



# HURRICANE HARVEY RELIEF EFFORTS

## Supporting Immigrant Communities

### **Guide to Disaster Assistance Services for Immigrant Houstonians**

*Mayor's Office of New Americans & Immigrant Communities  
Mayor's Office of Public Safety  
Office of Emergency Management*



# **A Message from the City of Houston Mayor's Office of New Americans and Immigrant Communities**

To All Houstonians and Community Partners,

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

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

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

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

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

## Notice

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

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

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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**

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

**3-1-1**

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

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

### Stay up-to-date with the City of Houston

- For emergency information, visit: [www.houstonemergency.org](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 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](http://www.houstonlibrary.org) to find the location and library hours nearest you
- follow on Facebook (@houstonlibrary), Instagram (@houstonpubliclibrary), and Twitter (@houstonlibrary) for continuous updates.

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

**What can I do if I am undocumented and was not paid for work I performed?**

If you work for a City of Houston contractor or subcontractor on a City project, please contact the Office of Inspector General at **(832) 394-5100** or visit the City of Houston OIG website at <http://www.houstontx.gov/legal/oig.html>.

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

## NON-ENGLISH SPEAKERS

### **iSpeak Houston**

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

### **Alliance Language Network**

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

## ETHNIC COMMUNITIES

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

### **Alliance for Multicultural Community Services**

6440 Hillcroft St #411, Houston, TX 77081

(713) 776-4700

<http://allianceontheweb.org/>

- Translation services, assistance with legal services, case management, and other specialized resources to assist immigrant and refugee communities after a disaster

### **Arab American Cultural & Community Center (ACC) Houston**

10555 Stancliff Rd Houston, Texas 77099

(832) 351-3366

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

- Collecting donations for local area shelters

### **Bangladesh Association, Houston**

13415 Renn Road Houston TX 77083

(713) 922-5569

<http://www.bahouston.com/>

- Collecting and distributing supplies

### **Boat People SOS (expertise with the Vietnamese community)**

11360 Bellaire Boulevard, Suite 910 Houston, TX, 77072-2531

(281) 530-6888

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

- Translation services, assistance with legal services, case management, and other specialized resources to assist immigrant communities during a disaster

### **Central American Resource Center (CRECEN)**

6601 Hillcroft, Suite#135, Houston, TX 77081

(713) 271-9703

<http://www.crecen.us/>

- Providing pro bono work to help replace lost immigration documents

### **Chinese Community Center**

9800 Town Park Drive, Houston, TX 77036

(713) 271-6100

<http://ccchouston.org/>

- Offering FEMA application assistance

### **Ethiopian Community Organization in Houston (E.C.O.H)**

6440 Hillcroft #307 Houston, TX 77081

(832) 573-3699, (713) 516-5251, (281) 620-7402

[http://www.ethiocoh.org/new\\_ecoh\\_frame\\_page.htm](http://www.ethiocoh.org/new_ecoh_frame_page.htm)

- FEMA applications assistance

### **Filipino Young Professionals of Houston**

<http://www.fyphouston.com/>

- Created a relief fund to be used to purchase food for first responders and people in Houston shelters

### **Houston Hispanic Forum**

500 Dallas St. - Suite 2700 Houston, Texas 77002

(713) 522-8077

<http://hispanic-forum.org/>

### **Houston Indian Community Association**

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

### **Hungarian American Cultural Association of Houston (HACA)**

(713) 960-3483

<http://hacahouston.org/>

### **India House**

8888 West Bellfort Blvd, Houston, TX 77031

(713) 929-1900

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

### **Iranian Cultural Foundation-Houston**

4669 Southwest Fwy, Suite 800 Houston, TX 77027

(832) 767-1636

<http://icfhouston.com/>

**Italian Cultural & Community Center**

1101 Milford Houston, Texas 77006

(713) 524-4222

<http://www.iccchouston.com/>

**Japan America Society of Houston**

4543 Post Oak Place, Suite 220, Houston, TX 77027

(713) 963-0121

<http://www.jas-hou.org/>

- Hosting a school supply drive

**Korean Community Center of Houston**

1809 Hollister Street Houston, TX 77080

(713) 463-7770

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

**The Nigerian Foundation**

9888 Bissonnet St., Suite 630, Houston, Texas 77036

(713) 510-7771; (832) 731-7061

<http://www.thenigerian.foundation/index.html>

- Hurricane relief fund established

**Nigerian Muslim Association of Greater Houston**

8875 Benning Dr. Houston, TX 77031

(713) 271-5221

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

**Order of American Hellenic Educational Progressive Association (AHEPA)  
Chapter 29**

4201 Austin St, Houston, TX 77004

(713) 569-7716

<http://www.ahepa29.org/>

**Pakistan Association of Greater Houston**

12638 Bissonnet St, Houston, TX 77099

(713) 922-8456

<http://paagh.com/>

**Polish American Council of Texas**

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

- Hurricane relief fund established

**Taiwanese Heritage Society of Houston**

5885 Point West Dr. Houston, TX 77036

(713) 271-5885

<http://www.houston-taiwanese.org/>

**Texas German Society: Harris County Chapter**

3405 Roseland Houston, TX 77006

(713) 524-3988

<http://www.texasgermansociety.com/>

**United Russian American Association**

Email: president.uraa@gmail.com

<http://www.uraa.us/>

**Vietnamese American Community Center**

9530 Antoine Dr. Houston, TX 77086

(713) 320-7555

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

- Offering basic food supplies and help with FEMA applications

**Vietnamese Culture and Science Association**

13080 Bellaire Blvd Suite G, Houston, TX 77072

(281) 933-8118

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

## FAITH-BASED ORGANIZATIONS

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

**Aishel House**

1955 University Blvd, Houston, TX 77030

(713) 522-2004

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

- Providing housing and kosher food to hurricane victims

**Bellaire Jewish Center**

12 Bellaire Blvd, Bellaire, TX 77401

(832) 971-3781

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

Pick up location for supplies and gift cards

**Catholic Charities**

2900 Louisiana Street Houston, TX 77006

Disaster Relief Center: (713) 874-6594

Main Office: (713) 526-4611

<https://www.catholiccharities.org/catholic-charities-hurricane-harvey-updates/>

- Hosting workshops to assist immigrant/refugee victims, established a disaster relief fund, collecting in-kind donations, and offering helpful info regarding shelters, legal assistance, food pantries, etc.

- To view a list of parishes and organizations providing shelter or supplies, visit: <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--oJF0i9JkqV3fdtPRGJrprq6Dkcn\\_G65r622Q8w/viewform](https://docs.google.com/forms/d/e/1FAIpQLSeEek-AiL--oJF0i9JkqV3fdtPRGJrprq6Dkcn_G65r622Q8w/viewform)
- Those who need assistance in the Katy/West Houston Area: <https://docs.google.com/forms/d/e/1FAIpQLSfrIaU9tsMtEPBRdwKBU9h3fIBPCXuud-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.ericchouston.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://sewusa.org/chapter/houston/houston-overview>

- Over 500 volunteers are working around the clock to rescue stranded families. Food, supplies and essentials are being sent to the shelters. Volunteers are out on the road with their trucks and boats to help people. Doctors are offering free medical consultation.

**Southern Baptists of Texas**

<http://sbtexas.com/evangelism/disaster-relief/hurricane-harvey-dr-information/>

- Offering disaster relief ministry, collecting monetary and in-kind donations, and preparing churches around the region to open as shelters

**Tzu Chi**

6200 Corporate Dr. Houston, TX 77036

(713) 981-8966

<https://www.tzuchi.us/houston/>

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

# SHELTERS

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.

### **Shifa USA**

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

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

### **Planned Parenthood Gulf Coast**

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

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

### **Houston Healthcare for the Homeless**

Promotes health, hope and dignity for Houston's homeless through accessible and comprehensive care. Providing medical care, psychiatry, counseling services, and social work services to those affected by Hurricane Harvey. For more information visit: <https://www.homeless-healthcare.org/>.

- For clinic locations and hours: <https://www.homeless-healthcare.org/locations-schedules>
- No one is declined care based on ability to pay.
- Available for patients with or without insurance.
- Available to all people who live in Houston regardless of immigration status.

### **ECHOS Houston**

Provides regular immunizations and health screenings including dental, optometry, blood pressure and more. For more information, visit: <http://echos-houston.org/>.

- To contact the main office, call: (713) 270-0369
- Available for those with or without insurance.
- Available to all people who live in Houston regardless of immigration status.

### **Bayou Action Street Health – BASH**

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

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

### **Living Hope Wheelchair Association**

Provides medical supplies and equipment. For more information, visit: <http://www.lhwassociation.org/>

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

### **Rx Open**

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

- To access the Open Pharmacies Map and other resources, use the following link.
- <https://www.healthcareready.org/rxopen?fref=gc>
- 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

## **Alliance for Multicultural Community Services Wellness Center**

(713) 776-4700

<http://allianceontheweb.org/>

- Focusing services on refugee communities.

## **Catholic Charities Counseling Services**

Contact Family Counseling: (713) 874-6602 or (713) 874-6502

Contact the main office: (713) 526-4611

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

## **Depelchin Children's Services**

(713) 730-2335

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

## **Disaster Distress Hotline**

Call (800) 985-5990

TEXT: "TalkWithUs" to 66746

[www.disasterdistress.samhsa.gov](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.ifshouston.org/counselingservices.php>

### **Memorial Assistance Ministries (Spring Branch)**

(713) 468-4516

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

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

### **Mental Health America of Greater Houston**

Crisis Intervention Hotline: (832) 416-1177

Disaster Distress Hotline: 1 (800) 985-5990

Text 66746 to connect with a Licensed Clinic Social Worker

<http://www.mhahouston.org/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.

- 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)

### ECHOS Houston

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

### Free and Reduced Meals

- For [HISD Students](http://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>

## 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/>

### **Catholic Charities**

- To contact the main office: (713) 526-4611
- 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.

### **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

### **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/>

### **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>

### **The State Bar of Texas**

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

## UNDOCUMENTED HOUSTONIANS

### **Am I eligible for any disaster assistance if I am undocumented?**

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

### **Can I go to a shelter if I am undocumented?**

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

## REFUGEES

### **Alliance for Multicultural Community Services**

6440 Hillcroft St Ste 411, Houston, Texas, TX 77081

(713) 776-4700

[www.allianceontheweb.org](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

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

## **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 <https://www.fema.gov/apply-assistance>
- Apply by phone: call 1 (800) 621-3362 or TTY 1 (800) 462-7585
- Apply in person: at the George R. Brown Convention Center or the NRG Stadium

You will need the following information to complete the registration:

- Social Security Number (SSN): If you are undocumented, you will not be personally eligible for FEMA cash assistance programs. However, your household may still be eligible to receive assistance, as you may apply on behalf of your U.S. citizen child, or another adult household member may qualify the household for assistance.
- Insurance information: You will be asked to identify the type(s) of insurance coverage you have.
- Financial information: You will be asked to enter your family’s gross total household income at the time of the disaster.

- Contact information: Along with the address and phone number where the damages occurred, you will be asked for information on how FEMA can contact you. It is very important that you provide FEMA with your current mailing address and phone numbers where you can be contacted.
- Electronic Funds Transfer (EFT) Direct Deposit Information (optional): If you are determined to be eligible for assistance and would prefer that funds be transferred to your account, you will be asked for your banking information, which includes: the institution name, type of account, routing and account number.

## EMERGENCY FINANCIAL ASSISTANCE

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

### **BakerRipley**

(713) 558-6363

DRServices@bakerripley.org

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

- Provides free one-on-one Disaster Case Management Services to individuals and families impacted by a natural disaster. Individuals or families must have been impacted by Hurricane Harvey to receive services, and reside in Harris, Fort Bend, Montgomery or Waller Counties.

### **Catholic Charities**

Main Office: (713) 526-4611

Disaster Relief Center: (713) 874-6594

<https://catholiccharities.org/>

### **Memorial Assistance Ministries (Spring Branch)**

(713) 468-4516

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

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

### **YMCA International Services**

(713) 339-9015

<https://www.ymcahouston.org/locations/ymca-international>

- Emergency assistance available for recent immigrant arrivals.

## DONATIONS AND OTHER ASSISTANCE

### **Alliance of Hurricane Harvey Disaster Relief Efforts**

(281) 948-1840

<http://disasterreliefforts.org/>

- Maintaining a donation distribution center

### **Career Gear Greater Houston Hurricane Relief Center**

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

(713) 778-9959

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

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

### **ECHOS Houston**

(713) 270-0369

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

### **Houston in Motion**

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

- System intake form to connect refugees and immigrants to service providers  
Web Page available in Spanish and Arabic

### **Living Hope Wheelchair Association**

(281) 764-6251

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

- Providing medical supplies and other equipment donations

## RENTAL AND UTILITY ASSISTANCE

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

**Price gouging** in Texas is illegal during natural disasters or states of emergency. If you 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](mailto:consumeremergency@oag.texas.gov)

## U.S. Small Business Administration

- Providing disaster relief loans for nonprofits, businesses, and renters
- Low-interest disaster loans to businesses of all sizes, private non-profit organizations, homeowners, and renters.
- SBA disaster loans can be used to repair or replace the following items damaged or destroyed in a declared disaster: real estate, personal property, machinery and equipment, and inventory and business assets
- <https://disasterloan.sba.gov/ela>

## Memorial Assistance Ministries (Spring Branch)

(713) 468-4516

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

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

# 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](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](http://www.texasattorneygeneral.gov/cpd/tenant-rights)



# JOB ASSISTANCE

## **Texas Workforce Commission**

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

## **Texas Workforce Commission Disaster Unemployment Assistance**

Those with valid work permits who do not qualify for regular unemployment benefits can apply for Disaster Unemployment Assistance.

- <https://www.twc.state.tx.us/jobseekers/disaster-unemployment-assistance>
- Call the Texas Workforce Commission at: 1 (800) 939-6631.

To be eligible for help under Disaster Unemployment, one of the following must have occurred because of the disaster:

- You lost your job, which was more than 50% of your total income.
- You live in, work in, or travel through the disaster area.
- Your place of employment was damaged or closed.
- You were scheduled to start work but the job no longer exists or you can no longer reach the new job.
- You suffered injury or incapacitation.
- You became the breadwinner or major support of the household due to the death of the head of household.

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

*The following organizations provide employment services:*

### **Alliance Financial Opportunity Center**

(713) 776-4700

<https://allianceontheweb.org/financial-center/>

### **Career & Recovery Resources, Inc.**

(713) 754-7000

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

### **Family Services of Greater Houston**

(713) 861-4849

<http://www.familyhouston.org/houston-employment-services/>

**Goodwill Houston**

(713) 692-6221

<http://www.goodwillhouston.org/jobs/employment-opportunities/>

**Houston Area Urban League**

(713) 393-8700

<http://www.haul.org/programs/wd>

- Workforce Development Program Manager: (281) 220-6012
- Director of Workforce & Economic Development: (713) 393-8754

**Memorial Assistance Ministries (Spring Branch)**

(713) 468-4516

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

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

**Northwest Assistance Ministries**

(281) 885-4555

<http://namonline.org/about-us/employment-opportunities/>

- If you need financial assistance: (281) 583-5600

**Texas Workforce Development Opportunities for Job Seekers**

<http://www.twc.state.tx.us/jobseekers>

**Workforce Solutions**

1 (888) 469-5627

<http://www.wrksolutions.com/for-individuals>

- Find an office: <http://www.wrksolutions.com/find-a-location>
- 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](http://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.houstonoolbank.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/>

**The Bridge Over Troubled Waters**

24 Hour Hotline: (713) 473-2801

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

**DAYA Houston**

Crisis Helpline: (713) 981-7645

<https://dayahouston.org/>

**FamilyTime Foundation, Inc.**

Crisis Helpline: (281) 446-2615

<https://familytimeecc.org/>

**Fort Bend County Women's Center**

24 Hour Hotline: (281) 342-4357

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

**Houston Area Women's Center**

Domestic Violence Hotline: (713) 528-2121

Rape Crisis Hotline: (713) 528-7273

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

**Montgomery County Women's Center**

24 Hour Hotline: (936) 441-7273

<http://mcwctx.org/>

**Resource and Crisis Center of Galveston County**

24 Hour Hotline Toll Free: 1 (888) 919-7233

24 Hour Hotline: (409) 765-7233

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

**Tahirih Justice Center**

(713) 496-0100

<http://www.tahirih.org/locations/houston/>

# HUMAN TRAFFICKING

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

## **To report human trafficking,**

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

*Anti-Human Trafficking Resources in Houston:*

### **Catholic Charities of the Archdiocese of Galveston-Houston**

2900 Louisiana Street Houston, Texas 77006

(713) 874-6570

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

### **Fey Justicia Worker Center**

1805 West Alabama St., 2<sup>nd</sup> Floor, Houston, TX 77098

(713) 862-8222

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

Email: [fjwc@houstonworker.org](mailto:fjwc@houstonworker.org)

### **The Landing**

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

(713) 766-1111

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

Email: [hello@thelanding.org](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)

**Tahirih Justice Center**

(713) 496-0100

<http://www.tahirih.org/locations/houston/>

## CITY OF HOUSTON CONTACTS

**Mayor Sylvester Turner**

City of Houston City Hall

901 Bagby St

Houston, TX 77002

Phone: (832) 393-1000

Email: [sylvester.turner@houstontx.gov](mailto:sylvester.turner@houstontx.gov)

Website: <http://www.houstontx.gov/mayor/>

**City of Houston Controller's Office**

Phone: (832) 393-3460

Email: [controllers@houstontx.gov](mailto:controllers@houstontx.gov)

Website: <http://www.houstontx.gov/controller/>

**Houston City Council**

To find your City Council representative:

<http://www.houstontx.gov/council/whoismycm.html>

To find the contact information for your City Council representative:

<http://www.houstontx.gov/council/>

To reach the City Secretary call (832) 393-1100 or email [citysecretary@houstontx.gov](mailto:citysecretary@houstontx.gov)

**City of Houston Departments**

<http://www.houstontx.gov/departments.html>

**Mayor's Office of New Americans and Immigrant Communities**

Phone: (832) 393-1010

Email: [newamericans@houstontx.gov](mailto:newamericans@houstontx.gov)

Website: <http://www.houstontx.gov/na>

**City of Houston Service Help Line**

(713) 837-0311 or 311

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

*firstname.lastname@houstontx.gov*.

# 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

## **Harris County Sheriff's Office**

(713) 221-6000

# REPLACE LOST OR DAMAGED DOCUMENTS

## **SNAP Card (food stamps)**

- call the Lonestar helpdesk toll-free at 1 (800) 777-7328

## **WIC Card (Women, Infants and Children)**

- Call 1 (800) 942-3678

## **Green Cards**

- Call (800) 375-5283
- <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>

## **Employment Authorization Document**

- <https://www.uscis.gov/i-765>

## **Texas Driver's License**

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

## **Proof of Address/Residency**

- <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\\_eere\\_place.htm](https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eere_place.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

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

### **Angola**

3040 Post Oak Blvd  
Suite 780  
Houston, TX 77056  
Phone: (713) 212-3840  
Fax: (713) 212-3841  
Website: [www.angolaconsulate-tx.org](http://www.angolaconsulate-tx.org)  
Email: sector-consular@angolaconsulate-tx.org

### **Argentina**

2200 West Loop South  
Suite 1025  
Houston, TX 77027  
Phone: (713) 871-8935  
(713) 993-0315  
Fax: (713) 871-0639  
Website: [www.chous.mcreic.gov.ar](http://www.chous.mcreic.gov.ar)  
Email: chous@mcreic.gov.ar  
consulgeneral@consuladоargentino.net

### **Australia**

3009 Post Oak Boulevard  
Suite 1310  
Houston, TX 77076  
Phone: (832) 962-8431  
Fax: (832) 831-2022  
Website: [www.austrade.gov.au](http://www.austrade.gov.au)  
Email: Patrick.Hanlon@austrade.gov.au

### **Austria**

11000 Brittmoore Park Drive  
Houston, TX 77041  
Phone: (713) 723-9979  
Fax: (713) 647-0999  
Website: [www.austrianconsulatehouston.org](http://www.austrianconsulatehouston.org)  
Email: gseidl@headworksintl.com  
bvukovic@headworksintl.com

### **Bahamas**

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

### **Barbados**

3027 Sleepy Hollow Drive  
Sugar Land, TX 77479  
Phone: (832) 725-5566  
Fax: (281) 980-0480  
Email: lbrowne@brownetc.com

### **Belarus**

25227 Grogans Mill  
Suite 201  
The Woodlands, TX 7780  
Phone: (832) 868-6392  
Fax: (281) 367-7539  
Website: [www.belarus.by](http://www.belarus.by)  
Email: belarustexas@gmail.com

### **Belgium**

1222 Ashford Way  
Kingwood, TX 77339  
Phone: (713) 224-8000  
Fax: (713) 224-1120  
Email: jbouchez@crispinco.com

### **Belize**

1120 NASA Parkway  
Suite 220R  
Houston, TX 77058  
Phone: (832) 380-4164  
Fax: (281) 286-4243  
Email: bzehonconslhoutx@gmail.com

**Bolivia**

2401 Fountain View Drive  
Suite 110  
Houston, TX 77057  
Phone: (832) 916-4200  
Fax: (832) 916-4201  
Website: [www.boliviatrix.org](http://www.boliviatrix.org)  
Email: [consuladohou@boliviatrix.org](mailto:consuladohou@boliviatrix.org)

**Botswana**

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

**Brazil**

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

**Cameroon**

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

**Embassy of the  
Republic of Cameroon**

3007 Tilden Street NW, Suite 5M  
Washington, DC 20008  
Phone: (202) 265-8790  
Email: [mail@cameroonembassyusa.org](mailto:mail@cameroonembassyusa.org)  
[cs@cameroonembassyusa.org](mailto:cs@cameroonembassyusa.org)

**Canada**

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

**Chile**

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

**China**

3417 Montrose Blvd  
Houston, TX 77006  
Phone: (713) 520-1462  
Fax: (713) 521-3064  
Website: [www.chinahouston.org](http://www.chinahouston.org)  
Email: [chinaconsul\\_hou\\_us@mfa.gov.cn](mailto:chinaconsul_hou_us@mfa.gov.cn)

**Colombia**

2400 Augusta Drive  
Suite 400  
Houston, TX 77057  
Phone: (832) 384-1250  
(832) 384-1251  
(713) 979-0844  
(713) 9790845  
(571) 381-4000 ext. 4834  
Fax: (713) 529-3395  
Website: <http://houston.consulado.gov.co>  
Email: [chouston@cancilleria.gov.co](mailto:chouston@cancilleria.gov.co)

**Costa Rica**

3100 Wilcrest Drive  
Suite 260  
Houston, TX 77042  
Phone: (713) 266-0484  
Fax: (713) 266-1527  
Website: [www.costarica-embassy.org](http://www.costarica-embassy.org)  
Email: consularinfo@sbcglobal.net  
consulatecr@sbcglobal.net  
consularappts@sbcglobal.net

**Côte d'Ivoire**

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

**Croatia**

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

**Cyprus**

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

**Czech Republic**

4920 San Jacinto Street  
Houston, TX 77004  
Phone: (254) 931-4095  
Fax: (888) 801-4431  
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<http://volunteerhouston.org/>

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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.

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