



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





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 or give us a call at **(832) 393-1010**. Thank you for your continued partnership and commitment to helping Houstonians in need.

Sincerely,

City of Houston Mayor's Office of New Americans

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>.

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AFTER THE HURRICANE

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.
- For more information: <https://weather.com/safety/news/what-to-do-disaster#/4>

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.
- For more information: <http://www.redcross.org/get-help/disaster-relief-and-recovery-services/contact-and-locate-loved-ones>
- **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

2-1-1 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.harriscountytexas.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 Houstonians 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.

Houston Independent School District

- **Classes will begin on Monday, September 11.**
- Houston Independent School District's administrative buildings will reopen and employees will return to work starting on Tuesday, Sept. 5.

- School principals and their administrative staffs will also return to work starting on Tuesday, Sept. 5.
- Teachers and all other staff will report back on **Friday, Sept. 8** to prepare to receive students.
- For continuing updates, please visit www.HoustonISD.org, or call the HISD Inclement Weather Hotline at **713-556-9595**. You can sign up for HISD text message alerts to receive updates on school weather conditions by texting YES to **68453**.
- You also can follow the district on Twitter and Facebook: twitter.com/houstonisd and facebook.com/houstonisd.

Alief Independent School District

- Classes will begin on **Monday, September 11**.
- All Alief ISD campuses will be open for registration and enrollment for those displaced by Harvey from Wednesday, September 6, to Friday, September 8, from 9:00 a.m. to 3 p.m.
- For continuing updates, please visit www.aliefisd.net.
- In the event of school closure or schedule changes, updates will be made through the district's parent notification system, the Alief ISD website, Twitter account (@AliefISD), Facebook page, and local TV stations.

Galena Park Independent School District

- Classes will begin on **Thursday, September 7th**.
- All campuses and transportation services will resume their normal hours on Thursday, September 7th.
- For continuing updates, please visit www.galenaparkisd.com.

Fort Bend Independent School District

- Classes will be delayed until **at least Tuesday, September 12**.
- Teachers will report back on Monday, September 11
- For continuing updates, please visit www.fortbendisd.com.

Aldine Independent School District

- Classes will begin on **Thursday, September 7**.
- Teachers and staff will return to work on Wednesday, September 6.
- For continuing updates, please visit www.aldineisd.org.

Cypress-Fairbanks Independent School District

- Classes will begin on **Monday, September 11**.
- To prepare for the revised start date, all staff will report on **Thursday, Sept. 7**
- For continuing updates, please visit www.cfisd.net.

FREQUENTLY ASKED QUESTIONS

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>

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>. 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/>.

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.

African Business Council of Texas

4828 Loop Central Drive, Suite 1000, Houston, TX 77081

713-660-8299

<http://ghbcc.com/>

- Offers disaster recovery assistance for African American businesses within the Greater Houston region. Also has a grant program intended to bridge the gap between the time of a major catastrophe and when a business has secured insurance proceeds or SBA disaster loans.

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.facebook.com/pg/acchouston/about/?ref=page_internal

- 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 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

- 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

- 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; HPARD

8875 Benning Dr. Houston, TX 77031

<http://www.masjidulmumineen.org/contact.php>

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

281-741-8642

<http://paagh.com/>

Polish American Council of Texas

<http://www.polishamericancounciloftexas.org/wp/>

- Hurricane relief fund established

Taiwanese Community Center

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

<https://www.facebook.com/vcsaorg/?ref=hl>

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.

Aga Khan Foundation

Harvey Relief Hotline: 1 (877) 362-8759

<https://focus-usa.org/harvey/>

- Providing relief services after Hurricane Harvey in the Houston area

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](tel:(832)971-3781)

<http://www.bjchouston.org/>

- Pick up location for supplies and gift cards

Catholic Charities

2900 Louisiana Street Houston, TX 77006

Contact the Flood Relief Hotline: (713) 874-6664

(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:
<https://catholiccharities.org/wp-content/uploads/2017/08/List-of-Shelters.pdf>

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--oJF0i9JkqV3fdtPRGJrprq6DkcG65r622Q8w/viewform>
- Those who need assistance in the Katy/West Houston Area:
<https://docs.google.com/forms/d/e/1FAIpQLSfllaU9tsMtEPBRdwKBuNh3flBPCXud-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/imfgh/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

- Sending relief volunteers to Houstonians in need of aid.
- Hurricane relief fund established.

SHELTERS

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**
 - <http://abc13.com/weather/list-of-shelters-around-houston-area/2341032/?ct=t>
- **Google Crisis Response** has created a map showing open/at-capacity shelters: <http://google.org/crisismap/2017-harvey>
- **Red Cross**
 - <http://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter?ct=t>
- **Coalition for the Homeless**
 - <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/>
- **Islamic Society of Greater Houston**
 - <https://isgh.org/harvey/>
- **The Children's Center, Inc.**
 - To be connected to a shelter call: 1 (844) 763-8861
 - <https://thechildrenscenterinc.org/>

MEDICAL SERVICES

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.

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>
- 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.

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/> 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.

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>
- 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:

<http://www.kcercoalition.com/en/hurricane-harvey/>.

- 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

<https://hhs.texas.gov/services/aging/long-term-care/aging-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

Catholic Charities Counseling Services

713-874-6602

<https://www.catholiccharities.org/our-services/strengthening-families/counseling-services/>

Depelchin Children's Services

713-730-2335

<https://www.depelchin.org/counseling/>

Alliance for Multicultural Community Services Wellness Center

(713) 776-4700

- Focusing services on refugee communities.

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/proguide.asp>

Houston Galveston Institute

713-526-8390

<http://www.talkhgi.org/>

Jewish Family Services

713-667-9336

<http://www.jfshouston.org/counselingservices.php>

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/hurricane-harvey-resource-list/>

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.
- Special procedures implemented by the Texas Women, Infants, and Children program now allow people to easily enroll and receive food and infant formula benefits, breastfeeding support, and referrals for shelter and other resources. 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

- SNAP food stamps can be used to purchase hot/ready-to-eat food:
<http://abc13.com/food-stamps-can-be-used-to-purchase-hot-foods/2347523/>
- 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
- Austin Food Bank 512- 282-2111/ <https://www.centraltexasfoodbank.org>
- Houston Food Bank / 832-369-9390 / houstonfoodbank.org
- Galveston Food Bank / 409-945-4232 / galvestoncountyfoodbank.org
- Food Bank of the Golden Crescent (Victoria) / 361-578-0591 / victoriafoodbank.org
(Closed Friday)
- Corpus Christi Food Bank / 361-887-6291 / foodbankccc.com
- Southeast Texas Food Bank (Beaumont) / 409-839-8777 / setxfoodbank.org
- Food Bank of the Rio Grande Valley (Pharr) / 956-682-8101 / foodbankrgv.com
- Brazos Valley Food Bank (Bryan) / 979-779-3663 / bvfb.org
- Central Texas Food Bank (Austin) / 512-282-2111 / centraltexasfoodbank.org
- San Antonio Food Bank / 210-337-3663 / safoodbank.org

Free Meal Centers

- 9 HISD locations providing free meals to anyone in the community (not limited to students) on a first-come, first-served basis
- Breakfast: 8am-9am; Lunch: 11am-noon; Dinner: 4pm-5pm
- For locations, visit: <http://houston.cbslocal.com/2017/09/02/hisd-to-open-nine-meal-centers/>

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/>.

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>

UTILITIES

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. Below are the companies that have waived payemnts:

Chase Bank

- <http://e.chase.com/H/2/v40000015e37e7a0aec2690e6e96189988/3a3500fb-412c-47cf-8985-2a06e6354819/HTML>

AT&T giving credits for additional data, text, and voice to Hurricane Harvey victims:

- <http://www.katc.com/story/36246577/att-pledges-350000-to-aid-communities-impacted-by-hurricane-harvey>

Sprint (also Boost and Virgin Mobile) will waive call and text for Hurricane Harvey victims:

- <http://newsroom.sprint.com/sprint-is-ready-for-hurricane-harvey.htm>

T-Mobile is offering unlimited data

- <https://newsroom.t-mobile.com/news-and-blogs/t-mobile-responds-to-hurricane-harvey.htm>

Free Wifi:

XFINITY is making WiFi hotspots available to non-subscribers in the Houston area.

- Connect to “**xfinitywifi**” and select “**Not an XFINITY Internet Customer**” on the sign-in page to get started.

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

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/>
- Schedule for nonprofit immigration legal clinics in Houston:
<http://houstonimmigration.org/events/>
- To find immigration Legal services providers: <http://houstonimmigration.org/locator/>

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.

Texas Rio Grande Legal Aid

- Serves the following counties: <http://www.trla.org/about/service-area>
- Hotline for disasters: 1(866) 757-1570
- <http://www.trla.org/disasters>

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/>

Houston Volunteer Lawyers

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

Catholic Charities

- Harvey Hotline: (713) 874-6664
- To find legal clinics: <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.

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

International Emergency and Development Aid (IEDA RELIEF)

10101 Fondren Road, Suite 570, Houston, Texas 77096

(713) 774-2522

www.iedarelief.org

Refugee Council USA Resource Guide

[http://mailchi.mp/eb188e39bbe3/hurricane-harvey-relief-daca-action-today?e=\[UNIQID\]](http://mailchi.mp/eb188e39bbe3/hurricane-harvey-relief-daca-action-today?e=[UNIQID])

Refugee Services of Texas

6065 Hillcroft St Houston, Texas, TX 77081

(713) 644-6224

www.rstx.org/houston.html

YMCA International Services

6671 Southwest Fwy, Suite 250; Houston, TX 77074

(713) 339-9015

www.ymcahouston.org/ymca-international

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 <http://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.

CASH AND OTHER ASSISTANCE

The following organizations are offering direct cash and in-kind assistance for immigrants regardless of immigration status.

BakerRipley (NRG Stadium Emergency Shelter)

(713) 273-3701

<https://www.bakerripley.org/>

Career Gear Greater Houston, Hurricane Relief Center

PlazAmericas Mall, 7500 Bellaire Blvd Ste BB20, Houston, Texas 77036

(281) 738-0734

<https://www.careergearhouston.org/index.html>

- Provides: clothing, hygiene, bedding
- Monday-Saturday 10am-7pm, no appointment or referral needed

Catholic Charities (Downtown)

(713) 874-6664

<https://catholiccharities.org/our-services/strengthening-families/disaster-relief/>

ECHOS (Southwest)

(713) 270-0369

<http://echos-houston.org/>

Fe y Justicia Worker Center (Montrose)

(713) 862-8222

<http://www.houstonworkers.org/>

Houston in Motion

<http://houstoninmotion.org/flood-form/>

- System for direct financial aid for refugees and immigrants
- Web Page available in Spanish and Arabic

Alliance of Hurricane Harvey Disaster Relief Efforts

(281) 948-1840

<http://disasterreliefefforts.org/>

- Distribution center provides: food, clothing, hygiene, beddings, baby supplies

Focus Humanitarian Assistance, USA

700 First Colony #300, Sugar Land, TX 77479

(877) 362-8759

www.Focus-USA.org

International Emergency and Development Aid (IEDA RELIEF)

(713) 774-2522

www.iedarelief.org

- Response Resource Center

Living Hope Wheelchair Association

(281) 764-6251

<http://www.lhwassociation.org/>

Memorial Assistance Ministries (Spring Branch)

(713) 468-4516

<https://www.maministries.org/>

RENTAL ASSISTANCE

Texas Association of Realtors

- Relief fund for those who have suffered damage to their property or have been displaced due to Hurricane Harvey. Application does not ask for information on immigration status. Maximum assistance offered is a loan of \$1,000 per applicant. **Note: This money offered is a loan and not a grant.**
- <https://apps.texasrealestate.com/public/disasterRelief/reliefApplications.cfm>

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>

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

<https://drc.harriscountytexas.gov/en-usa/Pages/Default.aspx>

- 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

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>
- Hurricane Harvey Recovery Updates: <http://www.wrksolutions.com/about-us/hurricane-harvey-recovery-updates>

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 adjuster is properly licensed ahead of time. On the day of the home inspection, check the identity of the adjuster 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/>

DAYA Houston

Crisis Helpline: (713) 981-7645

<https://dayahouston.org/>

The Bridge Over Troubled Waters

24 Hour Hotline: (713) 473-2801

<http://www.thebridgeovertroubledwaters.org/v2/>

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/>

ANTI-HUMAN TRAFFICKING RESOURCES

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.

To report human trafficking,

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

Does the tip hotline call get re-routed to law enforcement?

If you do not want to talk to law enforcement, say so and they will transfer you to a service provider.

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

The Landing

9894 Bissonnet St., Suite 605, Houston, TX 77036

(713) 766-1111

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/>

Email: info@rescuehouston.org

YMCA International Services

6300 Westpark, Suite 600, Houston, TX 77057

(713) 339-9015

www.ymcainternationalservices.org

CITY OF HOUSTON CONTACTS

Mayor Sylvester Turner

City of Houston

P.O. Box 1562

Houston, TX 77251

Phone: 311 or (713) 837-0311

Email: sylvester.turner@houstontx.gov

Houston City Council

To find your City Council representative: <http://www.houstontx.gov/council/whoismymcm.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 Divisions and Directors

<http://www.houstontx.gov/mayor/divisionsanddirectors.html>

Harris County Online Directory

<http://www.harriscountytexas.gov/phonedirectory.aspx>

Houston Independent School District

4400 West 18th St.

Houston, TX 77092-8501

Phone: 713-556-6000

City Switchboard

(713) 837-0311 or 311

To contact a City employee, with few exceptions, the email standard is:

firstname.lastname@houstontx.gov.

EMERGENCY CONTACTS

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

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
- <https://www.uscis.gov/green-card/after-green-card-granted/replace-green-card>

Birth and Death Certificates

- Call 888-963-7111
- <http://www.dshs.texas.gov/vs/reqproc/default.shtm>

Texas Driver's License

- Call 512-424-2600
- <http://www.dshs.texas.gov/vs/reqproc/default.shtm>

Proof of Address/Residency

- <http://www.dps.texas.gov/internetforms/Forms/DL-57.pdf>

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)
<https://www.discover.com/credit-cards/help-center/>
- **MasterCard**
(800-622-7747)
<https://www.mastercard.us/en-us/consumers/get-support.html>
- **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
- <https://faq.ssa.gov/link/portal/34011/34019/Article/3755/How-do-I-apply-for-a-new-or-replacement-Social-Security-number-card>

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
- <https://www.irs.gov/pub/irs-pdf/f4506.pdf>

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

Albania

10 Waterway Court
The Woodlands, TX 77380-2641
Telephone: 281-548-4740
Fax: 281-754-4009

Angola

3040 Post Oak Boulevard, Suite 780
Houston, TX 77056
Telephone: 713-212-3840
Fax: 713-212-3841

Argentina

3050 Post Oak Boulevard, Suite 1625
Houston, TX 77056
Telephone: 713-871-8935
Fax: 713-871-0639

Australia

4623 Feagan Street
Houston, TX 77007
Telephone: 713-782-6009
Fax: 713-862-8364

Austria

800 Wilcrest, 340
Houston, TX 77042
713-647-6667

Bangladesh

35 N. Wynden Drive
Houston, TX 77056
Telephone: 713-621-8462
Fax: 713-622-3964

Barbados

3027 Sleepy Hollow Drive
Sugar Land, TX 77479
Telephone: 832-725-5566

Belgium

2009 Lubbock Street
Houston, TX 77007
Telephone: 713-426-3933
Fax: 713-224-1120

Belize

7101s Breen
Houston, TX 77086
Telephone: 713-999-4484

Bolivia

800 Wilcrest UN., Suite 100
Houston, TX 77042
Telephone: 713-977-2344
Fax: 713-977-2362

Honorary Consul of Bolivia

16646 Clay Rd., Suite 200
Houston, TX 77084
Telephone: 281-463-0017
Fax: 281-463-0018

Botswana

10000 Memorial Drive, Suite 400
Houston, TX 77024
Telephone: 713-680-1155
Fax: 713-680-8055

Brazil

1233 West Loop South, Suite 1150
Houston, TX 77027
Telephone: 713-961-3063
Fax: 713-961-3070

Cameroon

2711 Wesleyan Road
Houston, TX 77027
Tel.: (713) 499-3502

Canada

5847 San Felipe, Suite 1700
Houston, TX 77057
Telephone: 713-821-1440
Fax: 713-821-1611

Chile

1300 Post Oak Boulevard, Suite 1130
Houston, TX 77056
Telephone: 713-963-9066
Fax: 713-961-3910

China

3417 Montrose Boulevard
Houston, TX 77006
Telephone: 713-520-1462
Fax: 713-521-3064

Colombia

5851 San Felipe UN., Suite 300
Houston, TX 77057
Telephone: 713-527-8919

Costa Rica

3000 Wilcrest Drive, Suite 112
Houston, TX 77042
Telephone: 713-266-0484
Fax: 713-266-1527

Cote d'Ivoire

412 Hawthorne UN.
Houston, TX 77006
Telephone: 713-529-4928

Cyprus

320 S. 66th Street
Houston, TX 77011
Telephone: 713-928-2264

Czech Republic

11748 West Heritage PW.
Houston, TX 76691
Telephone: 713-629-6963
Fax: 254-826-7727

Denmark

4545 Post Oak Place, Suite 105
Houston, TX 77027
Telephone: 713-622-9018
Fax: 713-622-7514

Dominican Republic

3300 Gessner Road, Suite 113,
Houston, TX 77063
Telephone: (713) 266-0165
Fax: (713) 780-1543

Ecuador

Consul General of Ecuador
4200 Westheimer, Suite 218
Houston, TX 77027

Egypt

Consul General of Egypt
5718 Westheimer, Suite 1350
Houston, TX 77057
Telephone: 713-961-4915
Fax: 713-961-3868

El Salvador

Address 1702 Hillendahl Blvd. Houston, TX
77055
Telephone (713) 270-6239, 270-9683
Fax (713) 270-9683

Ethiopia

9301 Southwest Freeway, Suite 250
Houston, TX 77074
Telephone: 713-271-7567
Fax: 713-772-3858

Fiji

3400 Carlisle Street, Suite 310
Dallas, TX 75204
Telephone: 214-954-9993

Finland

14 Greenway Plaza #22R
Houston, TX 77046
Telephone: 713-552-1722
Fax: 713-552-1676

France

777 Post Oak Blvd., Suite 600
Houston, TX 77056
Telephone: 713-572-2799
Fax: 713-572-2911

Georgia

3040 Post Oak Boulevard, Suite 1100
Houston, TX 77056
Telephone: 713-585-3533
Fax: 713-585-3532

Germany

1330 Post Oak Boulevard, Suite 1850
Houston, TX 77056
Telephone: 713-627-7770
Fax: 713-627-0506

Ghana

3535 Westheimer Street, Suite 235
Houston, Texas 77027
713-960-1950
www.ghanavisashouston.com

Greece

520 Post Oak Boulevard, Suite 450
Houston, TX 77027
Telephone: 713-840-7522
Fax: 713-840-0614

Guatemala

3013 Fountainview, Suite 210
Houston, TX 77057
Telephone: 713-953-9531
Fax: 713-953-9383

Guyana

1810 Woodland Park Drive
Houston, TX 77077
Telephone: 713-497-4466

Haiti

3535 Sage Road
Houston, TX 77027
Telephone: 713-661-8275
Fax: 713-661-8275

Honduras

6161 Savoy Drive, Suite 625
Houston, TX 77036
Telephone: 713-785-5625
Fax: 713-785-5931

Hungary

11850 Hempstead Hwy. Suite 230
Houston, Texas 77092
Tel 713-476-0497
Fax 713-476-0437

Iceland

2348 W. Settlers Way
Woodlands, TX 77380
Telephone: 713-367-2777
Fax: 281-362-4385

India

1990 Post Oak Boulevard, Suite 600
Houston, TX 77056
Telephone: 713-626-2148
Fax: 713-626-2450

Indonesia

10900 Richmond Avenue
Houston, TX 77042-4704
Telephone: 713-785-1691
Fax: 713-780-9644

Ireland

2630 Sutton Court
Houston, TX 77027
Telephone: 713-961-5263
Fax: 713-961-3850

Israel

24 Greenway Plaza, Suite 1500
Houston, TX 77046-2402
Telephone: 713-627-3780
Fax: 713-627-0149
E-mail: consular.dep@houston.mfa.gov.il

Italy

1300 Post Oak Boulevard, Suite 660
Houston, TX 77056
Telephone: 713-850-7520
Fax: 713-850-9113

Jamaica

7737 Southwest Freeway, Suite 580
Houston, TX 77074
Telephone: 713-541-3333
Fax: 713-774-4277

Japan

909 Fannin Street, Suite 3000
Houston, TX 77010
Telephone: 713-652-2977
Fax: 713-651-7822

Japan External Trade Organization

1221 McKinney Street
Suite 4141
Houston TX 77010
Phone: 713.759.9595
Fax: 713.759.9210

Jordan

P.O. Box 3727
Houston, TX 77253-3727
Telephone: 713-224-2911
Fax: 713-228-8650

Korea

1990 Post Oak Boulevard, Suite 1250
Houston, TX 77056
Telephone: 713-961-0186
Fax: 713-961-3340

Kyrgyzstan

15600 Barkers Landing Road #1
Houston, TX 77079-2558
Telephone: 281-920-1841
Fax: 281-920-1823

Latvia

5847 San Felipe, Suite 3275
Houston, TX 77057
Telephone: 713-785-0807

Lebanon

2400 Augusta, Suite 308
Houston, TX 77057
Telephone: 713-268-1640
Fax: 713-268-1641

Lesotho

7400 Valburn Drive
Austin, TX 78731
Telephone: 512-345-0747

Liberia

612 Robin Dale Drive,
Austin, TX 78734
Telephone: (713) 952-5959 ; (512) 261-6860
Fax: (512) 261-8108

Lithuania

4030 Case Street
Houston, TX 77005
Telephone: 713-665-4218
Fax: 866-764-8622

Luxembourg

48 Valley Ridge Road
Fort Worth, TX 76107-3109
Telephone: 817-738-8600
Fax: 817-731-4326

Madagascar

18010 Widcombe Dr., 77084
Telephone: (713) 550-2559
Fax: (713) 550-1340

Malaysia

P.O. Box 131026
Houston, TX 77219-1026
Telephone: 713-278-7979
Fax: 713-583-9897
E-mail: consul@maltex.org

Malta

2602 Commonwealth Street
Houston, TX 77006
Telephone: 713-654-7900
Fax: 713-650-6815

Mexico

4507 San Jacinto Street
Houston, TX 77004
Telephone: 713-271-6800
Fax: 713-271-3201

Monaco

8350 North Central Expressway, Suite 1900
Dallas, TX 75206
Telephone: 214-234-4750
Fax: 214-234-4029

Mongolia

1221 Lamar, Suite 1201
Houston, TX 77010
Telephone: 713-759-1922
Fax: 713-951-9145

Morocco

2121 Kirby Drive #144
Houston, TX 77019
Telephone: 713-521-7607
Fax: 713-521-7551

Namibia

1330 Post Oak Boulevard, Suite 2200
Houston, TX 77056
Telephone: (713) 965-5119

Netherlands

10777 Westheimer RD, suite 1055
Houston, Texas 77042
Telephone: 713 785 2200

New Guinea

4900 Woodway Drive, Suite 1200
Houston, TX 77056
Telephone: 713-966-2500

New Zealand

246 Warrenton Drive
Houston, TX 77024
Telephone: 713-973-8680
Fax: 713-893-6442

Nicaragua

8989 Westheimer Road, Suite 103
Houston, TX 77063
Telephone: 713-789-2762
Fax: 713-789-3164

Norway

2777 Allen Parkway, Suite 1185
Houston, TX 77019-2123
Telephone: 713-521-2900
Fax: 713-521-9648

Pakistan

11850 Jones Road
Houston, TX 77070
Telephone: 281-890-8525
Fax: 281-890-1433

Panama

24 E. Greenway Plaza, Suite 1307
Houston, TX 77046
Telephone: 713-622-4451
Fax: 713-622-4468

Paraguay

Honorary Consul of Paraguay
3103 N. Beach Street
Fort Worth, TX 76111
Telephone: 817-222-2223

Peru

9330 Amberton Parkway, Suite 2130
Dallas, TX, 75243
Telephone: 972-234-0005

Poland

35 Harbor View Drive
Sugar Land, TX 77479
Telephone: 281-565-1507
Fax: 281-565-1507

Portugal

4544 Post Oak Place, Suite 350
Houston, TX 77027
Telephone: 713-759-1188
Fax: 713-237-0401

Qatar

1990 Post Oak Boulevard, Suite 810
Houston, TX 77056
Telephone: 713-355-8221
Fax: 713-355-8184

Romania

4265 San Felipe UN, Suite 220
Houston, TX 77027
Telephone: 713-629-1551
Fax: 713-629-1553

Russia

Consul General of Russia
1333 West Loop South, Suite 1300
Houston, TX 77027
Telephone: 713-337-3300
Fax: 713-337-3305

Saudi Arabia

5718 Westheimer, Suite 1500
Houston, TX 77057
Telephone: 713-785-5577
Fax: 713-785-1163

Senegal

9701 Richmond Avenue, Suite 212
Houston, Texas 77042
Telephone: 713-706-3300
Fax: 713-706-3304

Slovenia

2925 Briarpark, 7th Floor
Houston, TX 77042
Telephone: 713-430-7350
Fax: 713-430-7077

South Africa

400 South Zang Blvd., Suite 806
Dallas, TX 77208
Telephone: 214-943-1068

Spain

1800 Bering Drive, Suite 660
Houston, TX 77057
Telephone: 713-783-6200
Fax: 713-783-6166

Sweden

2909 Hillcroft Street, Suite 515
Houston, TX 77057-5852
Telephone: 713-953-1417
Fax: 713-953-7776

Switzerland

11922 Taylorcrest Road
Houston, TX 77024
Telephone: 713-467-9889

Syria

5433 Westheimer, Suite 1020
Houston, TX 77056
Telephone: 713-622-8860
Fax: 713-622-8872

Taiwan

1168 W. Main Street, Suite E
Lewisville, TX 75067
Telephone: 972-436-4242
Fax: 972-420-0102

Thailand

600 Travis Street, Suite 2800
Houston, TX 77002
Telephone: 713-229-8733
Fax: 713-228-1303

**Cultural Division, Taipei Economic and
Cultural Office in Houston, TX**

11 Greenway Plaza, Suite 2012
Houston, Texas, 77046
Telephone: (713) 871-0851
Fax: (713) 871-0854

Trinidad and Tobago

2400 Augusta Drive, Suite 250
Houston, TX 77057
Telephone: 713-465-4660

Tunisia

12527 Mossycup Drive
Houston, TX 77024
Telephone: 713-935-9427
Fax: 713-935-9847

Turkey

1990 Post Oak Boulevard, Suite 1300
Houston, Texas 77056-3813
Telephone: 713-6225849, 713-6220324,
713-6223205
Fax: 713-6236639

Ukraine

2934 Fairway Drive
Sugar Land, TX 77478-4023
Telephone: 281-242-2842

United Kingdom

1000 Louisiana, Suite 1900
Houston, TX 77002
Telephone: 713-659-6270
Fax: 713-659-7094

Uruguay

1220 South Ripple Creek Drive
Houston, TX 77057
Telephone: 713-974-7855

Venezuela

2401 Fountain View Dr. Suite 220.
Houston; Texas 77057
Telephone: (713) 974-0028, (713) 974-0027,
(713) 974-9002
Fax: (713) 974-1413

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. 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:**
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