



# 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](mailto: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

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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 RESOURCES

### 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.

#### 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.

### 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](http://www.houstonemergency.org)
- For Houston Recovery information, visit: [www.houstonrecovers.org](http://www.houstonrecovers.org)
- Public health information related to Hurricane Harvey, visit: <http://publichealth.harriscountytexas.gov/Resources/2017-Hurricane-Harvey>

#### 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](http://www.HoustonISD.org), or call the HISD Incident 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](https://twitter.com/houstonisd) and [facebook.com/houstonisd](https://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](http://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](http://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](http://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](http://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](http://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.

**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](http://www.uscis.gov)

## 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 communities 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](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

<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/1FAIpQLSfU9tsMtEPBRdwKBU9h3flBPCXudsh6rVIMAQpt6jQ34A/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.erjchouston.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](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](http://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.

### **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](http://www.rsvptexas.org)

855-825-7787

**United Spinal Association of Houston**

[www.unitedspinalhouston.org](http://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](http://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>

### **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](http://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](http://feedingtexas.org)
- Austin Food Bank 512- 282-2111/ <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 / [centraltexasfoodbank.org](http://centraltexasfoodbank.org)
- San Antonio Food Bank / 210-337-3663 / [safoodbank.org](http://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.

### Companies That Have Waived Payments:

#### 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, you should call:

### Office of the Attorney General’s Consumer Protection

Toll-free hotline: (800) 621-0508

[consumeremergency@oag.texas.gov](mailto:consumeremergency@oag.texas.gov)

## LEGAL SERVICES

### 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 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](http://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](http://www.catholiccharities.org)

### **Interfaith Ministries for Greater Houston**

3303 Main St, Houston, Texas, TX 77002  
(713) 533-4900

[www.imgh.org](http://www.imgh.org)

### **International Emergency and Development Aid (IEDA RELIEF)**

10101 Fondren Road, Suite 570, Houston, Texas 77096  
(713) 774-2522

[www.iedarelief.org](http://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](http://www.rstx.org/houston.html)

### YMCA International Services

6671 Southwest Fwy, Suite 250; Houston, TX 77074

(713) 339-9015

[www.ymcahouston.org/ymca-international](http://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.

- Please have pen and paper available to record information during the registration process.

## 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/>

### **Focus Humanitarian Assistance, USA**

700 First Colony #300, Sugar Land, TX 77479

(877) 362-8759

[www.Focus-USA.org](http://www.Focus-USA.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

## **International Emergency and Development Aid (IEDA RELIEF)**

(713) 774-2522

[www.iedarelief.org](http://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 \$1,000 per applicant.
- <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. 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](http://www.houstontx.gov/housing/tenant_law_call.html)

**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>

## INSURANCE 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 adjuster'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

## 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](http://www.catholiccharities.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](mailto: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](mailto:info@rescuehouston.org)

**YMCA International Services**

6300 Westpark, Suite 600, Houston, TX 77057

(713) 339-9015

[www.ymcainternationalservices.org](http://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](mailto:sylvester.turner@houstontx.gov)

**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](mailto: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.harriscountytx.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](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](http://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](mailto: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

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