HURRICANE HARVEY RELIEF EFFORTS
Supporting Immigrant Communities

Guide to Disaster Assistance Services for Immigrant Houstonians

Mayor’s Office of New Americans & Immigrant Communities
Mayor’s Office of Public Safety
Office of Emergency Management
A Message from the City of Houston Mayor’s Office of New Americans and Immigrant Communities

To All Houstonians and Community Partners,

In the aftermath of a natural disaster of unprecedented proportions, the people of Houston have inspired the nation with their determination, selflessness, and camaraderie. Hurricane Harvey has affected us all deeply, and the road to recovery will surely be a long one. We can find hope, however, in the ways in which Houstonians of all ethnic, racial, national, religious, and socioeconomic backgrounds have come together to help one another. This unity in diversity is one of the things that makes Houston such a special city. Our office is here to offer special support to the thriving immigrant community that forms such an integral part of this city and to help immigrants to address the unique challenges they face in the wake of this natural disaster.

For our community partners, we recognize the critical role you play in the process of helping Houstonians recover from the devastating effects of Hurricane Harvey. Non-profit and community-based organizations are on the front lines of service delivery across Houston, and we want to ensure that you have the information and resources you need to help your communities recover.

This guide—which will soon be available as an app—provides detailed information about the types of federal, state, and local disaster-assistance services available and where you can go to access those services. Although some of the resources are restricted to individuals or households with lawful immigration status, there are many services available to all Houstonians impacted by the storm.

The goal of this guide is to help you better understand the disaster assistance services for which you or those around you may be eligible, as well as the steps you can take to connect to these services. Please share this guide with those in your community who you feel will benefit from the information.

Together, we are all on the long road to recovery. As we continually update and improve this guide, we ask that you share any additional resources, comments, or questions with us. You can contact our office at newamericans@houstontx.gov. Thank you for your continued partnership and commitment to helping Houstonians in need.
Notice

This resource guide was put together by the Mayor’s Office of New Americans with the assistance of many community, private, and governmental organizations. Neither the City of Houston nor the Office of New Americans assumes responsibility regarding the services listed in this guide. Inclusion does not imply endorsement or recommendation.

This guide will be continually updated to keep track of important changes in community resources. Please visit the following link on the Office of New Americans webpage to access the most recent PDF files: http://www.houstontx.gov/na/harvey-relief.html.
TABLE OF CONTENTS

AFTER THE HURRICANE .................................................................................................................................................. 4
PUBLIC INFORMATION CONTACTS ............................................................................................................................... 5
FREQUENTLY ASKED QUESTIONS ................................................................................................................................. 6
NON-ENGLISH SPEAKERS ................................................................................................................................................. 9
ETHNIC COMMUNITIES .................................................................................................................................................... 9
FAITH-BASED ORGANIZATIONS .................................................................................................................................. 12
SHELTERS ........................................................................................................................................................................ 15
MEDICAL SERVICES ...................................................................................................................................................... 16
PEOPLE WITH DISABILITIES ...................................................................................................................................... 19
MENTAL HEALTH SERVICES ....................................................................................................................................... 20
FAMILIES AND CHILDREN ............................................................................................................................................... 21
FOOD ASSISTANCE .......................................................................................................................................................... 22
TRANSPORTATION ........................................................................................................................................................ 23
LEGAL SERVICES ............................................................................................................................................................ 23
UNDOCUMENTED HOUSTONIANS .................................................................................................................................. 25
REFUGEES ........................................................................................................................................................................ 25
FEMA CASH ASSISTANCE ............................................................................................................................................. 26
EMERGENCY FINANCIAL ASSISTANCE ........................................................................................................................ 27
DONATIONS AND OTHER ASSISTANCE ......................................................................................................................... 28
RENTAL AND UTILITY ASSISTANCE ............................................................................................................................ 28
RENTER’S RIGHTS .......................................................................................................................................................... 29
JOB ASSISTANCE ............................................................................................................................................................ 32
THOSE WITHOUT FLOOD INSURANCE .......................................................................................................................... 34
HOME INSPECTIONS ....................................................................................................................................................... 35
TOXIC WASTE MANAGEMENT .................................................................................................................................... 37
DOMESTIC VIOLENCE SERVICES ................................................................................................................................. 37
HUMAN TRAFFICKING .................................................................................................................................................... 39
CITY OF HOUSTON CONTACTS ................................................................................................................................... 40
EMERGENCY CONTACTS ............................................................................................................................................... 41
REPLACE LOST OR DAMAGED DOCUMENTS ................................................................................................................ 42
CONSULATES AND FOREIGN GOVERNMENTS ........................................................................................................... 44
VOLUNTEER .................................................................................................................................................................... 53
DONATE .............................................................................................................................................................................. 53
What is the first thing I should do after a flood or hurricane?

**Stay alert.** When it comes to hurricanes, the first thing you should do is make sure the storm has passed. The American Red Cross suggests that you stay informed by following local news or weather updates.

“Stay alert for extended rainfall and subsequent flooding even after the hurricane or tropical storm has ended,” says the Red Cross.

**More tips from the Red Cross:**

- If you have evacuated, return home only when officials say it is safe.
- Drive only if necessary and avoid flooded roads and washed out bridges.
- Keep away from loose or dangling power lines and report them immediately to the power company.
- Stay out of any building that has water around it.
- Inspect your home for damage. Take pictures of damage, both of the building and its contents, for insurance purposes.
- Use flashlights in the dark. Do NOT use candles.
- Avoid drinking or preparing food with tap water until you are sure it’s not contaminated.
- Wear protective clothing and be cautious when cleaning to avoid injury.

What can I do to contact my loved ones?

- Be creative, and be persistent. If one contact method doesn’t work, try another.
- Call during off-peak hours for the best chance of getting through.
- Send a text message, which may go through when phone calls cannot.
- Check your loved ones’ social media pages (e.g., Facebook, Twitter), as they may have already gone online to tell their story.
- Send an email.
- Call friends and relatives who may have already been in contact with your loved one.
- Call people and places where your loved one is well-known: neighbors, employer, school, place of worship, senior center, social club, union, or fraternal organization.
- Try sending a letter. Your loved one’s mail may be getting forwarded to his or her new location.

**Note:** If your loved one has a serious, pre-existing health or mental health condition, you may also initiate an Emergency Information Request by calling the Greater Houston Chapter of the American Red Cross at (713) 526-8300 or 1 (800) RED-CROSS.
PUBLIC INFORMATION CONTACTS

Who can I call for disaster related information and resources?
2-1-1

211 Texas, a program of the Texas Health and Human Services Commission, is committed to helping Texas citizens connect with the services they need. No matter where you live in Texas, you can dial 211 or (877) 541-7905 and find information about resources in your local community. 211 operators will never ask for your immigration status or give your information to law enforcement or border control.

3-1-1

From traffic fines and sewer concerns to pothole problems and neighborhood complaints, Houstonians can call 311 and speak to one of our highly-trained agents. From outside the City of Houston, callers simply dial (713) 837-0311. Agents are available 24/7 to answer your calls and can provide you with information in multiple languages. 311 operators will never ask for your immigration status or give your information to law enforcement or border control.

ALWAYS CALL 9-1-1 FOR EMERGENCY OR LIFE-THREATENING SITUATIONS

Stay up-to-date with the City of Houston
- For emergency information, visit: www.houstonemergency.org
- For Houston Recovery information, visit: www.houstonrecovers.org
- Public health information related to Hurricane Harvey, visit: http://publichealth.harriscountytx.gov/Resources/2017-Hurricane-Harvey

Houston Public Library
The Houston Public Library (HPL) is opening library locations across the City to assist Houstonians on their road to recovery from Hurricane Harvey. HPL will provide the resources, services and personal help to meet the needs Houstonian have during this time.
- Call the Houston Public Library line at (832) 393-1313
- Assistance includes: One-on-One help, free WiFi access, activities for kids and teens, access to computers, assistance with preserving family photos.
- Visit www.houstonlibrary.org to find the location and library hours nearest you
- follow on Facebook (@houstonlibrary), Instagram (@houstonpubliclibrary), and Twitter (@houstonlibrary) for continuous updates.
Who is eligible for FEMA assistance?
The federal government classifies certain immigrants as “qualified aliens” for the purpose of providing disaster assistance services:
- U.S. citizens;
- Legal permanent residents (green card holders);
- Applicants who have been granted asylum;
- Individuals who have been admitted as refugees;
- Individuals who have been granted humanitarian parole for a period of 1 year;
- Individuals whose deportation has been withheld due to status as a political refugee;
- Individuals who were Cuban or Haitian entrants under the Refugee Education Assistance Act of 1980; and
- Individuals who have been victims of domestic violence and currently have a pending petition for relief.
- Individuals who have been victims of severe forms of human trafficking, including those with “T” and “U” visas.

Note: Having a Social Security Number does not automatically mean that you are a “qualified alien.” Temporary Social Security numbers based on a pending asylum petitions are not accepted for FEMA qualifying alien status.

Am I eligible for any disaster assistance if I am undocumented?
Yes, even if you are undocumented, there are a number of resources and services that you can access. In this guide, we identify many services that are available to all Houstonians, regardless of immigration status. Houston local nonprofits will assist undocumented families who do not qualify for other government aid.

Can I go to a shelter if I am undocumented?
Yes. Most shelters are managed by local communities, the Red Cross, and other voluntary agencies like BakerRipley (who have a humanitarian mission to provide emergency relief services and are running the shelter at NRG Center). The Red Cross and City of Houston shelters will not ask people to show any form of identification in order to stay in their shelters. Mayor Sylvester Turner has issued a clear statement assuring Houstonians that immigration status is not a barrier to any emergency shelter. We encourage anyone in need of shelter to seek it, regardless of immigration status.

What if some members of my household are U.S. citizens or “qualified aliens” and others are not?
Some households have members with different immigration statuses – for example, undocumented parents may be living with their children, some or all of whom are U.S. citizens. These households are sometimes referred to as “mixed status.” In such cases, undocumented individuals in the household may be able to apply for disaster assistance.
services on behalf of their U.S. citizen children or other members of the household who are U.S. citizens or “qualified aliens.”

**Does everyone in my household need to be a U.S. citizen for us to apply for FEMA disaster assistance?**
No. Only one person per family household has to apply. If there is even one family member living in the household who has a social security number, then the entire household can apply for FEMA disaster assistance. This family member can be a child under the age of 18. Parents or guardians may apply for assistance on behalf the child.

**What should I do if I am applying on behalf of someone in my household who is a U.S. citizen or qualified alien?**
If you have a child who is a U.S. citizen and is under the age of 18, you can apply for assistance from FEMA on their behalf. You will need your child’s U.S. birth certificate, social security card, name, and age. FEMA will not ask for your immigration status, only the status of your child. The child’s name, age, and social security number are required for the application. FEMA can assist with obtaining a social security number. FEMA will not ask for the immigration status of other household members. **Note:** FEMA is a federal agency under the Department of Homeland Security and requires all applicants to fill out a government form in order to determine eligibility. For more information about categories of immigrants that qualify for disaster relief please go to this link: [https://texaslawhelp.org/article/disaster-relief-immigrants](https://texaslawhelp.org/article/disaster-relief-immigrants)

**What if I have lost my identification or other documents and have trouble proving lawful status or identity?**
It is common and understandable for people to lose documents when disasters strike. Fire, water, and wind can destroy documents. People evacuated quickly from a danger zone may not have time to gather their documents. Agencies that provide disaster services understand this. They will often relax normal application requirements about proving citizenship, immigration status, or identity. Immigrants who apply or ask for help after a disaster should describe their situation. If they lost or left their documents behind when the disaster hit, they should explain this to any agency official who asks for their documents. Loss of documents may affect a person’s ability to receive financial assistance and other recovery-related benefits in a timely manner. Individuals who have lost important documents or whose documents were damaged by Hurricane Harvey should apply for replacement documents. For more information, see section “Replace Lost or Damaged Documents.”

**What if I am a foreign national and I lost my visa/passport during the storm?**
You would need to go to the consulate/embassy of their home country to report the loss and apply for a replacement. For more information visit: [https://www.usa.gov/hurricane-harvey](https://www.usa.gov/hurricane-harvey). You can find the contact information for your consulate or embassy, see section “Consulates and Foreign Governments.”
**What if my visa expired on the day of the storm?**
US Citizenship and Immigration Services (USCIS) offers assistance and extensions for people affected by unforeseen circumstances like Hurricane Harvey. Contact the office nearest you by calling: **(800) 375-5283** (TDD for the deaf and hard of hearing: **(800) 767-1833**)

**What if I do not speak English well and need help applying for disaster services?**
Agencies that help disaster victims often have staff who speak languages other than English, or they may use interpreters who can help people who don’t speak English. The interpreters may be at the disaster site or available by telephone. When interpreting services are provided, they should be free of charge. City of Houston agencies are required to provide interpretation services, including the use of telephonic interpretation, oral or written translation services, and translation of essential public documents for non-English speakers seeking information or assistance related to a City of Houston service.

Disaster victims should not hesitate to ask for an interpreter if they need one. They should tell the agency staff person what language they speak and ask for an interpreter. Be sure to insist that an interpreter be provided if none is offered. Oftentimes, someone will not be aware that this service is available. **Call 311** or the Office of New Americans at **(832) 393-1010** for more information. For more information, see section “**Resources for Non-English Speakers**.”

**Will accepting disaster services prevent me from being able to get a “green card” or U.S. citizenship?**
No. Emergency disaster relief is exempted by the U.S. Citizenship and Immigration Services (USCIS) from public charge consideration. Receiving disaster services from the government does not make an immigrant ineligible for lawful permanent residence (getting a “green card”) or citizenship. Receiving disaster assistance does not make an immigrant a “public charge.” More information is available at **www.uscis.gov**

**What can I do if I am undocumented and was not paid for work I performed?**
If you work for a City of Houston contractor or subcontractor on a City project, please contact the Office of Inspector General at **(832) 394-5100** or visit the City of Houston OIG website at **http://www.houstontx.gov/legal/oig.html**.

If you do not work for a City contractor, please contact the Texas Workforce Commission at **(800) 832-9243** or visit their website at **http://www.twc.state.tx.us/**. You can also contact the nonprofit organization Fe y Justicia Worker Center for assistance at **(713) 862-8222** or visit their website: **http://www.houstonworkers.org/**.
NON-ENGLISH SPEAKERS

iSpeak Houston
• iSpeak Houston is the City of Houston’s official portal for resources, information, and media that promote public access to essential information and services in languages other than English. For more information visit: http://www.houstontx.gov/ispeakhouston/

Alliance Language Network
• Interpretation and translation services for more than 70 languages, offered through a Houston non-profit organization, Alliance for Multicultural Community Services. For more information visit: https://www.alliancelanguagenetwork.org/

ETHNIC COMMUNITIES

Below is a list of organizations that offer assistance to all people but also have expertise in working with particular ethnic communities.

Alliance for Multicultural Community Services
6440 Hillcroft St #411, Houston, TX 77081
(713) 776-4700
http://allianceontheweb.org/
• Translation services, assistance with legal services, case management, and other specialized resources to assist immigrant and refugee communities after a disaster

Arab American Cultural & Community Center (ACC) Houston
10555 Stancliff Rd Houston, Texas 77099
(832) 351-3366
https://www.acchouston.org/
• Collecting donations for local area shelters

Bangladesh Association, Houston
13415 Renn Road Houston TX 77083
(713) 922-5569
http://www.bahouston.com/
• Collecting and distributing supplies

Boat People SOS (expertise with the Vietnamese community)
11360 Bellaire Boulevard, Suite 910 Houston, TX, 77072-2531
(281) 530-6888
https://www.bpsos.org/
Translation services, assistance with legal services, case management, and other specialized resources to assist immigrant communities during a disaster

Central American Resource Center (CRECEN)
6601 Hillcroft, Suite#135, Houston, TX 77081
(713) 271-9703
http://www.crecen.us/
- Providing pro bono work to help replace lost immigration documents

Chinese Community Center
9800 Town Park Drive, Houston, TX 77036
(713) 271-6100
http://ccchouston.org/
- Offering FEMA application assistance

Ethiopian Community Organization in Houston (E.C.O.H)
6440 Hillcroft #307 Houston, TX 77081
(832) 573-3699, (713) 516-5251, (281) 620-7402
http://www.ethiocoh.org/new_ecoh_frame_page.htm
- FEMA applications assistance

Filipino Young Professionals of Houston
http://www.fyphouston.com/
- Created a relief fund to be used to purchase food for first responders and people in Houston shelters

Houston Hispanic Forum
500 Dallas St. - Suite 2700 Houston, Texas 77002
(713) 522-8077
http://hispanic-forum.org/

Houston Indian Community Association
- A list of organizations serving the Indian community can be found at:
  http://www.houstonindia.us/associations.html

Hungarian American Cultural Association of Houston (HACA)
(713) 960-3483
http://hacahouston.org/

India House
8888 West Bellfort Blvd, Houston, TX 77031
(713) 929-1900
https://www.indiahouseinc.org/

Iranian Cultural Foundation-Houston
4669 Southwest Fwy, Suite 800 Houston, TX 77027
(832) 767-1636
http://icfhouston.com/
Italian Cultural & Community Center
1101 Milford Houston, Texas 77006
(713) 524-4222
http://www.iccchouston.com/

Japan America Society of Houston
4543 Post Oak Place, Suite 220, Houston, TX 77027
(713) 963-0121
http://www.jas-hou.org/
  • Hosting a school supply drive

Korean Community Center of Houston
1809 Hollister Street Houston, TX 77080
(713) 463-7770
http://www.kcchouston.org/

The Nigerian Foundation
9888 Bissonnet St., Suite 630, Houston, Texas 77036
(713) 510-7771; (832) 731-7061
http://www.thenigerian.foundation/index.html
  • Hurricane relief fund established

Nigerian Muslim Association of Greater Houston
8875 Benning Dr. Houston, TX 77031
(713) 271-5221
http://www.masjidulmumineen.org/

Order of American Hellenic Educational Progressive Association (AHEPA)
Chapter 29
4201 Austin St, Houston, TX 77004
(713) 569-7716
http://www.ahepa29.org/

Pakistan Association of Greater Houston
12638 Bissonnet St, Houston, TX 77099
(713) 922-8456
http://paagh.com/

Polish American Council of Texas
http://www.polishamericanounciloftexas.org/wp/
  • Hurricane relief fund established

Taiwanese Heritage Society of Houston
5885 Point West Dr. Houston, TX 77036
(713) 271-5885
http://www.houston-taiwanese.org/
Texas German Society: Harris County Chapter  
3405 Roseland Houston, TX 77006  
(713) 524-3988  
http://www.texasgermansociety.com/

United Russian American Association  
Email: president.uraa@gmail.com  
http://www.uraa.us/

Vietnamese American Community Center  
9530 Antoine Dr. Houston, TX 77086  
(713) 320-7555  
http://www.annamcdc.org/  
- Offering basic food supplies and help with FEMA applications

Vietnamese Culture and Science Association  
13080 Bellaire Blvd Suite G, Houston, TX 77072  
(281) 933-8118  
http://www.vcsa.org/

**FAITH-BASED ORGANIZATIONS**

Below is a list of organizations that offer assistance to all people but also have expertise in working with particular religious communities.

**Aishel House**  
1955 University Blvd, Houston, TX 77030  
(713) 522-2004  
http://www.aishelhouse.org/  
- Providing housing and kosher food to hurricane victims

**Bellaire Jewish Center**  
12 Bellaire Blvd, Bellaire, TX 77401  
(832) 971-3781  
http://www.bjchouston.org/  
Pick up location for supplies and gift cards

**Catholic Charities**  
2900 Louisana Street Houston, TX 77006  
Disaster Relief Center: (713) 874-6594  
Main Office: (713) 526-4611  
https://www.catholiccharities.org/catholic-charities-hurricane-harvey-updates/  
- Hosting workshops to assist immigrant/refugee victims, established a disaster relief fund, collecting in-kind donations, and offering helpful info regarding shelters, legal assistance, food pantries, etc.
• To view a list of parishes and organizations providing shelter or supplies, visit:  

**Chabad Lubavitch Center**  
10900 Fondren Road, Houston, TX 77096  
Harvey Relief Hotline: (832) 240-5400  
http://www.chabadhouston.com  
• Offering food, kosher meals, supplies, counseling and disaster-related assistance  
• Those needing assistance are encouraged to fill out an online application at:  
https://docs.google.com/forms/d/e/1FAIpQLSeEek-AiL-0JF0i9JkqV3fdtPRGJrprq6Dkcn_G65r622Q8w/viewform  
• Those who need assistance in the Katy/West Houston Area:  
https://docs.google.com/forms/d/e/1FAIpQLSfrlaU9tsMtEPBRdwKBuNh3flBPCXud-sh6rVIMAQpt6jQ34A/viewform

**The Church of Jesus Christ of Latter Day Saints**  
15725 Champion Forest Dr. Spring, TX 77379-7036  
(281) 376-6804  
https://www.lds.org/temples/details/houston-texas-temple  
• Collecting monetary and in-kind donations prepping to support victims of Harvey

**Evelyn Rubenstein Jewish Community Center of Houston**  
5601 S. Braeswood, Houston, TX 77096  
(713) 729-3200  
http://www.erjcchouston.org/  
Pick-up location for all sorts of supplies, gift cards, etc.

**Interfaith Ministries**  
3303 Main Street Houston, TX 77002  
(713) 533-4900  
https://www.imgh.org/  
• Collecting monetary donations on behalf of senior citizens and Houston refugees. To donate, please click on the following link:  
https://secure2.convio.net/imgh/site/Donation2?df_id=1682&mfc_pref=T&1682.donation=form1

**Islamic Society of Greater Houston**  
Harvey Relief Hotline: (832) 941-0766  
https://isgh.org  
• Offering food, shelter, counseling and supplies at affiliated mosques

**Jewish Federation of Greater Houston**  
5603 South Braeswood Blvd Houston, TX 77096  
(713) 729-7000  
https://www.houstonjewish.org/  
• Coordinating relief efforts; providing donations and gift cards
Meyerland Minyan
9002 Chimney Rock Rd Houston TX 77096
(713) 664-1687
http://www.meyerlandminyan.org/
- Pick up location for supplies (including towels, bedding, etc.) and kosher meals; coordinating housing in the community for flooded families

Robert M. Beren Academy
11333 Cliffwood Dr, Houston, TX 77035
(713) 723-7170
http://www.berenacademy.org/
- Raising donations for school community, pick up location for Kosher meals

SEWA International
1712 Hwy 6, Houston, TX 77077
Sewa International Hotline: (281) 909-7392
https://sewausa.org/chapter/houston/houston-overview
- Over 500 volunteers are working around the clock to rescue stranded families. Food, supplies and essentials are being sent to the shelters. Volunteers are out on the road with their trucks and boats to help people. Doctors are offering free medical consultation.

Southern Baptists of Texas
http://sbtexas.com/evangelism/disaster-relief/hurricane-harvey-dr-information/
- Offering disaster relief ministry, collecting monetary and in-kind donations, and preparing churches around the region to open as shelters

Tzu Chi
6200 Corporate Dr. Houston, TX 77036
(713) 981-8966
https://www.tzuchi.us/houston/
- Sending relief volunteers to Houstonians in need of aid.
- Hurricane relief fund established.
Shelters are available to Houstonians impacted by Hurricane Harvey, regardless of immigration status. Because shelter capacities and locations are continuously changing, we ask that you click on the following links to find up-to-date information on which shelters are available for newcomers. We recommend that you call before you go to the shelter to confirm that it is still open. Text your zip code to (346) 214-0739 for the closest shelter near you.

- **City of Houston**

- **Google Crisis Response** has created a map showing open/at-capacity shelters: [http://google.org/crisismap/2017-harvey](http://google.org/crisismap/2017-harvey)

- **Red Cross**

- **Coalition for the Homeless**
  - [http://campaign.r20.constantcontact.com/render?m=1102600045022&ca=cb2b75b5-43cc-4701-b31c-e55ac9a2bdf2&ct=t](http://campaign.r20.constantcontact.com/render?m=1102600045022&ca=cb2b75b5-43cc-4701-b31c-e55ac9a2bdf2&ct=t)

- **Crowd-Sourced Resource** (includes regular updates and shelter needs):
  - [https://johnnyqbui.github.io/Houston-Shelters/](https://johnnyqbui.github.io/Houston-Shelters/)

- **Islamic Society of Greater Houston**
  - [https://isgh.org/harvey/](https://isgh.org/harvey/)

- **The Children’s Center, Inc.**
  - To be connected to a shelter call: 1 (844) 763-8861
  - [https://thechildrenscenterinc.org/](https://thechildrenscenterinc.org/)
City of Houston Health Department
Offers traditional health services and resources to meet the community’s present and future needs. Services include family planning, immunizations, tuberculosis diagnosis, care for sexually transmitted diseases, and dental care.

- For health center locations and further information visit: http://www.houstontx.gov/health/HealthCenters/index.html
- A sliding fee is available for most services. The Houston Health Department will not deny access to services based on inability to pay.
- Available for patients with or without insurance.
- Available to all people who live in Houston regardless of immigration status.
- Call (832) 393-5427 to schedule services. All services may not be provided at each health center.

Harris County Hospital District
Provides a wide range of healthcare services to Harris County residents, including adult weight management, mental and behavioral health, primary and specialty care, and other medical and social services. For more information, visit https://www.harrishealth.org/en/pages/home.aspx

- For clinic locations and hours: https://www.harrishealth.org/en/services/locations/pages/default.aspx
- Medical care is not free, but financial assistance is available to those who qualify. Service fees do not apply to patients in the Healthcare for the Homeless program.
- If you are a new patient and do not have insurance, you will have to first establish eligibility for medical assistance at one of Harris Health’s eligibility centers. Visit the New Patient Information page for more information. https://www.harrishealth.org/en/services/locations/pages/new-patient.aspx

Ibn Sina Community Clinic
Offers the following services and supplies to families affected by Hurricane Harvey: medical consultations, blood sugar checks, blood pressure checks, EKGs, insulin, tetanus shots, health education services, counseling sessions, limited medicine, limited hygiene and Zika Virus supplies, clothes, and food.

- For clinic location and hours: www.ibnsinafoundation.org
- No one is declined care based on ability to pay.
- Available for patients with or without insurance.
- Available to all people who live in Houston regardless of immigration status.
HOPE Clinic
Provides quality healthcare without any prejudice to all people of greater Houston in a culturally and linguistically competent manner. Offers primary care walk-in medical attention and disaster relief information for families affected by Hurricane Harvey. Services are available in 14 different languages, including Mandarin, Cantonese, Vietnamese, Korean, Burmese, Arabic, and Spanish. For more information visit: http://www.hopechc.org/.

- For clinic locations and hours: http://www.hopechc.org/location/
- To make an appointment call: (713) 773-0803.
- No one is declined care based on ability to pay.
- Available for patients with or without insurance.
- Available to all people who live in Houston regardless of immigration status.

Shifa USA
Provides medical assistance for those affected by Hurricane Harvey at no cost. All four clinics in the Houston area are open to serve the community at large. For more information visit: http://shifausahouston.org/.

- For clinic locations and hours: http://shifausahouston.org/locations/
- To contact the main office call: (713) 779-1555
- Shifa USA is providing care at no cost
- Available for patients with or without insurance.
- Available to all people who live in Houston regardless of immigration status.

Planned Parenthood Gulf Coast
Provides vouchers for those impacted by Hurricane Harvey for acute care services at Houston area health centers, including: Emergency contraception, “Problem” visits (such as infections, pelvic pain, bleeding, or breast lump/mass); diagnosis and treatment for abnormal Pap tests; HOPE visits (Hormonal Options without Pelvic Exams) for patients who do not have access to their preferred birth control method. The program will end on December 31, 2017. A voucher is needed to obtain services.

- Call the program coordinator for a voucher: (713) 831-6589
- Call to make an appointment: (713) 522-3976
- Call toll free to make an appointment: 1 (800) 230-7526
- No one is declined care based on ability to pay.
- Available for patients with or without insurance
- Available to all people who live in Houston regardless of immigration status

Houston Healthcare for the Homeless
Promotes health, hope and dignity for Houston's homeless through accessible and comprehensive care. Providing medical care, psychiatry, counseling services, and social work services to those affected by Hurricane Harvey. For more information visit: https://www.homeless-healthcare.org/.
For clinic locations and hours: [https://www.homeless-healthcare.org/locations-schedules](https://www.homeless-healthcare.org/locations-schedules)

No one is declined care based on ability to pay.
Available for patients with or without insurance.
Available to all people who live in Houston regardless of immigration status.

**ECHOS Houston**
Provides regular immunizations and health screenings including dental, optometry, blood pressure and more. For more information, visit: [http://echos-houston.org/](http://echos-houston.org/).
- To contact the main office, call: (713) 270-0369
- Available for those with or without insurance.
- Available to all people who live in Houston regardless of immigration status.

**Bayou Action Street Health – BASH**
Visit the BASH Facebook page for up-to-date disaster relief tips and resources on health. Send a message on their Facebook page to have your health-related questions answered: [https://www.facebook.com/Bayou-Action-Street-Health-BASH-868606126613493/](https://www.facebook.com/Bayou-Action-Street-Health-BASH-868606126613493/). Interpreters are available in languages including Spanish, Arabic, Vietnamese, Hindi and Urdu.

- Check Facebook page for updates on volunteer medics stationed throughout Houston
- Services are free of charge.
- Available for patients with or without insurance.
- Available to all people who live in Houston regardless of immigration status.

**Living Hope Wheelchair Association**
Provides medical supplies and equipment. For more information, visit: [http://www.lhwassociation.org/](http://www.lhwassociation.org/)

- For assistance in English and Spanish, call: (281) 764-6251
- Available for those with or without insurance.
- Available to all people who live in Houston regardless of immigration status.

**Rx Open**
Helps patients to find nearby open pharmacies in areas impacted by disaster. Service provided by Healthcare Ready.

- To access the Open Pharmacies Map and other resources, use the following link. [https://www.healthcareready.org/rxopen?fref=gc](https://www.healthcareready.org/rxopen?fref=gc)
- Service is free of charge.
- Available for patients with or without insurance.
- Available to all people who live in Houston regardless of immigration status.
Kidney Community Emergency Response
Patients can use the KCER Hotline to contact their dialysis facility and to locate open
dialysis facilities in their area. For KCER resources on emergency preparedness, visit:

- Call the KCER Hotline: (866) 901-3773

PEOPLE WITH DISABILITIES

The following services provide inclusive relief to people with disabilities.

Aging and Disability Resource Center
(855) 937-2372

Living Hope Wheelchair Association
http://www.lhwassociation.org/
(281) 764-6251

Mayor’s Office for People with Disabilities
http://www.houstontx.gov/disabilities/
(832) 394-0814

National Center for College Students with Disabilities
http://www.nccsdonline.org/harveyflood.html
1 (800) 626-4959
- Evacuation assistance for people with disabilities, other additional resources

Portlight Strategies
http://www.portlight.org/home.html
Hurricane Harvey Disability Hotline: (800) 626-4959

Rehabilitation Services Volunteer Project
www.rsvptexas.org
(855) 825-7787

United Spinal Association of Houston
www.unitedspinalhouston.org
(713) 364-4724
MENTAL HEALTH SERVICES

Alliance for Multicultural Community Services Wellness Center
(713) 776-4700
http://allianceontheweb.org/
  • Focusing services on refugee communities.

Catholic Charities Counseling Services
Contact Family Counseling: (713) 874-6602 or (713) 874-6502
Contact the main office: (713) 526-4611
https://www.catholiccharities.org/our-services/strengthening-families/counseling-services/

Depelchin Children’s Services
(713) 730-2335
https://www.depelchin.org/counseling/

Disaster Distress Hotline
Call (800) 985-5990
TEXT: “TalkWithUs” to 66746
www.disasterdistress.samhsa.gov

FEMA Crisis Counseling
Available to all Houstonians impacted by Hurricane Harvey, regardless of immigration status. This program provides grants that enable states to offer immediate crisis counseling services, when required, to victims of a major federally declared disaster for the purpose of relieving mental health problems caused or aggravated by a major disaster or its aftermath. Assistance is short-term and community-oriented. For more information:
  • Call the FEMA Helpline 1 (800) 621-FEMA (1 (800) 621-3362).
  • For disaster assistance applicants who have a speech disability or hearing loss and use TTY, please call 1 (800) 462-7585.
  • Visit: http://mentalhealth.samhsa.gov/cmhs/EmergencyServices/progguide.asp

Houston Galveston Institute
(713) 526-8390
http://www.talkhgi.org/

Jewish Family Services
(713) 667-9336
http://www.jfshouston.org/counselingservices.php
Memorial Assistance Ministries (Spring Branch)
(713) 468-4516
https://www.maministries.org/
- Services may be limited to those to who live in the Memorial Assistance Ministries zip code area. For an up-to-date list of zip code areas served, call the number listed or visit this page: https://www.maministries.org/housing

Mental Health America of Greater Houston
Crisis Intervention Hotline: (832) 416-1177
Disaster Distress Hotline: 1 (800) 985-5990
Text 66746 to connect with a Licensed Clinic Social Worker
http://www.mhahouston.org/housing

Montrose Center
(713) 529-0037
http://www.montrosecenter.org/hub/services/behavioral-health/

National Suicide Prevention Lifeline
Lifeline: 1 (800) 273-8255
For deaf & hard of hearing: 1 (800) 799-4889
https://suicidepreventionlifeline.org/help-yourself/disaster-survivors/

FAMILIES AND CHILDREN

L.I.F.E. Houston
(713) 528-6044
lifehouston.org
- free baby formula

Texas Diaper Bank
(210) 731-8118
http://texasdiaperbank.org
- Supplies those affected by natural disasters in Texas with diapers

Women, Infants, and Children (WIC) Sites
The Houston Health Department opened four Women, Infants, and Children (WIC) sites dedicated to help people affected by Harvey’s unprecedented flooding. The sites will begin registering pregnant women, women who recently had a child, infants, and children under the age of 5 for WIC benefits.
- For a WIC site close to you, call 2-1-1.
- Hours of operations are 9 a.m. to 5 p.m.
- WIC clients who evacuated and left behind their WIC card, food, or formula benefits can replace the items by going to an open WIC clinic.
• Disaster victims will be asked to sign a self-declaration form declaring their need for WIC benefits due to Hurricane Harvey.
• **Anyone with custody or guardianship of infants and children under 5 years of age can apply for their child.**
• People interested in signing up for WIC and current clients in need of benefits can call (832) 393-5427.

For more information on food assistance for disaster relief:
https://www.fns.usda.gov/disaster/texas-disaster-nutrition-assistance

---

**FOOD ASSISTANCE**

**SNAP/WIC**
- WIC participants can report lost cards: 1 (800) 942-3678
- Call 211 to find the closest WIC Clinic and get a replacement card and benefits.

**Food Banks**
Mobile Food Trucks will be mobilized across the state to aid victims of the storm. Call 2-1-1 for more information.
- [feedingtexas.org](http://feedingtexas.org)
- Austin Food Bank (512) 282-2111 / [https://www.centraltexasfoodbank.org](https://www.centraltexasfoodbank.org)
- Houston Food Bank / (832) 369-9390 / [houstonfoodbank.org](http://houstonfoodbank.org)
- Galveston Food Bank / (409) 945-4232 / [galvestoncountyfoodbank.org](http://galvestoncountyfoodbank.org)
- Food Bank of the Golden Crescent (Victoria) / (361) 578-0591 / [victoriafoodbank.org](http://victoriafoodbank.org) (Closed Friday)
- Corpus Christi Food Bank / (361) 887-6291 / [foodbankcc.com](http://foodbankcc.com)
- Southeast Texas Food Bank (Beaumont) / (409) 839-8777 / [setxfoodbank.org](http://setxfoodbank.org)
- Food Bank of the Rio Grande Valley (Pharr) / (956) 682-8101 / [foodbankrgv.com](http://foodbankrgv.com)
- Brazos Valley Food Bank (Bryan) / (979) 779-3663 / [bvfb.org](http://bvfb.org)
- Central Texas Food Bank (Austin) / (512) 282-2111 / [centraltexashfoodbank.org](http://centraltexashfoodbank.org)
- San Antonio Food Bank / (210) 337-3663 / [safoodbank.org](http://safoodbank.org)

**ECHOS Houston**
- Emergency food pantry is open Monday through Friday on the ECHOS Houston campus.
- For location and more information, visit: [http://echos-houston.org/](http://echos-houston.org/)
- Call the main office at: 713 270-0369

**Free and Reduced Meals**
- For **HISD Students** to receive 3 meals a day for 2017-2018 school year, parents should complete the application at [https://mealapps.houstonisd.org/](https://mealapps.houstonisd.org/).
TRANSPORTATION

Free transportation is provided for evacuees from the following shelters to their own homes or the homes of their friends and family. Destinations must be local to Houston and be along routes that are safe to drive:

- George R Brown Convention Center, NRG Stadium, Toyota Center, the Metropolitan Baptist Church
- Transportation services are provided by: Uber, Lyft, Yellow Cab, and Metro Vouchers

To Find Your Towed Car
- Call 311 or visit http://www.findmytowedcar.com.

Houston Metro
- METRO's Customer Care Team: (713) 635-4000
- Houston riders are asked to monitor METRO Twitter and Facebook pages for timely information regarding transit service.
- METRO also offers real-time information through its service alerts system which can be found on its home page: http://www.ridemetro.org
- METROLift provides transportation for persons with disabilities who cannot board, ride, or disembark from a METRO fixed-route bus, even if that bus is equipped with a wheelchair lift or ramp. For more information visit http://ridemetro.org/Pages/MLWhatHow.aspx

LEGAL SERVICES

Texas State Law Library
For general information on legal services for disaster relief in Texas, please visit: http://guides.sll.texas.gov/disaster-relief/general-legal-information

Immigration Rights Hotline
(888) 507- 2970
Hosted by Houston Immigration Legal Services Collaborative, American Civil Liberties Union of TX, United We Dream, National Association of Latino Elected and Appointed Officials, and others. Call for information regarding:

- Frequently asked questions regarding immigration and disaster relief
- Immigration laws, including executive orders, SB4, and DACA
- Your rights in the United States as an immigrant
- Families looking for help in locating their detained relatives
- The detention and deportation process
- Reporting an incident of hate or discrimination
- Individuals looking for immigration legal services
- Questions about the Travel Ban
Houston Immigration Legal Services Collaborative
Non-profit immigration legal services providers that offer free or low-cost immigration legal services. These are not disaster assistance experts. For other types of civil legal aid, contact one of the resources below.
- [http://www.houstonimmigration.org/](http://www.houstonimmigration.org/)
- Schedule for nonprofit immigration legal clinics in Houston: [http://houstonimmigration.org/events/](http://houstonimmigration.org/events/)
- To find immigration Legal services providers: [http://houstonimmigration.org/locator/](http://houstonimmigration.org/locator/)

Catholic Charities
- To contact the main office: (713) 526-4611
- To find legal clinics: [https://catholiccharities.org/news-events/calendar/](https://catholiccharities.org/news-events/calendar/)
- Due to limited space, please call (713) 874-6570 or (713) 595-4100 to register for a legal clinic in advance.

Houston Volunteer Lawyers
- Can provide civil legal aid regardless of immigration status
- Access services through a clinic: [https://www.makejusticehappen.org/node/17/calendar](https://www.makejusticehappen.org/node/17/calendar)
- Or by phone: (713) 228-0732

Lone Star Legal Aid
- Offices in Houston, Angleton, Beaumont, Belton, Bryan, Conroe, Galveston, Longview, Nacogdoches, Paris, Texarkana, Tyler, and Waco
- (800) 733-8394
- [http://www.lonestarlegal.org/](http://www.lonestarlegal.org/)

Texas Rio Grande Legal Aid
- Serves the following counties: [http://www.trla.org/about/service-area](http://www.trla.org/about/service-area)
- Hotline for disasters: 1 (866) 757-1570
- [http://www.trla.org/disasters](http://www.trla.org/disasters)

The State Bar of Texas
- Legal services disaster hotline: (800) 504-7030
- Answered in English, Spanish, and Vietnamese
- Callers can leave a message at any time. People who qualify for assistance will be matched with Texas lawyers who have volunteered to provide free, limited legal help.
UNDOCUMENTED HOUSTONIANS

Am I eligible for any disaster assistance if I am undocumented?
Yes, even if you are undocumented, there are a number of resources and services that you can access. In this guide, we identify many services that are available to all Houstonians, regardless of immigration status. Houston local nonprofits will assist undocumented families who do not qualify for other government aid.

Can I go to a shelter if I am undocumented?
Yes. Most shelters are managed by local communities, the Red Cross, and other voluntary agencies like BakerRipley (who have a humanitarian mission to provide emergency relief services and are running the shelter at NRG). The Red Cross and City of Houston shelters will not ask people to show any form of identification in order to stay in their shelters. Mayor Sylvester Turner has issued a clear statement assuring Houstonians that immigration status is not a barrier to any emergency shelter. We encourage anyone in need of shelter to seek it, regardless of immigration status.

REFUGEES

Alliance for Multicultural Community Services
6440 Hillcroft St Ste 411, Houston, Texas, TX 77081
(713) 776-4700
www.allianceontheweb.org

Amaanah Refugee Services
10333 Harwin Drive #675, Houston, Texas 77036
(713) 370-3063
https://refugeelink.com/

Catholic Charities of the Archdiocese Galveston-Houston
2900 Louisiana St, Houston, Texas, TX 77006
(713) 526-4611
www.catholiccharities.org

Interfaith Ministries for Greater Houston
3303 Main St, Houston, Texas, TX 77002
(713) 533-4900
www.imgh.org
FEMA CASH ASSISTANCE

FEMA Cash Assistance – Non-Housing Needs
FEMA provides cash assistance for disaster-related medical and dental expenses, disaster-related funeral and burial expenses, clothing, household items, tools required for your job, educational materials, fuel for heat, clean-up items, vehicle damage, moving and storage expenses, and other expenses deemed necessary by FEMA or authorized by law. You or someone who lives with you must be a U.S. citizen or “qualified alien” to apply.

For more information and to apply for assistance:
- Apply online: visit https://www.fema.gov/apply-assistance
- Apply by phone: call 1 (800) 621-3362 or TTY 1 (800) 462-7585
- Apply in person: at the George R. Brown Convention Center or the NRG Stadium

You will need the following information to complete the registration:
- Social Security Number (SSN): If you are undocumented, you will not be personally eligible for FEMA cash assistance programs. However, your household may still be eligible to receive assistance, as you may apply on behalf of your U.S. citizen child, or another adult household member may qualify the household for assistance.
- Insurance information: You will be asked to identify the type(s) of insurance coverage you have.
- Financial information: You will be asked to enter your family’s gross total household income at the time of the disaster.
• Contact information: Along with the address and phone number where the damages occurred, you will be asked for information on how FEMA can contact you. It is very important that you provide FEMA with your current mailing address and phone numbers where you can be contacted.

• Electronic Funds Transfer (EFT) Direct Deposit Information (optional): If you are determined to be eligible for assistance and would prefer that funds be transferred to your account, you will be asked for your banking information, which includes: the institution name, type of account, routing and account number.

EMERGENCY FINANCIAL ASSISTANCE

The following organizations are offering direct financial assistance for Houstonians impacted by Hurricane Harvey, including recent immigrant arrivals.

BakerRipley
(713) 558-6363
DRServices@bakerripley.org
https://www.bakerripley.org/
• Provides free one-on-one Disaster Case Management Services to individuals and families impacted by a natural disaster. Individuals or families must have been impacted by Hurricane Harvey to receive services, and reside in Harris, Fort Bend, Montgomery or Waller Counties.

Catholic Charities
Main Office: (713) 526-4611
Disaster Relief Center: (713) 874-6594
https://catholiccharities.org/

Memorial Assistance Ministries (Spring Branch)
(713) 468-4516
https://www.maministries.org/
• Emergency assistance may be limited to those to who live in the Memorial Assistance Ministries zip code area. For an up-to-date list of zip code areas served, call the number listed or visit this page:
  https://www.maministries.org/housing

YMCA International Services
(713) 339-9015
https://www.ymcahouston.org/locations/ymca-international
• Emergency assistance available for recent immigrant arrivals.
DONATIONS AND OTHER ASSISTANCE

Alliance of Hurricane Harvey Disaster Relief Efforts  
(281) 948-1840  
http://disasterreliefefforts.org/  
- Maintaining a donation distribution center

Career Gear Greater Houston Hurricane Relief Center  
PlazAmericas Mall, 7500 Bellaire Blvd Ste BB20, Houston, Texas 77036  
(713) 778-9959  
https://www.careergearhouston.org/index.html  
- Provides: clothing, hygiene, bedding  
- Monday-Saturday 10am-7pm, no appointment or referral needed

ECHOS Houston  
(713) 270-0369  
http://echos-houston.org/

Houston in Motion  
http://houstoninmotion.org/flood-form/  
- System intake form to connect refugees and immigrants to service providers  
Web Page available in Spanish and Arabic

Living Hope Wheelchair Association  
(281) 764-6251  
http://www.lhwassociation.org/  
- Providing medical supplies and other equipment donations

RENTAL AND UTILITY ASSISTANCE

We recommend that you call your utility companies, bank, lender, etc. and request a waiver of fees or a grace period on your payments due to the Hurricane. However, companies are not obligated to honor such requests.

Price gouging in Texas is illegal during natural disasters or states of emergency. If believe you have been scammed or encountered price gouging during or after Hurricane Harvey, call:

Office of the Attorney General’s Consumer Protection  
Toll-free hotline: (800) 621-0508  
consumeremergency@oag.texas.gov
U.S. Small Business Administration
- Providing disaster relief loans for nonprofits, businesses, and renters
- Low-interest disaster loans to businesses of all sizes, private non-profit organizations, homeowners, and renters.
- SBA disaster loans can be used to repair or replace the following items damaged or destroyed in a declared disaster: real estate, personal property, machinery and equipment, and inventory and business assets
- [https://disasterloan.sba.gov/ela](https://disasterloan.sba.gov/ela)

Memorial Assistance Ministries (Spring Branch)
(713) 468-4516
[https://www.maministries.org/](https://www.maministries.org/)
- Emergency rental or utility bill assistance may be limited to those who live in the Memorial Assistance Ministries zip code area. For an up-to-date list of zip code areas served, call the number listed or visit this page: [https://www.maministries.org/housing](https://www.maministries.org/housing)

### RENTER’S RIGHTS

**My rented property was damaged in the disaster. What are my rights?**
Most leases have terms that say what happens if the property you're renting is damaged or destroyed by a disaster. Read your lease. If you don't have a copy, contact your landlord and ask for one. **Note: If you don't have a written lease, your landlord is still legally responsible to repair the property.**

Tell your landlord as soon as possible about the property damage. Ask what repairs are needed, how long they will take, and if you have to leave the property while the repairs are being done. If your landlord moved because of the disaster, don’t send a rent payment until you are sure that your landlord will receive it. A pending FEMA application doesn’t excuse your obligation to pay rent.

**Can I terminate my lease because of property damage?**
It depends on the terms of your lease and the extent of the damage. Read your lease first. If you don’t have a written lease or it doesn’t address disasters, the following laws may apply:

- A rental property that is totally unusable for residential purposes is considered uninhabitable in its current condition. Either you or your landlord may terminate the lease by giving written notice any time before the repairs are completed. If you had to move, you must still pay rent on the property you left. Try to negotiate a suspension or reduction of rent with your landlord. If you terminate your lease, you are responsible only for pro-rated rent due up until the date you moved out. You will still owe any charges that accrued up to that point, including past-due rent. Make a written, dated request for return of your security deposit with a forwarding address where it is to be sent. If there is damage to the property not
caused by the disaster, your landlord can withhold some or all of your deposit to cover it. If your security deposit is withheld, your landlord must provide a written, itemized accounting of the repairs and cost. If your utilities are separate from your lease, call the utility company to shut them off. Give a forwarding address to send a refund of your utility deposit. You are responsible for utilities up to the date they are shut off.

- A leased property is partially unusable for residential purposes if you can still live there while repairs are being made (unless your lease says otherwise). Your landlord does not have to start repairs until they have received money from the property insurance company to make the repairs. As long as you stay on the property, you must keep paying rent according to your lease. You can ask your landlord to reduce your rent because you are not getting full use of the property. This includes common areas like walkways, pools, parking, and laundry rooms. If your landlord agrees to a temporary rent reduction, get a written, signed agreement. If you can’t agree to a reduction, you can sue your landlord to get a court order for reduced rent while waiting on the repairs to be finished.

**Does my landlord have to lower my rent if my home is damaged?**
No. You cannot reduce your rent unless your landlord agrees or your lease gives you that right. Talk to your landlord and work out a deal. If you cannot, then you have the right to file a lawsuit and seek a court order reducing your rent.

**What do I do if I lost my job because of the disaster and can’t pay rent?**
If you do not pay rent your landlord can give you a notice to move. Your landlord may later file an eviction case against you. If your rent is subsidized by the government, you are entitled to have your part of the rent reduced. You should contact the agency that helps you with your rent to get a reduction.

**Can my landlord make me move immediately if I can live in my home?**
No. A landlord can only make you move by giving you a notice telling you to get out by a certain date and then filing a lawsuit after that date. You cannot be evicted without reason.
- If your lease is expired, your landlord may be able to force you to move by giving you a 30-day notice.
- If your landlord locks you out and refuses to give you a key, contact your local justice of the peace. The justice of the peace may order your landlord to immediately unlock your door by signing a “writ of re-entry.”

**Can my landlord make me move so they can make repairs?**
If you can still live in the home, you do not have to move until the lease is over. If you have a written lease, it may cover this situation. If not, your landlord can only make you move if your home is not safe to live in. The landlord can move you temporarily while making extensive repairs, but must move you back if your lease is not over.
What do I do if I am served with an eviction lawsuit?
- Carefully read the papers and be sure to show up to tell your side of the story.
- You have the right to represent yourself. You can also call Lone Star Legal Aid for information or to represent you if you qualify. In some types of eviction cases you can take a friend to help.
- You have the right to appeal even if you lose in Justice of the Peace Court.

What do I do if my landlord does not refund my security deposit or pre-paid rent?
Wait until 30 days after you gave the landlord your new address in writing. Then you can contact legal aid for help.

For free or low-cost assistance with renter’s rights issues, contact:
Lone Star Legal Aid: (713) 652-0077
Houston Volunteer Lawyers: (713) 228-0732
You can also get help from a private attorney. Find one through the Texas State Bar: https://www.texasbar.com/findalawyer/

To contact the City of Houston Fair Housing Office Staff:
Fair Housing Hotline: (832) 394-6240
http://www.houstontx.gov/housing/tenant_law_call.html

For free services, contact the Greater Houston Fair Housing Center:
(713) 641-3247
2626 South Loop West Ste 406, Houston, TX, 77054
http://www.greaterhoustonfairhousingcenter.cfsites.org/
- Contact the GHFHC for free services if you feel that you have been discriminated in housing. Discrimination is prohibited in the rental, sale, financing, appraisal, and insurance of housing. This means that you should not be treated differently in any way based on the protected classes of: Race, Color, National Origin, Religion, Sex, Familial Status, and Physical/Mental Ability.

To request mediation with a landlord before a lawsuit, contact:
The Dispute Resolution Center
(713) 755-8274
Harris County Annex 21, 49 San Jacinto, Suite 220, Houston, TX 77002
- While there is no guarantee that the landlord will comply, the Dispute Resolution Center helps tenants to file complaints with the Justice of the Peace courts.

For more information on tenant rights, please visit:
The Attorney State General’s Office website at www.texasattorneygeneral.gov/cpd/tenant-rights
JOB ASSISTANCE

Texas Workforce Commission
- Those with work permits who have lost their jobs because of a disaster may qualify for regular unemployment compensation.
- Apply for regular unemployment compensation at: https://www.twc.state.tx.us/jobseekers/unemployment-benefits-services.
- Call the Texas Workforce Commission at: 1 (800) 939-6631

Texas Workforce Commission Disaster Unemployment Assistance
Those with valid work permits who do not qualify for regular unemployment benefits can apply for Disaster Unemployment Assistance.
- https://www.twc.state.tx.us/jobseekers/disaster-unemployment-assistance
- Call the Texas Workforce Commission at: 1 (800) 939-6631.

To be eligible for help under Disaster Unemployment, one of the following must have occurred because of the disaster:
- You lost your job, which was more than 50% of your total income.
- You live in, work in, or travel through the disaster area.
- Your place of employment was damaged or closed.
- You were scheduled to start work but the job no longer exists or you can no longer reach the new job.
- You suffered injury or incapacitation.
- You became the breadwinner or major support of the household due to the death of the head of household.

Temporary and seasonal workers are only eligible for DUA for the weeks that they would have been employed if the disaster had not occurred. For example, if a seasonal worker was scheduled to work for four weeks after the disaster and then under normal circumstances would be terminated, that worker would be eligible for only four weeks of DUA.

The following organizations provide employment services:

Alliance Financial Opportunity Center
(713) 776-4700
https://allianceontheweb.org/financial-center/

Career & Recovery Resources, Inc.
(713) 754-7000
http://www.careerandrecovery.org/

Family Services of Greater Houston
(713) 861-4849
http://www.familyhouston.org/houston-employment-services/
Goodwill Houston
(713) 692-6221
http://www.goodwillhouston.org/jobs/employment-opportunities/

Houston Area Urban League
(713) 393-8700
http://www.haul.org/programs/wd
- Workforce Development Program Manager: (281) 220-6012
- Director of Workforce & Economic Development: (713) 393-8754

Memorial Assistance Ministries (Spring Branch)
(713) 468-4516
https://www.maministries.org/
- Services may be limited to those to who live in the Memorial Assistance Ministries zip code area. For an up-to-date list of zip code areas served, call the number listed or visit this page: https://www.maministries.org/housing

Northwest Assistance Ministries
(281) 885-4555
http://namonline.org/about-us/employment-opportunities/
- If you need financial assistance: (281) 583-5600

Texas Workforce Development Opportunities for Job Seekers
http://www.twc.state.tx.us/jobseekers

Workforce Solutions
1 (888) 469-5627
http://www.wrksolutions.com/for-individuals
- Find an office: http://www.wrksolutions.com/find-a-location
THOSE WITHOUT FLOOD INSURANCE

Those without flood insurance for their homes may be able to access some of the following resources:

1. Register with FEMA (https://www.fema.gov/hurricane-harvey or www.disasterassistance.gov) OR call 1 (800) 621-FEMA (3362). FEMA applicants may be eligible to receive: rental payments for temporary housing, unemployment payments, loans to cover residential losses not covered by insurance, and grants for home repairs and replacement of personal property, as well as other disaster-related needs.

   What you’ll need:
   - Social security number
   - Address of location where the damage occurred (pre-disaster)
   - Current mailing address
   - Current telephone number
   - Insurance information (home and/or flood insurance, if any)
   - Bank checking/savings routing and account number (this allows FEMA to directly transfer disaster assistance funds into your bank account)
   - A description of your disaster-caused damages and losses. Take pictures of all damages before you start to mitigate repairs or throw damage items away. Try to locate receipts or credit card transactions of purchases.

2. File for the Disaster Assistance and Emergency Relief Program (https://www.benefits.gov/benefits/benefit-details/4418), and file your Publication 547 form (https://www.irs.gov/publications/p547/) with the IRS. Both of these programs allow for residents to write off their losses via taxes, and even refile your most recent taxes, thus potentially getting an unexpected refund, something that could go a long way in recovery.

3. Apply for the Disaster Legal Services Program (https://www.benefits.gov/benefits/benefit-details/431). Through this program, the government provides legal services to lower-income individuals. This can help when seeking insurance claims, dealing with contractors and home repairs, etc. A huge benefit.

4. Apply for Rebuild Houston Together (http://www.rebuildinghouston.org/homeowners.htm), a group that helps senior citizens rebuild their homes.

5. See if you belong to a group that is a member of the Tool Bank (http://www.houstontoolbank.org/borrow-tools/first-time-borrowers/), a group that brings much needed tools to a disaster area. Note you must be a part of one of their member orgs, such as a church or other charity, including neighborhood associations.
6. Apply for assistance with Team Rubicon (https://teamrubiconusa.org/response/capabilities-services/) a group that specializes in helping gut homes damaged by disaster so that trade professionals can come in and get the job done faster and cheaper.

7. Workers can apply for lost wages through Texas Workforce Commission: http://www.twc.state.tx.us/jobseekers/disaster-unemployment-assistance or call 1 (800) 939-6631 weekdays 8am-5pm. The Texas Workforce Commission has started to accept applications for disaster-related unemployment benefits to aid workers who lost jobs or self-employed individuals who were unable to work because of damage inflicted by Hurricane Harvey. A claim begins the week of the application, retroactive to that Sunday. Unemployed/underemployed workers should not wait until they return to work to apply.

HOME INSPECTIONS

For a detailed guide visit: http://sbpusa.org/start-here/

Preparing for An Insurance Inspection of Your Home
After the flood, notify your insurer as soon as possible. Give them your name, address, policy number, and the date and time of your loss. If you are unable to stay in your home, tell your agent where you can be reached. If you are able, follow the call with a letter that details the problem. Keep a copy of this letter with you.

Your insurance agent will arrange for an adjuster to visit your home and assess the damage. Make sure that the adjustor is properly licensed ahead of time. On the day of the home inspection, check the identity of the adjustor to make sure they are who they say they are.

- You can visit this website to check the adjustor’s license: https://txapps.texas.gov/NASApp/tdi/TdiARManager

If you are able to safely enter or return to your home, take the following steps to prepare for an insurance inspection:

1. **Stay Safe:** Check for any visible structural damage, such as warping, loosened or cracked foundation elements, cracks, and holes before entering the home. Turn off all water and electrical sources—even if the power does not work, find your fuse box and turn off all fuse connections. Contact utility companies if you suspect damage to water, gas, electric, and sewer lines.

2. **Take Pictures:** Before you remove any water or make any repairs, fully document the damage by taking photographs or videos.
3. **Protect Your Health:** The water in your home could be contaminated by sewage or household chemicals. Wear boots and rubber gloves as you move around the home. Throw away any food that may have come into contact with flood waters. FEMA recommends boiling water until authorities declare the water supply is safe.

4. **Remove Water:** After you receive approval from your insurance company to remove the water, use equipment intended for water removal to clear your home. Be careful not to injure yourself, especially if you are carrying buckets up and down stairs. Open doors and windows to allow fresh air to circulate.

5. **Mitigate Mold Damage:** Mold can develop within 24 to 48 hours of a flood, so remove wet contents as soon as possible, including carpeting and bedding. Always photograph the items damaged from the flood. Before removing wet wallboards and baseboards, take photographs to document the water level in the home. Carefully poke holes into the drywall at floor level to allow water trapped behind it to escape.

   **To Clean Mold:**
   - Put on personal protective equipment to protect your eyes, nose, mouth, and skin.
   - If you use cleaning products, do not mix the products together. **DO NOT mix bleach and ammonia.** The combination will create toxic vapors.
   - Scrub surfaces and clean with water and a detergent. Remove all mold you can see. Dry right away.
   - Do not cover mold with paint or caulk. The mold will continue to spread.
   - Dry your home and everything in it as quickly as possible.

6. **Secure the Property:** Make sure that no additional damage occurs by putting boards over broken windows and securing tarp over the roof if it has been damaged. Take photographs of your work to prove to the insurance company that you did everything possible to protect your home against further damage.

7. **Protect Your Family:** If your home is not safe to stay in, move to a shelter or another location. Some insurance companies will help pay for temporary housing while your home is being repaired. Contact your insurer to find out what they offer.

**FEMA Home Inspections**
Residents awaiting inspectors sent by the Federal Emergency Management Agency can begin their cleanup process and remove trash prior to the arrival of FEMA inspectors. If you do not have insurance to cover your disaster-related damages, an inspection performed by a FEMA inspector is required to process your application.

Preparing for a FEMA home inspection includes removing as much trash from inside and out of a residence as is physically possible, as it facilitates the process. Trash can
be removed before your insurance company visits the property. Prior to disposing of damaged property, take an inventory of it and/or photographs. Your municipality can provide information on its scheduled trash removal.

Upon arrival the inspector will request proof of residency. The address on the documents or identification must match the residence that was damaged. The following are accepted forms for proof of residency:

- Owners: Proof of ownership (your deed, tax records, mortgage payment book, or a copy of your dwelling’s insurance policy for the address, showing you as the owner).
- Owners and renters: Proof of occupancy (your driver's license address, any first-class government mail sent to you within the last three months at that address, or recent utility bills in your name at that address) and insurance policies.
- Renters only: lease agreement

TOXIC WASTE MANAGEMENT

If floodwaters have entered your home, there is a chance that the waters carried toxic waste. Especially if you live close to a waste facility, industrial area, or illegal dumping ground, there is potential for serious health risks.

If you believe that you or your home have been exposed to toxic floodwaters, it is important that you call 3-1-1 to be connected to services that provide toxic waste and public health management. 3-1-1 can also connect you to services that assist with picking up and removing storm-debris.

311 operators are available 24/7 to answer your calls and can provide you with information in multiple languages. 311 operators will never ask for your immigration status or give your information to law enforcement or border control. Do not be afraid to call 311 to be connected to services that you and your family need.

DOMESTIC VIOLENCE SERVICES

AVDA (Aid to Victims of Domestic Abuse)
(713) 224-9911
https://avda-tx.org/

Asians Against Domestic Abuse
(713) 974-3743
https://www.aadainc.org/
Bay Area Turning Point
24 Hour Hotline: (281) 286-2525
http://www.bayareaturningpoint.org/

The Bridge Over Troubled Waters
24 Hour Hotline: (713) 473-2801
http://www.thebridgeovertroubledwaters.org/v2/

DAYA Houston
Crisis Helpline: (713) 981-7645
https://dayahouston.org/

FamilyTime Foundation, Inc.
Crisis Helpline: (281) 446-2615
https://familytimeccc.org/

Fort Bend County Women’s Center
24 Hour Hotline: (281) 342-4357
http://www.fbwc.org/

Houston Area Women’s Center
Domestic Violence Hotline: (713) 528-2121
Rape Crisis Hotline: (713) 528-7273
https://www.hawc.org/

Montgomery County Women’s Center
24 Hour Hotline: (936) 441-7273
http://mcwctx.org/

Resource and Crisis Center of Galveston County
24 Hour Hotline Toll Free: 1 (888) 919-7233
24 Hour Hotline: (409) 765-7233
https://www.rccgc.org/

Tahirih Justice Center
(713) 496-0100
http://www.tahirih.org/locations/houston/
People who were forced to leave their homes because of Hurricane Harvey may become more vulnerable to human trafficking—both labor trafficking and/or sex trafficking. Please know that traffickers can use a person’s vulnerabilities by meeting their basic needs or luring a person into a relationship and then forcing, defrauding, or coercing them into selling sex. For people that will be looking for work, make sure you only accept jobs from people you trust to ensure you are paid for your work and are in control of your identification. If you do not want to talk to law enforcement, say so and they will transfer you to a service provider.

To report human trafficking,

- Call the National Human Trafficking Hotline: 1 (888) 373-7888. Over 200 languages available.
- Text BeFree to (233733).

Anti-Human Trafficking Resources in Houston:

**Catholic Charities of the Archdiocese of Galveston-Houston**
2900 Louisiana Street Houston, Texas 77006
(713) 874-6570
[www.catholiccharities.org](http://www.catholiccharities.org)

**Fe y Justicia Worker Center**
1805 West Alabama St., 2nd Floor, Houston, TX 77098
(713) 862-8222
Email: fjwc@houstonworker.org

**The Landing**
9894 Bissonnet St., Suite 605, Houston, TX 77036
(713) 766-1111
[www.thelanding.org](http://www.thelanding.org)
Email: hello@thelanding.org

**Rescue Houston**
P.O. Box 37091, Houston, TX 77237
24/7 Helpline: (713) 322-8000
(281) 397-3931
[http://rescuehouston.org/](http://rescuehouston.org/)
Email: info@rescuehouston.org
YMCA International Services
6300 Westpark, Suite 600, Houston, TX 77057
(713) 339-9015
www.ymcainternationalservices.org

Tahirih Justice Center
(713) 496-0100
http://www.tahirih.org/locations/houston/

CITY OF HOUSTON CONTACTS

Mayor Sylvester Turner
City of Houston City Hall
901 Bagby St
Houston, TX 77002
Phone: (832) 393-1000
Email: sylvester.turner@houstontx.gov
Website: http://www.houstontx.gov/mayor/

City of Houston Controller’s Office
Phone: (832) 393-3460
Email: controllers@houstontx.gov
Website: http://www.houstontx.gov/controller/

Houston City Council
To find your City Council representative:
http://www.houstontx.gov/council/whoismycm.html
To find the contact information for your City Council representative:
http://www.houstontx.gov/council/
To reach the City Secretary call (832) 393-1100 or email citysecretary@houstontx.gov

City of Houston Departments
http://www.houstontx.gov/departments.html

Mayor’s Office of New Americans and Immigrant Communities
Phone: (832) 393-1010
Email: newamericans@houstontx.gov
Website: http://www.houstontx.gov/na

City of Houston Service Help Line
(713) 837-0311 or 311

To contact a City employee, with few exceptions, the email standard is:
firstname.lastname@houstontx.gov.
The following are emergency phone numbers for the Houston area.

**Police, Firefighters, Ambulance**
911 or (713) 884-3131

**Trapped?**
(713) 426-9404

**Rooftop rescues**
(281) 464-4851

**Coast Guard**
(281) 464-4851  (281) 464-4852  (281) 464-4853
(281) 464-4854  (281) 464-4855  (281) 464-4856

**National Guard**
(713) 578-3000 or 1 (800) 578-3000

**Office of Emergency Management**
(713) 881-3100 or (713) 884-4500

**City of Houston (Emergencies or Rescue)**
311 OR (713) 837-0311

**Houston American Red Cross**
(713) 526-8300 or (866) 526-8300

**Houston TranStar (Transportation and Emergency Services)**
(713) 881-3244

**CenterPoint**
(713) 695-2111

**Flood Control**
(713) 684-4000

**Harris County**
(713) 755-5000

**Harris County Sheriff’s Office**
(713) 221-6000
REPLACE LOST OR DAMAGED DOCUMENTS

SNAP Card (food stamps)
- call the Lonestar helpdesk toll-free at 1 (800) 777-7328

WIC Card (Women, Infants and Children)
- Call 1 (800) 942-3678

Green Cards
- Call (800) 375-5283

Birth and Death Certificates
- Call (888) 963-7111
- http://www.dshs.texas.gov/vs/reqproc/default.shtm

Employment Authorization Document
- https://www.uscis.gov/i-765

Texas Driver’s License
- Call (512) 424-2600
- http://www.dshs.texas.gov/vs/reqproc/default.shtm

Proof of Address/Residency

Bank Checks, ATM/Debit Cards, or Safe Deposit Boxes
- Call (877) 275-3342
- https://www.fdic.gov/

Credit Cards
- American Express
  - (800) 992-3404
  - https://www.americanexpress.com/us/content/help/lost-stolen-card.html
- Discover
  - (800) 347-2683
- MasterCard
  - (800) 622-7747
- Visa
  - (800) 847-2911
  - https://usa.visa.com/support/consumer/lost-stolen-card.html
Credit Reports
- Contact Equifax, Experian, or Transunion at (877) 322-8228
- https://www.annualcreditreport.com/index.action

Social Security Card
- Call 1 (800) 772-1213

Fraud Alerts or a Credit Freeze
- Call (877) 438-4338
- https://www.texasattorneygeneral.gov/identitytheft

Medicare Cards
- Call 1 (800) 772-1213
- https://faq.ssa.gov/ics/support/kbanswer.asp?deptID=34019&task=knowledge&questionID=3708

Passport
- Call (202) 955-0430 or (877) 487-2778
- https://travel.state.gov/content/passports/en/passports/lost-stolen.html%20%20%20

U.S. Savings Bonds
- Call 1 (800) 722-2678 or 1 (800) 553-2663
- https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm

Tax Returns
- Call 1 (800) 829-1040

Military Records
- Call (866) 272-6272
- https://www.archives.gov/contact

Vehicle Titles
- Call (888) 368-3689
- http://txdmv.gov/motorists/buying-or-selling-a-vehicle/get-a-copy-of-your-title

Replace a Texas Marriage Record or Certificate
- For statewide information: https://txapps.texas.gov/tolapp/ovra/index.htm
- To find your issuing Clerk of Court: http://www.dshs.texas.gov/vs/field/localremotedistrict.shtm
## CONSULATES AND FOREIGN GOVERNMENTS

If you have any questions or would like more information, please contact the City of Houston Mayor’s Office of Trade and International Affairs at motia@houstontx.gov or visit their website at [http://www.houstontx.gov/motia/](http://www.houstontx.gov/motia/).

<table>
<thead>
<tr>
<th>Country</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Website</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angola</td>
<td>3040 Post Oak Blvd Suite 780 Houston, TX 77056</td>
<td>(713) 212-3840</td>
<td>(713) 212-3841</td>
<td><a href="http://www.angolaconsulate-tx.org">www.angolaconsulate-tx.org</a></td>
<td><a href="mailto:sector-consular@angolaconsulate-tx.org">sector-consular@angolaconsulate-tx.org</a></td>
</tr>
<tr>
<td>Bahama</td>
<td>8215 Candlegreen Houston, TX 77074</td>
<td>(713) 980-4381</td>
<td>(713) 980-1179</td>
<td><a href="mailto:lyndenrose@aol.com">lyndenrose@aol.com</a></td>
<td></td>
</tr>
<tr>
<td>Barbados</td>
<td>3027 Sleepy Hollow Drive Sugar Land, TX 77479</td>
<td>(832) 725-5566</td>
<td>(281) 980-0480</td>
<td><a href="mailto:lbrowne@brownetc.com">lbrowne@brownetc.com</a></td>
<td></td>
</tr>
<tr>
<td>Belarus</td>
<td>25227 Grogans Mill Suite 201 The Woodlands, TX 7780</td>
<td>(832) 868-6392</td>
<td>(281) 367-7539</td>
<td><a href="mailto:belarustexas@gmail.com">belarustexas@gmail.com</a></td>
<td></td>
</tr>
<tr>
<td>Belgium</td>
<td>1222 Ashford Way Kingwood, TX 77339</td>
<td>(713) 224-8000</td>
<td>(713) 224-1120</td>
<td><a href="mailto:jbouchez@crispinco.com">jbouchez@crispinco.com</a></td>
<td></td>
</tr>
<tr>
<td>Belize</td>
<td>1120 NASA Parkway Suite 220R Houston, TX 77058</td>
<td>(832) 380-4164</td>
<td>(281) 286-4243</td>
<td><a href="mailto:bzhonconsulhoutx@gmail.com">bzhonconsulhoutx@gmail.com</a></td>
<td></td>
</tr>
</tbody>
</table>

### Angola
8215 Candlegreen
Houston, TX 77074
Phone: (713) 980-4381
Fax: (713) 980-1179
Email: lyndenrose@aol.com

### Bahama
8215 Candlegreen
Houston, TX 77074
Phone: (713) 980-4381
Fax: (713) 980-1179
Email: lyndenrose@aol.com
Bolivia
2401 Fountain View Drive
Suite 110
Houston, TX 77057
Phone:  (832) 916-4200
Fax:  (832) 916-4201
Website: www.boliviatax.org
Email: consuladohou@boliviatax.org

Botswana
4120 Southwest Freeway
Suite 150
Houston, TX 77027
Phone:  (713) 355-8614
Fax:  (713) 355-8615
Email: dkramer@northstar-healthcare.com

Brazil
1233 West Loop South
Suite 1150
Houston, TX 77027
Phone:  (713) 961-1160
(713) 961-3063
Fax:  (713) 961-3070
Website: http://houston.itamaraty.gov.br/pt-br/
Email: gabinete.houston@itamaraty.gov.br

Cameroon
6984 Oakwood Place Court East
Houston, TX 77040
Phone:  (346) 312-5731
Email: phyllis.greene@gmail.com

Embassy of the
Republic of Cameroon
3007 Tilden Street NW, Suite 5M
Washington, DC 20008
Phone:  (202) 265-8790
Email: mail@cameroonembassyusa.org
cs@cameroonembassyusa.org

Canada
5847 San Felipe Street
Suite 1700
Houston, TX 77057
Phone:  (713) 821-1440
Fax:  (713) 821-1611
Website: www.houston.gc.ca
Email: hston-td@international.gc.ca

Chile
1300 Post Oak Blvd
Suite 1130
Houston, TX 77056
Phone:  (713) 963-9066
(713) 621-5853
Fax:  (713) 621-8672
Website: www.chileabroad.gov.cl
www.minrel.gov.cl
Email: conchihous@aol.com
houston@consulado.gob.cl

China
3417 Montrose Blvd
Houston, TX 77006
Phone:  (713) 520-1462
Fax:  (713) 521-3064
Website: www.chinahouston.org
Email: chinaconsul_hou_us@mfa.gov.cn

Colombia
2400 Augusta Drive
Suite 400
Houston, TX 77057
Phone:  (832) 384-1250
(832) 384-1251
(713) 979-0844
(713) 9790845
(571) 381-4000 ext. 4834
Fax:  (713) 529-3395
Website: http://houston.consulado.gov.co
Email: chouston@cancilleria.gov.co
Costa Rica
3100 Wilcrest Drive
Suite 260
Houston, TX 77042
Phone:  (713) 266-0484
Fax:  (713) 266-1527
Website:  www.costarica-embassy.org
Email: consularinfo@sbcglobal.net
consulatecr@sbcglobal.net
consularappts@sbcglobal.net

Côte d'Ivoire
1302 Waugh Drive
Suite 482
Houston, TX 77019
Phone:  (713) 410-0472
Fax:  1 (866) 205-0455
Email: ciconsulatetx@gmail.com

Croatia
1415 Congress Street
Suite 200
Houston, TX 77002
Phone:  (713) 444-1442
Fax:  (713) 800-2635
Website:  http://us.mfa.hr
Email: croatia.texas@gmx.us

Cyprus
4307 Mildred Street
Bellaire, TX 77401
Phone:  (713) 630-0029
Fax:  (713) 349-0339
Website:  www.cyprusembassy.net

Czech Republic
4920 San Jacinto Street
Houston, TX 77004
Phone:  (254) 931-4095
Fax:  (888) 801-4431
E-mail: brianvanicek@gmail.com

Denmark
P.O. Box 131676
Houston, TX 77219
Phone:  (713) 622-9018
Website:  www.denmark.org
Email: danconhouston@gmail.com

Ecuador
2603 Augusta Drive
Suite 810
Houston, TX 77057
Phone:  (713) 572-8731
Fax:  (713) 572-8732
Website:  http://houston.consulado.gob.ec
Email: cecuhouston@cancilleria.gob.ec

Egypt
5718 Westheimer Road
Suite 1350
Houston, TX 77057
Phone:  (713) 961-4915
Fax:  (713) 977-0323
Website:
E-mail: eg.con_houston@mfa.gov.eg
consulateofegypthouston@gmail.com

El Salvador
10301 Harwin Drive
Suite B
Houston, TX 77036
Phone:  (713) 773-3539
Fax:  (713) 773-3539
Website:  consuladohouston.ree.gob.sv
E-mail: alsiria@ree.gob.sv

Equatorial Guinea
6401 Southwest Freeway
Houston, TX 77074
Phone:  (713) 776-9900
Fax:  (713) 776-9955
Website:  www.egconsulatehou.com
E-mail: egconsulatehou@gmail.com
Estonia
23010 Holly Creek Trail
Tomball, TX 77377
Phone: (281) 351-7610
Fax: (281) 351-7610
Website: www.usabldg.com
E-mail: frd@usabldg.com

Ethiopia
9301 Southwest Freeway
Suite 250
Houston, TX 77074
Phone: (832) 788-5439
Fax: (713) 772-3858
E-mail: gezahgenk@gmail.com

France
777 Post Oak Blvd
Suite 600
Houston, TX 77056
Phone: (713) 572-2799
Website: www.consulfrance-houston.org
E-mail: marie-laure.reed@diplomatie.gouv.fr

Georgia
410 Pierce Street
Suite 220
Houston, TX 77002
Phone: (281) 766-7784
E-mail: honconsulgeorgia@gmail.com

Germany
1330 Post Oak Blvd
Suite 1850
Houston, TX 77056
Phone: (713) 627-7770
Fax: (713) 627-0506
Website: www.germany.info/houston
E-mail: info@houston.diplo.de

Ghana
3434 Locke Lane
Houston, TX 77027
Phone: (713) 960-1950
Fax: (713) 960-8833
Website: https://www.ghanaconsulatehouston.com/
E-mail: jackw@jackwebb.com

Greece
2401 Fountain View Drive
Suite 850
Houston, TX 77057
Phone: (713) 840-7522
Fax: (713) 840-7523
Website: www.mfa.gr/houston
E-mail: grcon.hou@mfa.gr

Guatemala
3013 Fountain View Drive
Suite 210
Houston, TX 77057
Phone: (713) 953-9531
Fax: (713) 953-9383
E-mail: conshouston@minex.gob.gt

Embassy of Guyana
2490 Tracy Place, NW
Washington, DC 20008
Phone: (202) 265-6900
Fax: (202) 232-1297
Website: http://www.guyanaembassyusa.org/
Email: guyanaembassydc@verizon.net
Honduras
3731 Briarpark Drive
Suite 155
Houston, TX 77027
Phone:  (281) 846-1521
         (281) 846-1523
         (713) 785-5932
Fax: (713) 785-5931
Website: www.consuladohondurashouston.org
E-mail: consulta@consuladohondurashouston.org

Hungary
11850 Hempstead Road
Suite 230
Houston, TX 77092
Phone:  (713) 476-0497
Fax: (713) 768-8270
Website: www.hungaryconsulhouston.org
E-mail: consulgeneral@hungaryconsulhouston.org

Iceland
3262 Westheimer Road
Suite 654
Houston, TX 77098
Phone:  (512) 843-3820
         (713) 459-5292
E-mail: micamosbacher@gmail.com

India
4300 Scotland Street
Houston, TX 77007
Phone:  (713) 626-2148
         (713) 626-2149
         (713) 626-2355
         (713) 626-1491 (Consular)
Fax: (713) 626-2450
         (713) 627-2034
Website: www.cgihouston.org
E-mail: consulgenhouston@swbell.net
cgi-hou@swbell.net
consulcginhouston@swbell.net
cg.houston@mea.gov.in

Indonesia
10900 Richmond Avenue
Houston, TX 77042
Phone:  (713) 785-1691
Fax: (713) 780-9644
Website: www.indonesiahouston.net
E-mail: kjrihouston@prodigy.net

Ireland
2630 Sutton Court
Houston, TX 77027
Phone: (713) 961-5263
Fax: (713) 961-3850

Israel
24 Greenway Plaza
Suite 1500
Houston, TX 77046
Phone:  (832) 301-3500 (Main)
         (832) 301-3510 (Consular)
Fax: (832) 201-8700
Website: http://houston.mfa.gov.il
E-mail: consul-general-sec@houston.mfa.gov.il
        consular.dep@houston.mfa.gov.il

Consul General of Italy
1300 Post Oak Blvd
Suite 660
Houston, TX 77056
Phone:  (713) 850-7520
Fax: (713) 850-9113
Website: www.conshouston.esteri.it
E-mail: consgen.houston@esteri.it

Jamaica
6001 Savoy Drive
Suite 509
Houston, TX 77036
Phone:  (713) 541-3333
Fax: (713) 782-4323
E-mail: fullertonlawfirm@aol.com
Japan
909 Fannin Street
Suite 3000
Houston, TX 77010
Phone: (713) 652-2977
Fax: (713) 651-7822
Website: www.houston.us.emb-japan.go.jp
E-mail: info@ho.mofa.go.jp

Korea
1990 Post Oak Blvd
Suite 1250
Houston, TX 77056
Phone: (713) 961-0186
Fax: (713) 961-3340
Website: http://usa-houston.mofa.go.kr/
E-mail: kon-hu@mofa.go.kr
kor.houston@gmail.com
usa-houston@mofa.go.kr (Visa)

Latvia
5120 Woodway
Suite 5004
Houston, TX 77056
Phone: (713) 888-0404
Fax: (713) 583-0160
E-mail: latviatexas@yahoo.com

Lebanon
2400 Augusta Drive
Suite 308
Houston, TX 77057
Phone: (713) 268-1640
Fax: (713) 268-1641
Website: www.lebanonembassyus.org
E-mail: mabohsali@sbcglobal.net

Liechtenstein
15 North Fazio Way
Spring, TX 77389

Lithuania
4030 Case Street
Houston, TX 77005
Phone: (713) 665-4218
Website: www.mfa.lt
E-mail: ltconsultx@gmail.com

Embassy of Luxembourg
2200 Massachusetts Avenue, N.W.
Washington, DC 20008
Phone: (202) 265-4171
Email: luxembassy.was@mae.etat.lu

Embassy of Madagascar
2374 Massachusetts Avenue, N.W.
Washington, DC 20008
Phone: (202) 265-5525
Website: http://www.madagascar-embassy.org
E-mail: malagasy.embassy@verizon.net

Embassy of Malaysia
3516 International Court, N.W.
Washington, DC 20008
Phone: (202) 572-9700
Fax: (202) 572-9882
Website: www.kln.gov.my
E-mail: mwwashington@kln.gov.my

Malta
5050 Woodway Drive, Suite 3
Houston, TX 77056
Phone: (713) 654-7900
Fax: (713) 650-6815
E-mail: JDEllisLaw@aol.com

Mexico
4506 Caroline Street
Houston, TX 77004
Phone: (713) 271-6800
(713) 995-1227
Fax: (713) 271-3201
(713) 772-1229
Website: www.sre.gob.mx/houston
E-mail: prensahouston@sre.gob.mx

Mongolia
P.O. Box 399
Comfort, TX 78013
Phone: (713) 759-1922
Fax: (713) 951-9145
E-mail: estory@mongolianconsulate.com
<table>
<thead>
<tr>
<th>Country</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Netherlands</td>
<td>10777 Westheimer Road</td>
<td>(713) 785-2200</td>
<td>(713) 783-1386</td>
<td><a href="mailto:houston@nlconsulate.com">houston@nlconsulate.com</a></td>
</tr>
<tr>
<td>New Zealand</td>
<td>4424 West Sam Houston Parkway N</td>
<td>(713) 501-5418</td>
<td></td>
<td><a href="mailto:connelly@nzhonoraryconsul.org">connelly@nzhonoraryconsul.org</a></td>
</tr>
<tr>
<td>Nicaragua</td>
<td>6009 Richmond Ave</td>
<td>(713) 789-2762</td>
<td>(713) 789-3164</td>
<td><a href="mailto:consulnica999@yahoo.com">consulnica999@yahoo.com</a></td>
</tr>
<tr>
<td>Norway</td>
<td>3410 W. Dallas St.</td>
<td>(713) 620-4200</td>
<td>(713) 620-4290</td>
<td><a href="mailto:cg.houston@mfa.no">cg.houston@mfa.no</a></td>
</tr>
<tr>
<td>Panama</td>
<td>24 E Greenway Plaza</td>
<td>(713) 622-4451</td>
<td>(713) 622-4459</td>
<td><a href="http://www.conpahouston.com">www.conpahouston.com</a></td>
</tr>
<tr>
<td>Papua New Guinea</td>
<td>4900 Woodway Drive</td>
<td>(713) 966-2500</td>
<td>(713) 966-2536</td>
<td><a href="mailto:consul@conpahouston.com">consul@conpahouston.com</a></td>
</tr>
<tr>
<td>Paraguay</td>
<td>4707 Welford Drive</td>
<td>(713) 444-9887</td>
<td></td>
<td><a href="mailto:gayala77@gmail.com">gayala77@gmail.com</a></td>
</tr>
<tr>
<td>Peru</td>
<td>5177 Richmond Ave</td>
<td>(713) 355-9517</td>
<td>(713) 355-9029</td>
<td><a href="http://www.consuladoperu.com">www.consuladoperu.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(713) 355-8846</td>
<td></td>
<td><a href="http://www.ree.gob.pe">www.ree.gob.pe</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(713) 355-9377</td>
<td></td>
<td><a href="mailto:conperu@sbcglobal.net">conperu@sbcglobal.net</a></td>
</tr>
<tr>
<td>Portugal</td>
<td>4544 Post Oak Place Drive</td>
<td>(713) 759-1188</td>
<td>(713) 513-5270</td>
<td><a href="mailto:jim@jhwlaw.com">jim@jhwlaw.com</a></td>
</tr>
</tbody>
</table>
Qatar
1990 Post Oak Blvd
Suite 900
Houston, TX 77056
Phone: (713) 355-8221
Fax: (713) 355-8184
Website: www.cgqh.net
E-mail: qatarconsulate5@gmail.com

Romania
19927 Parsons Green Ct
Katy, TX 77450
Phone: (713) 629-1551
(281) 492-8751
Fax: (713) 629-1553
E-mail: nick@centradeusa.com
mihai@popovici.com

Russia
1333 West Loop South
Suite 1300
Houston, TX 77027
Phone: (713) 337-3300
Fax: (713) 337-3305
Website: www.rusconhouston.org
E-mail: info@rusconshouston.org

Rwanda
70 Terra Bella Drive
Manvel, TX 77578
Phone: (832) 687-0753
Fax: (281) 489-2067
E-mail: ambcsperry@att.net

Saudi Arabia
5718 Westheimer Road
Suite 1500
Houston, TX 77057
Phone: (713) 785-5577
Fax: (713) 785-1163
Website: www.saudiembassy.net
E-mail: saudiconsulate@gmail.com

Slovenia
11300 Kingsworthy Lane
Houston, TX 77024
Phone: (713) 278-1366
Fax: (713) 977-9464
E-mail: sloconsulhouston@gmail.com

Spain
1800 Bering Drive
Suite 660
Houston, TX 77057
Phone: (713) 783-6200
Fax: (713) 783-6166
Website: http://www.exteriores.gob.es/consulados/houston/es/Paginas/inicio.aspx
E-mail: cog.houston@maec.es

Sweden
3730 Kirby Drive
Suite 805
Houston, TX 77098
Phone: (713) 953-1417
Fax: (713) 953-7776
Website: www.swedishconsulate.org
www.swedenabroad.com
E-mail: houston@consulateofsweden.org

Switzerland
11922 Taylorcrest Road
Houston, TX 77024
Phone: (713) 467-9887
Fax: (713) 467-9887
Website: www.eda.admin.ch/washington
E-mail: swissconsulhou@gmail.com
houston@honrep.ch

Thailand
600 Travis Street
Suite 2000
Houston, TX 77002
Phone: (713) 335-3995
Fax: (713) 228-1303
Website: www.thaiconsulatehouston.com
E-mail: info@thaiconsulatehouston.com
Trinidad and Tobago
2224 So. Piney Point #222
Houston, TX 77063
Phone:  (713) 485-5453
Website:  www.patyounger.com
E-mail:  patyounger1@aol.com

Turkey
1990 Post Oak Blvd
Suite 1300
Houston, TX 77056
Phone:  (713) 622-5849
Fax:  (713) 623-6639
Website:  www.houston.cg.mfa.gov.tr
E-mail:  consulate.houston@mfa.gov.tr

Ukraine
123 North Post Oak Lane
Suite 410
Houston, TX 77024
Phone:  (281) 242-6654
Website:  www.mfa.gov.ua/usa/en/
          www.uacch.net
E-mail:  gbuchai@comcast.net

United Arab Emirates
7505 South Main Street
Suite 510
Houston, TX 77030
Phone:  (832) 956-6666
E-mail:  houstoncon@mofa.gov.ae

United Kingdom
1301 Fannin Street
Suite 2400
Houston, TX 77002
Phone:  (713) 659-6270
Fax:  (713) 659-7094
Website:  www.gov.uk/world/organisations/british-consulate-general-houston
E-mail:  rachel.atterstrom@fco.gov.uk
        saif.aljuboory2@fco.gov.uk

Uruguay
1220 South Ripple Creek Drive
Houston, TX 77057
Phone:  (713) 974-7855
E-mail:  embamb@att.net

Venezuela
2401 Fountain View Drive
Suite 220
Houston, TX 77057
Phone:  (713) 974-0027
       (713) 974-0028
Fax:  (713) 974-1413
Website:  http://venezuela-us.org/houston/index.php/en/
E-mail:  conve.ushtn@mppre.gob.ve
        informacion@consuvenezhouston.org

Vietnam
5251 Westheimer Road
Suite 1100
Houston, TX 77056
Phone:  (713) 850-1233
Fax:  (713) 871-0312
Website:  http://vietnamconsulateinhouston.org/
E-mail:  tlsqHouston@mofa.gov.vn
**VOLUNTEER**

To serve as a volunteer to contribute to recovery efforts after Hurricane Harvey, please sign up through:

**Volunteer Houston**
(281) 656-1533  
info@volunteerhouston.org  
P. O. Box 66157 Houston, TX 77266  
http://volunteerhouston.org/

**DONATE**

To contribute to the City of Houston’s recovery efforts, please donate to the Hurricane Harvey Relief Fund, established by Mayor Sylvester Turner and County Judge Ed Emmett. The fund is administered by the Greater Houston Community Foundation and accepts tax-deductible flood relief donations. Thank you for your consideration. Your support means a great deal to our fellow Houstonians.

Methods to Donate:

- **Online Credit Card Donations:**  
  Visit [www.ghcf.org](http://www.ghcf.org). Online credit card donations will be assessed a small fee, typically 3%, by the credit card companies. Donors have the option of increasing their credit card donations to cover this fee.

- **Mail Checks or Money Orders to:**  
  Greater Houston Community Foundation  
  5120 Woodway Drive  
  Suite 6000  
  Houston, TX 77056.

- **Wire Money Transfers to:**  
  JP Morgan Chase Bank, N.A.  
  Houston, TX  
  ABA # 021000021  
  **For credit to:** Greater Houston Community Foundation  
  **A/C#:** 849170287  
  **For further credit to:** Hurricane Harvey Relief Fund

- **For stocks, corporate bonds and other marketable securities:**  
  please contact donorservices@ghcf.org