

NORTHWEST ASSISTANCE MINISTRIES

NAM



IMPACT



It can be sudden and unexpected, like two objects crashing together. Or it can be the impression or effect of one thing on another, like a fallen leaf on wet concrete.

Impact can happen in a moment or slowly over time. But it is always memorable. And it almost always leads to change.

At NAM, we see impact from every direction. We see the impact of poverty and unforeseen hardships. Of natural disasters, unexpected violence, and the inevitable progression of age. And we see the impact a community can have when it comes together to help each other through difficult days.

Throughout the pages of this annual report, you'll see the ways NAM has made an impact—on individuals, families, and our community as a whole. For more than 35 years NAM has been a conduit for Neighbors Helping Neighbors, listening to voices from all parts of our community...acting with wisdom and experience, partnerships and compassion.

The result is both simple and profound: meeting the most basic of needs in unique ways that undeniably change people's lives.

The impact of NAM can be seen in thousands of ways across our community. It happens when a mother and her children are frantically trying to escape a dangerous situation, and their call for help is answered. When a family's home is devastated by flood waters, and then lovingly rebuilt in ways they could never repay. When the hungry are fed, seniors are celebrated, safe homes are found, and education opens a new world of opportunity.

EVERY SINGLE DAY, AT ANY GIVEN MOMENT, NEIGHBORS ARE GIVING AND RECEIVING HELP THROUGH NAM

Every single day, at any given moment, neighbors are giving and receiving help through NAM. Together we are responding to emergencies and walking through uphill battles. Together we leave an impression, one neighbor on another, transforming lives in a ripple that impacts our entire community.

This the impact of Neighbors helping Neighbors. This the impact of NAM.

THIS IS THE IMPACT OF NAM





THIS YEAR

NAM served

132,866

NEIGHBORS IN NEED

Based on monthly totals for 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 including 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.



A Letter from Jim Fryfogle

Board Chair, 2018-2019



Dear Friends,

I've had the honor and privilege of serving as Chair of NAM's Board of Trustees for two years now. These have been significant years, and have given me an even deeper respect for the impact this organization makes on our community.

Every day, NAM offers a myriad of services in one location that would normally require multiple organizations to handle. We provide food and emergency assistance for those going through a hard time. Housing for the homeless. Healthcare for children. A hotline and ongoing services for victims of domestic violence and sexual assault. Activities for seniors. Meals on Wheels. Disaster recovery after Hurricane Harvey. And continuing education for adults.

How many organizations would it normally take to provide all of this? More than half a dozen, at least. Yet these services are provided at a depth and level of excellence that is unsurpassed, right here in our own neighborhood, thanks to NAM.

What's even more unique is that, because this assistance is offered in one place, people don't have to travel from one organization to another, trying to navigate a different set of rules at each stop. At NAM we look at all the issues a person is facing and address them holistically. In doing so, we can provide the path to an entirely new life.

Because of your support, thousands of people have chosen to take that new path. With a strong team advocating for their success, their lives get better and better—impacting their world today... future generations of their family...and our community as a whole.

Thank you for entrusting us with your support. Thank you for investing in our community, and for giving families the hope and tools to build a brighter future. Because of you, NAM is making an enormous impact, today and for generations to come.

Sincerely,

Jim Fryfogle

Chair, Board of Directors



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2018-2019

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CFO, Northwest Assistance Ministries

NAM Endowment Fund Board

2018-2019

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MACK ELBERT COKER, DDS, MS
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The Impact of LEADERSHIP

**Leadership is not about titles, positions or flowcharts.
It is about one life influencing another.**

—John C. Maxwell

On September 17, 2018, a new chapter began in NAM's history as Les Cave became President & CEO.

It is a role he enjoys "more than you can imagine," in a transition that has gone smoothly, thanks in large part to the solid foundation of NAM's Board of Trustees, volunteers, donors and staff—and the character of Les Cave.

In his first full year, NAM's new CEO has shown himself to be experienced and knowledgeable, professional yet approachable. He connects easily with people throughout the community, whether it is pastors, business leaders, donors or clients. And he has a deep respect for the work NAM does, its lifetime of excellent leadership, and the people who make NAM possible every day.

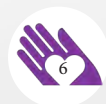
With more than 30 years of experience, Les's career includes roles at the Presbyterian Medical Mission Fund, Private Sector Initiatives (PSI), Rice University, and as Executive Director/Campaigns and Major Gifts at UT Health Science Center. In 2003 he was named President of the CHRISTUS Foundation for Healthcare, and in 2010 became its Director of System Philanthropy.

His first year at NAM has been a busy one. Les initiated a centralized intake process to expedite assistance and enhance the client experience. He was instrumental in securing funding for two Meals on Wheels delivery trucks. Most of all, he immersed himself in getting to know NAM's services and the people who make them possible.

As he looks to the future, Les sees a multitude of opportunities. One of his hopes is to build a communication loop that creates an efficient flow of information, with neighbors informing NAM of community needs, and NAM updating the community about available services. Another goal is to enhance the Learning Center's already superb adult education program by finding more ways to assist people in developing a career.

What inspires Les most is NAM's tremendous impact. It's an impact that can be seen in the past, present and future of our community. One that is validated by statistics, but best understood in the stories of neighbors who have been touched.

It's the impact of one life influencing another; of Neighbors Helping Neighbors.



NAM

LEADERSHIP & STAFF



LES CAVE

President & CEO



ALLISON BOOKER-BROOKS

Chief Program Officer



BRIAN CARR

Chief Advancement Officer



DENESE HAMMON

Chief Financial Officer



SAMANTHA GONZALEZ

Director, Development



JENNIFER HERRERA

Director, Disaster Relief Services



GRACE JACKSON

Director, Senior Services



SHERYL JOHNSON

Director, Family Violence Center



KAREN LUTHER

Director, Pediatric Health Center



PAMPI MCGUIRE

Director, Information Technology



DEBBIE PETERSON

Director, Assistance



MARY SILBERT

Director, Learning Center



JASON WOODS

Director, Retail Sales



A Letter from Les Cave

President & CEO



Dear Friends,

NAM is an organization of profound impact. Its impact goes in every direction, like a beautiful web that connects one person to another all across our community. One neighbor reaches out to another, and both lives are transformed.

Our volunteers inspire me every day. There are more than 2,400 of them, serving in every imaginable capacity. So much of what NAM does would be absolutely impossible without our volunteers. But if you ask them, many will tell you they came to NAM wanting to help others, and now realize how others have helped them. That's a good way to describe my first year at NAM as well.

Every day, I understand at a deeper level the scope of who we serve, where we serve, and how we serve. I see the commitment of our board and staff, our congregations and donors. And I see the sheer determination of our clients to get up again and again, to hold onto hope, and make the most of the opportunities they are given.

Working with all of you makes me a better person.

There are so many things about NAM that make me proud. I'm proud of our Pediatric Health Center for taking their care and expertise into the community. I'm proud that our Housing Services team is providing safe homes for neighbors who have been living on the streets. I'm proud that our Learning Center is equipping people to obtain better jobs and provide for their families.

But I'm especially proud of the way NAM brings together the entire community—neighbors who can be from such different backgrounds—for the central purpose of helping others.

Thank you for making NAM the amazing organization that it is. Because of you many lives are being transformed.

Sincerely,

Les Cave

Linda & Harlan Martens
Endowed President & CEO



HURRICANE HARVEY:

The Long Road to Recovery

In August 2017, Hurricane Harvey poured unprecedented amounts of rain on Houston, resulting in devastating flooding.

In the two years since then, NAM has helped more than 15,000 neighbors rebuild their lives.

Hurricane Harvey is a storm that Houston will never forget. Over the course of five days, between 30 and 56 inches of rain pounded neighborhood after neighborhood—resulting in devastating flooding.

On the sixth day, waters receded enough for staff to begin making their way to NAM. With a call for help, volunteers and donations began pouring in from all over the community and across the country. The newly completed Harrell Family Opportunity Center was a huge blessing, giving NAM the space to receive, sort, and distribute donations.

By the end of the first week, NAM had served more than **6,000** Neighbors in Need with food, water, cleaning supplies, and dry clothing.

FOR THE LONG ROAD

Determined to stand with neighbors for the long road ahead, NAM established a new program, Disaster Relief Services, shortly after the storm. Disaster Case Managers listened to heartbreaking stories, pulled together resources, and developed individual recovery plans that addressed the multitude of issues families were facing.

NAM's core approach to serving the community was key in the months after the storm. Already equipped to meet basic needs, families could come to one location and receive help from any of NAM's existing programs. Long-established partnerships with congregations, local businesses, and community organizations created a rapidly-responding network to help neighbors overwhelmed by the magnitude of loss.

With its established reputation and holistic approach, NAM quickly became a trusted partner for carrying out relief efforts. In all, NAM was awarded \$6.8 million to be used for disaster relief from donors large and small, including

the Hurricane Harvey Relief Fund, Greater Houston Community Foundation, the Red Cross, United Way, Mental Health America of Greater Houston, Hilton Foundation, and many more.

REBUILDING HOMES AND LIVES

With each story told, a unique plan was developed. Some families needed emergency hotel stays and help with moving costs or apartment deposits. Others found that insurance or FEMA payments were not enough to repair necessities like drywall, flooring, and roofing—so NAM bridged the gap, with relief gifts averaging \$5,000 to \$8,000.

NAM provided free counseling, helped with car repairs or down payments for replacement vehicles, and paid for two cremations of neighbors who lost their lives. We negotiated with mortgage companies and saved more than two dozen homes from foreclosure, after families deferred payments without realizing a balloon payment would be required at the end.

And if a family reported that their neighborhood was hurting, NAM took note. Once a month, staff from Disaster Relief canvassed neighborhoods. They went door to door, letting people know of help available through NAM; making sure the elderly, disabled, and others in significant need were not forgotten.

NAM's unique approach included partnering with local, family-owned businesses for furniture and appliances, joining with realtors so families received the highest value for their homes if they decided to sell, and developing a "golden list" of contractors who were honest, reliable, and fair. A full-day legal clinic was held in partnership with Houston Volunteer Lawyers to address individual questions; by 5 a.m. more than 350 people were lined up outside the door.

ROSELIA & JOSE'S STORY

Roselia was up all night when Hurricane Harvey began. She kept her eye on the tree in front of their mobile home, watching the waters rise.

By 9 a.m. she and Jose decided to evacuate. They placed their daughters, who were 6, 10, and 13 years old, on a mattress since none of them could swim. Then they walked through the rain and flood waters, joining dozens of other families.

When they returned several days later, their neighborhood was devastated. All 85 trailers had flooded with 4 to 6 feet of water. Roselia and Jose went straight to work, scrubbing their home from top to bottom.

For more than a year and a half, their neighborhood sat untouched. Agencies would come and go, fixing small things here and there. But then NAM learned of the need.

While Roselia and Jose's home was very clean, NAM's team found extensive damage. The roof leaked, and siding had separated from the wall. Black mold returned again and again. The air conditioning and refrigerator didn't work.

Worst of all, the home had shifted on its foundation and was splitting in two.

In May of 2019, Roselia and Jose were the first in their community to receive a replacement trailer from NAM, along with new furniture and appliances.

"In our neighborhood, when we look around and see the impact NAM has made, it's impossible to believe," says Roselia.

"We give thanks to God," Jose adds. "We don't know why we go through the things we go through. But maybe in the end it helps us to be better people because we are able to care for our neighbors. And God is part of that."



Since September, 2017, Disaster Relief Services at NAM has:

Served more than 15,000 people impacted by Hurricane Harvey, through home repairs, furniture, appliances, mortgage assistance and much more.

Stewarded \$6.8 million in disaster relief funds, providing direct relief to families in ways that offered maximum impact.

Repaired or replaced 32 homes in the Rosewood Mobile Home Community, which was devastated by flooding.

ROSEWOOD

In the spring of 2019, more than a year and a half after the storm, NAM discovered a community that had been largely untouched. Rosewood Mobile Home Community backs up to Halls Bayou, and during Hurricane Harvey all 85 trailers flooded with 4 to 6 feet of water.

During the storm, the roads to Rosewood were so flooded that emergency vehicles could not get through. In the weeks and months that followed, this community remained isolated, unsure of where to turn for help.

When NAM finally learned of the situation and sent a case manager to look at the area, she returned in tears. Working families, living at or below the poverty level, were living in trailers riddled with mold. Flooring had rotted and was falling out; damaged air conditioners meant temperatures were rising to 120 degrees inside. Roofs were leaking, electrical wiring was shorting out, and health issues were rampant. Yet residents were embarrassed for neighbors to know the condition of their home, so they kept to themselves...not realizing they were all in the same desperate situation.

On Saturday, May 4, 2019, NAM organized a massive assessment of Rosewood. In one day, 74 staff and volunteers did 55 assessments, evaluating the physical condition of the home as well as the vulnerability of the family. Contractors then evaluated the home to determine if it was repairable or needed to be replaced. It was work that would normally take three to four months—but NAM completed it in one day.

After the assessment, Disaster Relief developed a rubric of social determinants to prioritize the highest needs in Rosewood. With remaining funds from Greater Houston Community Foundation and the Red Cross, NAM was able to address 32 mobile homes—replacing 7 and repairing 25 more.

Today there are still 19 homes in need of repair and four so damaged they need to be replaced. NAM's Disaster Relief team continues to serve as a bridge, helping families complete their applications to expedite the process for assistance from other organizations.

As the work of restoring Rosewood continues, there is now a spirit of hope throughout the community. Men in the neighborhood have come together to build stairs or decks, passing extra lumber on to the next home. Women are caring for each other's children, or helping to pack before a move or construction. Once repaired or replaced, the families also receive new furniture, appliances, and a deed to the home in their name.

For the families who still wait, there is great comfort in seeing the restoration all around them.

THE IMPACT OF NEIGHBORS

In honor of its work following Hurricane Harvey, NAM was recognized as the "King of Collaborators" by the Greater Houston Community Foundation, and selected as a "Best Practice" in a study by the University of Copenhagen, as well as other local, state, and national honors.

But the biggest impact has come as we look into each other's eyes. Together we endured the relentless storm. Together we listened to each other's stories, then rolled up our sleeves and got to work. Together we served tirelessly, tackled issues, and solved problems with the unique passion that comes from a deep love for this community. And together we helped more than 15,000 neighbors rebuild their homes and lives.

That's the impact of Neighbors Helping Neighbors. That's the impact of NAM.



EMERGENCY BASIC NEEDS

EMERGENCIES HAPPEN TO ALL OF US.

For hundreds of families last year, an unexpected loss nearly cost them everything.

What saved them was NAM.

This year, Emergency Basic Needs:

- Provided assistance such as food, clothing, transportation, prescription medicines and homelessness prevention to **16,569** individuals.
- Gave **1,785** children new school supplies so they were prepared and excited to learn.
- Brought joy to **1,972** children by giving them new toys during the holiday season.

Trouble grows quickly. Your child gets sick or the car breaks down. Along with those unexpected bills, you miss time at work and maybe even lose your job. Without enough to pay the rent, an eviction notice comes. Suddenly the life you had so carefully balanced is on the brink of collapse.

For more than a million people in northwest Houston, the one place they can turn during such a crisis is NAM.

Emergency Basic Needs (EBN) at NAM helps families and individuals with essential needs such as food, clothing, bus tokens, gas cards, rent or mortgage assistance, and more. But in a world where people are increasingly hurting, EBN interviewers take the extra time to learn the story behind the need; to offer dignity, compassion, and real solutions at a time when people feel overwhelmed and alone.

For most, EBN is either a one-time visit or the first step in a longer journey of partnering with other programs at NAM. In addition, approximately 2,000 children each year receive school supplies, toys, and family meals for the holidays through the Back to School Project and Holiday Project.

This year, EBN was awarded additional grants that will nearly triple the amount of rental/mortgage assistance they can provide. As a result, NAM will be able to save the homes of nearly 40 families each month, protecting them from homelessness. For each of those families, that's an impact that will always be remembered.

MERCY'S STORY

Mercy* came to NAM seeking food for her family. But something deeper was going on, and NAM's receptionist sensed it. So she discretely called the Emergency Basic Needs office to share her concerns, and the crisis team was assembled.

When Mercy began crying in the waiting room, she was gently invited to a private room. It soon became clear that Mercy was experiencing both visual and auditory hallucinations. She was convinced that her three school-age children needed to go to heaven, and she had a role in preparing for that transition.

NAM's team called 9-1-1 and worked in perfect collaboration with officers from the Harris County Sheriff's Department Crisis Intervention Team, the District Attorney's office, hospital staff, and Child Protective Services. Mercy received the emergency psychiatric care she needed, and NAM found emergency placements for the children, who had not eaten in several days. NAM's other programs provided groceries, blankets, toiletries, and assured relatives they could bring the children back to NAM's Pediatric Health Center for their medical and emotional needs.

The officer involved said there's no doubt in his mind that if NAM had not intervened, the children would not be alive. But because so many teams worked together so well, it was a textbook example of how to provide care with dignity, compassion, and a client-centered focus.

That's the impact of NAM.



**Name has been changed*



*In an 18–zip code
area with more than*

1 MILLION RESIDENTS

*the Joanne Watford
Nutrition Center*

IS THE PRIMARY RESOURCE FOR

neighbors who are hungry.

**NO ONE IN NEED GOES
HOME WITHOUT FOOD.**

Nitin's Story

Nitin's neighbor, Lawanna, was in need of food. She had heard about the Joanne Watford Nutrition Center at NAM, so Nitin agreed to give her a ride—and was very impressed by the care and help she received.

Nitin had moved to Houston from India, and money was tight for him as well. But when he got a job as a front desk clerk at a motel, he began donating every month to the JWNC. Recently, he also began volunteering his time.

The whole experience has inspired Nitin to dream of opening a food pantry himself one day. "It's a good place," Nitin says. "We got the food that she needed, and that's the reason I like this idea."

**This year the Joanne Watford
Nutrition Center:**

Gratefully received
a donation of **1,800**
turkeys—valued at
\$20,000—from the
Houston office of PV
Fluid Products, to provide
holiday meals for
families in need.

Benefitted
from **10,552**
hours of
volunteer
service

Provided food
for **15,953**
individuals

Joanne Watford **NUTRITION CENTER**

With nearly 16,000 visitors each year, the Joanne Watford Nutrition Center (JWNC) at NAM is the primary food source in northwest Houston for Neighbors in Need—and the only Choice food pantry.

According to the Houston Food Bank, 1 in 6 Texans cannot afford enough nutritious food for a healthy lifestyle. In northwest Houston, the JWNC helps meet that need by allowing guests to shop—free of charge—for food that best meets their family's needs, including fresh fruits and vegetables, meat, dairy, non-perishable foods and more.

NAM also helps Neighbors in Need register for SNAP benefits, so most guests come to the JWNC only once or twice. Others receive steady support, including 125 seniors who come for supplemental groceries each month, and clients in NAM's Housing Services program who are transitioning from homelessness. Nearly 1,000 families also receive a turkey and all the trimmings in November and December, for a special holiday meal they could otherwise not afford.

Food donations from retail stores dropped significantly this year. But with support from the community, services continued uninterrupted—once again proving the immense value of Neighbors Helping Neighbors.



Family Violence Center

Harris County has the highest number of domestic violence fatalities in the state of Texas. It is estimated that 250,000 women in Harris County are victims of domestic violence.

*Domestic violence.
Sexual assault.
Elder abuse.*

Because of NAM's Family Violence Center, thousands of women, children and seniors have safely fled dangerous situations or repaired relationships, and are no longer living in fear.

They are some of the most vulnerable in our community. Threatened, scared, and with no idea where to turn, they reach out to the Family Violence Center (FVC) at NAM. And their call is always answered.

The FVC operates a 24-hour hotline as well as long-term support. Highly trained staff and volunteers offer guidance in the midst of dangerous situations, supply resources like food, shelter and transportation, provide counseling and case management, and develop long-term safety plans based on what the client feels is best for her situation.

As one of only seven non-residential domestic violence programs in Texas, the FVC is able to focus on intervention, rather than operating a shelter. It is the only resource for domestic violence and sexual assault within a 30 to 45-minute driving radius. FVC staff also teach an eight-week course to nearly 6,000 high school students each year, building a community of young people who are empowered to develop healthy relationships.

In the coming year, the FVC will open a first-of-its kind Victim Service Center at NAM in partnership with Harris County Sheriff's Office and the District Attorney's office. This healing space will be a one-stop trauma center for all the services a victim might need, such as police reports, protective orders, forensic medical exams for abuse or sexual assault, and court interviews.

Within the same building, victims have access to the full range of services NAM provides. So whether they need food or financial assistance, health care for their child or vocational training to start a new life, NAM is here, ready to walk with them into a brighter, safer tomorrow.

Roxanne's Story

Roxanne called the FVC hotline from a bus station in Austin. She was leaving an abusive family situation, and a friend had purchased her ticket to Houston. As she was ready to board the bus her friend said, "but you can't stay with me."

The FVC provided a list of shelters, which Roxanne called during her trip. All were full. After arriving in Houston at 1 a.m. she called the FVC again. Staff arranged for a cab to pick her up and bring her to their safe hotel.

Over the next two days the FVC connected Roxanne to Adult Protective Services since she is a senior, provided food, transportation, safety planning, and a second night in the safe hotel. Finally, she was accepted into a long-term shelter.

When Roxanne needed it most, the FVC made a life-saving difference.

This year the Family Violence Center:

- Received 5,954 calls to the hotline, and provided ongoing services to another 422 individuals
- Guided victims through a crisis 5,291 times
- Created 3,322 safety plans, customized to each person's situation
- Completed a pilot housing program which provided safe housing for 72 families fleeing domestic violence

Pediatric Health Center



The Pediatric Health Center at NAM provides primary healthcare to more than

2,600 children

But they are also taking their expertise into the community, leading a Healthy Family movement to directly address social determinants of health.

This year, the Pediatric Health Center:

- ✓ Served 2,631 children in 8,499 patient visits
- ✓ Joined with community partners to help 1,404 individuals receive services such as eye exams, applications for insurance, and adult flu vaccines
- ✓ Partnered with Christus Healthy Living Mobile Clinics to provide 146 adults with basic health screenings

For more than 2,600 children in northwest Houston, the Pediatric Health Center (PHC) at NAM is their medical home.

About 83% of the PHC's patients live below the poverty level; 97% have Medicaid, CHIP, or are uninsured. But thanks to a unique partnership between NAM and the University of Texas Health Science Center at Houston (UTHealth), each child—and their family—receives outstanding, comprehensive, holistic care.

The PHC sees children for well visits, sick visits, case management and referrals to specialists. A grant from Houston Methodist provides labs, x-rays and other tests at no cost to families. This year the PHC added behavioral health services, and developed toolkits for healthy eating/active living, as well as managing asthma.

But the PHC doesn't stop there. With a vision for a neighborhood approach to helping families, it is bringing care into the community. Each month, a coalition of businesses and community organizations comes together to find solutions for local health issues.

Remarkable things have come from those conversations. For example, the PHC led workshops in local apartments on healthy eating, physical fitness, stress management and sleep; produced a video with Klein ISD on the dangers of vaping; hosted Wellness Fairs for the community; and funded two playgrounds in partnership with Episcopal Health Foundation at nearby apartments so families have a place to actively play outside.

As part of NAM, the PHC has a unique ability to address other needs that may be impacting a child's health as well, such as food, clothing, finances and more. It is also recognized as a Foster Care Center for Excellence.

Everything the PHC does is for one goal: to move families toward health and wholeness. As Neighbors Helping Neighbors, together we're making an impact toward that goal every day.

Rosalba's Story

Rosalba is the mother of 10 beautiful children, ranging in age from 10 to 28. Fifteen years ago she began bringing her children to the Pediatric Health Center (PHC) at NAM.

What she didn't know was that one day the PHC would allow her to care for her own health as well. Rosalba needed brain surgery for relentless headaches and seizures. One of her daughters passed away from a brain tumor. Even so, as a single mom with five children still at home, Rosalba couldn't afford to miss work for the operation.

That's when NAM stepped in. Through its comprehensive array of programs, NAM provided Rosalba with three months of rental assistance, food, clothing, and even furniture. The family also received wonderful gifts through the Methodist Christmas Program, which partners with families at the PHC.

"God bless them," says Rosalba. "I am thankful for everyone who is helping."

THE LEARNING CENTER

For more than 24 years,
the Learning Center at NAM has been equipping
adults with the skills to launch a career that will
LEAD TO FINANCIAL STABILITY.

As a result, parents are creating stable homes,
children are prospering and have a model for success,
AND GENERATIONAL CHANGE IS HAPPENING.

There's a lot of talk these days about the high cost of
education. For many in our community, college is simply not
an option.

But thanks to the Learning Center at NAM, there are other
doors of opportunity—all of which lead to better jobs, higher
income, and more stability. Of equal importance, graduates
of the Learning Center are filling key needs for employers
throughout northwest Houston, in fields such as healthcare,
office personnel, and skilled trades.

The Learning Center offers a full range of educational
opportunities. Students can take ESL (English as a Second
Language) classes or earn their GED. They can master
software like Word and Excel. Or they can apply for a
scholarship to train for in-demand careers such as Certified
Nursing Assistant, sterile processing technician, community
health worker, administrative assistant, accounting or payroll
assistant, HVAC and welding.

A full-time position that has a career trajectory and offers
benefits can be life-changing. So the Learning Center is not
designed to help people find jobs. It's designed to help them
launch a career.

The most amazing part is that through
the Learning Center's grants and
partnerships, all of these opportunities
are free to students who are accepted
into the programs. On average,
vocational students attend class three
times a week for two to four months,
giving them a short, intensive path to
a new career. They also participate
in financial literacy classes, financial
coaching, and receive assistance
in their job search. By combining
employment skills with smart financial
management, students are equipped
to live a better life.

To keep up with demand, the Learning
Center offers day, evening, and
weekend classes. New courses this
year include training to become a
Patient Care Tech, and an ESL civics
course which prepares students to
take their citizenship exam.

Learning the English language. Earning
a GED. Becoming a U.S. citizen.
Training for a career. With every step,
the Learning Center makes an impact
on the lives of students and their
families—one that will be felt in our
community for generations to come.

long he had multiple offers, including one from Houston Methodist
Willowbrook Hospital.

Today, Oli works as a Patient Care Aide 2 in the observation area of the
hospital's emergency room. He takes vital signs, draws blood, starts IV's,
charts patient information and more. At every opportunity, Oli takes
additional training offered by the hospital, which also increases his pay.

Inspired by the nurses he works with, Oli is now in the process of applying
to nursing school and has a very bright future.

"I am eternally grateful to NAM because wherever I go in the future, they
kicked it off," he says. "It's been incredible, and I never knew it would
happen this fast. I have my mom to thank for that, and I have NAM."

OLI'S STORY

Oli moved to the United States from Nigeria in the spring of 2018.
He wanted to work in the medical field and already had a bachelor's
degree in biochemistry. But he needed hands-on training and
certification, so his aunt recommended the Learning Center at NAM.

Oli applied to the THRIVE program at the Learning Center and was
awarded a scholarship to become a Certified Nursing Assistant. He
excelled in his classes and appreciated the real-world focus of his
teachers. In less than 3 months he earned his certification and began
applying to every position the Learning Center recommended. Before



Samantha's story

For every person NAM helps, there is a ripple effect that extends far beyond.

It can chart an entirely new path for a family, changing the future for one generation after another.

That's what happened for Samantha.



Samantha Gonzalez is well known around NAM. As the Director of Development, she has a myriad of responsibilities, including fundraising, marketing, social media, and managing all of NAM's special events.

It's a job she loves and one in which she excels. But what many people don't know—and what Samantha didn't know herself when she started at NAM—is that her connection to the organization began many years ago.

Samantha was five years old when her family moved to Houston. Born in Guadalajara, Mexico, her parents brought Samantha and her older brother and sister to the United States in search of a better life.

Her dad, Marcos, was already working and spoke English very well. But it was a different story for Samantha's mom, Martha.

"We grew up as a really tight-knit family," Samantha says. "It was important to my parents that we learn the language as soon as possible, to give us a better chance at success."

Martha asked around, and a friend told her about the Learning Center at NAM.

She enrolled in ESL (English as a Second Language) classes, and later participated in a job readiness program. Before long she was hired at a fast food restaurant.

As the years went by, Samantha's family worked hard and found success. Samantha attended the University of Houston and built a career in fundraising. Her dad is a plumber for Alief Independent School District, and her brother started his own plumbing business in northwest Houston. Samantha's sister is the operations manager at a real estate investment firm. And her mom is now an award-winning Area Training Manager for the KFC Corporation.

"Now as an adult, I really admire my parents for knowing the most important things to take on first, which was establishing the language, job training, and setting the foundation," says Samantha. "We all grew up really nicely. We didn't have a whole lot, but we got an education and a work ethic, and that was motivated by my parents finding the right resources."

Today, Samantha's family gives back to NAM in multiple ways. Her sister-in-law, Amy,

serves on the Jeans & Jewels committee, and was this year's Auction Chair. Through her job at KFC, Martha donates food for events like the Back to School Project and Hurricane Harvey volunteers. Even the little ones are involved, with Samantha's nieces and nephews volunteering in the Young at Heart Senior Center and helping with holiday food distribution. And when the extended family gathers for Thanksgiving, every child brings a toy to donate to NAM's holiday drive.

"We love NAM," Samantha says. "My phone is constantly filled with messages asking if NAM can help this person or that person. I literally don't sleep because I'm trying to figure out how to meet everyone's needs. I do it because it was done for my family."

Another new chapter is about to begin for Samantha, as she prepares for her wedding to Oscar. But as she reflects on her life so far, there is just one thought that comes to mind.

"My response is just a huge amount of gratitude," she says. "It has been such a blessing. Now it's our responsibility as a family to keep giving to the same community that gave to us."

MEALS ON WHEELS

NAM IS THE SOLE PROVIDER OF MEALS ON WHEELS

for an area encompassing 600 square miles and 24 zip codes in northwest Houston.

Every weekday, NAM delivers hot, nutritious meals – free of charge to more than 800 homebound seniors and disabled adults.

THIS YEAR, MEALS ON WHEELS AT NAM:



Provided **197,547** hot, nutritious meals to **1,177** homebound seniors and disabled adults



Delivered **groceries** each month to 100 low-income seniors



Served an area encompassing **24 zip codes** and **600 square miles**



Meals on Wheels volunteers contributed **23,031** hours of service

Ed's Story

Ed and Mona were married for nearly 68 years. She was his high school sweetheart, “so nice and sweet,” Ed says. “I got married, and I stayed married.”

Together the couple had three children, living in a number of cities as Ed built a successful career in the airline industry. He is also a veteran, having served two years in Korea.

But as the years went by, Mona's health and Ed's eyesight began to fail. So about nine years ago, the couple began

receiving Meals on Wheels through NAM.

“I think Meals on Wheels is a wonderful program,” Ed says. “It's like an early alert system. If the volunteer saw I was sick or had fallen, she would call for help. So I look at it as something that could save your life.”

Mona passed away in 2017, but Ed continues to receive meals every weekday. At 89 years of age he is now legally blind, and grateful for the help Meals on Wheels provides.

“It's been a blessing, to know they were getting a good, hot meal every day,” says their daughter, Jennifer. “The staff and volunteers have become like family.”

LUNCH. It's something most of us take for granted. But for 1,177 seniors served by NAM's Meals on Wheels program, it's often the highlight of their day—and the help that allows them to continue living independently.

More than 760 NAM volunteers deliver meals six days a week, providing a few moments of conversation as well as a check on the senior's well-being. That's often of great comfort to adult children who may be at work all day or live in another city. As friendships develop, some volunteers go the extra mile—offering to drive to medical appointments, or coordinating lunch dates so several seniors on a route can enjoy their meals together.

The impact of these simple meals and kind gestures is enormous. According to Meals on Wheels Texas, 92% of recipients say Meals on Wheels enables them to remain living at home, and 83% say it improves their health. Across the U.S., Meals on Wheels can serve a senior for an entire year for about the same cost as just one day in the hospital.

Some of NAM's clients have been receiving Meals on Wheels for 15 years or more, proving that a small amount of help can have a significant impact long-term. Over time they become like family, and it is an honor to care for these Neighbors just as they have cared for others their whole lives.



YOUNG AT HEART SENIOR CENTER

THIS YEAR, THE YOUNG AT HEART SENIOR CENTER:

- Welcomed 397 senior adults who participated in 8,449 activities
- Served 6,913 meals at the 60+ Café



According to a survey by the AARP Foundation,
ONE-THIRD OF ADULTS AGE 50 TO 80 LACK Regular Companionship.

THE YOUNG AT HEART SENIOR CENTER HAS BEEN LIFE-CHANGING FOR HUNDREDS OF SENIORS IN OUR COMMUNITY, GIVING THEM A PLACE TO STAY ACTIVE AND CONNECT WITH FRIENDS; A PLACE TO FEEL VALUED, RESPECTED, AND LOVED.

It's been called one of the biggest threats to the health of America's seniors: isolation. Research shows that social isolation and loneliness are as bad for our health as obesity and smoking; that the biology of loneliness can accelerate the buildup of plaque in arteries, cause cancer cells to grow and spread, and promote inflammation in the brain leading to Alzheimer's disease.

But for more than 30 years, NAM has given seniors in our community a place to come and connect. The Young at Heart Senior Center, formerly known as Fifty Plus, offers dozens of activities to choose from each month, including Zumba and line dancing, Bingo and Bridge, day trips, lunch outings, informative speakers, and celebrations of all kinds.

On average, the center has about 700 visits each month from 220 different seniors. Some come nearly every day; others just for their favorite activities. As connections are made and friendships built, loneliness and depression are replaced by laughter and joy. With regular physical activity, mobility improves and confidence grows. People find their niche, and once again feel like valued, contributing members of a community.

Young at Heart is unique in its diversity, with seniors from all over the world coming together to share their lives and experiences. There's always an interesting conversation to be had. Limited transportation to and from the center is available on NAM's bus, and lunch is served three days a week in the 60+ Café—for free.

Whether a senior is being warmly welcomed for the first time or has been coming for decades, Young at Heart belongs to them. It's their space to connect, to grow, and to live out their golden years with the fullness of life.



CHARLIE'S STORY:

Charlie started coming to the Young at Heart Senior Center last year. He's there at least three days a week, enjoying a hot, free meal at the 60+ Café with a table full of new friends.

"This meal is helping me a lot—having a hot meal three times a week," he says. "I'm by myself and I don't cook very well, so it's good that there's a cooked meal here."

Charlie enjoys the conversations around his table, and has found that people at Young at Heart take care of each other. Friends share their newspaper with him, bring fresh tomatoes from their garden, or simply stop by for a chat and a hug. On his birthday he received cards, cake and even homemade banana pudding—one of his favorites.

Charlie retired early due to health issues, so finances are tight. "I tell people at church about this all the time, and they can't believe I get a meal for free," he says. "When they ask what you have to do, I tell them you just have to be 60 years old. I wouldn't make it without this."

Interfaith Homeless Network

NAM's congregations have big hearts. And one of the ways they live out their care for this community is through the Interfaith Homeless Network (IHN) at NAM.

IHN is a collaboration of faith-based congregations who work together to meet the needs of local families who are homeless. Congregations participate by providing furnishings or special financial assistance to a family, or conducting donation drives for coats, blankets, move-in kits and other essential items.

By working together to help people who have been through an assessment at NAM, congregations can be sure their support will strategically help a family in need. NAM is 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.

It's especially exciting when a family has been on the Continuum of Care waiting list and qualifies for NAM's Housing Services. In those situations, congregations provide move-in kits with essential items such as dishes, linens, cleaning supplies, or even furniture. These basic necessities bless families with a fresh start as they move from homelessness to stable housing.

As requests are brought before congregations all over our community, members are mobilized to make an impact. And because of their actions, families served by IHN feel surrounded by care in a way they may never have experienced before.

The Interfaith Homeless Network
is a beautiful collaboration of congregations...

This year, the
Interfaith
Homeless
Network:



- Provided assistance to 164 individuals, including move-in kits, cleaning supplies, and street kits

- Received 200 referrals from congregations, for individuals in need of assistance

...who work together to meet practical needs
for families who are homeless.

Laura's Story

Laura* and her husband have dedicated their lives to helping others. They never expected that one day they would need help themselves.

In the course of routine bloodwork prior to knee surgery, an unexpected diagnosis was revealed: Laura had cancer. She had been employed full-time, but the regimen of chemotherapy, radiation and surgery left her exhausted and weakened her immune system.

The loss of her income and battles with insurance companies over coverage added financial strain, though Laura's husband worked hard to balance the budget. They rented out rooms in their home, sold personal belongings, and depleted their

savings in an effort to keep their home as a safe place for her to heal.

Finally, they turned to NAM for help.

Through multiple programs, NAM provided mortgage assistance, food, and gas cards to give the family some breathing room. In the process, Laura and her husband learned more about NAM's resources, and referred several other neighbors who were in need. They also encouraged friends to donate and support NAM's work.

The journey for Laura and her family is long and hard. But as Neighbors Helping Neighbors, we believe in the healing power of community. It's a gift of love we see at NAM every day.

**Name has been changed*



HOUSING SERVICES

THERE'S A WAITING LIST IN HOUSTON FOR HOMELESS SERVICES

When an opening occurs, NAM case managers literally search the streets until they find that specific person or family...then bring them to a safe, clean, furnished apartment they can finally call home.

On any given day, NAM is providing homes for 75 families or individuals in our community.

Homelessness is on the rise in northwest Houston—but Housing Services at NAM is making a life-changing difference, one person and one family at a time.

In partnership with the Coalition for the Homeless of Houston/Harris County, NAM follows a “Housing First” model—meaning that the first priority is to give someone a stable place to live. Other issues are then addressed as part of ongoing case management.

At full capacity, Housing Services at NAM provides housing for 75 families or individuals. Rent is based on the client’s income, with NAM paying 70%. Those enrolled in the program also receive food, clothing, case management, and life skills classes, as well as access to the full range of NAM’s other services.

Long-term, Housing Services takes people from living in cars or under bridges, to becoming independent, contributing members of our community. The transition is not easy. But the impact it makes is worth the effort.

THIS YEAR HOUSING SERVICES AT NAM:

- ✓ **Provided 234 individuals with services such as housing search and placement, housing stability, and other supportive services.**
- ✓ **Received new HUD funding to provide housing for 25 individuals who are homeless, in addition to 50 families currently served.**

MENDY AND RAYMOND'S STORY

Mendy and Raymond lived on the streets for nine years. They were known from Galveston to Dallas as Mom and Pop, making their living by panhandling, and making their bed wherever they could.

But then came Hurricane Harvey. Water under the bridge they were near reached 14 feet, and they realized they might not survive the next storm. “That’s when we decided we didn’t want to be homeless anymore,” says Raymond.

So they got on a bus, stopped at FM-1960, and set up their tent in an abandoned building behind NAM. “Nobody was supposed to see us,” says Raymond. But Carmen Brown, a case manager for NAM’s Supportive Permanent Housing program, did.

“I tried really hard to ignore her,” Raymond says. “Finally I opened the tent, slid out the door, and this beautiful angel stood at the fence.”

Carmen brought them food, blankets, and over time she earned their trust. She stuck with them through difficult days until finally a Coordinated Access referral assigned them to NAM’s housing program. Two weeks later, Mendy and Raymond moved into their own apartment, provided and furnished by NAM.

“It’s still a shock,” says Mendy. “I keep waiting for the bubble to pop. But I tell everybody to come to NAM.”

“When I come in this building, I feel like there are two big, beautiful hands holding me,” says Raymond. “That’s when we know we’re safe.”



EMERGENCY BASIC NEEDS

281.583.5600 | 281.885.4597

Monday - Thursday: 8:30 a.m. - 3:30 p.m.

Friday: 8:30 a.m. - 3:00 p.m.

Extended hours: Tuesdays 5 p.m. - 7 p.m.

Appointment line closed from 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 individuals or families who are homeless on a path toward self-sufficiency. Services include help finding affordable housing, housing subsidies, case management, and referrals to address other needs the family may be facing.

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 (JWNC) 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 JWNC 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 Noon - 1:00 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.

The PHC's Community Centered Health Home initiative is leading the way in addressing issues that impact the community as a whole, with educational sessions, mobile health screenings 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 by providing furnishings or special financial assistance to a family, or conducting donation drives for coats, blankets, move-in kits and other essential items.

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.

NAM RESALE

281.880.9000

Main Store Hours:

Tuesday - Saturday: 10 a.m. - 6 p.m.

Boutique Store Hours:

Monday - Thursday: 9 a.m. - 4 p.m.

Friday: 9 a.m. - 3 p.m.

Donation Hours:

Monday - Saturday: 9 a.m. - 5:00 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



NAM'S PROGRAMS & SERVICES

household items, a voucher system allows them to choose exactly what they need in the styles they prefer—free of charge.

YOUNG AT HEART SENIOR CENTER

281.885.4600

Monday: 8 a.m. - 5 p.m.

Tuesday - Friday: 8 a.m. - 3 p.m.

Young at Heart Senior Center 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 NAM's 60+ 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, more than 800 individuals throughout 24 zip codes receive meals through NAM's program. Some seniors also receive meals on Saturdays, monthly grocery deliveries, and/or pet food. The program is possible only because of more than 760 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 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 also reaches thousands of teens with lifesaving information.

Through NAM'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 NAM 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 an ESL civics class, 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 and financial coaching to meet their goals.

DISASTER RELIEF SERVICES & BEHAVIORAL HEALTH

281.885.4593

Disaster Relief and Behavioral Health Services became an official program of NAM in 2017, in response to overwhelming community needs after Hurricane Harvey. Thanks to generous grants from many funders including the Greater Houston Community Foundation, Red Cross, and United Way, Disaster Relief offered a multitude of services to help neighbors recover.

Disaster Relief provided mortgage and rental assistance, emergency housing, food, home repairs, vehicle repairs, furniture, appliances, and counseling for families struggling in the aftermath of the storm. Recovery plans offered long-term solutions to help families rebuild their lives on solid ground.



NAM Resale

Through a simple cycle of care, NAM Resale accepts quality, used items and sells them at very affordable prices or gives them to Neighbors in Need. In the process, thousands of dollars are raised to support NAM's programs and services.

Some closets are bursting with clothes that don't fit, toys that have been forgotten, or household goods that never get used. Other homes are missing even the most basic necessities.

So NAM Resale helps bridge the gap.

With a flagship store in the Harrell Family Opportunity Center, NAM Resale offers a wide variety of gently-used items including clothing, furniture, home décor and more. A boutique shop in NAM's main building features hand-picked selections like designer clothing, home accents, and jewelry.

For donors, the stores provide an outlet for belongings that are no longer needed, keeping them out of landfills and directing them instead to grateful new owners. Donation pick-up is available for larger pieces, and donations are tax-deductible.

Those who have limited incomes or simply enjoy a good bargain will find that NAM Resale offers a plethora of treasures to choose from. A new approach this year means that every item is at its best price every day—no more waiting for sales or markdowns. And for neighbors who come to NAM seeking help, a voucher system allows them to choose specific things they need in the styles they prefer—free of charge.

Coming soon, NAM Resale is launching an online store that will highlight its most unique items. In doing so the store will reach a broader audience and maximize the value of these special gifts.

Your donations of gently used goods help keep this cycle flowing. So the next time you're cleaning out your closets or refreshing your home, think of NAM. Those items you no longer use are just waiting to bless a Neighbor in Need.

In fiscal year 2018-19, NAM Resale generated \$564,362 to benefit NAM's programs and services.



The Harrell Family OPPORTUNITY Center

The Harrell Family Opportunity Center is alive with activity, from vocational classes to special events and the bustle of NAM Resale. Its dual purpose is to serve the community while maximizing financial resources for NAM.

The Harrell Family Opportunity Center (HFOC) is a multi-purpose center that serves the community while also making the most of NAM's resources.

The building opened in 2017 and is named in honor of Eddie and Sandra Harrell. Its 32,000 square feet include the primary store and warehouse for NAM Resale, vocational training and classroom space for the Learning Center, and the Joe and Linda Fowler Multi-Purpose Room, a state-of-the-art meeting facility.

Each classroom is named with words to inspire, including Wisdom, Collaboration, Opportunity, and Diligence. Four courses were held at the HFOC, with 128 students enrolled this fiscal year. In addition, the Learning Center held graduation ceremonies at the HFOC, as well as a Spring Career Fair attended by more than 400 job seekers from throughout northwest Houston.

Numerous other NAM events were held at the HFOC, including a full-day legal clinic, AARP Tax Preparation, a National Day of Prayer Breakfast with Spring ISD, and the second annual Family Caregivers Conference.

The multi-purpose room is available for organizations to rent as well, offering a convenient location while generating income for NAM. Among those hosting events at the HFOC this year were the Houston Northwest Chamber of Commerce, Klein ISD, Workforce Solutions, and Alpha Kappa Alpha sorority. In all, more than 3,500 people attended meetings or special events at the HFOC this year.

With each student who gains skills for a new career, each group that gathers for significant conversations or celebrations, and each family that finds essential items at an affordable price, the HFOC is making an impact. It's an impact that is opening doors of opportunity, all over our community.





SUPPORTING CONGREGATIONS

Abiding Word Lutheran Church
Ahmadiyya Muslim Community -
Baitus Samee Mosque
Atascocita Community 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
Foundry United Methodist Church
Fruto De La Vid Houston
God's Word of Deliverance Apostolic
Faith Church
Good Shepherd Christian 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 United Methodist Church
Klein Texas Stake-The Church of Jesus
Christ of Latter-day Saints
Lakewood United Methodist Church
Lifepath Church
New Jerusalem Community Baptist
Ninth Church of Christ, Scientist
North Oaks Baptist Church
NorthWest Bible Church
Northwoods Baptist Church
Northwoods Presbyterian Church
Northwoods Unitarian Universalist Church
Pass-A-Grille Beach Church
Plymouth United Church, UCC
Prince of Peace Catholic Community
Riverview Baptist Church
Resurrection Lutheran Church
Spring Creek Seventh-day Adventist Church
Spring Cypress Presbyterian Church

Spring Texas Stake-The Church of Jesus
Christ of Latter-day Saints
Spring Woods United Methodist Church
St. Anthony the Great Orthodox Church
St. Dunstan's Episcopal Church
St. Edward's Catholic Community
St. Ignatius Loyola Catholic Community
St. Timothy's Anglican Church
St. Timothy Lutheran Church
Tapestry Unitarian Universalist Church
of Houston
The Brook Church Community
Time of Celebration Ministries
Tomball Texas Stake-The Church of Jesus
Christ of Latter-day Saints
Trinity Klein Lutheran Church
Unity Church of North Houston
Valley Rise Church
Victory Christian Center
Willowbrook Terrace Chapel
Windwood Presbyterian Church

THE IMPACT OF

Faith

Faith is at the very foundation of NAM. From our 10 founding congregations to the 58 faith communities that are part of NAM's core today, the work of Northwest Assistance Ministries would not be possible without these incredible partners.

NAM's story began in 1983, after an oil bust left thousands of people unemployed and in desperate circumstances. Ten congregations pooled their resources, looked beyond theological differences, and determined to love their neighbors in a tangible way.

The impact of that unconditional support made an indelible impression. Today their legacy continues, with congregations helping NAM in a myriad of ways. They meet ongoing needs for volunteers, food, supplies, and financial support. They meet specific needs for families in the Interfaith Homeless Network. And when a large-scale need like Hurricane Harvey strikes, NAM's congregations are a rapid response network like no other.

Most of all, congregations give NAM its underlying spirit of love, hope and joy.

This May, NAM and the Spring ISD Ministerial Alliance hosted a Prayer Breakfast on the National Day of Prayer. Congregational leaders, members, teachers, principals, first responders and friends of NAM came together to pray for our community and celebrate the bond of unity we share.

"It was especially moving," said Les Cave, President and CEO of NAM, "for all of us to join together and pray as one."

To all of our congregations, we say thank you. For 36 years you have served our community with compassion and generosity. You have been the hands and feet of love in the most tangible of ways. And we are forever grateful.

NAM's supporting congregations represent a diversity of denominations and beliefs, and collectively have thousands of members.

This year, congregations gave **\$166,671** in financial support of NAM's programs, while also providing countless hours of volunteer service.

SERVICE

Affiliates

AARP - Senior Employment
AHS Class of '56
Aldine ISD
Alpha Kappa Alpha Sorority, Inc.
Boy Scouts Troop #114065
Boy Scouts Troop #78
Brookdale Plaza Willowbrook Resident Association
Champions Antique Club
Champions Breakfast Club
Champions Rotary Sunrise Club
Church Without Walls
Commissioner Pct. 4 Senior Adult Program
Cub Scout Pack #1323
Cub Scout Pack #1324
Cub Scout Pack #440
Cy-Fair ISD
Cypress Christian School
Cypress Creek Cheerleaders
Cypress Creek Delta Zeta Alumnae Association
Cypress-Woodlands Junior Forum
E.B.O.N.Y.
ELCA Youth Gathering
Epsilon Sigma Alpha, Gamma NU #5432
ExxonMobil Retirees Club of Northwoods, Inc.
Frassati Catholic School
Friends and Neighbors of FM 1960 Women's Club
Girl Scout Troop #14318
Greenwood Forest Home and Garden Club
Harris County Medical Society Alliance - North Branch
Houston Northwest Filipino American Community
Huntwick Women's Club
John Cooper School
Junior Guild, Inc.
Junior League of The Woodlands, Inc.
Kappa Kappa Gamma
Kiwanis Club of Cy-Fair, Houston
Klein ISD
Klein ISD - Life Readiness Program
Knights of Columbus Council, #10872
LDS Youth Leadership
Legacy League, Inc.
LHS North Houston
Local Independent Charities of Texas
Lone Star College
Lone Star College Nursing Program
Lone Star College Occupational Therapy Program
Lone Star College Student Ambassadors
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
NW Kappa Kappa Gamma Alumnae
P.E.O. 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
Sunnyside High School - Leadership Class
TEAM Abilities
The Texas Jackrabbit League, Inc.
The Well Armed Women
University of Houston School of Nursing
VFW Post 2427
Woodmen of The World Lodge 4520
YMCA at Cypress Creek

THE IMPACT OF Volunteers



NAM could not fulfill its mission without volunteers. It's as simple as that. They impact every program in every way.

Volunteers sort and stock merchandise at NAM Resale, deliver Meals on Wheels, and serve lunch at the 60+ Café. They enter data, answer hotline calls, and mentor adult students. They organize toy drives, coordinate Jeans & Jewels, and serve on NAM's leadership boards.

With every hour of service and every conversation, they make an impact. But most often, they find that volunteering impacts their own lives as well.

There's a place for you at NAM. You have a one-of-a-kind contribution to make, because no one else has your unique blend of experiences, skills, and personality. No one else is you.

If you'd like to learn more, simply attend one of our volunteer orientations. There you'll get a glimpse at each of NAM's programs, and the myriad of ways you can impact our community.

To get things started, please visit namonline.org/volunteer or email volunteer@namonline.org.

More than 2,400 people volunteered at NAM this year,
contributing 81,885 hours of service.

In doing so they made life better for thousands of Neighbors in Need—
and discovered the joy that comes from helping others.

MARGARET'S Story

Margaret is a special education teacher at Klein Forest High School. For the past 8 years, she has been bringing her students to NAM Resale and the Joanne Watford Nutrition Center to volunteer. In the process they gain valuable job skills and social development. But they also make a huge impact for NAM.

The students have their favorite roles, whether it's hanging clothes, stocking the store, unloading trucks, or sweeping the floor. With each task they bring a positive attitude that is contagious and brightens the days of volunteers and customers alike.

Once the school day is done, Margaret often comes back to volunteer at NAM on her own time. She is typically here four days a week, in the late afternoon.

As she has modeled for her students, Margaret's joy in serving lifts the spirits of everyone around her.

"It's just something I grew up with," says Margaret, explaining that her parents and grandparents always served their community. "It gives me joy and a sense of peace. I love to volunteer and I love to help. That's just what I love to do."



NAM ENDOWMENT FUND DINNER

The 2019 NAM Endowment Fund Dinner raised more than \$200,000 to enhance the financial security of NAM for the future.



Bart Millard, lead singer of the award-winning Christian band MercyMe, was the guest speaker at NAM's 2019 Endowment Fund Dinner.

More than 300 guests gathered at the Marriott Springwoods Village on February 4 to hear Millard's story, told through a conversation moderated by FOX 26 news anchor Melissa Wilson.

Millard spoke of growing up with an abusive father, and of his father's transformation after being diagnosed with cancer and accepting Christ into his life. The iconic song, "I Can Only Imagine," was written by Millard and made history in 2014 as it surpassed 2 million digital downloads, making it the first song in Christian music to go platinum and double platinum in the digital domain.

This year's event raised more than \$200,000 for the NAM Endowment Fund, which was created in 2000 to ensure that NAM will always be here to help Neighbors in Need.



Special thanks to major supporters of the evening, including Renée and Danny Rea, Denise and Buddy Bolt, Cindy and Scott Chenoweth, The Engraved Pencil Foundation, Linda and Joe Fowler, Wendy and Jim Fryfogle, Darlis and Tom Fuller, Houston Methodist, Jeannie and Nolan Lehmann, Southwestern Energy, Kroger, and PurePoint Financial. Barnes & Noble Champions Village also donated 15% of sales from Millard's book, CD's and DVD's at the event.

2019

Jeans & Jewels

2019 marked the 21st anniversary for Jeans & Jewels, which are two events combined to form NAM's largest annual fundraiser. In total, this year, Jeans & Jewels raised close to \$680,000 for NAM's programs and services.

Jeans & Jewels LUNCHEON

On Thursday, September 12, 2019, Northwest Assistance Ministries honored Donna Asbill, longtime volunteer, donor, and "Queen of NAM" at the 2019 Jeans & Jewels Luncheon. Over 300 people joined NAM at Shirley Acres to thank Asbill for her service to NAM.

Cathy Hernandez from KPRC Channel 2, served as emcee for the afternoon; and co-chairs, Linda Fowler and Annette Young, shared a few heartwarming words about Asbill. The event included an inspiring video which captured the spirit of the honoree and NAM's Meals on Wheels.

Nearly \$70,000 was raised for NAM's Meals on Wheels and other programs and services.



Jeans & Jewels GALA

The Houston Astros weren't the only ones celebrating on Saturday, October 19, as they took home the ALCS title. Over 400 guests arrived at the Woodlands Waterway Marriott to enjoy a "Fabulous Las Vegas Rodeo" theme. While guests socialized they were treated to acrobats and contortionists who displayed their talents throughout the room. Plus, casino games and gorgeous centerpieces and decor completed the look and feel of the Vegas vibe.

This year, the gala honored longtime active NAM supporters and northwest Houston residents, Carol and Calvin Cobb, along with Corporate Honoree, Southwestern Energy. FOX 26 Morning News anchor Sally MacDonald emceed for the evening, along with co-emcee Michelle Merhar, enchanting the attendees with their captivating smiles and lively banter. Nearly \$600,000 was raised that night.

The evening concluded with NAM hosting the 2nd Annual Young Professionals After-Party Gala presented by PurePoint Financial. There was a Houston Astros watch party set up with plenty of TVs where everyone cheered on the Houston Astros. Shortly after 10 p.m., a deafening roar erupted as the Astros once again clinched the ALCS title securing their spot in the World Series – making this the second time the team has won the ALCS on the night of the gala.

Impacting the Future: The NAM Endowment Fund

You can have a profound impact on the future of NAM by making a gift to the NAM Endowment Fund.

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.

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 significant, lasting impact in the lives of Neighbors in Need.

Additional details about making a planned gift to NAM or the NAM Endowment Fund are available at neflegacy.org, or by 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.

The Legacy SOCIETY

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

To learn more about leaving a legacy of support to NAM please contact Brian Carr, Chief Advancement Officer, at (281) 885-4605 or bcarr@namonline.org.



Community Partners

“There’s no greater gift than thinking that you had some impact on the world, for the better.”

— Gloria Steinem

Guarantors

\$250,000 - \$999,999

Anonymous
City of Houston
Episcopal Health Foundation
HUD Treasury
Houston Methodist
United Way of Greater Houston
Greater Houston Community Foundation
Coalition for the Homeless of Houston
Houston Food Bank
Governor Fiscal Inv

Guardians

\$100,000 - \$249,999

Anonymous
EFSP National Board
American Red Cross
The Hamill Foundation
Houston Endowment
Wal-Mart #1103 - Cornerstone
Texas Health and Human Services Commission
Tomball Hospital Authority

Presidential Directors

\$50,000 - \$99,999

Anonymous
Texas Department of Agriculture
OneStar Foundation
Isla Carroll Turner Friendship Trust
PV Fluid Products

Treasurer of Harris County
W. T. and Louise J. Moran Foundation
The Congregation of the Sisters of Charity
The Cullen Trust for Health Care
Healthcare and Nursing Education Foundation
HEART
Houck Family Foundation
Industrial Measurement & Control Corporation
Linda J. and Harlan C. Martens Foundation
Incarnate Word

Executive Directors

\$35,000 - \$49,999

Anonymous
Curtis & Doris K. Hankamer Foundation
Enterprise Products Operating
Texas Attorney General

“Genius is in the idea. Impact, however, comes from action.”

— Simon Sinek

Directors

\$25,000 - \$34,999

Anonymous
Lulu Bryan Rambaud Charitable Trust
Plains All American Pipeline
The Simmons Foundation
Farouk Systems
The Brown Foundation
Hildebrand Foundation
Southwestern Energy

Presidential Partners

\$15,000 - \$24,999

Anonymous
PurePoint Financial
Shell Oil Company Foundation
The Elkins Foundation
Sysco Corporation
Kroger #395
Harry S. & Isabel C. Cameron Foundation
Kroger Company Foundation, Southwest Division
ExxonMobil Foundation
The George & Mary J. Hamman Foundation
Rockefeller Philanthropy Advisors

“What you do has far greater impact than what you say.”

— Stephen Covey

Executive Partners

\$10,000 - \$14,999

Anonymous
Centerpoint Energy
Junior League of Houston
MAXIMUS Foundation
TUA William Dean Charitable Foundation
Big Lots
Charlotte B. Proehl Foundation
Huntsman International
Republic Services
Sprouts
The Engraved Pencil Foundation
The Lewis and Joan Lowenstein Foundation
The TJX Foundation
The Waggoners Foundation

Community Partners

Small changes and small steps can create massive impact.

— Melissa McCreery

Partners \$5,000 - \$9,999

Anonymous
National Charity League - Cypress Creek Chapter
Del Barto Tramonte Foundation
Spring Independent School District
Drillmax Inc.
Twin Eagle Resource Management
M & D Ace Cypress
America's Best Local Charities
The Prudential Foundation
Ash Grove Charitable Foundation
Caldwell Companies
H-E-B
Houston Texans Foundation
Kinder Morgan Foundation
Marriott Woodlands Waterway
P Twenty-One Foundation
The Jackson Foundation

“Those who are happiest are those who do the most for others.”

— Booker T. Washington

Friends \$1,000 - \$4,999

Anonymous
Southwestern Energy PAC
Hewlett Packard Enterprise
Fidelity Investments
Klein Funeral Homes
Risdal Family Foundation
Strack Intermediate School
Gloria Marshall Elementary School
Champions Sunrise Rotary Foundation
Lone Star College-North Harris
Loyalty Plumbing
Stream-Flo USA
Woodforest Charitable Foundation
Panera Bread
Bank of America
Andrews Foundation
Bentley & Associates
Ralph & Ralph
Crossover Bible Fellowship Church
Klein ISD Nutrition & Food Service
AbbVie Inc. Employee Giving Campaign
Target Willowbrook #2066
Network for Good
Hewlett-Packard
Benfer Elementary School
Klein High School - International Theater Association
French Elementary School
Legacy League
Union Pacific Foundation
The Heights of North Houston
Cy Creek High School - Athletic Booster Club
Randall's Flagship
Avalon Advisors
Abby's Daycare & Learning Center
Charities Aid Foundation of America

Office Systems Of Texas
Meyer Elementary School
Kuehnle Elementary School
P&N Machine Company
Cub Scouts Pack #1323
Carter's
Spring Interfaith Dialogue Council
BXS Insurance
Lone Star College - North Harris Student Life
TRUIST
Primrose School of Champions
Thrivent Financial
Albertsons Safeway
St. Dunstan's Episcopal Church
Mueller Elementary School
Party Props
Kirskey Gregg Productions
Boy Scout Troop 1509
Champions Women's Club
EOG Resources
The Edward & Helen Oppenheimer Foundation
Trustmark

“Never underestimate the valuable and important difference you make in every life you touch. For the impact you make today has a powerful rippling effect on every tomorrow.”

— Anonymous

Individual

Major

Donors



Individual Major Donors: \$1,000 or more

Anonymous
Denise and Buddy Bolt
Linda and Joe Fowler
Carol and Michael Watford
Margie and Rick Crump
Carolina and Garland Shaw
Stewart and Darla Fox
Raul Sepulveda
Linda and Tom Sparks
Cynthia and Richard Foley
Jeannie and Nolan Lehmann
Stanley Horton
Renée and Danny Rea
Lynne and Dave Anderson
Jackie and Pat Riley
Courtney and David Cook
Nancy and Larry Padfield
Cindy and Scott Chenoweth
Mary and Nathan Waldman
Darlis and Tom Fuller
Annette and Ron Young
Wendy and Jim Fryfogle
Janet and Gary Kolstad
Patty and Pete Cooley
Carol and Calvin Cobb
Douglas Manchee
Donna Asbill
Mary and David Klein
Charles Kruse
Les Cave
Kenneth Castlebury
Sue Ortenstone
Susan and Don Pine
Tony and Jon Lindsay
Nancy and Edward DiPaolo
Louise and Stephen Slater
Kristine Sullivan
Pamela and Robert Hughes

Peggy and John Field
Connie Reed
Susan Holley
Lauren and Brian Temple
Ray and Elizabeth Fitzgerald
Bill Mehrens
Ruth and Robert Quance
Brian Carr
Gerald Gibson
Valerie and John vonBerg
Jeffery Dittmer
Margaret and Graham Bacon
Richelle and Gabe Birdsall
Catherine and John Holecek
Matt Holman
Susan and Bahman Jahanian
Diane Kaskel
Kim Knox
Charles Lancaster
Marissa Mettauer
Jan and Steve Miller
Nancy and William Strange
Marilyn and Ernest Turner
Jane and Joe Untermeyer
Susan Parker
Jerry Edmonds
Sara Hamilton
Michael Matheidas
Stacey and Scott Maurice
Francis Murry
Patricia and William Edwards
Janet and Commissioner Jack Cagle
Barbara and Russell Schlattman
Doranda and Rick Couch
Diane and Larry Lipton
Gina and Tom Cartwright
JeanneMarie and Ronald Lesseraux

Rose and Ron Bertus
Kathy and Walter Drover
Patricia Gallagher
Janice Oettmeier
Peter Ponzini
Terry Dickson
Julianna Pham
Sue and Jimmy Adams
Larry Jones
Karla and Bob Shirley
David Bertoch
Anne and Baines Manning
Jaime and Jason Watford
Carole and Nathanael Broker
Craig Collins
Michael Ebers
Jennifer and David Grigsby
Dolly Jacobs
Ada Petro
Laura and Howard Barousse
Cheryl and Bill Sessions
Nancy and Richard Menefee
Elizabeth Hom
Susan and David Diehl
Kenneth Barker
Deborah and Michael Ashcraft
Mary and William Culbreth
Michael Avant
Lynn Campbell
Margaret and Charles Dunagan
Dennise and Keith Edwards
Susan and David Freier
Debbie and Tom Godbold
Jacquelyn and Manuel High
Billy Lee
Jo and Randy Long
Don Lucas
Stacey and Steve Phillips

Individual

Major



Donors

Individual Major Donors: \$1,000 or more

Jeanie and John Stark
Sara and Harry Yates
Denese and David Hammon
Hilda Saldana
Michael Johnson
Susan Cofran
Robert Landes
Vicki Morrison
Rebecca Hamlin
Sue and Tom Stewart
Kathy and John Carson
Susan and Fred Caldwell
Marilyn and Paul Batter
Candace and Mark Rigo
Patricia and Joel Smith
Margaret and Bill Ginder
Sara and Robert Awe
Chris Cullins
David Dodd
Sandra Ellison
Julie and Michael Hancock
Lisa Higgins
Barbara and Stephen Jones
Joe Osborne
Shannan Rumsey
David Smith
Diane and Jay Porter
Jan and John Beall
Kathy and Jim Stevens
Irene and Arnold Skor
Dale Adcock
Gloria Thoner
Nita and Nolan Bedford
Gina and Patrick Wolford
Janet and Dan Chenoweth
Pam and John Keffer
Pauline Adams
Randy Boyer
Susie Burton
Sharelyn Current

Gabrielle Dieste
Norma Herndon
Tom Lattin
Rogier and Melanie Pouwer
Phillip Weaver
Walter and Jo Ann Allen
Marilyn and Ronald Campbell
Bill Carpenter
Adeline Garrison
Jamal Hazzan
Sallie Helm
Frances Liddell
Alana and Charles Meyer
Leonard Tubbs
Sherry and Keith Pettit
Peggy Jo and Elbert Coker
Stephanie and Tom Martens
Amanda and Stephen Zak
Sue and Tom Kikis
Marlene and Peter Dalrymple
Dana and Bill Hines
Janie and Dave Dougall
Merri and Jerome Lebo
Susan Palmer
Virginia and James Robertson
Yanira and Charles Brogna
Jan Meehan
Mary and Billy Dewitt
Brenda and Paul Anderson
Lindy and Steve Hamblin
Joyce and William McMoran
James Allen
Donna Banzhaf
Jan Batchelor
Nina and Jerrel Belk
Carolyn Benoit
Glenn Bord

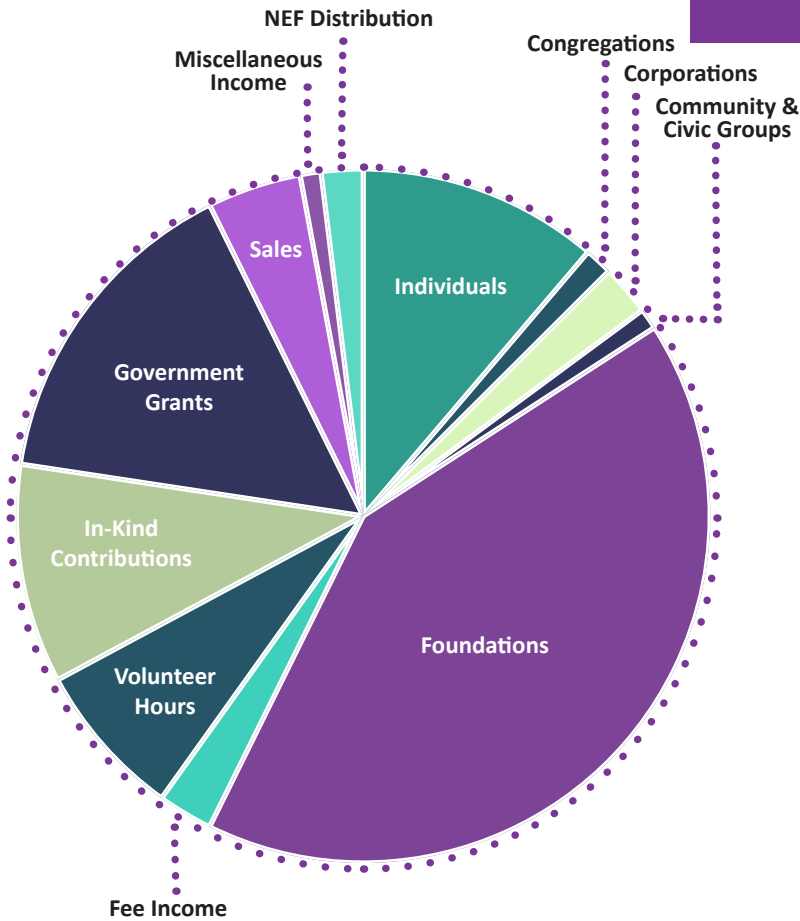
Regina and Eric Boutte
Diane and Greg Braun
David Burckhardt
William Cash
Margaret and Ralph Daigle
Robert Daniels
Darlene De Aragao
Michael Denney
Sharon Dickerson
Charles Forrest
Lauren Hennessey and Mike Gore
Michael Griffith
Amalia Guardiola
Robert Guthrie
Homer Hershey
Courtney Hubbard
Mary Hunter
Muriel Jacobson
Beverly Kent
Amelia Knabe
Francis and Mark Kobmann
Kathy and Rusty Lacock
Glenna and Robert Leonard
William MacColl
Niel Martinson
Frances Meyer
Jocelyn and Eric Nelson
Christopher Noellert
Ann and Paul Peebles
Karen Perkovich
Earin Persson
Navaneetha and Gita Rao
Donna Ratliff
Randy Schroeder
Elsie Stanko
Marsi and Dennis Stavinoha
Betsy and Kerry Stuckey
Patrick Styer
Edward Zajicek
Randy Zeinert

2018-2019 Financials

NAM Statement of Activities for the Twelve Months Ended 9/30/19 (unaudited)

Revenue

\$12,516,601

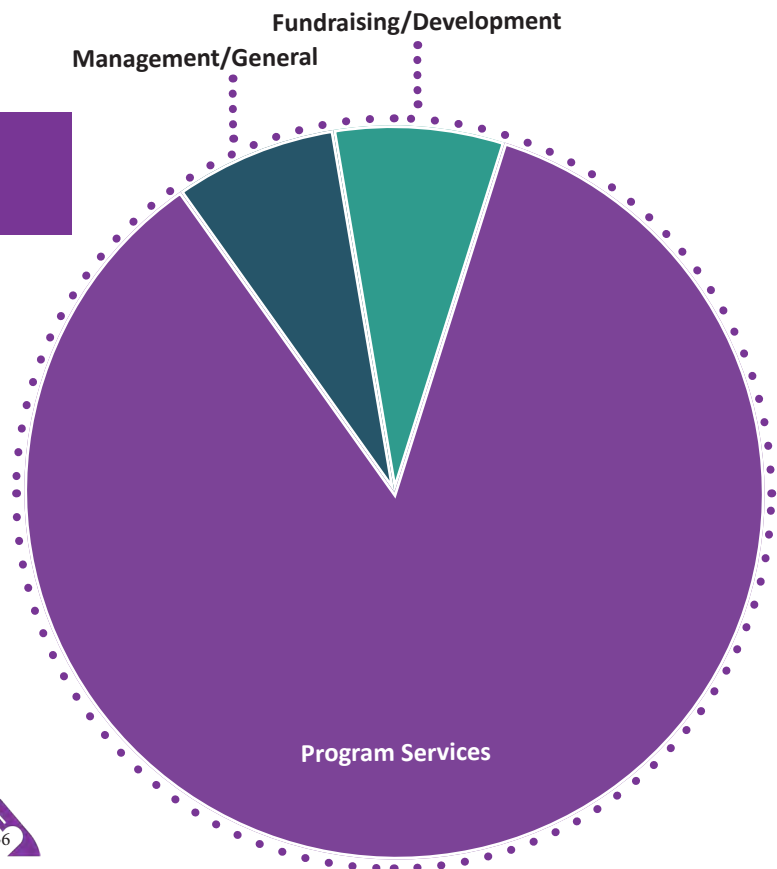


● Individuals	\$1,444,782
● Congregations.....	\$ 166,671
● Corporations.....	\$ 304,608
● Community & Civic Groups.....	\$ 33,711
● Foundations.....	\$5,331,983
● Fee Income.....	\$ 330,017
● Volunteer Hours.....	\$ 938,015
● In-Kind Contributions.....	\$1,315,586
● Government Grants.....	\$1,968,832
● Sales.....	\$ 564,362
● Miscellaneous Income.....	\$ 21,138
● NAM Endowment Distribution....	\$ 96,896

Expenses

\$12,983,525

● Program Services.....	\$11,083,965
● Fundraising/Development.....	\$ 930,030
● Management/General.....	\$ 969,530



COLLABORATORS

24 Hour Fitness

AARP

Aid to Victims of Domestic Abuse

Aldine ISD

American Lung Association in Texas

Assalam Clinic

Avenue 360

Beacon Law

Between Jobs Ministry

Brightwood College

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

Gateway to Care

Green and Healthy Home Initiative

Harris County Area Agency on Aging

Harris County Community
Services Development

Harris County Department of Education

Harris County District Attorney's Office

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

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

Retired & Senior Volunteer Program thru
Evelyn Rubenstein Jewish Community
Center Houston University of Texas Health
Science Center

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

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

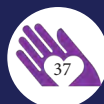
UT Psychiatry

UT Weltny

Walgreens

WIC and SNAP Programs

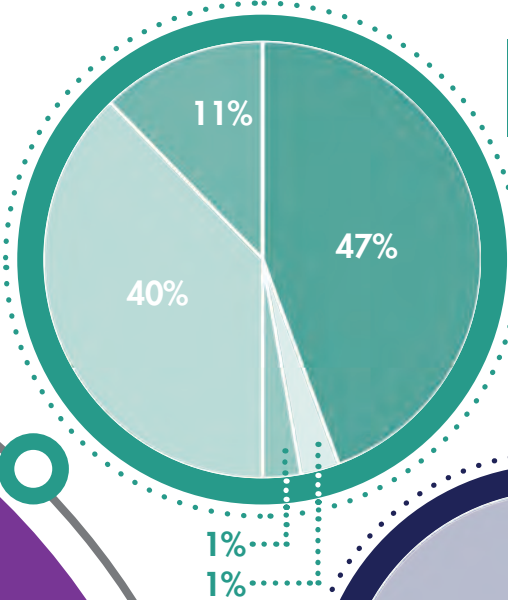
Workforce Solutions



Statistics & Demographics

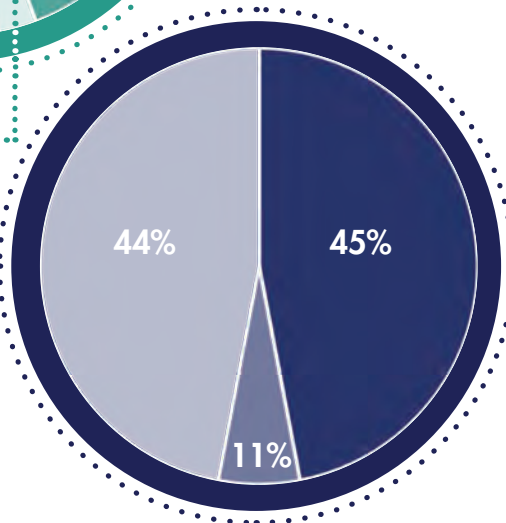
FY 2018-2019

132,866 people served
(based on monthly totals
for individuals served)



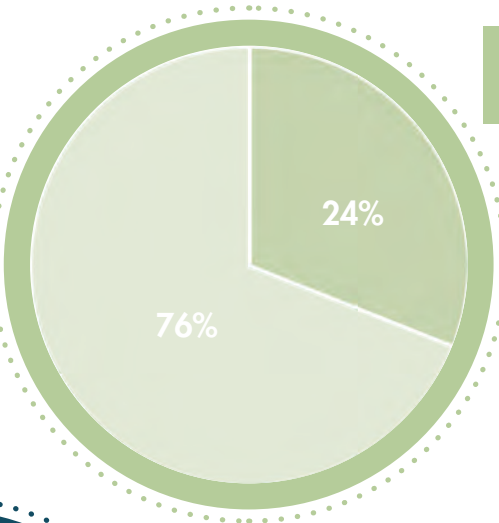
RACIAL MAKE UP

Hispanic/Latino	47%
African American	40%
Caucasian	11%
Asian	1%
Other	1%



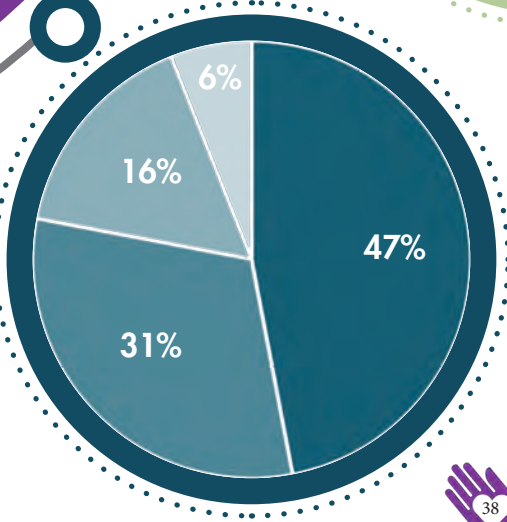
AGE

# of adults (19-59)	44%
# of seniors (60 plus)	11%
# 0-18 years old	45%



POVERTY LEVEL

Above	24%
Below	76%



EMPLOYMENT STATUS

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

CREATING AN



15555 Kuykendahl Rd
Houston, TX 77090
(281) 885-4555
www.namonline.org

BY HELPING NEIGHBORS