

## Coming Together to Help Neighbors

### FLOOD RELIEF EFFORTS

**D**uring the last weeks of April, several areas were affected by a torrential downpour that flooded the streets of Houston and forced thousands out of their homes. Road closures and safety reasons forced many school districts to

close for a full week. As many residents in NAM's service area found themselves wondering where to turn for flood relief, NAM was ready to help.

On April 19, NAM entered the first phase of Disaster Relief Efforts by establishing several relief centers for flood survivors from the Greenspoint area to the Bear Creek area by reaching out to its congregational partners. Thanks to the tremendous efforts of NAM staff, volunteers, congregational partners and donors, NAM was able to address the basic needs of those affected by flood waters with donations of food, water, cleaning supplies, clothing



*From left to right: Julie Sanchez, Adele Sanchez and Bobbi Jo Miller*

and basic hygiene items. The Houston Food Bank, Wal-Mart, individuals, and other groups generously donated more than \$173,000 of In-Kind flood relief donations.

"NAM staff in coordination

with partner congregations and the community did an excellent job under very stressful and time-sensitive situations," explained Erin Broussard, Vice President of Program Services. "The community that normally

*Continued on page 3*



*NAM delivering supplies to Bammel Elementary School*

## Kimberli's Story WHERE THERE IS LIGHT THERE IS HOPE

**I**n the 13 years Kimberli Gonzalez lived at her Houston home she never imagined it would flood.

That is what happened on that fateful Tuesday of April 2016—with waters rising during the first rainfall and later receding, Gonzalez, her husband and four children thought they had been spared from the flood. By Tuesday afternoon their worries returned as they watched the lower level of

their two-story home flood with 17 inches of water.

"I went downstairs to save what I could from the flood," Gonzalez said. "My first thought was to save my family pictures and memorabilia, but seeing my house flooded was rough," she said.

Gonzalez and her family remained trapped on the second floor of their home until the National Guard came the next day. After a few more days the waters finally

receded. Jokingly, Gonzalez said having power inside their flooded home made their ordeal a little more bearable as they sat inside with the TV and lights on. Where there is light there is always hope.

The Gonzalez family was now faced with the question, what to do next? They did not have flood insurance or any relatives in Texas that could help them, as all her family members live out of state. After hearing about the Flood Aftermath Meeting organized

by NAM and hosted at Faithbridge United Methodist Church, the Gonzalez family received a glimpse of hope. After attending the Relief meeting, Gonzalez made an appointment with NAM's Assistance Department to discuss eligibility to receive flood assistance.

During the interview with NAM's Assistance Department, Gonzalez finally allowed herself to grieve for what her family had just experienced.

"Knowing that I've lost

*Continued on page 3*

# Programs & Services

Development/Cash Donations	(281) 885-4605
Assistance & Housing Services	(281) 583-5600
Joanne Watford Nutrition Center	(281) 885-4589
Children's Clinic	(281) 885-4630
Furniture Donations	(281) 885-4545
Family Violence Center	(281) 885-4673
Interfaith Homeless Network	(281) 885-4567
Learning Center	(281) 885-4616
Meals on Wheels	(281) 885-4628
Senior Services	(281) 885-4600
Treasures of the Heart: FM 1960 store	(281) 880-9000
Treasures of the Heart: Corner Resale Shop	(281) 885-4544
Volunteer Coordinator	(281) 885-4604

## Other agencies at NAM:

Harris County Social Services	(281) 885-4591
Harris County Sheriff	(281) 885-4523

# Financial STATEMENT

For the seven months ended 04/30/16 (unaudited)

Total Support and Revenues .....	\$5,376,219
Expenses	
Program services .....	\$4,983,874
Management and General .....	\$374,548
Fundraising and Development .....	\$318,380
Total Expenses .....	\$5,676,802
Total Expenses Increase (Decrease) in Net Assets ...	\$(300,583)

NAM's fiscal year runs Oct. 1, 2015 to Sept. 30, 2016.

# Legacy

Many donors are discovering that they don't need to be wealthy in order to make a profound difference in NAM's mission of Neighbors Helping Neighbors.

By making a planned gift—such as bequests, life insurance, retirement accounts and more—you can provide for NAM's future without affecting your current cash flow.

To learn more, please contact Jack Hardison, Planned Giving Officer, at (281) 885-4660 or jhardison@namonline.org



# Mission VISION AND VALUES

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

NAM's **vision**, grounded in our mission and true to our values, is a community in which Neighbors care for Neighbors through our collaborative effort with area congregations, community partners, donors and volunteers. Resources are pooled and leveraged to meet basic needs and to help individuals regain their self-sufficiency, thereby creating a safer and more stable community for all.

Northwest Assistance Ministries **values**: maintaining a strong commitment to our mission of meeting basic human needs through Neighbors Helping Neighbors; fostering a spirit of respect and charity; striving for excellence in all we do; and strengthening connections with our spiritual, funding and volunteer partners.

# FROM THE President & CEO

Sometimes the worst of times brings out the best in people. In the wake of April's storms, our community experienced flooding more severe than Tropical Storm Allison or even Hurricane Ike. Thousands watched helplessly as water filled the streets, rose into yards and parking lots, and then poured into homes and businesses.



There was absolutely nothing any of us could do to stop it. And in a matter of hours, people who never would have expected it became Neighbors in Need.

What I love about our community, though—and about NAM—is that our neighbors didn't have to face those needs alone. In the earliest hours when streets were still impassable, neighbors found ways to reach each other and make sure everyone was safe. As the waters began to recede, they partnered together to tear out carpeting, remove damaged furniture, or provide a place in their homes for those who had lost everything.

And then NAM started receiving the calls. What do you need? Who can we help? How can I serve?

With the immediate crisis in hand, it is time to turn our attention to long-term solutions. Many of our neighbors endured several feet of water in their homes. Recovery will take time. We are in this for the long haul, and will stand with our community for as long as it takes.

There is still much to do, and you can find an updated list of ways to help on our website at [www.namonline.org](http://www.namonline.org). You'll also find resources and information on how to receive help, if you or someone you know needs assistance.

Neighbors Helping Neighbors. It's the mission of NAM, as clear as the blue sky that follows a storm. And I'm grateful to each one of you for making that mission possible—through the storms of nature and the storms of life.

Sincerely,

Carole Little

Linda & Harlan Martens Endowed  
President & CEO

# Coming Together to Help Neighbors

## FLOOD RELIEF EFFORTS

helps NAM needed help and together, we were able to provide just that.”

Along with fulfilling basic needs for flood survivors, NAM entered the second phase of Disaster Relief Efforts providing temporary housing assistance in unincorporated Harris County for seniors, the disabled and for families with children under the age of 12. This second phase was made possible thanks to a grant from the United Way of Greater Houston and private donations that account for more than \$125,000 to date. Thanks to these generous gifts, NAM will continue to provide assistance to families in need.

Although flood waters have now receded, plans are underway to enter the third phase of long-term recovery efforts over the weeks to come. Working with members of the Voluntary Organizations Active in Disaster, NAM has agreed to serve as a hub to assist area residents needing case management for long term recovery. NAM will align with several organizations including the Texas Annual Conference of the United Methodist Church Disaster Relief, Harris County Social Services and Catholic Charities to provide comprehensive case-management and guidance for families and individuals affected by the

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flood—a lengthy process that may take anywhere from six to 12 months depending of the severity of their cases. NAM will continue to work tirelessly alongside volunteers, congregations and others to achieve long-term recovery.

NAM would like to extend a heartfelt thanks to all of NAM congregations, community partners and volunteers for stepping in to serve and assist, and all NAM donors for coming together to help neighbors in need.

Many thanks to Wal-Mart, Houston Food Bank, Freebirds World Burrito, United Way, Southwestern Energy and many others for their continued support of NAM’s mission of Neighbors Helping Neighbors.



*From top to bottom, clockwise: Freebirds World Burrito delivering meals for the community during the Flood Aftermath Relief Meeting; NAM delivering flood supplies to Harvest Time Church in Greenspoint area; LDS Missionaries: Elder Visser, Elder Russel, Sister Broddus, Sister Wiliamson, Elder Mecham and Elder Hanks helping with Disaster Relief; Flood Volunteers helping at Holy Comforter Episcopal Church*

Even in the wake of disaster, NAM’s network has assisted NAM with day-to-day operations while also helping to provide relief to hundreds more who overnight found themselves without a place to go.

## Kimberli’s Story WHERE THERE IS LIGHT THERE IS HOPE

*...continued from cover*

everything and not knowing where we were going to be, I just started to cry,” Gonzalez explained. “But the person from NAM I talked to was very sensitive to our situation and I truly appreciate that,” she said.

NAM was able to offer rent assistance to the Gonzalez family and she said she feels like she has a new lease on life. Since their home flooded, Gonzalez, her husband and their four children have remained in their home converting their second floor with one bathroom and two beds into their living quarters. Currently, they do not have a kitchen to prepare meals which has caused a financial strain, but thanks to NAM’s flood assistance Gonzalez and her family are able to focus less on the financial strain and more on what is important: **rebuilding their home.**

*“I’m truly appreciative of all the help we have been given,” Gonzalez said. “Even though it can be difficult sometimes to ask for help, everybody at NAM has been so helpful with everything. I’m just so grateful for what they’ve done for me and my family.”*

# NAM Highlights



## Meredith Sharp

joins NAM as the new Vice President of Fund Development. Meredith comes to NAM from the Pulmonary Hypertension Association's Lone Star Chapter where she served as their Director of Development for the last two years.



## Erin Broussard

has joined the Leadership team as the new Vice President of Program Services. Erin joins NAM'S Leadership team after serving three years as the Director of the Children's Clinic.



## Sharion White

is the new Director of the Children's Clinic. She comes to NAM with 28 years of experience in the medical field. Before coming to NAM she worked at GroupOne Health Source, Inc. as Revenue Cycle Manager and Physician Liaison.



## Lisa de Ybarrondo, MD

is the new Pediatric Doctor in the Children's Clinic. She comes to NAM with 23 years of experience in the clinical field. Dr. de Ybarrondo is also an Associate Professor at the University of Texas Health Science Center.

## Children's Clinic Staff Receive Award



Dr. Lisa de Ybarrondo, the Pediatrician at NAM's Children's Clinic along with Sharon Record, Pediatric Nurse Practitioner, were the recipients of the Dean's Teaching Excellence Award from the University of Texas Medical School for excelling at teaching medical students.

## New Bus for 50+ Center

Thanks to the generosity of The Carl C. Anderson Sr. and Marie Jo Anderson Charitable Foundation and M.D. Anderson Foundation NAM was able to purchase a new bus for our 50+ Program.



## NAM Receives Award from Better Business Bureau

NAM was awarded the BBB 2015 Award for Excellence for our work as a non-profit organization and our commitment to positively impacting our community.



# Volunteer Groups

NEIGHBORS MAKING A DIFFERENCE

Starbucks  
PV Fluids  
Whataburger  
NRG  
Keller Williams

NCL Yellow Rose  
Junior Guild  
Junior League of The Woodlands

Klein Forest High School  
Klein High School

National Charity League:  
NCL Wildflowers  
NCL Cypress Belles  
NCL Champions  
NCL Cypress Creek

Empowered Hands  
Team Abilities  
Community Connections  
Northwest Bible Church

## To volunteer

Call at (281) 885-4604

## To apply for services

If you are a homebound senior who could benefit from Meals on Wheels, please call (281) 885-4622

# JEANS & Jewels™

...A Texas Size Party

Mark your calendars for the upcoming Jeans & Jewels events!



## Wine Party

Thursday, August 18  
Hosted at Citation Oil & Gas

## Luncheon

Thursday, September 22  
Honoring Lauren Temple "Paris, Texas"

## Texas Size Party

Saturday, October 22  
Honoring Darlis and Tom Fuller  
"Fiesta on the Rio Grande... A Mission of Hope"

Reserve your place!

Don't wait—reserve your place!

Contact Ryan Barnes at (281)885-4608 or rbarnes@namonline.org for details or to make a reservation

Every spring, NAM honors its volunteers with a delicious luncheon in a beautiful setting. And for the past three years, the venue and all 300 meals for the event have been completely donated by Shirley Acres.

“During the years when it was our home, this was a magnet for family events and dinner jam sessions,” Bob recalled. “People would come here and Dad would play the piano, Dr. Joe would play the saxophone.... It was a lot of fun for my parents. They had that social gift and loved to entertain.” Shirley Acres opened in 1992 as a wedding and event venue, with Bob overseeing since 1995.

Bob said they are happy to use the property to help NAM and encouraged others to find their unique contribution as well.

“The Lord has blessed us with continued success at Shirley Acres and it’s just a way for us to give back to the community,” Bob said. “We all should try to give back where we can. For some people it’s providing a service; for others it’s providing their time as a volunteer. This is our main contribution to NAM and we’re glad to be able to do it.”

*Bob Shirley, Owner of Shirley Acres*



Joe and Linda Fowler have been strong supporters of NAM for more than 25 years. This spring they did a beautiful thing: they offered a matching gift to help complete NAM’s Roots & Wings capital campaign.

The campaign kicked off in January 2014 with a goal of raising \$5,371,608 to build a new Retail and Training Center. By the spring of 2016 there was about \$300,000 left to raise. So the Fowlers offered a matching gift: for every dollar given to meet immediate needs through NAM’s Survival Over Summer (S.O.S) campaign, they would donate \$3 to complete the building campaign, up to \$300,000.

Donors immediately responded to the chance to quadruple their gift. Within two months, NAM’s donors contributed \$161,268 in cash to S.O.S., as well as \$133,000 in food. With the Fowler’s matching gift of \$300,000, the building campaign was completed as well!

***“We’re just so happy that it worked, and people got involved,” says Joe.***

Joe and Linda believe in the mission of NAM and have shown their support in a variety of ways including the Jeans & Jewels gala. They also believe the Retail and Training Center is a wise investment that will benefit the community for generations to come.

## The Fowlers

“We need job training and one of the main functions of the new building is to help NAM expand those services,” says Joe.

“The other is to move the resale store to a permanent home. As a business person it’s always good to own your own space. So a permanent home for NAM’s resale store and new services to help people with job training is really good news.”



“We believe in the mission of NAM, under the direction of the Board of Trustees and Carole Little, President/CEO,” adds Linda. “I am always amazed at how much she believes in the community, knows what we need for the community and is able to pull that together.”

Joe and Linda began their married life at Texas A & M University and say that one of the core values they learned there was to give back to the community.

“We have done that throughout our marriage,” says Joe. “Getting involved will help the community, but it will bless you as well. Giving blesses the giver as much or more than the receiver and we’re just happy to help.”

*Linda and Joe Fowler*



## VOLUNTEER SPOTLIGHT

# Suzy Richard



*Suzy Richard, NAM Volunteer*

**S**uzy Richard worked as a full-time graphic designer for different printing companies, but when it was time to retire she wanted to find something that was fun and fulfilling. That's when she turned to NAM to volunteer, but she found more than just volunteering her time.

Friendly faces welcomed Suzy to NAM and she soon found a home away from home volunteering Tuesdays and Thursdays with the Helping Hands Program and the Joanne Watford Nutrition Center during the Holiday season. She's been with NAM for almost two years.

"My favorite part about being a volunteer is the people," Suzy said. "There's so much fun in this department. I'm surrounded by laughter and the camaraderie is just terrific—and you can't beat that," she said.

This camaraderie has led to new additions in Suzy's arts and craft repertoire,

as most recently she took on quilting—an activity she loves and that goes hand-in-hand with her graphic design background. She finds freedom in volunteering and thanks to this freedom she's also able to give back.

*"My favorite part about being a volunteer is the people."*

"You get more than you give," Suzy explained. "Seeing the people enjoy the things we make here means a lot to me and that's one of the greatest things about being a volunteer."

Suzy also helps NAM and her fellow volunteers by taking pictures of the crafts they make and also designing the signs that accompany their one-of-a-kind creations.

In the future, Suzy would like to go back to picking up bread and pastry donations for the Nutrition Center—an idea she has time to play with because she's planning on staying here as a volunteer for years to come.



**O**n May 12, Northwest Assistance Ministries partnered with Keller Williams Professionals for a day of volunteering. Employees and associates from the real estate offices of Keller Williams Professionals in the Cypress area participated in RED Day—an annual event since 2009, which offers a full-day of service and volunteering for communities in need or for non-profit organizations.

"We're so fortunate to have such great volunteers help NAM upgrade and maintain our facilities," said Carole Little, NAM's President and CEO. "It means a lot to us to have so many people donating their time and resources so we can better help our community," Little said.

During the RED Day event, which stands for "Renew, Energize and Donate," a group of 100 volunteers all in red shirts came ready to help NAM. Volunteers worked at NAM's Treasures of the Heart resale store sorting and organizing donations, others helped with trash pickup, plumbing, painting and pruning needs around NAM's campus.

"It was such a blessing to be here," explained Mandy Arceneaux, Assistant Team Leader at Keller Williams Professionals. "This is the best day in real estate because for one day we get to take time away from our business to make a difference in our community. It's a lot of hard work but we enjoy doing it."

## Volunteers NEEDED

NAM relies on more than 2,700 volunteers to carry out our mission each year—and we need you! To learn more, please contact our **Volunteer Coordinator** at (281) 885-4604

### Orientation Dates

*Orientations are the first Wednesday and third Thursday of the month at 10 a.m. or by appointment*

<b>June 2016:</b>	<b>July 2016:</b>	<b>August 2016:</b>
Wednesday 1	Wednesday 6	Wednesday 3
Thursday 16	Thursday 20	Thursday 18

### Especially Needed

- Meals on Wheels drivers for the Bear Creek area
- Bilingual volunteers for the Children's Clinic
  - 50+ Rhythm Walking instructor
  - Resale volunteers on weekdays
  - 50+ Bus driver

# NAM Events

MAY 4, 2016

**T**hanks to our supporters' generosity, NAM raised more than \$146,000 during this year's Endowment Dinner at The Woodlands Waterway Marriott. Guest Emcee Dana Tyson, host of Sunny 99.1's morning radio, lit up the night presenting guest speakers: Jack Canfield, the co-creator of the New York Times best-selling "Chicken Soup For The Soul" book series and former NAM client, Suzette Kibble-Hicks, who with the help of NAM's Social Services, was able to overcome adversity.

We would like to thank our generous donors for making this event a complete success for NAM: Darlis and Tom Fuller, Renee and Danny Rea, Denise and Buddy Bolt, Margaret and Ralph Daigle, Cindy and Scott Chenoweth and The Watford Family Foundation.



*Carole Little, NAM President & CEO with Linda and Harlan Martens; Cindy and Scott B. Chenoweth, President of the NAM Endowment Fund; Karen Weakly, Director of NAM's Interfaith Homeless Network with Jack Canfield, NAM's Endowment Dinner featured speaker and Suzette Kibble-Hicks; Mike and Carol Watford.*

## Wish List

Below is a partial list of current needs throughout NAM's programs. For a complete list, please visit [www.namonline.org/donate/nam-wish-list/](http://www.namonline.org/donate/nam-wish-list/)

- 50 boxes of Band-Aids for the Children's Clinic (\$150)
- Electric hole punch—50 sheets (\$200)
- \$20 gasoline cards for those fleeing domestic violence
- 50 licenses for Microsoft Office 2016 (\$29 each)
- 2 fireproof file cabinets for Human Resources (\$2,400)
- 2 scanners for Housing Services
- Heavy duty shredder (\$350)
- Partial replacement of hazardous carpet (\$20,000)
- 10 Rubbermaid trash cans, Children's Clinic \$20 each (\$200)

## Thank You

CORPORATE & FOUNDATION DONORS

*Cash and In-Kind gifts of \$1,000 or more, excluding events*

*February-April 2016*

Anonymous  
Caldwell Companies, Inc.  
Carl C. Anderson Sr. & Marie Jo Anderson Foundation  
ExxonMobil Corporation  
Freebirds World Burrito, Corporate Office  
Harriet and Joe Foster Foundation  
Hildebrand Foundation  
Houston Endowment Inc.  
Houston Methodist  
Houston Methodist Willowbrook Hospital  
Houston Northwest Medical Center  
Kinder Morgan Foundation  
Klein Memorial Park & Mausoleum  
Linda J. and Harlan C. Martens Foundation  
Mini Storage

NAM Endowment Fund  
Plains All American Pipeline, LP  
Powell Foundation  
Shell Oil Company  
Shell Oil Company Foundation  
Southwestern Energy Co  
Tao Finance, LLC  
Target Steeplechase #2144  
Target Willowbrook #2066  
Tenet Healthcare Corporation  
The Andrews Foundation  
The Crump Foundation  
United Way of Greater Houston  
Wal-Mart #1103 - Cornerstone

## Easy ways to help



- 1. Give online or send a check to NAM**
- 2. Pick up extra groceries to donate**
- 3. Host a food drive**

Learn more at [namonline.org](http://namonline.org)  
or call (281) 885-4555



**NORTHWEST  
ASSISTANCE  
MINISTRIES**  
*Neighbors Helping Neighbors*

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www.namonline.org

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(281)885-4607 or bhanna@namonline.org



# Be the Change

CORPORATIONS MAKING A DIFFERENCE



## Freebirds World Burrito

*Thank you Freebirds  
World Burrito for your time and donated meals  
for those attending the Flood Aftermath Meeting  
at Faithbridge United Methodist Church.*



## Keller Williams Professionals

*Thank you Keller Williams Professionals Cypress  
for choosing NAM as your RED Day event  
charity partner!*



## NRG Energy

*Thank you to our  
friends at NRG  
for volunteering  
with our 50+  
Program and for  
your monetary  
donation.*



## Klein LIONS Club

*Thank you LIONS  
Club for your  
In-Kind donations  
that will benefit flood  
survivors!*

If you would like to become a corporate partner, please contact  
Meredith Sharp, Vice President of Fund Development at  
(281) 885-4555 or via email at msharp@namonline.org

## NAM Notes Summer 2016

Northwest Assistance Ministries  
15555 Kuykendahl Rd.  
Houston, TX 77090

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