



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.





NAM Stats: *This year* **130,958 Neighbors in Need,** *based on monthly totals for*
NAM served *individuals served.*

About Us

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.



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2017-2018

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Partner, Four C's Equity, Ltd.

Jim Fryfogle

Chair, Board of Directors 2018-2019

"We are so proud of NAM's history and thrilled about what the future holds."



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





Les Cave

NAM PRESIDENT & CEO

*The ripples of your
leadership and generosity
can be felt all around.*

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 Advancement 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



SUPPORTING CONGREGATIONS

Abiding Word Evangelical Lutheran Church

Bammel Church of Christ

Christ the Good Shepherd Catholic Community

Congregation Jewish Community North

Cy-Fair Christian Church

Cypress Creek Christian Church

Cypress Trails United Methodist Church

Faithbridge Church

Fallbrook Church

First Christian Church

God's Word of Deliverance Apostolic Faith Church

Greenwood Baptist Church

Harvest Time Church

Holy Comforter Episcopal Church

Hosanna Lutheran Church

Houston North Stake, The Church of Jesus Christ of Latter-day Saints

Immanuel United Church, UCC

John Wesley United Methodist Church

Kinsmen Lutheran Church

Klein Texas Stake, The Church of Jesus Christ of Latter-day Saints

Klein United Methodist Church

Lakewood United Methodist Church

Lifepath Church

New Dimensions Worship Center

New Jerusalem Community Baptist Church

Ninth Church of Christ, Scientist

North Oaks Baptist Church

NorthWest Bible Church

Northwoods Baptist Church

Northwoods Presbyterian Church

Plymouth United Church, UCC

Prince of Peace Catholic Community

Resurrection Lutheran Church

Spring Creek Seventh-Day Adventist Church

Spring Cypress Presbyterian Church

Spring Woods United Methodist Church

St. Anthony the Great Orthodox Christian Church

St. Dunstan's Episcopal Church

St. Edward Catholic Community

St. Ignatius of Loyola Catholic Church

St. Timothy Lutheran Church

St. Timothy's Anglican Church

The Brook Church Community

The Daily Bread Inc.

The Good Shepherd Christian Church-Disciples of Christ

Trinity Klein Lutheran Church

Unity Spiritual Center of Greater Houston

Willowbrook Terrace Chapel

Windwood Presbyterian Church





THE HEART OF NAM

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, those roots have continued to strengthen and sustain NAM through every season.

Back in 1982, ten congregations came together to love their neighbors in a tangible way. Today that network has grown to include 91 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 holidays, 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.

SERVICE AFFILIATES

Alpha Phi - Senior Employment

Alpha Phi Class of '56

Alpha Phi ISD

Alpha Kappa Alpha Sorority, Inc.

Boy Scouts Troop 11

Boy Scouts Troop 12

Brookdale Plaza Willowbrook Resident Association

Champions Antique Club

Champions Breakfast Club

Church Without Walls

Commissioner Pct 4 Senior Adult Program

Cub Scout Pack 11

Cub Scout Pack 12

Cub Scout Pack 13

Cy Fair ISD

Cypress Christian School

Cypress Creek Cheerleaders

Cypress Creek Delta Zeta Alumnae Association

Cypress-Woodlands Junior Forum

BOE

Eagle Youth Gathering

Epsilon Sigma Alpha Gamma Nu 112

Exxon Mobil Retirees Club of Northwoods, Inc.

Frassati Catholic School

Friends and Neighbors of FM 10 Women's Club

Girl Scout Troop 11

Greenwood Forest Home and Garden Club

Harris County Medical Society Alliance - North Branch

Houston Northwest Filipino American Community

Huntwick Women's Club

Junior Guild, Inc.

Junior League of The Woodlands, Inc.

Kappa Kappa Gamma

Kings Club of Cy Fair, Houston

Klein ISD

Klein ISD - Life Readiness Program

Knights of Columbus Council, 11

Delta Sigma Youth Leadership

Legacy League, Inc.

Harris North Houston

Local Independent Charities of Texas

Lone Star College

Lone Star College Student Ambassadors

Lone Star College Nursing Program

Lone Star College Occupational Therapy Program

Memorial Northwest Lady Bugs Garden Club

Metropolitan Business Alliance

National Charity League - Champions Chapter

National Charity League - Cypress Belles Chapter

National Charity League - Cypress Creek Chapter

National Charity League - Wildflower Chapter

National Charity League - Yellow Rose Chapter

New Breed Social Aid and Pleasure Club

Northwest Houston Business & Professional Women

Northwest Women's Tennis League

Nu Kappa Kappa Gamma Alumnae

Phi Delta Sisterhood Chapter FC

Primrose School of Champions

Raveneaux Ladies Golf Association

Rotary Club of Willowbrook

Society for the Advancement of Floral Design

Spring Creek Darts Association

Spring Creek Oaks Neighborhood Association

Spring Creek SDA Rangers & Adventure Club

Spring Democratic Club

Spring High School

St Francis Mission - the Diocese of Mid America

Sun Valley High School - Leadership Class

Talent Abilities

The Texas Jackrabbit League, Inc.

The Well Armed Women

University of Houston School of Nursing

VFW Post 12

Woodmen of The World Lodge 110

YMCA at Cypress Creek





PINNACLE WINNER OF THE 2018

BBB AWARD FOR EXCELLENCE

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.



UPDATE:

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 2, 2017, 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.

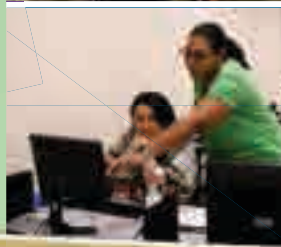
NAM Resale was scheduled to move to the new building in September, but Hurricane Harvey halted other plans. Instead, the new space served as a relief distribution center where donations of food, water, daily clothing and other essential items could be received, sorted, and given to neighbors who were devastated by flooding. By the end of the first week, NAM had served more than 600 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 \$50,000 in annual leasing costs.

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

The Joe and Linda Fowler Multi-Purpose Room has been used for events such as the 2017 Jeans & Jewels Luncheon and Style Show, the spring Career Fair hosted by NAM and Between Jobs Ministry, and an Interfaith Prayer Breakfast celebrating NAM's 35th anniversary. Community groups have also utilized the space, including the Houston Northwest Chamber of Commerce, Junior League of North Harris County, AARP, Workforce Solutions, Spring ISD and Klein ISD.

Thank you



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!

Lynne and Dave Anderson
Anonymous
Laura and Howard Barousse
John Benvegna
The Brown Foundation
Jahne Broyles
Susan and Fred Caldwell
Cameron International
Mary Helen Chahere
Cindy and Scott Chenoweth
Laurie and Peter Combe
Maria Cortez and Victor Ramirez
Mr. and Mrs. Edward DiPolo
The Elkins Foundation
Carol and Bill Farrell
Elizabeth and Ray Fitzgerald
Cynthia and Richard Foley
Linda and Joe Fowler
Carole Jean Fox

Wendy and Jim Fryggle
Rick Gravesmill
Joan and Michael Hagan
The Hamill Foundation
Harrell Family Foundation
The Hildebrand Foundation
Liz and George Hom
Houston Edwment
Gwen and Bob Jackson
Nancy Johnson
Mary and John Kehoe
Mr. and Mrs. Charles Lancaster
Brenda and Terry Lechner
Mr. and Mrs. Randy Limbacher
Doug Manchee
Sharron and Stephen McGuire
Rob and Ann McKee Family Foundation
The Medallion Foundation
Stephen Morris

National Christian Foundation
Susan and Henry Oxnard
Tom Parker
Canilce and Mark Rigo
Hilda Saldana
Shell - Matching Gift
Debra Stavinoha
Strake Foundation
Carson and Harriett Summerville
Marilyn and Pete Turner
Jane and Joe Untermeyer
Mary and Nathan Waldman
Watford Family Foundation
Anais and Bud Watkins
David Weekley Family Foundation
Gail Williams
Windwood Presbyterian Church - Junior Girls D-Group
Annette and Ron Young

NAM RESALE: the way resale should be



NM 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, NM Resale should be your first stop!

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

NM Resale's second location is a small boutique on the first floor of NM'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 NM 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 this cycle flowing. Donating is as simple as bringing your items to the new store between 9 a.m. and 4 p.m., Monday through Saturday, or using one of six convenient donation bins at area congregations.

So the next time you're cleaning out closets or refreshing your home, think of NM. These 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.

Meredith's Story

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 was not hitting the same milestones as her sister's baby, who was a few weeks older. She asked her husband for the health insurance cards and learned the baby had never been added to their policy.

By Easter of 2001, "all my child did was cry and eat" 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 seizure every day.

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

The Pediatric Health Center at NAM provided the baby with immunizations, 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 under the age of three. 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 reached 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 2008 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 wasn't a really outgoing kid, but in theater he made friends and flourished." This fall, he was crowned Homecoming King.

Meredith's son and daughter are also the inspiration for a new non-profit she and Tom have formed, called Ghan a 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 delay, 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 wouldn't have gotten 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 non-profit. 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 was founded. The mission 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 tournaments. 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 those she served. Thank you, Nancy, for the investment you made to help your neighbors in such a beautiful way.

*More than 2,875
volunteers gave over
83,250 hours of services
to NAM, actively
being Neighbors Helping
Neighbors.*





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.

The Emergency Basic Needs provides temporary assistance for neighbors facing a crisis, including food, clothing, prescription medications, 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 whose goal is 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 (JWC) is a choice food pantry that operates much like a grocery store. Guests choose their own food from designated categories, including fresh produce, meat, dairy, and frozen items. The JWC also offers specialized services such as a mobile food pantry, holiday meals for families in need, and cooking demonstrations of tasty, healthy recipes.



PEDIATRIC HEALTH CENTER

281.885.4630

Monday - Thursday: 8 a.m. - 5 p.m.
Friday: 8 a.m. - 4 p.m.
Closed 11:30 a.m. - 12:30 p.m.

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 PHC cares for 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 addressing issues that impact the community as a whole, with educational sessions, mobile health screenings and well woman exams for adults, wellness fairs, and conversations that bring the community together to address health-related issues.

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 place 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.

FIFTY PLUS SENIOR CENTER

281.885.4600

Monday – Thursday: 8 a.m. – 5 p.m.

Friday: 8 a.m. – 4 p.m.

Fifty Plus is designed to help anyone over the age of 50 meet new friends, stay active, and have a fun outlet for mental and physical activity.

The program 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 or line dancing; and games ranging from Bingo to Wii bowling. Three days a week, seniors can also gather at NM's 60th Café for a hot nutritious lunch with friends—free 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—free of charge—to the homes of seniors and other neighbors who are homebound because of disability or illness.

Each weekday, an average of 35 individuals throughout the zip codes receive meals through NM's program. Some seniors also receive meals on Saturdays, monthly grocery deliveries, and prescription pet food. The program is possible only because of more than 30 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 NM provides crisis intervention, safety planning, a 24-hour hotline, adult and children's counseling, emergency shelter, and legal advocacy for those in abusive relationships as well as victims of sexual assault. A youth education program reaches thousands of teens with lifesaving information and a pilot housing program for victims of domestic violence provided safe housing for 70 families this year.

Through NM's comprehensive array of services, FVC clients can also receive food, clothing, transportation and more, to help them out of dangerous situations and put them on a path toward a new beginning.

LEARNING CENTER

281.885.4616

Monday – Thursday: 8:30 a.m. – 4 p.m.

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

Through a partnership with Harris County Department of Education, adults can learn English, take Adult Basic Education classes, or prepare for the GED. As part of the THRIVE program from United Way, vocational scholarships are awarded to qualifying adults for training in careers such as: welding, phlebotomy, certified nursing assistant, administrative assistant, accounting 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 coaching 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.

DISASTER RELIEF SERVICES

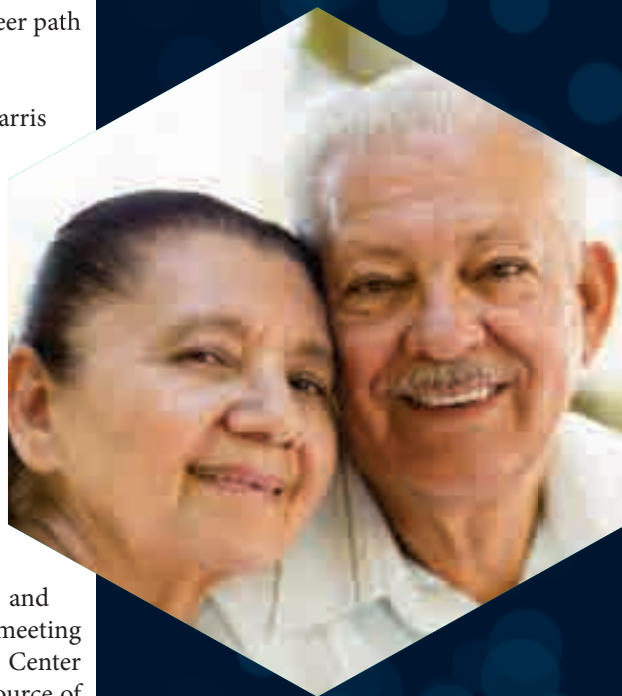
281.885.4593

Monday – Thursday: 8 a.m. – 5 p.m.

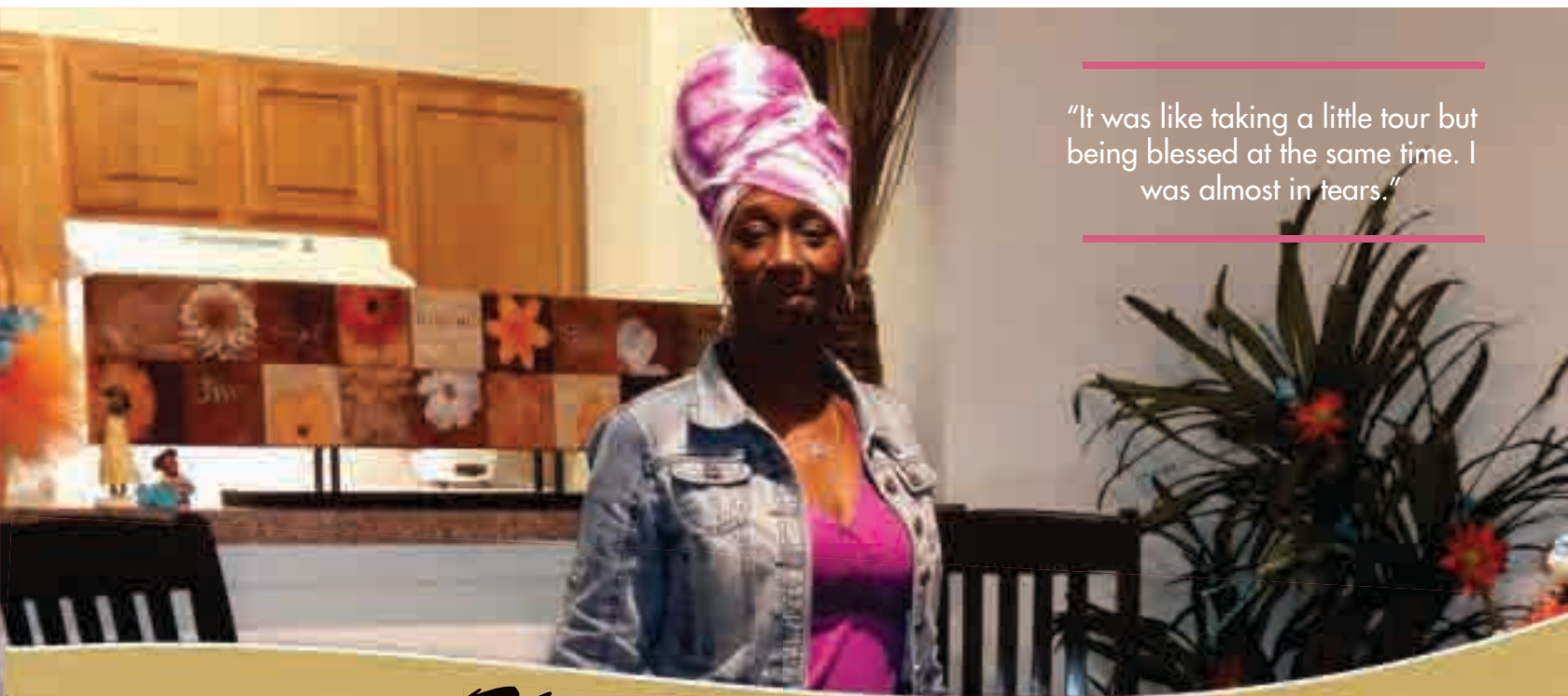
Friday: 8 a.m. – 4 p.m.

Disaster Relief and Behavioral Health Services became an official program of NM in 2017, in response to overwhelming community needs after Hurricane Harvey. Like NM, 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 down payments, counseling, construction materials, labor partnerships to repair damaged homes, furniture, appliances and more. Relief designs 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.



EMERGENCY BASIC NEEDS



"It was like taking a little tour but being blessed at the same time. I was almost in tears."

Kizzy's Story

Kizzy was 8 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 2011 a relative told her about NAM. 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 reupholstery business, and sewing and reupholstering 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 was struggling to feed her family as well.

So NAM helped fill the gaps. Kizzy asked for help with food, and was amazed by the transformation of the Joane 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— or which 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."

This year, Emergency Basic Needs:

- Provided **11,845** services to Neighbors in Need, to prevent them from becoming homeless and assist with basic needs like clothing, transportation, prescription medicines, and referrals.
- Provided **1,614** students with new school supplies.
- Gave new toys to **2,754** children through the 2017 Holiday Project.

THIS YEAR HOUSING SERVICES:

- Served 210 individuals and their 416 family members, for a total of **626** children and adults.
- Provided **2,659** services such as housing search and placement, housing stability case management, and other supportive services.
- Prevented **140** people from becoming homeless by providing help with rent or mortgage payments.
- Added two new case managers, with a goal of placing **50** chronically homeless individuals or families into stable homes.



HOUSING SERVICES

GERALDINE'S STORY

"Prayers to NAM and all of the workers because you all rock, you really do."

Geraldine is a woman of many talents. She has made and sold everything from T-shirts to body scrub; she 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 was always in the kitchen watching mom do everything," Geraldine says of her childhood. "I tried and burned a lot of things. But once I got it together, people really started liking what I was cooking."

Today she bakes all varieties 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 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 grandbabies were so small and I wanted so much for them," she recalls. On the way to her first meeting with NAM she was a bundle of nerves. But by the time the meeting was finished, she had qualified for the program.

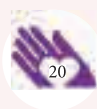
"I think I cried all the way back to the shelter," she says. "Oh my goodness."

NAM helped Geraldine find a single-family rental home, paid her deposit, 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 3 years old and doing well—earning 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 adds, "because you all rock, you really do."



*“NAM is God-sent.
If you need the help,
they’re there. They
have been a blessing.”*

MEALS ON WHEELS

Patricia's Story



NM has been part of Mama Pat's life since 2017 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 three 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."

This year, Meals on Wheels:

- Delivered **169,046** hot, nutritious meals to **1,049** homebound seniors and disabled adults.
- Provided monthly groceries to more than **100** low-income seniors.

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 children who affectionately gave her the name Mama Pat. Many of them keep in touch with her to this day.

Still, at age 81, 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.

"NAM is God-sent," she says. "If you need the help, they're there. They have been a blessing."





Fifty Plus

Janice's Story

Janice 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 decided 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," says Janice. "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 Janice 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 provides transportation directly to her door, on the Fifty Plus bus.

"NAM has become like a family to me," Janice 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, Janice 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, Fifty Plus:

- Engaged **450** seniors in activities designed to enhance socialization, physical fitness, and general well-being.
- Served **6,256** meals—free of charge—at the 60+ Café.
- Provided **1,438** rides to Fifty Plus for seniors who needed transportation.



Velma's Story



JOANNE WATFORD NUTRITION CENTER

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.

"I love to cook, and I love to eat," says Velma. So she's thankful for the groceries she receives each month as part of the Senior Food Program at NAM.

Through the program, low income seniors come to the Joanne Watford Nutrition Center every month to select groceries—free of charge—that 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."

"They've got some very nice people, and they take care of us real good."

PEDIATRIC HEALTH CENTER

Alexander and Philomina's Story

Alexander and Philomina were referred to the Pediatric Health Center at NAM 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," Philomina explains. A widespread belief in black magic is that the body parts of albinos can be used to cure illnesses, so their toddler son was constantly at risk of being kidnapped and killed.

"I couldn't go out because of my son," Philomina 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, "Albin! Albin!" the family fled.

But there was 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 Philomina.

"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 NAM, everyone has been so wonderful. They rallied around, they comforted us. We are most grateful to NAM."

Staff at the Pediatric Health Center cared for the boys' medical needs, and recommended that Alexander and Philomina 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 NAM.



Through the Pediatric Intensive Case Management (PICM) program, NAM provided a hotel room so the family had a safe 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.

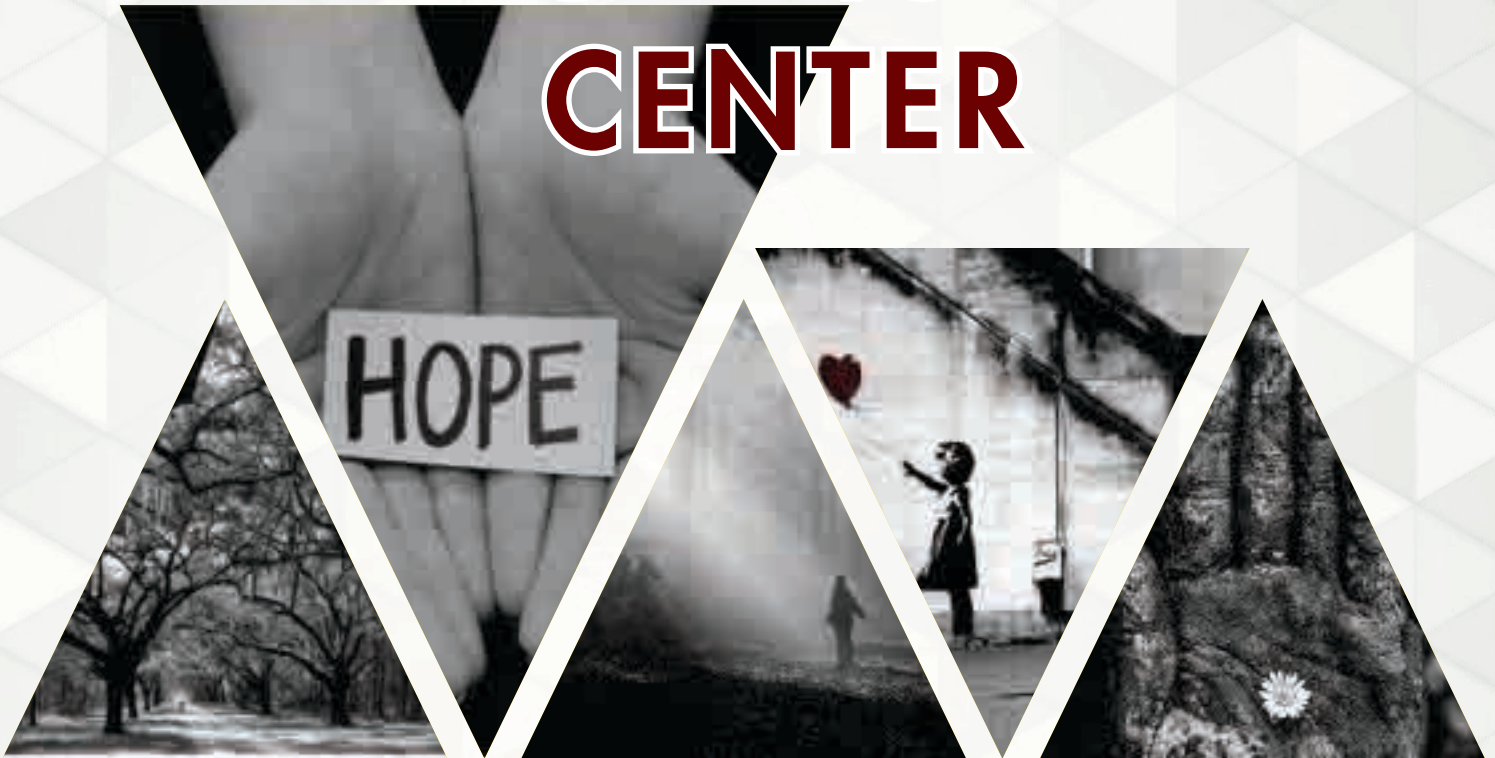
"Having come to the United States with nothing, and we had all these issues—it was too much for us," Philomina says. "But NAM came to our rescue. They gave us food, they gave us clothing, they accommodated us—they gave us literally everything we needed."

"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 this 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.

FAMILY VIOLENCE CENTER



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 additional 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 divorce. 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.

THIS YEAR, THE FAMILY VIOLENCE CENTER:

- Provided **68,932** services to **6,687** individuals, including crisis intervention, safety planning, adult and children's counseling, emergency shelter, legal advocacy, and education services.
- Answered more than **8,300** calls from those in crisis.
- Provided safe housing for **72** families fleeing domestic violence, through a pilot housing program.

**Name has been changed*



THE LEARNING CENTER

VERONICA'S STORY

In 2010, 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 trays of instruments for the operating room, and did very well— even receiving a prestigious nomination for the hospital's IFA Award.

But just a few years later, in May, 2013, Veronica was driving to church and an 18-wheeler pulled out in front of her. She slammed on her brakes—but it was too late. Veronica was pinned underneath 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 a certified Community Health Worker— people who do everything from helping patients fill out medical care 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 U Physicians-Victory—and she got the job. Already 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 adds. "This has taught me to grow and find my passion. I am finding my way to do God's work. We all have a purpose— all of us. And I am serving my purpose."



THIS YEAR 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.



Disaster Relief Services


The Garcias' Story

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 through 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 was not 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, \$5000 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 had 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 this 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.

INTERFAITH HOMELESS NETWORK

Michelle's Story

"I just want to tell everyone at NAM thank you. NAM has made a great difference, and I'm overwhelmed with joy. Each and every one, I thank God for them."

THIS YEAR THE INTERFAITH HOMELESS NETWORK:

- Partnered with **19** congregations to provide move-in kits and financial assistance.
- Received **6,320** calls as a Coordinated Access Point for Continuum of Care.
- Provided additional services including bus tokens, gas vouchers, clothing vouchers and food vouchers.

Michelle was 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 there 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 every thing."

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). On August 1, 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 from NAM Resale.

Now Michelle is looking to the future. She plans to take classes to get her B.S., 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.

Cochaired by Carol Cobb and Linda Fowler, the luncheon took place on September 3. The event returned to its original venue, Shiley Acres, where over 1,000 guests attended and generously gave more than \$100,000 – 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 Glen 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 \$100,000 was raised to help support NAM's Meals on Wheels program. Close to \$200,000 was raised for the entire evening.

The night concluded with NAM's first ever Young Professionals After-Party Gala 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.*



Endowment Dinner 2018

The 2018 NAM Endowment Dinner raised more than \$225,000 for the funding of NAM programs.

More than 100 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 had centered around his successful career as an international artist 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 threatening 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 Bestseller and was made into an Academy Award nominated motion picture by Paramount Pictures, featuring Academy Award and Golden Globe-winning 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 Landon Hayek and his mother Jen, creators of the children's book *They Called Him Harvey: A Hurricane Harvey Story*. Landon who donated 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.

LEAVING *a* LEGACY



The NAM Endowment Fund was created in 1980 to enhance the financial stability of NAM, and ensure that NAM will always be here to help Neighbors in Need.

Planned gifts to the NAM Endowment Fund can be made through stocks, bonds, life insurance, retirement assets, real estate and more. Planned 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 neflegacy.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 800-838-6666 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



CommunityPartners

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

1 MILLION +

Greater Houston Community Foundation

GUARANTORS

\$250,000 - \$999,999

Conrad N. Hilton Foundation

GUARDIANS

\$100,000 - \$249,999

Anonymous

Houston Endowment

Houston Food Bank

Houston Methodist

Mental Health America of Greater Houston

The Hamill Foundation

The Meadows Foundation

United Way of Greater Houston

Wal-Mart - Cornerstone

PRESIDENTIAL DIRECTORS

\$50,000 - \$99,999

Anonymous

Coalition for the Homeless of Houston/Harris County

Harrell Family Foundation

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The Cullen Trust for Health Care

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EXECUTIVE DIRECTORS

\$35,000 - \$49,999

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Shell Oil Company Foundation

DIRECTORS

\$25,000 - \$34,999

Anonymous

Black's Market Table

Carl C. Anderson Sr. & Marie Jo Anderson Foundation

Congregation of the Sisters of Charity of the Incarnate Word

Copper Pearl Wholesale

John P. McGovern Foundation

Kroger #395

Lawrence and Nancy Padfield Foundation

Lulu Bryan Rambaud Charitable Trust

Mustang Cat Charitable Fund

Southwestern Energy

The Brown Foundation

The Simmons Foundation

The Waggoners Foundation

Watford Family Foundation

PRESIDENTIAL PARTNERS

\$15,000 - \$24,999

Anonymous

David Weekley Family Foundation

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\$10,000 - \$14,999

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Boy Scouts - Phoenix District Troop #87

Gene By Gene

Houston Northwest Medical Center

Jeannie and Nolan Lehmann Foundation

NCL Wildflowers

Plains All American Pipeline

P-Twenty-One Foundation

PurePoint Financial

The Crump Foundation

The John G. & Marie Stella Kenedy Memorial Foundation

The Lewis and Joan Lowenstein Foundation

The Sprouts Healthy Communities Foundation

TJX Foundation

Ultra Resources

Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence. - Helen Keller



CommunityPartners

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

One of the most important things you can do on this earth is to let people know they are not alone. - Shannon L. Alder

PARTNERS

\$5,000 - \$9,999

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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

FRIENDS

\$1,000 - \$4,999

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Anadarko Petroleum Corporation
Avalon Advisors
Bank of America
Bentley & Associates
Brookdale Plaza Willowbrook Resident Association
Cabot Oil and Gas Corporation

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 Music Inc
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



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
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Laura and Howard Barousse
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Tricia and Grady Blakley
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Glenn Bord
Regina and Eric Boutte
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Patricia and Gene Broccard
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Carole and Nathanael Broker
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Kathy and John Carson
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Janet and Dan Chenoweth
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Darlene De Aragao
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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
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Anthony Lopez
Sandra and Lamar Loyd
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Reverend William S. MacColl
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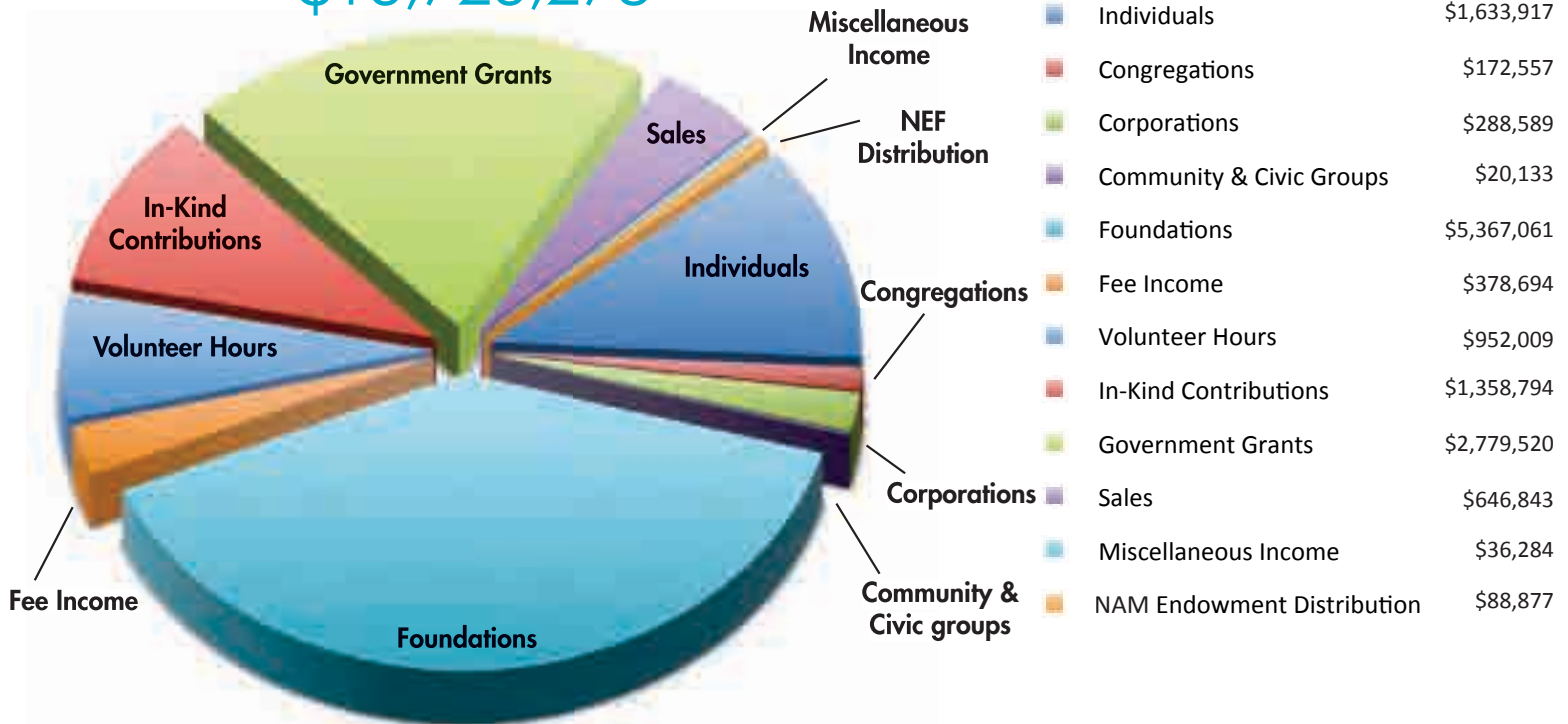
Judy and Glenn Smith
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Barbara and Bob Watson
Al and Nancy Weaver
Wanda Williams
Carl Wilson
Vicky Wysocki
Bradley Young
Dr. and Mrs. Ronald Young
Edward Zajicek
Amanda and Stephen Zak
Paige and Randy Zeinert

2017-2018 FINANCIALS

NAM Statement of Activities for the Twelve Months Ended 9/30/18 (unaudited)

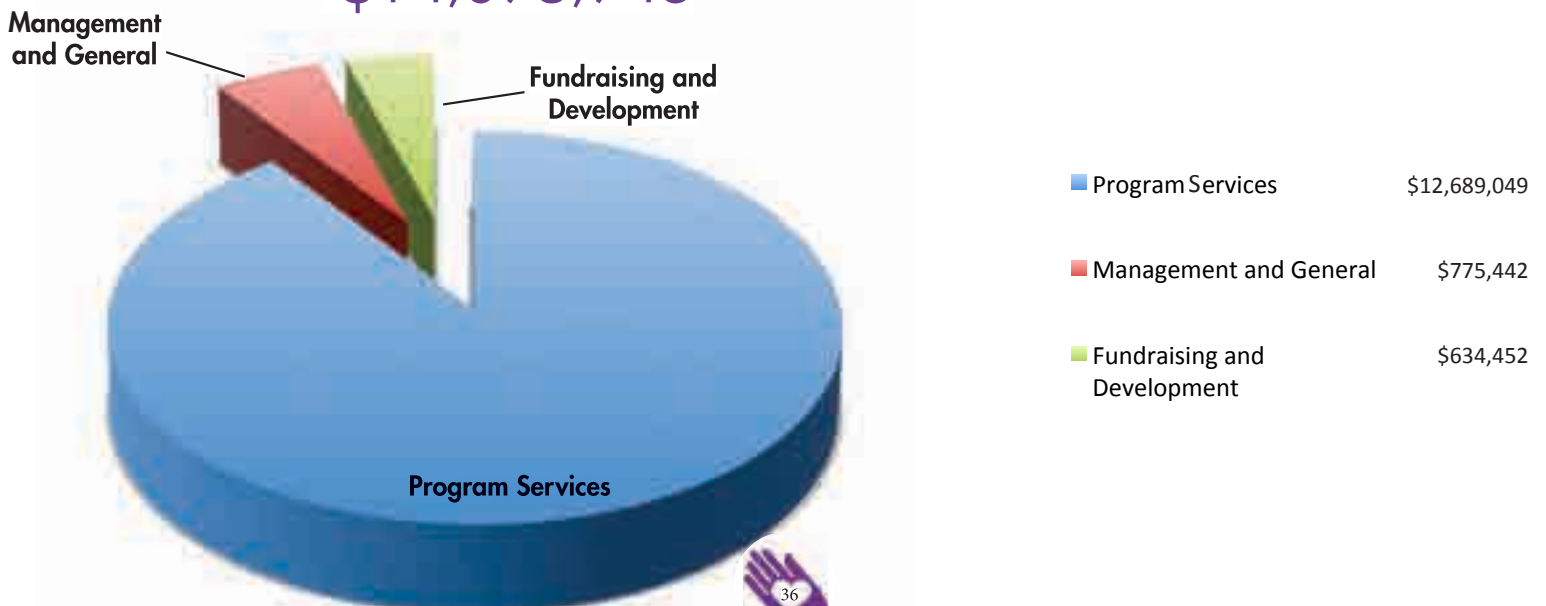
REVENUE

\$13,723,278



EXPENSES

\$14,098,943

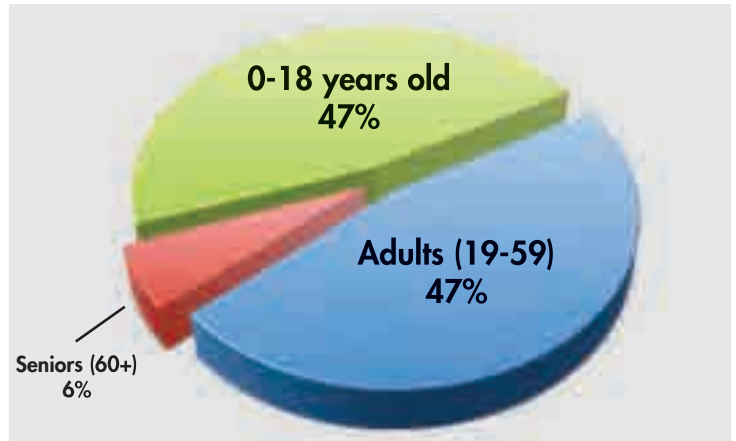


Primary Statistics DEMOGRAPHICS

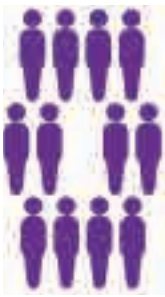
AGE



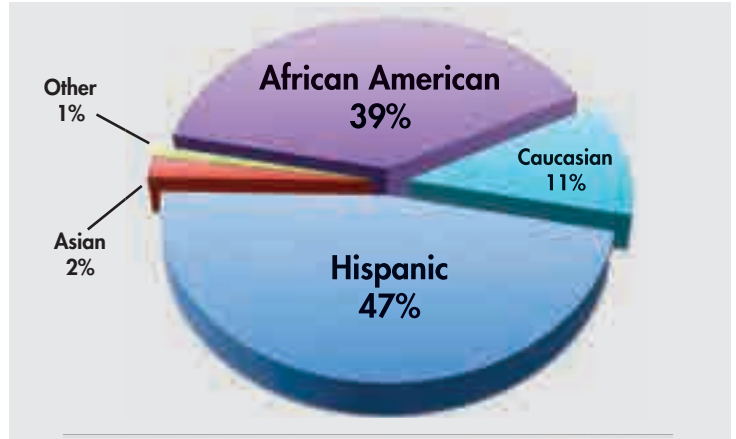
# of adults (19-59)	47%
# of seniors (60 plus)	6%
# 0-18 years old	47%



RACIAL MAKEUP



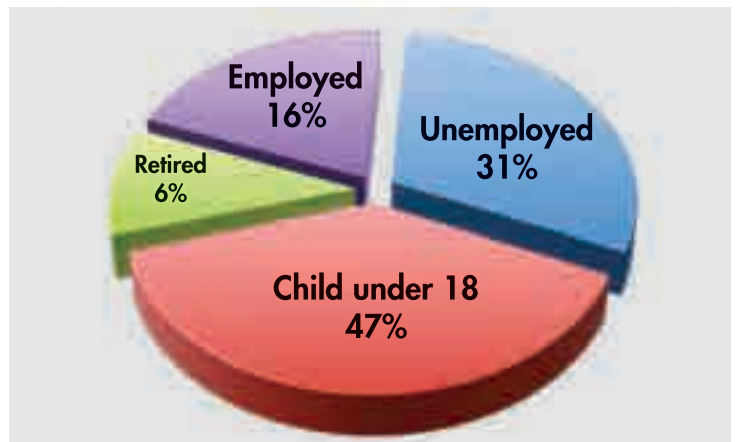
Hispanic/Latino	47%
African American	39%
Caucasian	11%
Asian	2%
Other	1%



EMPLOYMENT



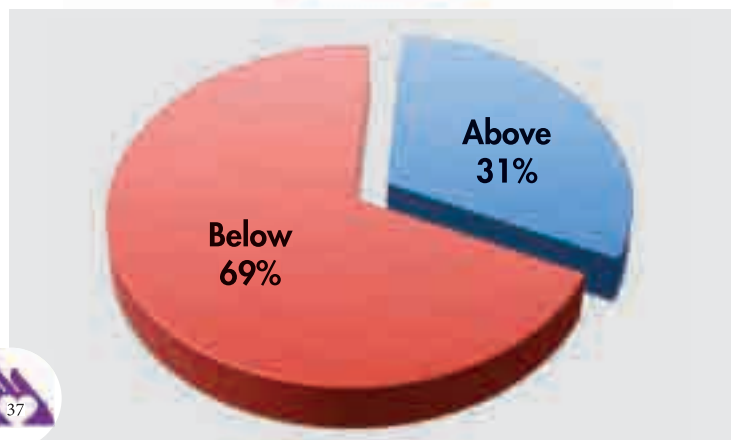
Children Under 18	47%
Unemployed	31%
Employed	16%
Retired	6%



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

"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

WHAT VOLUNTEERS *are saying about* NAM

"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



Nonprofit Partner
DONORHOUSTON
A SERVICE OF GREATER HOUSTON COMMUNITY FOUNDATION

HELPING NEIGHBORS

here's to many, many more