



Family and Community Engagement

EMPOWERING FAMILIES. ADVANCING LEARNING.

2021 - 2022 COMMUNITY RESOURCE GUIDE



Millard House II
Superintendent of Schools

Houston Independent School District Board of Education

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Family and Community Engagement Department
Ryan Professional Development Center
4001 Hardy Street, Houston, Texas 77009
www.HoustonISD.org/face

It is the policy of the Houston Independent School District not to discriminate on the basis of age, color, handicap or disability, ancestry, national origin, marital status, race, religion, sex, veteran status, political affiliation, sexual orientation, gender identity and/or gender expression in its educational or employment programs and activities.

TRANSLATION and INTERPRETATION

Translation and Interpretation:

1. Alliance for Multicultural Community Services – Interpreter Services
2. ALTA Translation Services Inc.
3. CTS Language Link
4. Houston Independent School District – Translation Services
5. Houston Interpreters and Translators Association
6. InterLingua USA
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10. Sign Shares
11. Universe Technical Translation Inc.
12. YMCA of Greater Houston – International Services

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-776-4700 Ext. 118	Adults ages 18+	Costs vary	No	Arabic, Chinese, English, Spanish, others
2	800-895-8210 404-920-3800 404-920-3838	All ages	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
3	630-433-0441	Grades PK-12	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
4	713-556-6063	Grades PK-12	Free	Yes	Arabic, English, Spanish, Vietnamese
5	281-731-3813	All ages	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
6	972-818-3455	All ages	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
7	800-752-6096	All ages	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
8	281-589-0810	All ages	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
9	888-346-3656 301-594-5983	All ages	Free	No	Arabic, Chinese, English, Spanish, others
10	713-869-4373 866-787-4154	Grades PK-12	Costs vary	Yes	American Sign Language, English, Spanish, Spanish Sign Language
11	713-827-8800	Grades PK-12	Costs vary	Yes	Arabic, Chinese, English, Spanish, others
12	713-659-9015 Ext. 1021	Adults ages 18+	Costs vary	No	Arabic, Burmese, English, Farsi, French, Kirundi, Oromo, Russian, Spanish, Swahili, Vietnamese

Alliance for Multicultural Community Services – Interpreter Services

Address: 6440 Hillcroft Street, Suite 411, Houston, TX 77081

Area Served: Harris County

Days/Hours: Monday-Friday, 8:30am-5pm

Contact: Kerry Spare, Interpreter Services

Phone: 713-776-4700 Ext. 118

Fax: 713-776-4730

Email: General questions: info@allianceontheweb.org. • Interpreter services: kspare@allianceontheweb.org.

Website: <http://allianceontheweb.org/language-network>

Local Bus Routes: 9, 47, 402

Ages/Grades Served: Adults ages 18+

Eligibility: Persons to be trained must be bilingual, have a high school diploma, and meet age requirements.

Costs: Costs vary. • Charges a fee for interpreter services. • Training is free. • Call to ask about specific costs.

Onsite at Schools: No

Languages: Amharic, Arabic, Armenian, Ashanti, Assamese, Azerbaijani, Bengali, Burmese, Bosnian, Bulgarian, Chinese, Creole, Croatian, Dari, Dinka, English, Farsi, Fon, French, Fukinese, German, Goun, Gujarati, Hebrew, Hindi, Igbo, Indonesian, Italian, Izon Yoruba, Japanese, Kannada, Khmer, Kinyarwanda, Kirundi, Korean, Kurdish, Lao, Lingala, Malayalam, Marathi, Mina, Nepali, Nyanja, Pashto, Pidgin, Portuguese, Punjabi, Russian, Serbo-Croatian, Sindhi, Somali, Spanish, Swahili, Tagalog, Tamil, Telugu, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Yiddish

Direct Services: Provides interpretation in 70+ languages for limited English proficient clients who need access to healthcare, immigration, and social services.

ALTA Translation Services Inc.

Address: 3355 Lenox Road, Suite 510, Atlanta, GA 30326

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8am-5pm

Contact: Maria Diment, Translation Services

Phone: General questions: 800-895-8210 or 404-920-3800. • Translation services: 404-920-3838.

Fax: 888-303-4455 or 404-920-3801

Email: mdiment@altalang.com

Website: <https://www.altalang.com/translation-services/houston>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Costs vary. • Contact for a free estimate using an online form. • Charges fees on a per-word basis for all translations. • Determines rates by the specific language, the turnaround time, and the nature of the subject matter. • Minimum charge is \$85-\$125 depending upon the language. • Call to ask about specific costs.

Onsite at Schools: Yes

Languages: Albanian, Afrikaans, Amharic, Arabic, Armenian, Azeri, Bengali, Bosnian, Bulgarian, Czech, Chinese, Croatian, Danish, Dari, Dutch, English, Farsi, Finnish, French, German, Greek, Gujarati, Hausa, Hindi, Hmong, Hungarian, Ibo, Indonesian, Italian, Japanese, Kannada, Khmer, Korean, Kurdish, Lao, Latvian, Lithuanian, Marathi, Norwegian, Oromo, Pashto, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Slovenian, Slovak, Somali, Spanish, Swahili, Swedish, Tagalog, Tajik, Tamil, Thai, Tigrinya, Turkish, Twi, Ukrainian, Urdu, Uzbek, Vietnamese, Wolof, Yoruba

Direct Services: Provides complete professional translation services in 100+ languages.

CTS Language Link

Address: 911 Main Street, Suite 10, Vancouver, WA 98660

Area Served: Texas and other states

Days/Hours: Monday-Sunday, 24 hours/day

Contact: Sarah Gamble

Phone: 360-433-0411

Fax: 360-906-6355

Email: sarah.gamble@ctslanguagelink.com

Website: <http://www.ctslanguagelink.com/translation.php>

Local Bus Routes: Not available

Ages/Grades Served: Grades PK-12

Eligibility: No area restrictions.

Costs: Costs vary. Call to ask about specific costs.

Onsite at Schools: Yes

Languages: Amharic, Arabic, Armenian, Bengali, Cape Verdean, Catalan, Chamorro, Chinese, Croatian, Czech, Danish, Dari, Dutch, Dzongkha, Estonian, Farsi, Finnish, French, German, Greek, Gujarati, Hindi,

Hmong, Igbo, Ilocano, Italian, Japanese, Karen, Kazakh, Khmer, Kikuyu, Kirghiz, Kirundi, Korean, Kurdish, Lao, Malay, Nepali, Nuer, Oromo, Pashto, Polish, Portuguese, Punjabi, Russian, Sinhala, Slovak, Slovene, Somali, Soninke, Spanish, Swahili, Tagalog, Tajik, Tamil, Thai, Tibetan, Tigrinya, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Welsh, Wolof, Yoruba, Zande, Zulu

Direct Services: Provides complete professional translation services in 100+ languages. • Provides complete professional interpretation services in 240+ languages.

Houston Independent School District – Translation Services

Address: 4400 West 18th Street, Houston, TX 77092

Area Served: Houston: Houston ISD

Days/Hours: Monday-Friday, 8am-5pm

Contact: Liliana McKean, Manager

Phone: 713-556-6063

Fax: Not available

Email: translations@HoustonISD.org

Website: <http://www.HoustonISD.org/Page/68308>

Local Bus Routes: 85

Ages/Grades Served: Grades PK-12

Eligibility: Must be an HISD administrator or HISD staff member to request services.

Costs: Free

Onsite at Schools: Yes. • Provides services directly to Houston Independent School District (HISD) schools.

Languages: Arabic, English, Spanish, Vietnamese

Direct Services: Provides written translation services. • Supports other non-English languages on an as-needed basis. • Translates school and district forms, handbooks, newsletters, and other communications considered vital for parents. • Provides interpreters and translation devices for community meetings.

Houston Interpreters and Translators Association

Address: PO Box 801793, Houston, TX 77280

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8am-5pm

Contact: Tianlu Redmon, Public Relations

Phone: 281-731-3813

Fax: Not available

Email: pr@hitagroup.org

Website: <http://www.hitagroup.org>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Costs vary. • Membership is \$35-\$100 per year. • HITA members charge for services. • Call to ask about specific costs.

Onsite at Schools: Yes

Languages: American Sign Language, Arabic, Baluchi, Bosnian, Bulgarian, Chinese (Cantonese, Mandarin), Croatian, Dutch, English, Farsi, French, German, Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Latvian, Malay, Norwegian, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sindhi, Spanish, Tagalog, Turkish, Ukrainian, Urdu, Vietnamese

Direct Services: Provides interpretation (oral) or translation (written) to and from English and other languages.

InterLingua USA

Address: 16801 Addison Road, Suite 110, Dallas, TX 75001

Area Served: Texas and other states

Days/Hours: Monday-Sunday, 24 hours/day

Contact: Rosa Hernandez

Phone: 972-818-3455

Fax: 972-818-3742

Email: rosa@interlinguausa.com

Website: <http://www.interlinguausa.com/dallas-translation-contact>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Costs vary. • Provides an online quote request form for questions about specific costs.

Onsite at Schools: No

Languages: Afrikaans, Albanian, American Sign Language, Arabic, Bulgarian, Catalan, Chinese, Czech, English, Farsi (Persian), French, German, Greek, Hindi, Indonesian, Ibo, Italian, Japanese, Khmer, Korean, , Navajo, Polish, Portuguese, Romanian, Russian, Serbo-Croatian, Slovak, Spanish, Tagalog, Tamil, Telugu, Turkish, Vietnamese

Direct Services: Provides translation services in 60+ languages. • Offers classes in 30+ languages.

Language Line Services Inc.

Address: 1 Lower Ragsdale Drive, Building 2, Monterey, CA 93940

Area Served: Texas and other states

Days/Hours: Monday-Sunday, 24 hours/day

Contact: Not available

Phone: 800-752-6096

Fax: Not available

Email: tcostello@languageline.com

Website: <https://www.languageline.com>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Costs vary. • Call to ask about specific costs.

Onsite at Schools: Yes. • Services are available to schools and other types of community organizations.

Languages: Akan, Amharic, Arabic, Azeri, Basque, Bengali, Bosnian, Chinese, Catalan, Czech, Danish, Dari, Dinka, English, Farsi, French, Fulani, German, Greek, Hakka, Hausa, Hindi, Hmong, Hungarian, Ibanag, Italian, Javanese, Kashmiri, Kazakh, Khmer, Kikuyu, Kirghiz, Kirundi, Korean, Lao, Latvian, Lithuanian, Malay, Marathi, Nepali, Nuer, Pashto, Polish, Portuguese, Punjabi, Quechua, Russian, Sinhalese, Slovak, Somali, Sorani, Spanish, Swahili, Tagalog, Tajik, Tamil, Telugu, Thai, Tibetan, Tigrinya, Turkish, Ukrainian, Urdu, Uighur, Uzbek, Vietnamese, Visayan, Welsh

Direct Services: Provides over-the-phone, on-demand video remote interpreting, and onsite interpretation in 200+ languages. • Also provides translation of documents, websites, and multimedia in 200+ languages.

Master Word Services

Address: 303 Stafford Street, Houston, TX 77079

Area Served: Greater Houston

Days/Hours: Monday-Sunday, 24 hours/day

Contact: Olga Valdez, Interpretation Division Manager

Phone: 281-589-0810

Fax: 281-589-1104

Email: General questions: masterword@masterword.com. • Translation services: ovaldez@masterword.com.

Website: <https://www.masterword.com>

Local Bus Routes: 162

Ages/Grades Served: All ages

Eligibility: No area restrictions.

Costs: Costs vary. • Call to ask about specific costs.

Onsite at Schools: Yes. • Provides onsite services at schools and other places.

Languages: Albanian, Amharic, Arabic, Armenian, Azeri, Bengali, Catalan, Chinese, Czech, Danish, Dinka, Dutch, English, Estonian, Farsi, French, German, Greek, Gujarati, Hindi, Hmong, Hungarian, Igbo, Italian, Japanese, Khmer, Kiche, Korean, Kurdish, Lao, Latvian, Lithuanian, Malay, Malayalam, Mandinka, Marathi, Mixteco, Nahuatl, Navajo, Ogoni, Polish, Portuguese, Punjabi, Romanian, Russian, Samoan, Serbian, Sindhi, Slovak, Somali, Spanish, Swahili, Swedish, Tagalog, Tamil, Telugu, Temein, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Xhosa, Yoruba, Zulu

Direct Services: Provides American Sign Language interpretation, community interpretation, healthcare interpretation, legal interpretation, and technical interpretation. • Also provides legal translation, financial translation, case history translation, medical translation, cultural consultation and verification, multilingual desktop publishing and graphics support, terminology and content management, and website localization.

MedLine Plus – Health Information in Multiple Languages

Address: United States National Library of Medicine, 8600 Rockville Pike, Bethesda, MD 20894

Area Served: Texas and other states

Days/Hours: Office: Monday-Friday, 8am-5pm. • Online Services: Monday-Sunday, 24 hours/day.

Contact: Stephanie Dennis, Head of Health Information Products Unit

Phone: 888-346-3656 or 301-594-5983

Fax: 301-402-1384

Email: custserv@nlm.nih.gov

Website: <https://medlineplus.gov/languages/languages.html>

Local Bus Routes: Not available

Ages/Grades Served: All ages

Eligibility: No area restrictions. • MedLine Plus is available to the general public.

Costs: Free

Onsite at Schools: No

Languages: American Sign Language, Amharic, Arabic, Armenian, Bengali, Bosnian, Burmese, Chamorro, Chinese, Chuukese, Croatian, English, Farsi, French, German, Gujarati, Haitian Creole, Hindi, Hmong, Ilocano, Italian, Japanese, Karen, Khmer, Korean, Kurdish, Lao, Marshallese, Nepali, Oromo, Polish, Portuguese, Punjabi, Romanian, Russian, Samoan, Somali, Spanish, Swahili, Tagalog, Thai, Tigrinya, Tongan, Turkish, Ukrainian, Urdu, Vietnamese

Direct Services: Provides online links to find health information in 40+ languages other than English. • Organizes by language its online links for health topics.

Sign Shares

Address: 99 Detering Street, Suite 160, Houston, TX 77007

Area Served: Houston

Days/Hours: Monday-Sunday, 24 hours/day

Contact: Christina Goebel, Advocacy Projects Manager

Phone: 713-869-4373 or 866-787-4154

Fax: 713-869-8463

Email: info@signshares.com

Website: <http://www.signshares.com>

Local Bus Routes: 20, 71, 85

Ages/Grades Served: Grades PK-12

Eligibility: No area restrictions. • Services are available to the general public. • Accepts walk-ins.

Costs: Costs vary. • Charges an hourly rate for interpreters based on time of day, advance notice, and volume of service. • Minimum rate is for two hours. • Call to ask about specific costs.

Onsite at Schools: Yes

Languages: American Sign Language, English, Spanish, Spanish Sign Language

Direct Services: Provides advocacy for the deaf and hearing impaired. • Provides American Sign Language (ASL) and Spanish Sign Language (SSL) interpreting services. • Also provides oral interpreting services and computer-aided real-time (CART) reporting services.

Universe Technical Translation Inc.

Address: 9225 Katy Freeway, Suite 400, Houston, TX 77024

Area Served: Greater Houston

Days/Hours: Monday-Friday, 7am-6pm

Contact: Andreas Nordquist

Phone: 713-827-8800

Fax: 713-464-5511

Email: General questions: main@universe.us. • Translation: andreas@universe.us.

Website: <http://www.universetranslation.com>

Local Bus Routes: 26, 39, 72

Ages/Grades Served: Grades PK-12

Eligibility: No area restrictions.

Costs: Costs vary. • Call to ask about specific costs.

Onsite at Schools: Yes

Languages: Arabic, Azeri, Bahasa, Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, Estonian, Farsi, Finnish, Flemish, French, German, Greek, Hebrew, Hindi, Hungarian, Italian, Japanese, Kazakh, Korean, Latin, Latvian, Lithuanian, Malay, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Spanish, Swedish, Tagalog, Thai, Turkish, Turkmen, Ukrainian, Vietnamese

Direct Services: Provides comprehensive professional interpretation and translation in 40+ languages.

YMCA of Greater Houston – International Services

Address: 6300 Westpark Drive, Suite 600, Houston, TX 77057

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8:30am-5pm

Contact: Danielle Bolks, Senior Program Director

Phone: 713-659-9015 Ext. 1021

Fax: Not available

Email: danielle.bolks@ymcahouston.org

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

Local Bus Routes: 25, 32, 47, 152

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity and proof of refugee status. • Accepts walk-ins.

Costs: Costs vary. • Charges fees on a sliding scale based on income. • Call to ask about specific costs.

Onsite at Schools: No

Languages: Arabic, Burmese, English, Farsi, French, Kirundi, Oromo, Russian, Spanish, Swahili, Vietnamese

Direct Services: Provides help with translation and interpretation for refugees. • Helps refugees in resettlement. • Offers citizenship and immigrant legal services. • Offers classes for General Education Development (GED) and English as a Second Language (ESL). • Also offers job training, after-school programs, and youth programs.