

## Parenting & Children Information and Referrals

### US Department of Health and Human Services – Administration for Children & Families

The Administration for Children and Families (ACF), within the Department of Health and Human Services (HHS) is responsible for federal programs that promote the economic and social well-being of families, children, individuals, and communities.

- Dallas Regional Office
- 1301 Young Street, Room 914
- Dallas, Texas 75202-5433
- Phone #: (214) 767-9648
- Website: [www.acf.hhs.gov/acf\\_services.html](http://www.acf.hhs.gov/acf_services.html)

### United Way 211 – Referral Line

United Way of Greater Houston sponsors a general information with trained call specialists who are good listeners, blending understanding and expertise to provide information and referrals drawn from a comprehensive database of social services. 2-1-1 always answers the call for help, 24 hours a day, seven days a week, in many languages. One such area is in the field areas of Individual and Family Support Services. This includes such areas as adoptions, adult and child care providers, support groups, case management, and specialists.

- Phone #: 2-1-1
- Website: <http://referral.unitedwayhouston.org/>

### Adults Relating to Kids–The ARKGroup, Inc

Offers classes for Parents with Kids, Teens, Divorcing Parents, Teachers, and en Español.

- 20515 State Highway 249
- Lone Star College Conference Center - CB 127
- Houston, Texas 77070
- Phone: (281) 537-1301 or (888) ARK-0744

*Note the above information is being provided as a referral and is not intended to be a reflection or recommendation of NAM, its staff or volunteers. Please seek professional services if your situation calls for it.*

## Texas Family Services Information and Referrals

### Texas Department of Family & Protective Services

The Texas Department of Family and Protective Services (DFPS) Office of Consumer Affairs acts as a neutral party in reviewing complaints regarding case-specific activities of the DFPS program areas. If you believe one of the DFPS program areas has not acted appropriately in a situation, you have a right to complain and to be treated fairly and with dignity.

Contact the Office of Consumer Affairs:

- Toll free 1-800-720-7777
- Fax: (512) 339-5892
- E-mail address: [oca@dfps.state.tx.us](mailto:oca@dfps.state.tx.us)

Other Important DFPS:

- P.O. Box 149030, Austin, Texas 78714-9030
- State Office : (512) 438-4800 (M-F, 8-5)
- Website: <http://www.dfps.state.tx.us>
- Direct Dial to Hotline: (512) 834-3784
- Report abuse or neglect 1-800-252-5400 (from across the United States)
- TX Runaway Hotline 1-888-580-HELP (4357)
- TX Youth Hotline 1-800-210-2278
- TX Adoption Resource Exchange (TARE) 1-800-233-3405
- Foster Care or Adoption 1-800-233-3405

Northwest Assistance Ministries  
Rotary Learning Center – 4<sup>th</sup> Floor  
15555 Kuykendahl Road, Houston TX 77090  
281-885-4555 ♦ Main NAM Phone  
281-885-4616 ♦ RLC Information Line  
[www.namonline.org](http://www.namonline.org)

## UPCOMING PARENTING CLASSES HOSTED AT



**JANUARY 10<sup>TH</sup> – MARCH 20<sup>TH</sup>, 2011**

*The mission of Northwest Assistance Ministries, NAM, is to strive to meet basic human needs through Neighbors Helping Neighbors.*

*The mission of the Rotary Learning Center is to remove barriers to independence through education and career development opportunities.*

## Parenting Seminars – ARK Program

The ARK (Adults Relating to Kids) Program is based upon research conducted by The ARK Group in cooperation with the University of Texas School of Public Health. This groundbreaking research revealed a new paradigm for creating self-esteem in children. Rather than being a product of performance, high self-esteem is generated by a child's receiving unconditional love from an adult (parent, teacher, counselor, etc.) who is central in the child's life.

ARK helps adults learn how to discipline inappropriate behavior while still affirming the worth of the child. In enabling children to value themselves in spite of their imperfections, it provides young people with the ego strength to say "no" to negative peer pressure.

### ARK for Parents

- Profoundly improves parenting behaviors which may have been passed down through families for generations—makes great parents even better—helps at-risk families to develop new parenting styles
- Helps parents deal with practical issues such as school work, sibling rivalry, and bully-proofing



- Increases parental involvement at school
- Creates a support group for parents
- Ongoing series of 10 classes each topic building on another.

Participants will be expected to attend an orientation session, and attendance will be measured accordingly. Once all 15 spots are taken for this term no other participants will be allowed into the program this term. The next series will start in April.

We understand there are instances when someone will be unable to participate in the orientation, and certain circumstances may be recognized as valid reasons. However, you **must** discuss this with the Learning Center Coordinator prior to June 28th to gain an orientation waiver. You can contact Mrs. Alderson-Shields at 281-885-4626 or [balderson-shields@namonline.org](mailto:balderson-shields@namonline.org).

Participants who attend all ten class sessions will receive a certificate of completion for the Parenting Classes. For those participating under court-order or as a condition of Child Protective Services please verify in advance that the court/CPS will accept this certificate.

Please be aware this class is intended for adults only. There are other ARK classes designed for Teens and Kids; however NAM will not be offering the classes. For the Teen or Kids classes please contact The ARK Group at (281) 537-1301 or via email at [info@thearkgroup.org](mailto:info@thearkgroup.org).

### 2011 Parenting Seminar Schedule Tuesday Nights 6:30-7:30 p.m. (1 orientation and 10 Class Sessions)

#### January 17th – Mandatory Orientation

January 24 <sup>th</sup>	February 28 <sup>th</sup>
January 31 <sup>st</sup>	March 6 <sup>th</sup>
February 7 <sup>th</sup>	March 13 <sup>th</sup>
February 14 <sup>th</sup>	March 20 <sup>th</sup>
February 21 <sup>st</sup>	March 27 <sup>th</sup>



Northwest Assistance Ministries understands that parenting does not come with a handbook; rather it is a life skill that many learn through trial and error. To help parents improve their skills and gain knowledgeable guidance from others we have partnered with The ARK Group to offer a series of parenting seminars. These course are nationally recognized and exceed the federal requirement "for parenting programs to be of long enough duration to make a sustainable difference in the lives of children and their families." Please join us for this free series!

As with all education seminars here at NAM, children under the age of 16 will not be permitted to attend. While these seminars are for parents the curriculum is designed for parents to learn to relate to kids. Therefore we ask that you please make other arrangements.

Out of respect to the volunteer teachers and other clients, any client arriving more than 15 minutes late to a session will be turned away by NAM staff or volunteer.

Seating is limited to 15 for this Parenting Series. Walk-ins will be allowed into the orientation or first session if space is available. Once the series starts no walk-ins will be permitted.

To reserve your seat or for more information on this FREE Seminar or any other educational seminar offered at NAM please call the NAM Rotary Learning Center Information Line at 281-885-4616, visit our webpage at [www.namonline.org](http://www.namonline.org) or email Bambi at [balderson-shields@namonline.org](mailto:balderson-shields@namonline.org)