Northwest Assistance Ministries

35 Years of Neighbors Helping Neighbors

Annual Report 2017-2018
CELEBRATE

35 Years of Neighbors Helping Neighbors

MILESTONES ARE WORTH CELEBRATING.
THEY PROVIDE MARKERS ALONG THE WAY OF LIFE;
A CHANCE TO REMEMBER CHALLENGES AND VICTORIES,
MARVEL AT HOW MUCH HAS CHANGED, AND LOOK TO THE
FUTURE WITH RENEWED ENERGY AND PURPOSE.
This year, we enthusiastically celebrate the 35th anniversary of Northwest Assistance Ministries. It’s a story that began in the early 1980s, when the oil industry took an unexpected turn. Thousands of Houstonians lost their jobs, and faith communities were overwhelmed by the need. So in 1983 ten congregations came together to pool their resources, look beyond theological differences, and love their neighbors in a tangible way—and Northwest Assistance Ministries was born.

The stories of people who have been touched by NAM now number in the hundreds of thousands. Stories of women and children being rescued from abusive relationships. Of homeless families finding a safe, affordable place to live. Lonely seniors connecting with new friends...children receiving excellent medical care...adults learning skills for high-demand careers...and families rebuilding their lives after Hurricane Harvey. Stories of hope.

This year saw a transition in leadership as Carole Little retired after 17 years as NAM’s President and CEO. NAM grew tremendously under her leadership, and now provides services across 24 zip codes. Carole led the transition of NAM’s food pantry to a cutting-edge choice pantry, the expansion of NAM’s Meals on Wheels program, and the development of a unique partnership with the Harris County Housing Authority to rapidly rehouse families who were homeless. During her tenure, NAM completed a $5.3 million capital campaign to open The Harrell Family Opportunity Center, along with a permanent home for NAM Resale. Today NAM’s partners include more than 2,875 volunteers, 49 congregations, 75 affiliate organizations, and nearly 100 employees.

After Carole’s retirement, NAM’s Board of Directors conducted a thorough search—and we are thrilled to welcome Les Cave as our new President and CEO.

With his proven leadership and NAM’s strong network, NAM will continue to be a beacon of hope for years to come. Together, we’ll continue to listen to the needs of our community and develop creative, forward-thinking solutions. We’ll continue to serve neighbors in need with dignity, compassion, and the tools to climb out of difficult circumstances into a brand new life. And we’ll continue to invest the amazing gifts of our volunteers, partners, and donors to the fullest extent possible.

Together, we are a community of neighbors helping neighbors. And that’s something to celebrate.
Northwest Assistance Ministries (NAM) is a nonprofit community-based, multi-program social service agency that strives to meet basic human needs through Neighbors Helping Neighbors. NAM provides assistance in areas of food, shelter, clothing, education, children’s health, domestic violence assistance, behavioral health, and more.

**Our Mission**

NAM’s mission is to strive to meet basic human needs through Neighbors Helping Neighbors.

**Our Vision**

NAM’s vision, grounded in its mission and true to its values, is a community in which Neighbors care for Neighbors through collaborative efforts 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.

**Our Values**

NAM’s values include: maintaining a strong commitment to its mission of meeting basic human needs through Neighbors Helping Neighbors; fostering a spirit of respect and charity; striving for excellence in all areas of service; and strengthening connections with its spiritual, funding, and volunteer partners.
## Board of Trustees
2017-2018

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**Vice Chair:**
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  Retired, VP Bulk Supplies & Logistics, Plains All American Pipeline & Interim President  
  CEO, Northwest Assistance Min stries

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- Danny J. Rea  
  Executive VP and COO, Twin Eagle
- Past Chair
- Past Chair

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### NAM Endowment Fund Board
2017-2018

**Chair:**
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  Director of International Commercial Development, Anadarko

**Non-Voting Members:**
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- Denese Hammon  
  Chief Financial Officer, Northwest Assistance Min stries
- Buddy Bolt  
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- Joe Untermeyer  
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- Rusty Schlattman II, D.D.S.  
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- Steve Miller  
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- Scott Chenoweth, Past Chair  
  Partner, Four Cs Equity, Ltd.
Dear Friends,

Happy Birthday to NAM! What an incredible privilege it is to see the impact this organization has made on our community over the past 35 years—and to know at the same time that we continue learning about additional challenges that face the community that need to be addressed.

NAM was built on a foundation of care and compassion, with the goal of giving Neighbors in Need the necessary tools to start anew on solid ground. Today we are one of the most highly respected organizations in both northwest and greater Houston, serving tens of thousands of people each year, recognized as a Four Star Charity by Charity Navigator, and a “Best in America” by Independent Charities of America. We were even named the Pinnacle Winner of the 2018 Better Business Bureau Award for Excellence in the non-profit category this year, for all of Greater Houston. That’s quite an honor.

This has been a remarkable year for me personally. With the retirement of Carole Little, who led NAM so well for 17 years, I was humbled and honored to step into the role of Interim CEO.

The experience of leading during that transition gave me a new appreciation for the amazing work NAM does every day. I saw firsthand the dedication and tireless efforts of our staff and more than 2,800 volunteers, met families who were rescued from desperate circumstances through NAM’s programs and services, and saw in new detail how seriously NAM takes its responsibility to strategically maximize your gifts for the good of our community.

I was also part of the selection process for NAM’s new President & CEO. As a Board we conducted a thorough search and were very impressed by the candidates who came forward. We were excited when Les Cave, with over 30 years of experience, accepted the position, and are confident he has the vision and experience to lead NAM well into the future.

With Les at the helm, we know NAM will continue to listen to our community, create innovative solutions to help overcome life’s challenges, and have a profound impact…one life at a time. We are so proud of NAM’s history and positive we can meet the needs that the future holds. On behalf of the entire Board, thank you for partnering with us to live out the mission of Neighbors Helping Neighbors.

Sincerely,

Jim
Chair, Board of Directors
Dear Friends,

I am so grateful to you for your warm welcome and support. Seeing the individuals and families we serve every day reminds me of the privilege and honor we have to be part of Northwest Assistance Ministries’ life-giving mission.

The depth of essential services NAM provides, the number of lives it touches, and the dedication of our donors, volunteers and staff is nothing short of remarkable.

Your gifts of energy and resources are keys to NAM’s successes. Whether you’re volunteering your time, sharing a particular skill, or investing in NAM financially, you are essential to fulfilling the mission. You are a vital part of this community of Neighbors Helping Neighbors.

As we honor NAM’s 35th anniversary, there is much to celebrate both in our history and in the work that lies ahead. NAM is still helping people rebuild their homes and lives after Hurricane Harvey; we’re finding new ways to meet the health-related needs of our community; unveiling new career training opportunities; providing new levels of support for neighbors impacted by domestic violence, and so much more.

The ripples of your leadership and generosity can be felt all around. As you read through the stories in this annual report, I hope you’ll catch just a glimpse of the life-changing difference you’ve made.

Thank you again for all you have done to create such a wonderful pillar of our community. I look forward to partnering with you as we journey ahead!

Sincerely,

Les

Linda & Harlan Martens Endowed President & CEO
NAM Leadership Team

Les Cave  
President & CEO

Brian Carr  
Chief Advent Officer

Denese Hammon  
Chief Financial Officer

Abel Garcia  
Director, Retail Sales

Jennifer Herrera  
Director, Disaster Relief Services

Grace Jackson  
Director, Senior Services

Sheryl Johnson  
Director, Family Violence Center

Abiya Malhotra  
Director, Pediatric Health Center

Pampi McGuire  
Director, Information Technology

Paul McKee  
Director, Building Operations

Debbie Peterson  
Director, Assistance

Mary Silbert  
Director, Learning Center
NAM Collaborators

24 Hour Fitness
AARP
Aid to Victims of Domestic Abuse
Aldine ISD
American Lung Association in Texas
Avenue 360
Beacon Law
Between Jobs Ministry
Brightwood College
Change Happens!
Christus Health Foundation
Cities Changing Diabetes - Novo Nordisk
Coalition for the Homeless/Harris County
Continuum of Care
College of Healthcare Professionals
Community Health Choice
Cy-Fair ISD
DePelchin Center
Family Protective Services
Gateway to Care
Green and Healthy Home Initiative
Harris County Area Agency on Aging
Harris County Area Community Services Development
Harris County Department of Education
Harris County Domestic Violence Coordinating Council
Harris County Housing Authority
Harris County Public Library
Harris County Sheriff’s Office
Harris County Social Services
Harris County’s Curiosity Cruiser
Harris Health System
Houston Community College
Houston Food Bank
Houston Methodist Healthcare System
Houston Northwest Medical Center
Interface-Samaritan Counseling Centers
Interfaith CarePartners
Karya Properties
Klein ISD
L.I.F.E Houston
Life Care Pregnancy Center
Loam Agronomics
 Lone Star College
Meals on Wheels Texas
One Voice Texas
Reach Out & Read-Texas
Sam Houston State University, LBC Program
Santa Maria Hostel, Inc.
Sea Smiles Dental
Senior Rides and More
SPCA Houston
Spring ISD
Superior Health Plan and DFPS
Texas A&M University
Texas Association Against Sexual Assault
Texas Council on Family Violence
Texas Department of Agriculture
Texas Domestic Violence Shelters
Texas Pediatric Society
Texas Southern University
Texas Women’s University
The Women’s Resource of Greater Houston
Tomball ISD
Transamerica Financials
United Way of Greater Houston
University of Houston Clear Lake Healthcare Administration Program
University of Houston, Graduate College of Social Work
University of Houston, Nursing Program
UT Arlington College
UT Health Science Center
UT Physicians
UT Prevent Blindness Texas Program
UT Psychiatry
UT Welnity
Walgreens
WIC and SNAP Programs
Workforce Solutions
<table>
<thead>
<tr>
<th>Congregation Name</th>
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<tr>
<td>Abiding Word Evangelical Lutheran Church</td>
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<td>Bammel Church of Christ</td>
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<td>Christ the Good Shepherd Catholic Community</td>
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<td>Congregation Jewish Community North</td>
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<td>Cy-Fair Christian Church</td>
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<td>Cypress Creek Christian Church</td>
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<td>Cypress Trails United Methodist Church</td>
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<td>Faithbridge Church</td>
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<td>Fallbrook Church</td>
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<td>First Christian Church</td>
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<td>God’s Word of Deliverance Apostolic Faith Church</td>
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<td>Greenwood Baptist Church</td>
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<td>Harvest Time Church</td>
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<td>Holy Comforter Episcopal Church</td>
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<td>Hosanna Lutheran Church</td>
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<td>Houston North Stake, The Church of Jesus Christ of Latter-day Saints</td>
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<td>Immanuel United Church, UCC</td>
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<td>John Wesley United Methodist Church</td>
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<td>Kinsmen Lutheran Church</td>
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<td>Klein Texas Stake, The Church of Jesus Christ of Latter-day Saints</td>
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<td>Klein United Methodist Church</td>
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<td>Lakewood United Methodist Church</td>
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<td>Lifepath Church</td>
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<td>New Dimensions Worship Center</td>
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<td>New Jerusalem Community Baptist Church</td>
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<td>Ninth Church of Christ, Scientist</td>
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<td>North Oaks Baptist Church</td>
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<td>NorthWest Bible Church</td>
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<td>Northwoods Baptist Church</td>
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<td>Northwoods Presbyterian Church</td>
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<td>Plymouth United Church, UCC</td>
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<td>Prince of Peace Catholic Community</td>
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<td>Resurrection Lutheran Church</td>
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<td>Spring Creek Seventh-Day Adventist Church</td>
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<td>Spring Cypress Presbyterian Church</td>
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<td>Spring Woods United Methodist Church</td>
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<td>St. Anthony the Great Orthodox Christian Church</td>
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<td>St. Dunstan’s Episcopal Church</td>
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<td>St. Edward Catholic Community</td>
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<td>St. Ignatius of Loyola Catholic Church</td>
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<td>St. Timothy Lutheran Church</td>
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<td>St. Timothy’s Anglican Church</td>
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<td>The Brook Church Community</td>
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<td>The Daily Bread Inc.</td>
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<td>The Good Shepherd Christian Church-Disciples of Christ</td>
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<td>Trinity Klein Lutheran Church</td>
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<td>Unity Spiritual Center of Greater Houston</td>
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<td>Willowbrook Terrace Chapel</td>
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<td>Windwood Presbyterian Church</td>
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This year, congregations gave $216,562 in financial support of NAM’s programs and services, as well as providing thousands of hours of volunteer service and an abundance of in-kind donations.

From its first breath of life, congregations have been at the heart of NAM. They were at the core when the idea for Northwest Assistance Ministries was sketched out on a napkin. And 35 years later, the roots have continued to strengthen and sustain NAM through every season.

Back in 1983, ten congregations came together to love their neighbors in a tangible way. Today that network has grown to include 49 congregations, representing a diversity of denominations and beliefs, who support NAM on a regular basis through financial contributions, volunteer service, in-kind donations and more.

For example, a group of congregations make up the Interfaith Homeless Network at NAM, helping homeless families get back on their feet by providing housing deposits, furnishings, and assistance in finding a safe, affordable place to live.

Other congregations provide volunteer drivers or serve as hubs for Meals on Wheels, bring new toys and gifts for children in need during the holiday, or encourage members who serve in every capacity throughout NAM’s programs. In the aftermath of Hurricane Harvey, NAM’s congregations provided emergency supplies, served as links to congregations outside of Houston, unloaded trucks, listened to stories, and opened their doors as shelters for weary and worried flood victims.

To all of our congregations, we say thank you. For 35 years you have served our community with compassion and generosity. You are what makes NAM so special and so unique. And as a community, we are forever grateful.
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<th>SERVICE AFFILIATES</th>
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<tr>
<td><strong>Alpha Kappa Alpha Sorority, Inc.</strong></td>
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<td><strong>Boy Scout Troop 4</strong></td>
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<td><strong>Brookdale Plaza Willowbrook Resident Association</strong></td>
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<td><strong>Champions Antique Club</strong></td>
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<td><strong>Champions Breakfast Club</strong></td>
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<td><strong>Church Without Walls</strong></td>
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<td><strong>Commissioner Pct 4 Senior or Adult Program</strong></td>
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<td><strong>Cub Scout Pack 33</strong></td>
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<td><strong>Cub Scout Pack 33</strong></td>
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<td><strong>Cy Fair ISD</strong></td>
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<td><strong>Epsilon Sigma Alpha Chapter</strong></td>
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<td><strong>ExxonMobil Retirees Club of Northwoods, Inc.</strong></td>
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<td><strong>Frassati Catholic School</strong></td>
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<td><strong>Friends and Neighbors of FM Women's Club</strong></td>
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<td><strong>Girl Scout Troop 4</strong></td>
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<td><strong>Greenwood Forest Home and Garden Club</strong></td>
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<td><strong>Harris County Medical Society Alliance - North Branch</strong></td>
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<td><strong>Houston Northwest Filipino American Community</strong></td>
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<td><strong>Huntwick Women's Club</strong></td>
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<td><strong>Kappa Kappa Gamma Chapter</strong></td>
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<td><strong>Kappa Kappa Gamma Alumnae Club</strong></td>
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<td><strong>Memorial Northwest Lady Bugs Club</strong></td>
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<td><strong>National Charity League - Champions Chapter</strong></td>
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<td><strong>National Charity League - Kappa Kappa Gamma Alumnae Club</strong></td>
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<td><strong>National Charity League - Wildflower Chapter</strong></td>
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<td><strong>National Charity League - Yellow Rose Chapter</strong></td>
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<td><strong>New Breed Social Aid and Pleasure Club</strong></td>
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<td><strong>Northwest Houston Business &amp; Professional Women</strong></td>
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<td><strong>Northwest Women's Tealus League</strong></td>
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<td><strong>Oklahoma City Women's Club</strong></td>
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<td><strong>Primrose School of Champions</strong></td>
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<td><strong>Raveneaux Ladies Golf Association</strong></td>
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<td><strong>Rotary Club of Willowbrook</strong></td>
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<td><strong>Society for the Advancement of Floral Design</strong></td>
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<td><strong>Spring Creek Dart Association</strong></td>
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<td><strong>Spring Creek Oak's Neighborhood Association</strong></td>
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<td><strong>Spring Creek SDA Rangers &amp; Adventure Club</strong></td>
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<td><strong>Spring Democratic Club</strong></td>
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<td><strong>Spring High School</strong></td>
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<td><strong>St Francis Mission - the Diocese of Mid America</strong></td>
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<td><strong>Sunset High School - Leadership Class</strong></td>
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<td><strong>Temple of Hunting</strong></td>
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<td><strong>The Well Armed Women</strong></td>
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<td><strong>University of Houston School of Nursing</strong></td>
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<td><strong>VFW Post 2427</strong></td>
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<td><strong>Woodmen of the World Lodge 50</strong></td>
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<td><strong>YMCA at Cypress Creek</strong></td>
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On May 9, 2018 Northwest Assistance Ministries was announced as the Pinnacle Winner of the 2018 Better Business Bureau (BBB) Award for Excellence in the non-profit category for all of the Greater Houston area. There was some tough competition in that category too. In the end, NAM brought home the trophy.

For the past 26 years, the Better Business Bureau has been recognizing area businesses and non-profits for excellence and quality in the workplace through the BBB Awards for Excellence. This coveted award spotlights a commitment to excellence in the marketplace and gives consumers greater confidence when choosing which companies to use.

BBB Accreditation is an honor not given to every company, but NAM clearly demonstrates the BBB's Standards for Trust to the community.

A dedication to integrity and performance has put NAM in this elite group which sets the bar for how the public should be treated – fairly and honestly in all circumstances. The BBB is a key advisor, most reliable evaluator, and most objective expert on trust in the marketplace and accreditation benefits both organizations and consumers.

NAM takes pride in celebrating this win, as it observes its 35th Anniversary. This award was made possible thanks to all of the hard work and dedication that each staff member and the volunteers display every day as NAM continues to serve the community.
The Harrell Family Opportunity Center

In its first full year of operation, The Harrell Family Opportunity Center has been a tremendous resource for NAM and the surrounding community.

Built on land already owned by NAM, The Harrell Family Opportunity Center is located directly behind NAM’s main building. The two-story structure officially opened on June 30, offering 320,000 square feet for NAM Resale, vocational and classroom space for the Learning Center, and the Joe and Linda Fowler Multi-Purpose Room, a state-of-the-art meeting facility.

NAM Resale was scheduled to move to the new building in September, but Hurricane Harvey had other plans. Instead, the new space served as a relief distribution center where donations of food, water, dry clothing and other essential items could be received, sorted, and given to neighbors who were devastated by flooding. By the end of the first week, NAM had served more than 6,000 neighbors in need.

In late October, NAM Resale moved into the fresh new space, with a grand opening celebration on November 3. This move saves NAM $150,000 in annual leasing costs.

The Learning Center now utilizes their new classroom and vocational space for training in careers such as Administrative Professional, Certified Nursing Assistant (CNA), and Certified Sterile Processing Technician (CSP).

The Joe and Linda Fowler Multi-Purpose Room has been used for events such as the Jeans & Jewels Luncheon and Style Show, the spring Career Fair held by NAM and Between Jobs Minstry, and an Interfaith Prayer Breakfast celebrating NAM’s 35th anniversary. Community groups have also utilized the space, including the Houston Northwest Chamber of Commerce, Juli’s League of North Harris County, AARP, Workforce Solutions, Spring ISD and Klein ISD.

UPDATE: The Harrell Family Opportunity Center

Thank you to all who contributed to the Roots & Wings Capital Campaign, which raised $5,373,885 for the construction of The Harrell Family Opportunity Center. Your gifts will impact our community for generations to come!
NAM Resale operates two stores, offering gently used clothing, furniture, and household items at prices that will thrill the heart of any bargain hunter. Whether you’re looking for designer labels or formal gowns, clothes for growing kids or shoes in every style, framed art, home decor, and so much more, NAM Resale should be your first stop!

This was an exciting year as NAM Resale’s flagship store moved to its newly constructed home. Located on the first floor of The Harrell Family Opportunity Center behind NAM’s main building, the new store features 9,000 square feet of retail space in a bright, clean, well-organized environment.

NAM Resale’s second location is a small boutique on the first floor of NAM’s main building. Here you’ll find a hand-picked array of designer clothing, home accents, jewelry and more.

There’s another gift these shops provide. When neighbors come to NAM seeking help, their needs may include clothing or home furnishings. Through a voucher system, they can choose exactly what they need in the styles they prefer—free of charge.

Your donations of gently used items help keep the cycle flowing. Donating is as simple as bringing your items to the new store between 9 am. and 5 pm. Monday through Saturday, or using one of six convenient donation bins at area congregations.

So the next time you’re clearing out closets or refreshng your home, think of NAM. The items you no longer use are just waiting to bless a Neighbor in Need.

NAM Resale raised nearly $650,000 for the 2017-2018 Fiscal Year.
As Meredith looks back over the last 18 years, she sees NAM as a key part of the life she now leads.

Over the past 35 years, NAM has touched the lives of hundreds of thousands of people. In most cases we never know the long-term impact of that assistance on someone’s life. But on rare occasions, we are blessed with a chance follow up. Meredith’s story is one such encounter.

Meredith grew up in Louisiana and married a man she had known since middle school. Together they had a baby boy, but after just a few months Meredith noticed he wasn’t hitting the same milestones as her sister’s baby, who was a few weeks older. She asked her husband for the health insurance cards—nd learned the baby had never been dreadful to their policy.

By Easter of 001, “all my children are crying and eating” Meredith recalls. Her family had all moved to Houston and encouraged her to seek healthcare there. Meredith and her husband ended up moving, and doctors in Houston discovered that her baby was having an unusual form of seizures—very day.

“NAM was one of the first resources I rected to,” she says. “That was my first step in helping my son get all the things he needed.”

The Peil atric Health Center at NAM provided the baby with immunities, referrals to specialists, and early intervention for basic developmental skills.

Over the next two years, Meredith and her husband had another son, then a daughter, giving them three children and the age of threes. Her husband worked in retail and Meredith worked temp jobs so she could take her son to therapy. But at times there wasn’t enough money for food or utilities, and they would sit in the dark. NAM helped Meredith apply for WIC and provided food, diapers, and utility assistance to bridge the gap.

When their oldest son was three years old, doctors had a new diagnosis: autism. That same year, just a few weeks after their baby girl was born, Meredith learned her husband was having an affair.

“So now I had a newborn a 2-year-old, and a child with autism,” Meredith recalls. “I was trying to find a job and juggle everything. And NAM was there when I needed help the most.”

Over the next several years there would continue to be ups and downs. Meredith and her husband divorced. Their daughter was also diagnosed with autism. Meredith found a good job with an insurance agent. Then she met Tom, had another baby, and in the family moved to Ohio.

Today, the children are 16, 15, and 11 years old. Meredith now works in the case management department of the largest Medicaid Managed Care Plans in Ohio, and is completing her bachelor’s degree in social work. She visits people in their homes and helps them find resources to meet the myriad of needs they may be facing—just as NAM once helped her.

In high school, Meredith’s oldest son joined the school’s theater program and discovered a whole new world. “That was life-changing for him,” Meredith says. “He isn’t really outgoing kid, but in theater he met friends and flourished.”

This fall, he was crowned Homecoming King.

Meredith’s son and daughter are also the inspiration for a new nonprofit she and Tom formed, called Ghan Inclusion for Teens and Young Adults, or GIFT. Named for the town in which they live, GIFT offers inclusion-based programs and advocacy for marginalized youth in the community, whether that marginalization comes through intellectual disability, cultural differences, language barriers or social limitations.

As Meredith looks back over the last 18 years, she sees NAM as a key part of the life she now leads.

“From the very beginning, NAM was truly saving my son’s life,” she says. “If I had remained in Louisiana I would not have had access to healthcare, I would not have known he had seizures, and he would’ve got treatment. I wouldn’t have known where to even start getting the services my children needed. It also changed my life as far as what I do professionally, and with the nonprofit. It’s hard to summarize because it was kind of a ripple effect.”

“It’s been a journey, and there have been amazing people along the way who helped,” she adds. “Now it’s time for me to give back.”
Volunteer Spotlight

Nancy’s Story

For some people, volunteering is an occasional event. But for others it becomes a lifelong passion through which they leave a lasting legacy.

Nancy began volunteering at NAM just a few years after the organization’s founding. The missions director at Northwoods Presbyterian Church asked if she would attend training, and Nancy agreed. Soon she was volunteering once a week, listening to the stories of neighbors who were going through a difficult time and determining how NAM could help.

In the early days, “we mainly gave food and clothes, but that’s about all we were authorized to do,” Nancy recalls. “NAM has grown tremendously from there.”

For 30 years, Nancy continued to volunteer each week in the Assistance office at NAM. With each conversation, she extended compassion, encouragement, and hope. And over the years, she made a life-changing difference for thousands of families.

“Volunteering in the Assistance office is probably one of the most rewarding things you can do,” Nancy says. “It’s one-on-one, and it’s an eye-opener when you start listening to stories of poverty. The families don’t know what’s going to happen tomorrow, but today they can’t pay their bills. Their fear of not being able to take care of themselves is real.”

Over the years, Nancy volunteered for NAM in other ways as well, including the early Jeans & Jewels galas and 3-on-3 basketball tournament. She and her husband, William, have also delivered Meals on Wheels together for the past 10 years.

Nancy officially retired from the Assistance office in September, 2018 but she will forever be a part of NAM’s story, as well as the stories of the people she served. Thank you, Nancy, for the investment you made to help your neighbors in such a beautiful way.
NAM’S PROGRAMS & SERVICES

EMERGENCY BASIC NEEDS
281.583.5600
Monday - Friday: 9 a.m. - 3 p.m.
Extended hours: Tuesdays 5 - 7 p.m.
Closed Noon - 1 p.m.

Emergency Basic Needs provides temporary assistance for neighbors facing a crisis, including food, clothing, prescription medicines, gasoline vouchers, bus tokens, financial help with rent or mortgage, and referrals to other organizations. Families may also qualify to receive school supplies, as well as holiday food and toys.

HOUSING SERVICES
281.885.4531
Monday - Thursday: 8 a.m. - 5 p.m.
Friday: 8 a.m. - 4 p.m.

Housing Services at NAM is a comprehensive program to put families who are homeless or at risk of becoming homeless on a path toward self-sufficiency. Services include financial assistance with rent or mortgage, help finding affordable housing, case management, and referrals to address other needs the family may be facing.

Some of NAM’s housing programs aid specific groups, such as the Veterans Assistance Program and the Homes for School Children project. NAM is also the only Coordinated Access location in northwest Harris County for Continuum of Care, a federal program that aims to create integrated, community-wide strategies to prevent and end homelessness.

JOANNE WATFORD NUTRITION CENTER

For Food Assistance: 281.583.5600
To Donate Food: 281.885.4589
Monday - Thursday: 8 a.m. - 5 p.m.
Friday: 8 a.m. - 4 p.m.

The Joanne Watford Nutrition Center (NWC) is a choice food pantry that operates much like a grocery store. Guests choose their own food from signed categories, including fresh produce, meat, dairy, and frozen items. The NWC also offers specialized services such as a mobile food pantry, holiday meals for families in need, and cooking demonstrations of tasty, healthy recipes.

Expectant Homes services

For Food Assistance: 281.885.4589
Monday - Thursday: 8 a.m. - 5 p.m.
Friday: 8 a.m. - 4 p.m.

Interfaith Homeless Network
281.885.4567
Monday - Thursday: 8 a.m. - 5 p.m.
Friday: 8 a.m. - 4 p.m.

The Interfaith Homeless Network at NAM is a collaboration of faith-based congregations who work together to meet the needs of local families who are homeless. Congregations participate in any of three ways: serving on search and placement teams to help families find a safe, affordable place to live; providing furnishings or specific financial assistance to a family; or conducting donation drives for coats, blankets, move-in kits and other essential items.

NAM RESALE
281.880.9000

Store Hours:
Monday – Saturday: 10 a.m. - 6 p.m.

Donation Hours:
Monday – Saturday: 9 a.m. - 4:45 p.m.

NAM Resale operates two stores offering gently-used clothing, furniture, household items and more at very affordable prices. Income generated by the stores helps support NAM’s programs and services. In addition, when NAM’s clients need clothing or household items, a voucher system allows them to choose exactly what they need in the styles they prefer—free of charge.

The Pediatric Health Center at NAM provides top-quality primary care for children from birth to age 18, as well as integrated comprehensive healthcare.

As a partnership between NAM and the University of Texas Health Science Center, the Pediatric Health Center provides everyday medical needs of children with or without insurance, including Medicaid and CHIP. But it goes far beyond that to address issues that may be impacting a child’s health, such as financial need, their home environment, nutrition and exercise, coordination with specialists, or the need for behavioral health therapy.

New this year is the Community Centered Health Home. NAM is leading the way in dressing issues that impact the community as a whole, with educational sessions, mobile health screenings and well woman exams for ultras, wellness fairs, and conversations that bring the community together to address health-related issues.

The Contingent of Care, a federal program whose purpose is to put families who are homeless or at risk of becoming homeless on a path toward self-sufficiency. Services include financial assistance with rent or mortgage, help finding affordable housing, case management, and referrals to address other needs the family may be facing.

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The proram offers an exciting array of activities for seniors to choose from, including cultural trips to the theater or museums; educational classes on topics like money management, nutrition, or safe driving; physical activities such as yoga and line dancing; and games ranging from Bingo to Wii bowling. Three days a week, seniors can also gather at NAM’s 60+ Café for a hot, nutritious lunch with friends—ree of charge.

MEALS ON WHEELS
281.885.4622
Monday - Thursday: 8 a.m. - 5 p.m.
Friday: 8 a.m. - 4 p.m.

Meals on Wheels delivers hot, well-balanced meals—ree of charge—into the homes of seniors and other neighbors who are homebound because of disability or illness.

Each weekday, an average of 55 individuals throughout ZIP codes receive meals through NAM’s proram. Some seniors also receive meals on turdays, monthly grocery deliveries, and pet food. The proram is possible only because of more than 50 volunteers who deliver the meals along with a friendly smile and a daily check on well-being.

FAMILY VIOLENCE CENTER
24-Hour Hotline
281.885.4673 / 888.750.HOPE
Office hours:
Monday – Thursday: 8 a.m. – 5 p.m.
Friday: 8 a.m. – 4 p.m.

The Family Violence Center at NAM prides itself on providing comprehensive crisis intervention services, a 24-hour hotline, dwell and child en’s counseling, emergency shelter, and legal aid. The e in abusive relationshipps as well as victims of sexual assault. A youth education proram reaches thousands of teens with lifesaving information and a pilot housing proram for victims of domestic violence. Safe housing for 70 families this year.

Through a partnership with Harris County Department of Education, the FAM can learn English, take Adult Basic Education classes, or prepare for the GED. As part of the THRIVE proram from UnTed Way, vocational scholarships are awarded to qualifying seniors for training in careers such as: welding, phlebotomy, certified nursing assistant, in strative assistant, counting assistant, HVAC sterile processing technician, and community health worker. THRIVE students also receive job search assistance to help them begin their new careers, and financial coaches to assist them in meeting their financial goals. The Learning Center in partnership with the Women’s Resource of Greater Houston also offers Financial Literacy classes monthly to the general public and Learning Center clients.

LEARNING CENTER
281.885.4616
Monday - Thursday: 8:30 a.m. - 4 p.m.

The Learning Center at NAM helps seniors gain the necessary skills to chart a career path that will lead to financial stability.

Through a partnership with the Women’s Resource of Greater Houston also offers Financial Literacy classes monthly to the general public and Learning Center clients.

DISASTER RELIEF SERVICES
281.885.4593
Monday – Thursday: 8 a.m. – 5 p.m.
Friday: 8 a.m. – 4 p.m.

Disaster Relief and Behavioral Health Services became an official proram of NAM in 2017, in response to overwhelming community needs after Hurricane Harvey. Like NAM, Relief offers a multitude of services in one location and works with Rebuild partners to help neighbors recover.

Through a variety of partnerships and funding sources, Relief provides mortgage & rental assistance, emergency housing, food, car repairs, and payment counseling, construction materials, labor partnerships to repair damaged homes, furniture, appliances, and more. Relief signs recovery plans with each family, looking at long-term solutions that will best help them recover from the storm and rebuild their lives on solid ground.
Kizzy was 26 years old, married with a two-year-old son and living in New Orleans. But when her marriage started to fall apart she turned to drugs. She ended up with charges and was in and out of treatment.

While in one of those treatment facilities, Hurricane Katrina hit. She lost contact with her former husband and for two years, didn’t know where her son was.

Family members brought her to Houston where she was able to get housing assistance because of the hurricane. Still, she struggled, so in a relative told her about NM. Kizzy received emergency assistance with basic needs while she worked to get her life back on track.

Today, Kizzy is working full-time for a commercial and property tax company, and is a single mom to two beautiful daughters. She started a small upholstery business, and says art and upholstering are her passions.

She’s done so well, in fact that she graduated from the housing assistance she was receiving, and no longer receives food stamps either. But that’s where the bumps come in. Her rent, which had been subsidized to $150 per month jumped to more than $800 a month. Without food stamps, she’s struggling to feed her family as well.

So NM helped fill the gaps. Kizzy asked for help with food, and was amazed by the transformation of the Joan e Watford Nutrition Center. A volunteer welcomed her and together they pushed a shopping cart through the aisles, choosing what Kizzy knew would work best for her family.

“It was like taking a little tour but being blessed at the same time,” Kizzy says. “I was almost in tears.”

Staff in the Emergency Basic Needs program also registered Kizzy for NAM’s Holiday Project so she will receive groceries for Thanksgiving and Christmas dinners as well as gifts for her daughters. It’s a small amount of help that can keep Kizzy moving forward. She’s grateful.

“I just try to show improvement and show that you can make a difference,” Kizzy says. “I’m not going to be a statistic.”
Geraldine is a woman of many talents. She has made and sold everything from T-shirts to body scrubs; she draws, plays the flute, and is a published poet. She even started her own business with made-from-scratch delicious baked goods of all kinds.

“I s a l y in the kitchen w tch ng mom d every h ng,” Geraldine says of her childhood. “I tried and burned a lot of things. But once I got it tgh, people really started liking what I w’s cooking.”

Today she bakes all sorts of cakes, pies, pecan pralines and more. She sells them to friends at church and others to whom the word has spread, bringing joy while providing income for her family.

But life has not been all sugar and spice for Geraldine. She has chronic pain in her back and knees from car accidents, including twice when she was walking and her s was struck by a car. She is raising two of her grandsons, who have been with her since they were infants. And when their safety as a family was threatened, she and her young grandsons fled with nothing more than the clothes on their back.

Geraldine and the boys spent about six months in a shelter. Then they were referred to Housing Services at NAM.

“My grandparents were so small and I needed so much for them,” she recalls. “The y to her first meeting with NAM she w as a bundle of nerves. But by the time the meeting w s finished, she had qualified for the program.”

“I t nh I cried all the y b a k to the shelter,” she says. “Oh my good ess.”

NAM helped Geraldine find a single-family rental home, paid her d po is, and pays a portion of her rent. They also provide case management as well as classes on money management, credit, life skills and more.

Ten years have passed since the day NAM first came alongside Geraldine. Her grandsons are now 18 and 13 years old and doing well—arng As at school and involved in sports like football and track. And Geraldine is forever grateful to NAM.

“They’ve changed the whole quality of my life,” she says. “They make you know that you’re somebody—you’re not worthless no matter what your situation. It’s real, it’s genuine. My whole outlook on life has changed since NAM.”

“Prayers to NAM and all of the workers,” she ds, “because you all rock, you really do.”
“NAM has been part of Mama Pat’s life since 2001, when Tropical Storm Allison filled her home with three feet of water.

“When the flood happened, a neighbor told me to call NAM,” she recalls. “They brought me food, they brought fans. And they’ve been in my life ever since.”

Mama Pat and her son John Wayne, are each other’s only living family. John Wayne is mentally challenged, so both receive Meals on Wheels from NAM, including extra groceries delivered once a month.

“It’s a lifesaver, it really is,” says Mama Pat. “My son can eat. He eats and he eats good. That’s why he’s so healthy.”

Mama Pat has raised John Wayne on her own since he was an infant. Born two months premature, he weighed just two pounds and doctors did not expect him to survive. “But I asked God to give him to me, and He did,” Mama Pat says. “And I feel blessed. He’s a blessing to me.”

As a young mother, Mama Pat needed to find a way to earn an income and keep John Wayne with her. So she opened a day care in her home, and it was the day care center who affectionately gave her the name Mama Pat. Many of them keep in touch with her to this day.

Still, at age 69, Mama Pat acknowledges that some days are hard.

“My hands are getting worse,” she says, noting her arthritis. “They cramp up on me. I love to cook, but when they cramp up and I drop something I’ve already made, I get upset with myself. So the meals help me so much.”

From time to time, Mama Pat and John Wayne receive additional help from NAM, such as vouchers for clothing or household goods from NAM Resale. Since her roof leaked during Hurricane Harvey, NAM’s Disaster Relief Services is helping to repair her home as well.

“If you need the help, they’re there. They have been a blessing.”
Jaince lived in Connecticut her whole life. She worked as a teacher’s assistant for middle school students with special needs and loved her job. But three years ago, she had a stroke. Her full-time job became focusing on her own therapies: learning to walk, talk, and perform basic tasks all over again.

During the course of her recovery she did something she would like to move to a warmer climate. With her daughter’s help she chose Houston—even though she didn’t know a soul in Texas.

“Everybody’s so nice here,” Jaince says. “But I didn’t know anyone. Thank God for NAM.”

She initially contacted NAM about Meals on Wheels, but the case manager suggested she try Fifty Plus instead. Now Jaince is at Fifty Plus three days a week, taking exercise classes, playing Bingo or cards, and eating lunch with friends at the 60+ Café. NAM even provided transportation directly to her door, on the Fifty Plus bus.

“NAM has become like a family to me,” Jaince says. “I’ve met so many new friends. That’s the best part. It gave me genuine purpose to get up in the morning. I love coming here.”

For other seniors looking to liven up their day, Jaince gives Fifty Plus high marks.

“It was the best thing for me,” she says. “It was a lifesaver; it really was a lifesaver.”
This year, the Joanne Watford Nutrition Center:

- Completed 10,615 personalized shopping experiences with Neighbors in Need, allowing guests to select the food that best meets their nutritional needs and personal preferences.
- Received 177,400 pounds of donated goods from local grocery stores through the Houston Food Bank Retail Pick-Up Program.
- Gave a turkey and all the trimmings to nearly 900 families for Thanksgiving, as well as groceries for a special holiday meal to 1,000 families in December.

JOANNE WATFORD NUTRITION CENTER


Velma’s Story

“I love to cook, and I love to eat,” say Velma. So she’s thankful for the groceries she receives each month as part of the Senior or Food Prg ram at NAM.

Through the pro gram, low income seniors come to the Joanne Watford Nutrition Center every month to select groceries—free of charge—for their best suit their special dietary needs, enjoyment and health.

The WNC “has the best food because I can get fresh vegetables,” Velma says. “Vegetables are so expensive at the store, so that helps me out a lot.”

On a recent visit Velma selected carrots, onions, celery, bell peppers, cabbage and okra among other items. She loves to sauté a blend of fresh vegetables with a little garlic in her cast iron skillet or season large carrots and roast them in the oven.

“I can use lots of carrots,” she says. “When I get hungry, instead of eating snacks I don’t need, I eat carrots.”

Velma enjoys other offerings at NAM as well, including lunch several times a week at the 60+ Café, and a Zumba class at Fifty Plus. At 76 years old she says, “I have no business sitting down; I need some energy, so I have to keep it moving.”

Wherever she goes, Velma always makes newcomers feel welcome at NAM with a friendly hello or a warm hug.

“We get good services at NAM,” she says. “They’ve got some very nice people, and they take care of us real good. I think they’re the greatest. NAM is God-sent. That’s what it is.”

“Joanne Watford Nutrition Center

They’ve got some very nice people, and they take care of us real good.”
Alexandra and Philomena’s Story

Alexander and Philomena were referred to the Pediatric Health Center at NM after the birth of their third son. They were in the United States on a visitor visa from Nigeria seeking asylum because their middle son has albinism.

“Where we are from, albinos are stigmatized,” Philomena explains. A widespread belief in black magic is that the body parts of albinos can be used to cure illnesses, so their toddler son’s constant risk of being kidnapped and killed.

“I couldn’t go out because of my son,” Philomena says. “Most of my friends deserted me, because they fear that albinos are evil.” When young children started running and clapping in front of their home, shouting, “Albinos! Albinos!” the family fled.

But there’s more to come. The couple’s third son was born in the United States with Down syndrome, a diagnosis that was initially very difficult for Philomena.

“It was so hard for me to take in,” she says. “It all came crashing down on me. I was inconsolable. But with the help of NM, everyone has been so wonderful. They rallied around, they comforted us. We are most grateful to NM.”

Staff at the Pediatric Health Center cared for the boys’ medical needs, and recommended that Alexander and Philomena visit the Christus Health Foundation’s Mobile Clinic to get their own health screenings. Alexander was diagnosed with critically high blood pressure, so staff referred him to Avenue 360, a federal qualified health center less than a mile from NM.

Through the Pediatric Intensive Case Management (PICM) program, NAM provided a hotel room so the family had a place to stay, and connected them to Catholic Charities for immigration assistance. Alexander found an entry-level job making $7 an hour, and a few weeks later the family secured an apartment. PICM provided the security deposit and first month’s rent and continues to assist the family with food, transportation prescription assistance, medical equipment, clothing, and healthcare.

“Having come to the United States with nothing, and we had all these issues—this was too much for us,” Philomena says. “But NAM came to our rescue. They gave us food, they gave us clothing, they accommodated us—hey gave us literally everything we needed.”

“Helping someone in the time of need goes a long way,” she adds. “That is one lesson I have learned. Even if the help is little, it eases someone’s pain. If I have nothing and I find someone in trouble, I’ll go the extra mile to help that person. Because if we didn’t get that help from NAM, I don’t know what would have become of us.”

This Year the Pediatric Health Center:

- Served 2,669 children through 10,544 patient visits and 35,201 ancillary services.
- Assisted 1,319 families in applying for health insurance benefits.
- Provided 703 immunizations to 218 children through the annual Shot Blitz.
- Provided health screenings for 74 adults and well women exams for 26 women, through a partnership with Christus Health Foundation.
Jason spent years in a marriage that was unhealthy, volatile, and sometimes dangerous—but he never told anyone. Like most victims/survivors of domestic violence, he struggled to keep his family together, care for his children, and appease his spouse.

But after his wife stabbed him, he came to the Family Violence Center (FVC) at NM. When Jason arrived he was emotionally and financially drained, in pain, and had nowhere to go.

After learning that Jason was a US Veteran the case manager reached out to several veterans' organizations. A peer advocate soon arrived to take Jason to the VA. The FVC also helped Jason apply for several programs, including a veterans-specific housing program, medical care through the VA hospital, and disability benefits.

Now, several months later, Jason is getting regular counseling and has a better understanding of the 10 years of abuse he experienced. He has a place to live and is taking steps toward a new voice. Jason says his goals include serving as a stronger, healthy role model for his children.

National statistics indicate that only a small portion of domestic violence survivors come forward to seek services; of those, about five percent are men. Each year the FVC sees more men taking that first step, and stands ready to help anyone who has been involved in an unhealthy, abusive relationship.

*Name has been changed
THE LEARNING CENTER

VERONICA’S STORY

In 2015, Veronica was in the very first Sterile Processing Class offered by the Learning Center at NAM. She went on to get a job at Houston Methodist assembling tray of instruments for the operating room, and did very well— even receiving a prestigious nomination for the hospital’s Employee of the Year.

But just a few years later, in May, 2017, Veronica was driving to church and an 18-wheeler pulled out in front of her. She slammed on her brakes— it was too late. Veronica’s spine was crushed beneath the big rig and spent nearly a week in the hospital in a body cast. When the doctor released her, he instructed her not to lift more than 10 pounds for at least three years. It was a major blow, since her sterile processing job required her to be able to lift 50 pounds.

“I was devastated, because I was going through a divorce so I was by myself,” recalls Veronica, a mother of three. “I saw my last check being deposited into my account and thought ‘What am I going to do?’”

Fortunately, staff at the Learning Center heard about the accident and reached out to let Veronica know about a new course to become an instrument healthcare worker— people who do every thing from helping patients fill out Medicare paperwork, to applying for resources like food stamps or transportation, or linking them with community resources that assist in a myriad of ways. Once again Veronica was in the very first class at the Learning Center and did very well.

The first position Veronica applied for was with Physicians-Victoria, and she got the job. Alredy she is having a significant impact on patients, connecting them with resources and building bridges of trust. And she is grateful for the doors of opportunity NAM has opened once again.

“NAM is changing lives,” she says. “They’re giving people opportunities that never existed. NAM has blessed me, and it’s my duty to turn around and bless someone else.”

“This won’t be the final stop for me,” she says. “This has taught me to grow and find my passion. I am finding my purpose to do God’s work. We all have a purpose each of us. And I am serving my purpose.”

THE LEARNING CENTER:

- Conducted adult education classes for 417 students.
- Met with 1,058 adults through the Workforce Connector Program.
- Awarded 71 THRIVE scholarships to men and women so they could gain the skills for a new career.
- Hosted career fairs that were attended by 842 job-seekers.
- Provided financial literacy classes for 159 men and women, with more than a third of those attending financial coaching.

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- Provided financial literacy classes for 159 men and women, with more than a third of those attending financial coaching.
As Hurricane Harvey poured down on Houston, the Garcias watched anxiously as water filled the streets...then their yard...then the inside of their home. Mr. and Mrs. Garcia moved upstairs, where they were later rescued by boat though a second story window.

With more than 6 feet of murky water in their home, the damage was extensive and both cars were completely destroyed. Thankfully they had flood insurance, but the settlement wasn't enough to make their home livable again. So they called NAM.

NAM's Disaster Relief Services provided mortgage assistance, rental assistance for a temporary and safe place for them to stay while their home was being repaired, $50,000 in construction materials, furniture, appliances, and help with utilities. As he worked with NAM's team, Mr. Garcia spoke frequently about his neighbors. They too, he said, had damaged homes and needed support.

As a result of his advocacy, NAM's Disaster Relief team went door-to-door in the Garcias' neighborhood and found many seniors and families who needed help. Some had flood insurance but most did not some received FEMA assistance but it was typically a fraction of the cost to repair their homes.

Because of Mr. Garcia's love for his neighbors, NAM helped more than 20 families in his neighborhood with disaster relief services.

Just two weeks after his family moved back to their home, however, NAM was heartbroken to learn that Mr. Garcia had died in his sleep from a heart attack. His wife expressed her gratitude to NAM, and said she was at peace knowing her husband had passed away in his own home.

As the journey for his family continues without their head of household, we are honored to have worked with Mr. Garcia and his family. His advocacy and compassion led many others to our door, and we will always remember him as a Neighbor Helping Neighbors.

*Name has been changed

In its first year, Disaster Relief Services:

- Received $5.7 million in funding and provided housing, transportation, furnishings, appliances, home repairs and other services to 13,530 people impacted by Hurricane Harvey.
- Strengthened or built new partnerships with congregations, relief agencies, local vendors, Spring ISD, Klein ISD and behavioral health providers in a 20-zip code area.
- Was recognized by the Greater Houston Community Foundation as the “King of Collaborators” for its efforts to develop service delivery systems that are client-centered, efficient, and effective in helping families rebuild their homes and lives.
Michelle is living with her sister when Hurricane Harvey struck. Her sister’s home flooded, so Michelle went to stay with a friend in Louisiana. But when a relationship turned abusive, she came back to Houston.

“I was back and forth sleeping in my car and sleeping at people’s houses,” she says. “Then my vehicle got repossessed. So I was at the last end of everything.”

Michelle and her teenage son ended up in a shelter, where someone told her about NAM. After going through the application process she was accepted into Housing Services at NAM, with additional help from the Interfaith Homeless Network (IHN). In August, nearly a year after the hurricane, she moved into her own apartment.

“I just thank God for this because I didn’t know what I was going to do,” Michelle says.

Congregation Jewish Community North provided Michelle with a move-in kit of essential items such as dishes, housewares, and cleaning supplies. She also received blankets from the Interfaith Quilting Bee, and NAM assisted with Michelle’s security deposit, rent, groceries, and clothing.

Now Michelle is looking to the future. She plans to take classes to get her GED, with a goal of further education to become a case manager. She wants others who are going through a difficult time to know that there are people who care, and there is hope.

In the meantime, Michelle is working to build a stable home where she can welcome her four older children and five grandchildren.

“I’m waiting for them to start coming over for the holidays,” she smiles. “That’s why I want us to be stable, so I can become a good grandparent and help out sometimes.”

“I just want to tell everyone at NAM thank you,” she adds. “NAM has made a great difference, and I’m overwhelmed with joy. Each and every one, I thank God for them.”
Jeans & Jewels are two events that combined form NAM’s largest annual fundraiser. This year, Jeans & Jewels celebrated its 20th anniversary, and what a celebration it was! Hundreds of people gathered together in support of NAM.

Luncheon & Style Show

This year’s Jeans & Jewels Luncheon & Style Show honored real estate mogul and community philanthropist – and everyone’s beloved Australian native – Pam Hughes. People came out to celebrate a wonderful woman who has served two terms on the NAM Board of Trustees and who has been on the Jeans & Jewels committee for many years, helping to raise more than $85 million for the community.

Co-chaired by Carol Cobb and Linda Fowler, the luncheon took place on September 3. The event returned to its original venue, Shirley Acres, where over 410 guests attended and generously gave more than $85 million – breaking last year’s record for both attendance and funds raised.

Jeans & Jewels Gala

In the grand conclusion to the two events, the 20th Annual Jeans & Jewels Gala transformed The Woodlands Waterway Marriott into a true “Texas-size party”!

Over 500 guests attended the event on October 20, which honored past Gala Chairs over the last 20 years, dubbing them “The Jewels of NAM”, along with Corporate Honoree, Houston Methodist Judy and Glenn Smith served as honorary chairs, and broadcast journalist Meera Nandlal was the emcee for the evening.

After the live auction guests had the opportunity to “Stand Up for NAM” and make cash donations via smartphones. In just mere minutes more than $50,000 was raised to help support NAM’s Meals on Wheels program. Close to $50,000 was raised for the entire evening.

The night concluded with NAM’s first ever Young Professionals After-Party and was presented by PurePoint Financial. The after-party included a live performance from Austin TX cover-band Skyrocket the band. There were also video arcades, casino tables, and a photo booth for everyone’s entertainment.

The Jeans & Jewels events together brought in more than $770,000 for NAM’s programs and services.
More than 200 guests were moved by author Ron Hall as he told his touching story at the NAM Endowment Fund Dinner, held April 10 at The Woodlands Waterway Marriott.

Hall spoke of how his life centered around his successful career as an international art dealer and his passion for his Rocky Top ranch on the Brazos River. Then one day in 1998 he met a homeless man, Denver Moore, who was eating to kill everyone in the Fort Worth, Texas homeless shelter where he and his wife, Deborah, were volunteering. Hall and his wife developed an unlikely friendship with Moore that altered their lives for the better. After the death of his wife in November 2000, Moore moved in with Hall and lived with him for the next ten years. The life-changing experience of this encounter inspired Hall to write Same Kind of Different as Me, which became a New York Times Best seller and was made into an Academy Award-nominated motion picture by Paramount Pictures, featuring Academy Award and Golden Globe-nominated actors Renée Zellweger and Jon Voight.

Through an intimate interview moderated by Melissa Wilson of Fox News, Hall shared his heartwarming story of hope and redemption.

Also in attendance were special guests, 10-year-old Landyn Hayek and his mother Jenny, creators of the children's book They Called Him Harvey: A Hurricane Harvey Story. Landyn, who named a portion of his book sales to help families that were affected by Hurricane Harvey, happily signed copies of his book.

The event raised more than $225,000 for the funding of NAM programs. The NAM Endowment Fund was established in 2000 to help ensure NAM will always be here to help Neighbors in Need.
The NAM Endowment Fund was created in 2000 to enhance the financial stability of NAM, and ensure that NAM will always be here to help Neighbors in Need.

Plan ed gifts to the NAM Endowment Fund can be made through stocks, bonds, life insurance, retirement assets, real estate and more. Plan ed gifts do not affect current cash flow, and may even provide tax benefits. Best of all, they can make a profound and lasting difference in the lives of Neighbors in Need.

You can learn more about making a planned gift to NAM or the NAM Endowment Fund by visiting neflegy.org, or subscribing to NAM’s planned giving newsletter.

To begin the conversation or for more information please contact Brian Carr, Chief Advancement Officer, at (281) 885-4605 or bcarr@namonline.org.

NAM established The Legacy Society to honor donors who have included NAM in their will, trust or other planned gift. The Legacy Society was created to ensure that planned giving donors are thanked today, and their legacy is honored tomorrow.

Please join us in thanking the following Legacy Society members for their generous support and their dedication to ensuring NAM will be here for generations to come.

Lynne and Dave Anderson  
Anonymous  
Donna Asbill  
Denise and Buddy Bolt  
Carol and Paul Bowen  
Brian Carr  
Suzie and Ken Castlebury  
Mary Helen Chachere  
Cindy and Scott Chenoweth  
Margie and Rick Crump  
Darlis and Tom Fuller  
Terry Ann Groner  
Jack Hardison  
Beverly Johnson  
Carole Little  
Linda and Harlan Martens  
Connie and Carl Pietrzak  
Jackie and Pat Riley  
Barbara and Rusty Schlattman  
Dr. Raul Sepulveda  
Lauren and Brian Temple

The Legacy Society
## Partners

*Businesses, Foundations and Organizations that contributed $1,000 or more between October 1, 2017 and September 30, 2018*

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<th>Category</th>
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<td><strong>GUARANTORS</strong></td>
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*“Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence.” – Helen Keller*
### PARTNERS

**$5,000 - $9,999**
- Anonymous
- Albert and Ethel Herzstein Charitable Foundation
- Caldwell Companies
- Cruise Industry Charitable Foundation
- Del Barto Tramonte Foundation
- Fidelity Charitable Gift Fund
- Fort Bend County Women’s Center
- Hewlett-Packard Enterprise
- Houston Texans Foundation
- Huntsman International
- Junior League of The Woodlands
- Kahala Beach House
- Kinder Morgan Foundation
- Lone Star College System
- Praxair
- PV Fluid Products
- Regular Guys
- Target Willowbrook
- The Columbus Foundation
- The Engraved Pencil Foundation
- The Lyons Foundation
- Wells Fargo Advisors
- Woodforest Charitable Foundation
- Carter’s CenterPoint Energy
- Cub Scout Pack #440
- Cypress Creek Cheerleaders
- Davita
- Doerre Intermediate School
- Edward Roberson Middle School
- Emerald Cove Apartments
- EOG Resources
- ExxonMobil - Hughes Landing
- ExxonMobil Corporation
- Fidelity Investments
- GEM Insurance Agencies
- Gloria Marshall Elementary School
- Hewlett-Packard
- iSchool High At University Park
- Jamberry Nails
- Junior Guild
- Klein Forest High School
- Klein Funeral Homes & Memorial Parks
- Klein Independent School District
- Klein ISD Nutrition & Food Service
- Kujawa Education Pre-K Center
- Labrada Nutrition
- Legacy League
- Local Independent Charities of Texas
- Loyalty Plumbing LLC
- Marimon
- MAXIMUS Foundation
- McLane Global
- Meals On Wheels America
- Meyer Elementary School
- Mirror Lake Landscapes, Pools, & Waterfalls
- National Charity League - Champions Chapter
- National Charity League - Wildflower Chapter
- New Dimensions Worship Center
- Office Systems Of Texas
- Opeyemi Adewuya
- Panera Bread
- Pantheon Bread
- Pilot Travel Centers
- Primrose School of Champions
- Relevant Solutions
- Risdal Family Foundation
- Sewing & Vacuum Warehouse
- Spring Early College Academy - Spring ISD
- Spring Independent School District
- Stehlik Intermediate School
- Stream-Flo USA
- Sure Pest Control
- Texas Association of Business
- Texas Commission on the Arts
- Texas Tea Party Republican Women
- The Allstate Foundation
- The Andrews Foundation
- The Benevity Community Impact Fund
- The Jacob and Terese Hershey Foundation
- The Texas Jackrabbit League
- The Vaughn Foundation
- Truist
- Vanguard Charitable Endowment Program
- Vista Landscape Services
- Wells Fargo Foundation
- Willowbrook Mall Office
- Willowbrook Terrace Chapel
- Working Partner

### FRIENDS

**$1,000 - $4,999**
- Anonymous
- Anadarko Petroleum Corporation
- Avalon Advisors
- Bank of America
- Bentley & Associates
- Brookdale Plaza Willowbrook Resident Association
- Cabot Oil and Gas Corporation
- National Charity League - Champions Chapter
- Panera Bread
- Pantheon Bread
- Pilot Travel Centers
- Primrose School of Champions
- Relevant Solutions
- Risdal Family Foundation
- Sewing & Vacuum Warehouse
- Spring Early College Academy - Spring ISD
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- Truist
- Vanguard Charitable Endowment Program
- Vista Landscape Services
- Wells Fargo Foundation
- Willowbrook Mall Office
- Willowbrook Terrace Chapel
- Working Partner
Individual Major Donors

Individuals who contributed $1,000 or more between October 1, 2017 and September 30, 2018

Anonymous
Glen Adams
Sue and Jimmy Adams
Pauline Adams
Walter Allen
Lynne and David Anderson
Chris Anselmo
Donna Asbill
Denise and Terry Ashbacher
Deborah and Michael Ashcraft
Desarazu Babu
Allie Bancroft
Donna Banzhaf
Laura and Howard Barousse
Marilyn and Paul Bater
Jack Bazit
Nina and Jerrel Belk
Evelyn and Bruce Bentley
Rose and Ron Bertus
Richelle and Gabe Birdsall
Tricia and Grady Blakley
Denise and Buddy Bolt
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Bryan Boyer
Lisa Bracken
Trish and Hubert Brinkmann
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Yanira and Charles Brogna
Carole and Nathanael Broker
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William Cash
Suzie and Kenneth Castlebury
Bette and David Chenault
Cindy and Scott Chenoweth
Janet and Dan Chenoweth
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Laurie and Peter Combe
Patty and Pete Cooley
Doranda and Rick Couch
Margie and Rick Crump
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Darlene De Aragao
Cheryl and Scott Denney
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Patricia and William Edwards
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Darla and Stewart Fox
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Deborah and Michael Griffith
Karen and Bob Guthrie
Denese and David Hammon
Julie and Michael Hancock
Patricia and Sam Harless
Benjamin Hatfield
Anne and Jamal Hazzan
Pat and Homer Hershey
Jacquelyn and Manuel High
Susan Holley
Jackie and Matt Holman
Debbie and Stan Horton
Ingrid and Andrew Hoyle
Pam and Bob Hughes
Gerhart Hunter
Jayne and Matt Iverson
Gwen and Bob Jackson
Dolly Jacobs
Deborah and Joe Jacobs
Susan and Bahman Jahanian
G. Scott Johnson

Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it’s the only thing that ever has. – Margaret Mead
Individual Major Donors

Good actions give strength to ourselves and inspire good actions in others. – Plato

Michael Johnson
Patsy Johnson
Allie and Larry Jones
Mindy and Griff Jones
John Keffer
John Kenyon
Callin Kerr
Ted Keuthan
Robert Kimball
Diana and David Kimberly
Mary and David Klein
Janet and Gary Kolstad
Sharon and David Kroon
Scott Krug
Charles Kruse
Susan and Edward Lancaster
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Lee Lehmann
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Joyce and Bill McMoran
Karen and David McRoberts

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Alana and Charles Meyer
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Louise and Steve Slater
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Suzanne Spotts
Mr. and Mrs. Larry Stadler
Elsie Stanko
Dennis and Marsi Stavinoha
Matthew Stone
Nancy and Bill Strange
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Callie and Patrick Styer
Kristine Sullivan
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Sarah and Roger Thillgen
Tommy Thompson
JoAnne and Leonard Tubbs
Marilyn and Pete Turner
Candice and Edward Tyrrell
Jane and Joe Untermeyer
Megan Vevleman
Valerie and John vonBerg
Mary and Nathan Waldman
Howe Wallace
Dudley Warner
Carol and Mike Watford
Barbara and Bob Watson
Al and Nancy Weaver
Wanda Williams
Carl Wilson
Vicky Wysocki
Bradley Young
Dr. and Mrs. Ronald Young
Edward Zajicek
Amanda and Stephen Zak
Paige and Randy Zeinert
**Primary Statistics**

**DEMOGRAPHICS**

**AGE**
- # of adults (19-59): 47%
- # of seniors (60+) : 6%
- # 0-18 years old : 47%

**RACIAL MAKEUP**
- Hispanic/Latino: 47%
- African American: 39%
- Caucasian: 11%
- Asian: 2%
- Other: 1%

**EMPLOYMENT**
- Children Under 18: 47%
- Unemployed: 31%
- Employed: 16%
- Retired: 6%

**POVERTY LEVEL**
- Above: 31%
- Below: 69%
“What attracted me to Northwest Assistance Ministries is their uniqueness. I have never seen a social services group like this formed by churches. It was just very appealing to me.”
– Betty Lind

“What attracted me to Northwest Assistance Ministries is their uniqueness. I have never seen a social services group like this formed by churches. It was just very appealing to me.”
– Betty Lind

“NAM has answered the needs of the community every time that somebody has ever suggested the need.”
– Nancy Strange

“I think what keeps the volunteers coming back here in particular is NAM’s mission of Neighbors Helping Neighbors.”
– Linda Fowler

“I can’t really imagine the community without NAM. There’s a huge need that they provide every day.”
– Ben Dyer

“I just feel that NAM is the one charity that the whole community thinks of.”
– Margie Crump

“Nothing surprises me that they do because they’re capable of doing so many things. And most of the endeavors that NAM gets into they do very well.”
– Thelma Marsh
35 YEARS OF NEIGHBORS

HELPING NEIGHBORS

Here's to many, many more