650-6530
✚ Star of Hope Family	419 Dowling Houston 77003	(713) 222-2220
18 – 21yrs		
Covenant House	1111 Lovett Blvd Houston 77006	(713) 523-2231
CRISIS INTERVENTION/TRAUMA (24hr)		**(713) 366-8483**
MHMRA Psychiatric Emergency Services	1502 Taub Loop 77030	(713) 970-4600
Battered Women/Children		
Houston Area Women's Center		(713) 528-2121
Bridge Over Troubled Waters		(713) 473-2801
Family Time Foundation		(281) 446-2615
Fort Bend Women's Center		(281) 342-4357
Montgomery Co. Women's Center		(281) 292-4155
Montrose Counseling Center – L.G.B.T.		(713) 529-0037
Bay Area Turning Point		(281) 286-2525
New Horizon Family Center – S.A.		(281) 424-3300
Yahweh's House of Houston		(281) 608-6440

Street Outreach	Hours	Phone
DAPA (Substance Abuse)	24 Hours x 7 Days	(713) 783-8889
SEARCH (Homeless)	8am – 4pm x 5 Days	(713) 739-7752
MHMRA (Mental Health)	8am-9pm x 7 Days	(713) 970-7520
Covenant House (18-24) Ext 5603	7pm – 9pm x M-F	(713) 523-2231
US Vets (Veterans)	24 Hours x 7 Days	(713) 204-1838

Symbols Indicate:

🚌 **Project Access Bus Stops** 🚌
✚ **Health Clinic on Site** ✚

MEALS / FOOD	Breakfast	Lunch	Dinner	Phone
Cross Roads 3827 Broadway Blvd	7am – 1pm Tue & Thur			(713) 252-3604
🚌 Bread of Life 1703 Gray	M,T,W,TH 6am - Noon Sat 7:30-9am	Sun 10-1pm		(713) 650-0595
John S. Dunn's Center (The Beacon) 1212 Prairie		9am – 3pm Fri, Sat, Sun, Mon		(713) 220-9737
🚌 Emergency Food Bank 5401 Fannin		11-1pm Sun-Fri		(713) 528-3663
Loaves & Fishes 2009 Congress		11-11:30 Tue-Sun		(713) 224-1373
Martha's Kitchen 322 S. Jensen		11-12 M-F		(713) 224-2522
🚌 Palmer Way Station 6221 S. Main St.	7:30-9 M-F			(713) 529-6196
🚌 SEARCH 2505 Fannin		11:30 M-F		(713) 739-7752

Housing	Days/Hrs	Phone
Harris County Housing Authority	M-F, 9-5	(713) 578-2100
City of Houston Housing Authority (Sec.8)	M-F, 9-5	(713) 260-0600
Baytown Housing Authority (Sec.8)	M-F, 8-5	(281) 427-6686
New Hope Housing - SRO	M-F, 9-5	(713) 222-0290
1414 Congress - SRO	M-F, 9-5	(713) 224-1414
Canal Street Apartments -SRO	M-F, 9-5	(713) 224-2821
DeGeorge at Union Station - Veteran's	M-F, 9-5	(713) 224-1418
Midtown Terrace – Veteran's	M-F, 9-5	(832) 203-1626
Hamilton Street - SRO	M-F, 9-5	(713) 223-1995
Jensen Plaza Apartments - SRO	M-Sun, 24hrs	(713) 697-4600
Jackson Hinds Gardens - SRO	M-F, 9-5	(713) 697-7711
Northline SRO	M-F, 9-5	(713) 694-4100
Temenos	M-F, 9-5	(713) 659-3237
Jane Cizik Garden Place	M-F 8 – 5	(713)328-1976

Employment / Job Placement	Address	Phone
Career & Recovery	2525 San Jacinto	(713) 754-7000
🚌 Compass	1212 Prairie	(713) 229-8319
Texas Workforce Commission TWC (Unemployment)		1 (800) 939-6631
TWC Tele-Serve		(281) 933-9393

Drop-In Centers	Address	Hours	Phone
Beacon Day Center	1212 Prairie	Fri, Sat, Sun. Mon, 9-5pm	(713) 590-3321
🚌 ✚SEARCH	2505 Fannin	M-F, 8-3pm	(713) 739-7752
🚌 Bristow Center (PATH)	2627 Caroline	M-F,7-4pm	(713) 970-7413
🚌 ✚Lord of the Streets	3401 Fannin	M-F, 8-4pm	(713) 526-0311
🚌 Palmer Way Station	6221 Main Street	M-F, 7-10am	(713) 529-6169
🚌 ✚Bread of Life	1703 Gray	M,T,W,TH 7pm-7am	(713) 223-8131
SAFE SPOT (Youth 13-24)	2819 Hillcroft	T-F, 10-3pm	(713) 974-6266

Medical Clinics	Address	Phone
✚Harris County Health	GOLD CARD ELIGIBILITY	(713) 566-6509
🚌 ✚ Healthcare for the Homeless – Houston	SEARCH Clinic – 2505 Fannin 77002 Cathedral Clinic – 1212 Prairie 77002 Star of Hope Clinic – 1811 Ruiz 77002	(713) 276-3073 (713) 220-9730 (713) 226-5426
✚Central Civic Community	3315 Delano St. 77004	(713) 831-9663
✚Central Civic Community	8610 MLK Blvd 77033	(713) 734-0199
✚ San Jose Clinic	301 Hamilton 77002	(713) 228-9411
✚ Acres Home	818 Ringold St. 77088	(281) 448-6391
✚ Aldine	4755 Aldine Mail Route 77039	(281) 985-7600
✚ Baytown	1602 Garth Rd. Baytown 77520	(281) 427-6757
✚ Casa de Amigos	1815 N. Main St. 77009	(713) 222-2272
✚ E.A. "Squatty" Lyons	1712 First M20 Humble 77338	(281) 446-4139
✚ Gulfgate	7550 Office City Dr. 77012	(713) 495-3700
✚ Martin Luther King	3601 N. MacGregor Way 77004	(713) 873-4700
✚ Northwest	1100 West 34th St. 77018	(713) 861-3939
✚ Settegast	9105 North Wayside Dr. 77028	(713) 633-2020
✚ Strawberry	927 E Shaw Rd. Pasadena 77506	(713) 982-5900

Hospital Care	Address	Phone
🚌 Ben Taub	1504 Taub Loop Houston 77030	(713) 873-2000
Lyndon B. Johnson	5656 Kelly St., Houston 77026	(713) 566-5000
🚌 Veteran's Admin.	2002 Holcombe	(713) 791-1414

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Citizens Assistance Helpcard (backside)

CHEMICAL DEPENDENCY SERVICES	Phone
Council on Alcohol and Drugs	(713) 942-4100
Alcoholics Anonymous	(713) 686-6300
Narcotics Anonymous	(713) 661-4200
Cenikor Foundation 4525 Glenwood Ave, Deer Park 77536	(281) 476-0088
Center for Success & Independence (youth 13-25)	(713) 426-4545
Riverside General Hospital at HRC 4514 Lyons Ave	(713) 331-2500
Open Door Mission 5803 Harrisburg	(713) 921-7520
Career & Recovery 2525 SanJacinto	(713) 754-7000

LEGAL SERVICES	Hours	Phone
Lone Star Legal Aid	M-F, 8-5	(713) 652-0077
Houston Volunteer Lawyers Program	M-F, 8:30-5:30	(713) 228-0732
HBA Legal Line 1st & 3rd Wed	5PM – 9PM	(713) 759-1133
Cathedral Justice Project	M-F, 8-5	(713) 220-9780

IDENTIFICATION SERVICES	Address	Phone
Operation ID	5100 Travis Street	(281) 833-3508
Harris County Vital Statistics	1001 Preston	(713) 755-6438
Bureau of Vital Statistics	8000 N. Stadium Dr.	(713) 247-1686
TX Dep. Of Public Safety	3502 Dover	(713) 943-0725

HIV SERVICES	Address	Phone
Aids Foundation of Houston	3202 Wesleyan	(713) 623-6796
Legacy Community Health	215 Westheimer	(713) 830-3000
Thomas Street Clinic	2015 Thomas Street	(713) 873-4000
Montrose Counseling Center	401 Branard	(713) 529-0037
AAMA	204 Clifton	(713) 926-9491

MENTAL HEALTH SERVICES	Phone
MHMRA Hotline (Mental Health Emergency's)	(713) 970-7000
Mental Health Association – Referral Line	(713) 522-5161
MHMRA Mobil Crisis Outreach Team (MCOT)	(713) 970-7520

Alcohol/Drug Treatment Facilities	Address	Phone
AAMA	204 Clifton	(713) 926-9491
Catholic Charities	2900 Louisiana	(713) 526-4611
La Rosa Family Services	5203 Fulton	(713) 699-3974

VETERAN SERVICES	Address	Phone
Us Vets at the DeGeorge	1418 Preston	(713) 797-2913
US Veteran's at Midtown	4640 Main Street	(832) 203-1626
VA Med Ctr. HCHV	2002 Holcombe	(713) 794-7848
V.A. Hospital	2002 Holcombe	(713) 791-1414
Salvation A Harbor Light	2407 N. Main St.	(713) 224-9200

School District Liaisons	Phone
HISD	(713) 556-7237

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* Last Up-Date 10/10/2012

TRANSPORTATION	Address	Phone
Metro	1900 Main Street	(713) 635-4000
Metro Lift	5700 East TX Frwy	(713) 225-0119
El Espresso	7100 Harrisburg	(713) 926-6621
Greyhound	2121 Main Street	1 (800) 231-2222
El Espresso	2201 Main Street	(713) 650-6565
Project Access	Call for ticket locations	(713) 276-3073

IMPORTANT Phone Numbers / Hotlines	Phone
Police / Fire / Medical Emergency's	911
Police Non-Emergency	(713) 884-3131
City of Houston Services (713)837-0311	311
United Way Help Line (713) 957-4357	211
Poison Control Center	1 (800)-222-1222
Hearing impaired - TTY	(713) 974-2703
Center for Independent living - Disabilities	(713) 974-4621
Social Security Admin 3100 Smith	1 (800) 772-1213
Teen Hot Hotline	(713) 529-8336
Ask Your Nurse	(713) 633-2255
GOLD CARD ELIGIBILITY Harris County	(713) 566-6509
Texas Homeless Education Department	1 (800) 446-3142
TWC Tele-Serve = Unemployment	(713) 750-0520
TX Dept of Human Services 6116 Scott	(713) 748-8450
Harris County Social Services	(713) 695-7900
American Red Cross	(713) 526-8300
Baytown Housing Authority	(281) 427-6686
Youth Advocates, Children 12-21	(713) 923-4270
Life Houston – Baby Formula & Diapers	(713) 528-6044

FOOD PANTRIES	Phone
Chicano Family Services	(713) 923-2316
Catholic Charities	(713) 526-4611
Emergency Aid Coalition	(713) 526-3583
Interfaith Ministries of Greater Houston	(713) 522-3955
Houston Food Bank	(713) 223-3700
Brass Interfaith Ministries	(713) 723-2671
Christian Community Service Center	(713) 871-9741
Cypress Assistance Ministries	(281) 955-7684
Fair Haven Food Pantry	(713) 467-4363
Gulf Coast Community Service Association	(713) 393-4700
Target Hunger	(713) 226-4953
St. Jerome's St. Vincent De Paul	(713) 468-6920
St. Vincent De Paul (information on Food Pantry in your zip code)	(713) 468-6920

Coalition for the Homeless of Houston/Harris County

Information & Referral 24 Hours, 7 Days a Week

Phone: (713) 739-7514

www.homelesshouston.org

COALITION FOR THE HOMELESS

Shelters & Services	Address Cross Streets	METRO & Project Access
Salvation Army Men	2407 N. Main St. near Morris, North of Downtown	78
Star of Hope–Men's Development	1811 Ruiz @ Chenevert, near HWY 59 entrance ramp DT	30, 6
Mission of Yahweh–Women & Children	10247 Algiers @ Gessner, Northwest	36
Magnificat House–Singles	3209 Austin St @ Elgin, Midtown	5, 1, 60, 25, 11, Rail
Salvation Army– Women and Children	1603 McGowen @ Crawford, Midtown	80, 131, 40, 85, 36, 30, Rail
Star of Hope–Family	419 Dowling, between Texas & Franklin, just east of Downtown	3, 48
Covenant House – 18-24yrs	1111 Lovett Blvd @ Yoakum, Montrose	42, 82
Operation ID	5220 Travis St., Fannin, Travis & Oakdale, Museum District	1, 8, 25, Rail s
Riverside General Hospital at HRC	4514 Lyons Ave @ Waco, East of Downtown	80
Bread of Life	1703 Gray @ Jackson across the street form St.Johns Church	30, 77, 33, 102, 44
Martha's Kitchen	3222 S. Jensen @ Evella, off Hwy 59 North	6
Loaves & Fishes	2009 Congress @ Hwy 59, near Minute Maid Park, Downtown	246, 3, 48
Emergency Aid Coalition	5401 Fannin @ Prospect, Medical Center	1, 8, 25, Rail
Palmer Way Station	6221 S. Main St.	Rail, 1
Ben Taub - Hospital	1504 Taub Loop @ N. Macgregor, off Fannin, Medical center.	Rail, 1
Lyndon B. Johnson - Hospital	5656 Kelley between Lockwood & Homestead, off of 610 North	1
SAFE Spot (Youth 13-24)	1017 Hawthorne St. (west of Montrose street)	41, 81, 82
Veteran's Administration - Hospital	2002 Holcombe, between Braeswood & Almeda, Medical Center.	Rail, 1
SEARCH	2505 Fannin @ McGowen, Midtown	25, 8, 9, 1, 5, 11, 60, Rail
Thomas Street Clinic HIV	2015 Thomas Street @ Bishop off N. Main St. North of Downtown	9

About Project Access

Project Access provides free transportation to the homeless along a designated route in the Downtown/Medical Center area. Tickets are required and can be obtained at the following Ticket Distribution Sites: Healthcare for the Homeless – Houston Clinic, Lord of the Streets, MHMRA of Houston/Harris County Bristow Center, Open Door Mission, Palmer Way Station, SEARCH, Star of Hope Men's Development Center. Route schedules may also be obtained at Ticket Distribution Sites.

Citizens Assistance Pink Helpcard

SHELTERS

Teens

Covenant House 713-523-2231
1111 Lovett Blvd.

Day Assistance

Bread of Life ....1703 Gray 713-650-0595
LOTS .....3401 Fannin 713-526-0311
SEARCH .....2505 Fannin 713-739-7752

Medical Care

Harris County Health Clinics 713-439-6100
Healthcare for the Homeless.....713-276-3073
MHMRA Hotline
(Mental Health Emerg) 713-970-7000

Food

Emergency Food Bank 713-528-3663

Hospitals

Ben Taub .....1504 Taub Loop 713-873-2000
LBJ 5656 .....Kelly.....713-566-5000
VA .....2002 Holcombe.....713-791-1414

Information & Referral

Coalition for the Homeless.....713-739-7514
United Way Help Line.....211
Operation ID 713-620-6476

Battered Women & Children

Houston Area Women's Center....713-528-2121
Bridge Over Troubled Waters.....713-473-2801
Crisis Intervention 713-228-1505

Families

Depriest Outreach.....281-449-0994
5609 E.Mt.Houston
Mission of Yahweh.....713-466-4785
10247 Algiers
Star of Hope 713-222-2220
419 Dowling
Salvation Army 713-650-6530
1603 McGowen

Men

Star of Hope . . . . 811 Ruiz 713-227-8900
Salvation Army. 2407 N.Main 713-224-2875

Coalition for the Homeless Harris County, Inc.

SHELTERS & SERVICES	ADDRESS & CROSS STREETS	METRO (713) 635-4000 Project Access (713) 276-3073
Salvation Army Men	2407 N. Main St. near Morris North of Downtown	Bus 78, Project Access
Star of Hope Men	1811 Ruiz @ Greenevard, near HWY 59, entrance ramp Downtown	Bus 30,6 Project Access
Mission of Yahweh Women & Children	10247 Algiers @ Gessner, Northwest	Bus 36
Depriest Outreach	5609 E Mt Houston @ Hersh Rd. off Hwy 59, North	Bus 88
Bread of Life	1703 Gray @ Jackson across the street form St.Johns Church, Midtown	Bus 30, 77, 33, 102, 44
Salvation Army Women & Children	1608 McGowen @ Crawford, Midtown	Bus 80, 181, 40, 85, 86 Rail
Star of Hope Family	419 Dowling, between Texas & Franklin, just east of Downtown	Bus 3, 48
Covenant House	1111 Lovett Blvd @ Yoakum, Montrose	Bus 42, 82
Operation ID	5220 Travis St., Fannin, Travis & Oakdale, Museum District	Bus 1, 8, 25 Rail, Project Access
SEARCH	2505 Fannin @ McGowen, Midtown	Bus 25, 8, 9, 1, 5, 11, 60 Rail, Project Access
Ben Taub Hospital	1504 Taub Loop @ N. Macgregor, off Fannin, Medical Center	Bus 1, Rail
Lyndon B. Johnson Hospital	5656 Kelley between Lockwood & Homestead, off of 610 North	Bus 1
V A Hospital	2002 Holcombe, between Braeswood & Almeda, Medical Center	Bus 1, Rail

MONITORING ASSESSMENT TOOL

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