



2020 ANNUAL REPORT

NAM

PROVIDES

HELP & HOPE



NORTHWEST  
ASSISTANCE  
MINISTRIES  
Neighbors Helping Neighbors





# NEIGHBORS HEL

2020 has been a year like no other. The global crisis initially seemed so far away; then suddenly it swept through our nation, our neighborhoods, and our homes.

Maps and charts recorded the daily spread of the coronavirus, giving visual representation to the unseen illness behind neighbors' closed doors. Headlines warned of rising hospitalizations and deaths. They told of bewildering unemployment rates and businesses gone bankrupt. Our screens filled with images of conflict and violence. There were days when all seemed lost.

But amidst the shouting, NAM was quietly, steadily providing help and hope.

**When neighbors lost their jobs, NAM filled their cars with food.**

**When evictions threatened, NAM paid the rent.**

**When domestic violence shelters were full, NAM provided a safe place to rest.**

**When children were sick, NAM nurtured them back to health.**

**When seniors were isolated, NAM fed their bodies and souls.**

**When promising plans seemed thwarted, NAM found new ways to teach.**





# HELPING NEIGHBORS

Despite the overwhelming obstacles of 2020, NAM continued to do what it has always done: provide help and hope through Neighbors Helping Neighbors.

Your support gripped the hand of neighbor after neighbor to lift them up out of despair and point them in the direction of hope. For that, you have our enormous gratitude.

As 2020 comes to a close, this story is not over. Every day there are still thousands of neighbors turning to NAM for the very basics of life: food and shelter, encouragement and strength.

Thank you for giving so selflessly of your time, your energy, and your financial resources to help others make it through this crisis. Our neighbors are looking for help and hope.

**Because of you, they find it at NAM.**





# 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.

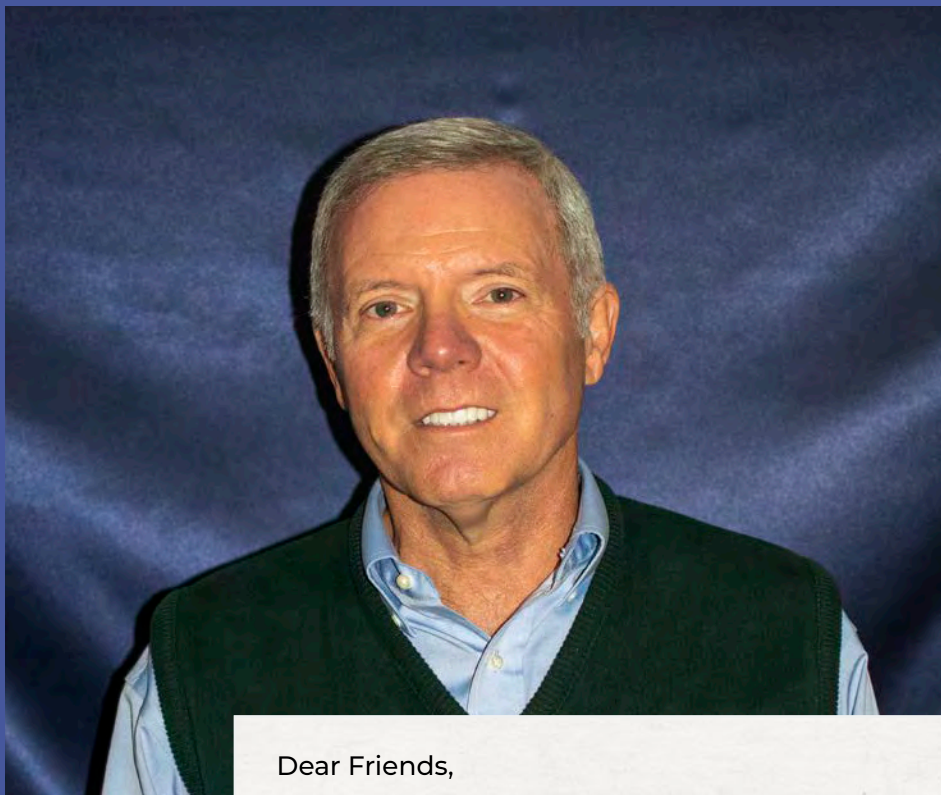
## Our Vision

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 LES CAVE PRESIDENT & CEO

Dear Friends,

I don't think any of us could have predicted a year like this. The story of 2020 weaves together heartache and kindness, loss and generosity, grief and love. It is yet another chapter in the story of NAM; the story of Neighbors Helping Neighbors.

Of course the "villain" in this year's story was a different kind of adversary, an invisible virus that affected the entire world. But as with every trial, NAM was here providing help and hope to our community. Answering the call is what NAM does.

Our doors have remained open throughout this crisis. We never closed; we just had to adapt—over and over again.

For example, we refined our assistance application process to eliminate long lines. Held drive-through grocery distributions for thousands of families. Provided services to our seniors at home. Moved vocational classes online, offered telemedicine appointments for children, and provided safe havens when domestic violence shelters were full.

Through it all we were reminded that NAM is big enough to respond to any crisis, and flexible enough to adapt on the move. We are not afraid of change.

There are many heroes in this year's story. The donors who gave so generously to meet overwhelming needs. The volunteers who continued to serve in spite of the risk. Our staff, who looked fear in the face and gave their all, working tirelessly month after month.

In all, NAM served 131,319 people this year. And though this story isn't over, we know one thing for sure. With your support, we will continue to bring help and hope, one neighbor at a time.

Sincerely,

*Les Cave*

Linda & Harlan Martens Endowed President & CEO



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# MEET NAM'S LEADERS & STAFF



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CAVE**

President &  
CEO



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JOHNSON**

Director, Family  
Violence Center



**ALLISON  
BOOKER-BROOKS**

Chief Program  
Officer



**KAREN  
LUTHER**

Director,  
Pediatric  
Health Center



**BRIAN  
CARR**

Chief  
Advancement  
Officer



**PAMPI  
MCGUIRE**

Director,  
Information  
Technology



**DENESE  
HAMMON**

Chief Financial  
Officer



**KAREN  
WEAKLY**

Director,  
Client Services



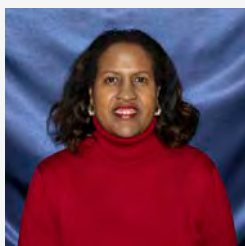
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ANCHIA**

Director,  
Development



**MARY  
SILBERT**

Director,  
Training &  
Learning Center



**GRACE  
JACKSON**

Director, Senior  
Services



**JASON  
WOODS**

Director, Retail  
Sales





## A LETTER FROM JIM FRYFOGLE

BOARD CHAIR,  
2019-2020

Dear Friends,

As of mid-March, NAM was planning for Mattress Mack to speak at our NAM Endowment Fund Dinner. We were preparing an event to honor volunteers in April, and looking forward to a grand celebration at Jeans & Jewels in October. Our programs were running smoothly, making a difference every day for families in challenging circumstances.

And then an unfamiliar and challenging virus began to spread and that changed everything.

Suddenly there were lines around our building with hundreds of families seeking help from NAM. Our staff had to immediately adapt to new safety protocols, sometimes drastically changing the way services were provided. As a board we faced difficult decisions in an environment where information was changing by the hour and concrete facts were few.

But in the midst of it all we did what NAM does best: provide help and hope through Neighbors Helping Neighbors.

Our board made the difficult decision to cancel all in-person special events for 2020. Despite the enormous financial significance, we couldn't risk everyone's health and safety. Later we made another tough choice, to reorganize NAM Resale. We kept the best parts and let go of the rest, giving our resale operations a fresh start to maximize revenue and supply basic necessities for our clients.

NAM's reputation for meeting tangible needs in the midst of a crisis gave us the foundation to face this emergency well. Donors, foundations, and local government provided significant funding, allowing us to make a real difference for thousands of families impacted by COVID-19. Our staff and volunteers were on the front lines once again, serving with humility, compassion, and a human connection that was deeply needed by so many.

To all of you, please know that we are profoundly grateful for the sacrifices you have made. Your kindness in putting others' needs before your own has allowed thousands of families to make it through this year. That is a legacy of help and hope that will never be forgotten.

Sincerely,

A handwritten signature in dark ink that reads "Jim Fryfogle". The script is fluid and cursive, with a large, stylized "J" and "F".

Chair, Board of Directors



# NORTHWEST HOUSTON'S LIFELINE



On March 4, 2020 the Houston area announced its first confirmed case of the coronavirus. One week later, Mayor Sylvester Turner closed the Houston Livestock Show and Rodeo after a man who had attended tested positive for COVID-19. It was the first evidence of community spread for the virus, leading the mayor and Harris County Judge Lina Hidalgo to declare a public health emergency.

By March 24, the city of Houston and Harris County issued stay-at-home orders that would last for more than a month.

Life as we knew it came to a screeching halt. But in the midst of deadly health concerns, massive job losses, school and business closures and escalating domestic violence, NAM never closed.

Instead, NAM served as a lifeline. As with every crisis that has impacted our community since 1983, NAM was a centering point for northwest Houston. A place where neighbors could come together to care for one another. A beacon of help and hope.

## This is our story so far...



# RUMBLINGS FROM ACROSS THE GLOBE

In early February, 2020, Karen Luther was paying attention to stories about a new virus ravaging its way through China and Italy. As director of the Pediatric Health Center (PHC) at NAM, she understood how serious it would be for her patients and their families if the virus found its way to Houston. So she took action.

“BY THE MIDDLE OF MARCH, OTHER CLINICS  
BEGAN CALLING THE PHC ASKING FOR ADVICE”

Karen ordered an array of personal protective equipment (PPE) for her team which arrived on February 10—ahead of the shortages that would come a few weeks later. By February 18, her team had developed their own patient screening tool for COVID-19 symptoms.

The PHC ordered 20 test kits for COVID-19; hung posters in their exam rooms and NAM’s lobby about hand washing; implemented a mandatory mask policy for staff and patients; and began taking patients to exam rooms as soon as they arrived.

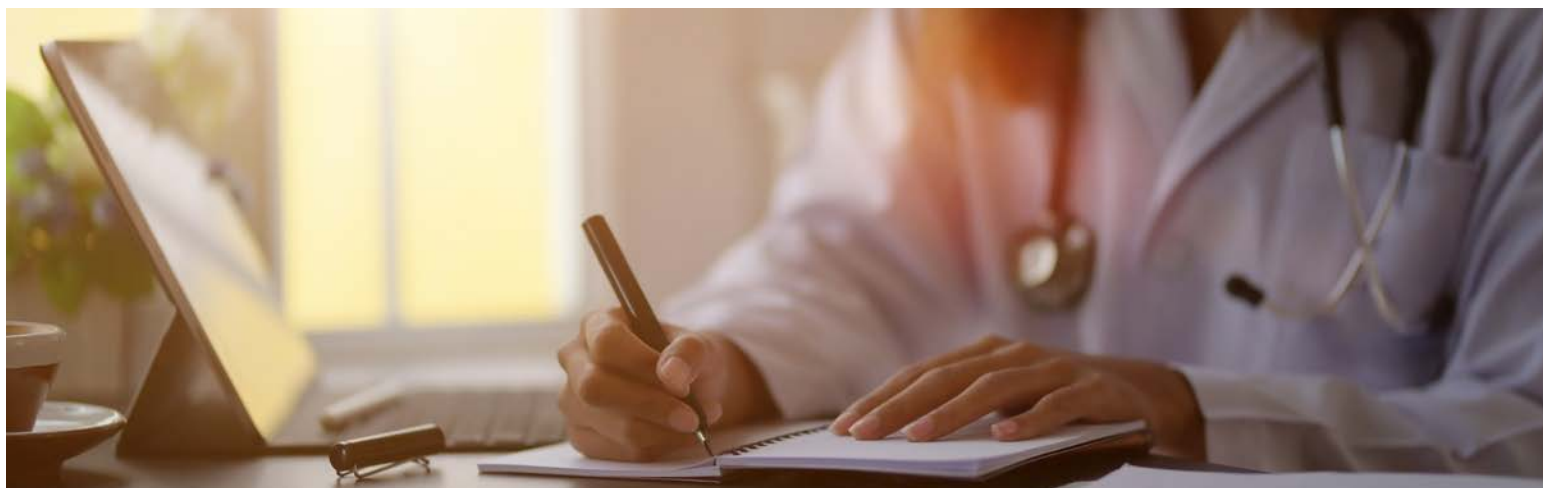
Protocols were developed for everything. How they would communicate within the office. What they would do if a child came into the clinic with a cough. Where PPE would be located so it could be put on quickly if needed. Step-by-step procedures for what each team member would do in the event of a COVID exposure.

They were ready. And by the middle of March, other clinics began calling the PHC asking for advice.

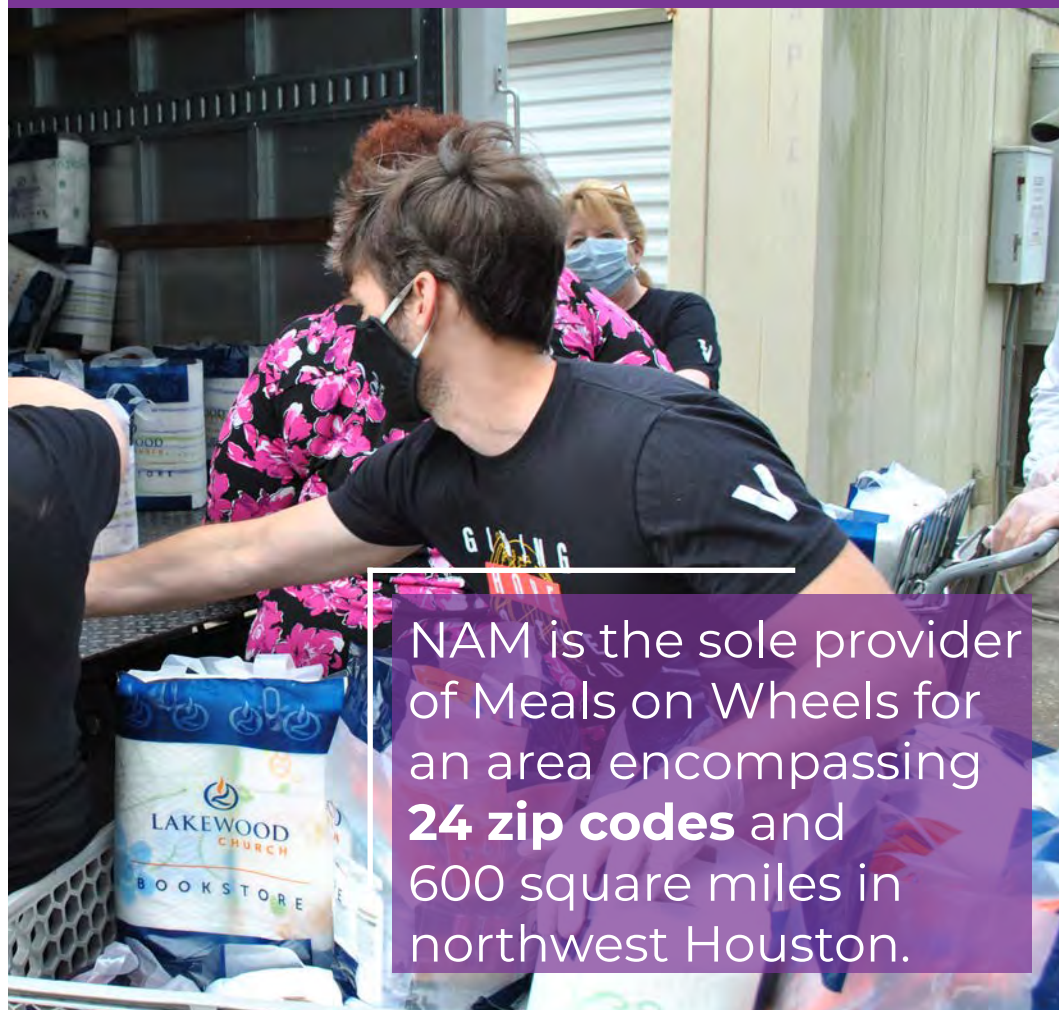
“It reminded me of that saying when you’re on an airplane, about putting on your own oxygen mask first,” says Karen. “In the middle of March that’s what we were doing—helping other clinics because we had done the work to prepare and keep everyone safe.”



This year, Meals on  
Wheels provided food  
for **240,476** nutritious  
meals to **1,369**  
homebound seniors  
and disabled adults.







NAM is the sole provider of Meals on Wheels for an area encompassing **24 zip codes** and 600 square miles in northwest Houston.

## AT HIGH RISK: NAM'S SENIORS

In early March, Grace Jackson was called to a mandatory providers meeting at the Area Agency on Aging. As the Director of Senior Services at NAM, Grace oversees Meals on Wheels, the Young at Heart Senior Center, and the 60+ Café.

At the time, there was only one case of coronavirus in Fort Bend County. The Harris County Health Department said they didn't yet know how the virus would impact Houston, but things would likely be changing.

And then, like a roller coaster speeding downhill, the change came.

Within two weeks, NAM's Meals on Wheels program shifted to delivering 10-day packs of shelf-stable meals in order to minimize exposure between seniors and the volunteers who deliver their food. A few weeks later they adapted again, to weekly deliveries of frozen meals.

The Young at Heart Senior Center and 60+ Café were closed immediately. Clients who relied on the 60+ Café for food were transferred to Meals on Wheels. At the same time, calls began pouring in from seniors throughout the community, asking to enroll in Meals on Wheels for the first time.

Across the country food became scarce—not only in grocery stores, but for vendors as well. Vendors began requiring customers to pay up front as they saw supplies shrink. Thankfully, NAM received additional funding from Meals on Wheels America to secure the food that was so desperately needed.

By the end of April, NAM was delivering meals to 925 seniors every week.

## VERA'S STORY

Vera was a loving caregiver for her husband, who had dementia and prostate cancer. After learning that nutrition was important in the fight against cancer, she made sure he ate a proper meal three times a day.

But one day she teased him, saying "Looks like I'm not doing anything but cooking and washing dishes." Then she called NAM to inquire about Meals on Wheels. It turned out that not only did her husband qualify, but Vera did too.

"When it started, I was so happy," Vera says. "I was laying in my bed reading my Bible because I didn't have to prepare food. It gave me a break and I was so happy about that."

Vera's husband passed away in 2018, and his death took a toll on her.

"Being a Christian, I knew where he went and I was comfortable with the Lord taking him," she says. "But I found out that when you lose someone that close to your heart, it takes your focus off. And I could not cook. So Meals on Wheels came in more handy for me than ever."

Today, at age 73, Vera continues to receive Meals on Wheels as well as monthly groceries from NAM. She is grateful for both services because it means she has food in the house.

"I just love my delivery people," she says. "We uplift each other all the time. That's a friendship I look forward to."

"When you become a senior you just want to be loved and understood," she adds. "I get that from my children and my family, but I get it from my Meals on Wheels family as well. That's the way they treat the seniors, like we're family."



# OVERWHELMING NEED

NAM made rent or mortgage payments for **19,019 households** who were at risk of eviction, allowing them to remain in their homes during a time of great crisis..

For the first time in years, Karen Weakly, Director of the Assistance programs at NAM, had taken a full week off of work for spring break. The day before she was to return, one of her staff texted to say they had been around someone who tested positive for the coronavirus—as had several other staff members. All had to quarantine for 14 days.

The next day when Karen returned to work, her first priority was to set up a triage station on NAM's first floor. Doing so would mean people did not have to go to the fourth floor, minimizing exposure. Volunteers from the Interfaith Quilting Bee made hundreds of masks for Karen, her staff, volunteers, and other NAM employees.

That week, Mayor Turner and Judge Hidalgo issued the "Stay Home, Work Safe" order. Schools and businesses were closed, with only those deemed "essential" allowed to remain open. Everyone was required to stay home except for vital errands like getting food or medicine. Some professions were able to continue working from home, but for others, income vanished overnight. The following Monday when staff arrived at NAM, there were nearly 200 neighbors waiting for the doors to open.

"That hit home for us," says Allison Booker-Brooks, Chief Program Officer for NAM. "We thought, 'How are we going to help all of these people?'"

By God's grace, The Church of Jesus Christ of Latter-day Saints had delivered a semi truck full of food to NAM the prior week. Because of that donation, NAM was able to provide food to hundreds of families who were in critical need.

As the weeks went by, the lines of people seeking help continued. NAM accepts applications for rental or mortgage assistance every Monday. And every Monday for more than three months, there was a line of 250 people surrounding NAM's building.

People started coming on Sunday evening, waiting all night to be sure they had a spot in line. Out of concern for their well-being, NAM hired police officers to come at midnight on Sunday and hand out numbers, 1 through 100, which would guarantee an interview the following day.

"We didn't want people waiting in line all night, or standing in the heat all day," says Allison. "Plus we were trying to practice social distancing."

With that change NAM was also able to move operations to the Harrell Family Opportunity Center, which had enough space to safely accommodate 100 people with six feet of distance between them.

## THE NEW FACE OF NEED

Within those lines were people as diverse as the city of Houston itself. They were young and old, families and individuals. They were from every race and ethnicity, a multitude of religions, with previous incomes ranging from \$15,000 to over \$100,000. But the virus had impacted them all.

Many had never applied for any type of assistance before. But they had lost their jobs. Grocery store shelves were bare. Schools were closed and they had no childcare. There was an overwhelming fear about how they would feed their families and keep a roof over their heads.

*"People were in a panic because they thought they were going to be out on the streets," said Karen Weakly. "It wasn't just concern about the virus. It was, 'If I survive not getting the virus, how will I make it through the next day?' That was real. It is real. It was on our shoulders to lighten that burden."*







## GREG'S STORY

Greg is a single father of three girls, ages 7, 12 and 16. He owns his own business as a mobile mechanic, and typically worked on three or four cars a day.

But when the stay-at-home orders took effect in Houston and Harris County, people stopped driving their cars. Greg's business slowed, then screeched to a halt.

Without money coming in, Greg fell behind on his rent. Letters from the apartment complex said they would be evicted or locked out of their apartment if they didn't pay.

"The first letter was scary, the second one was nerve-racking because what am I going to do?" Greg says. "If I'm not making money and I can't keep a roof over their head, what's going to happen to my kids?"

Greg was preparing to sell everything he owned to pay the rent. But thankfully, someone told him about NAM.

After approving his application, NAM paid three months of rent so Greg and his daughters could remain in their home. They also received groceries from the Joanne Watford Nutrition Center to help them through.

"It's just a virus, you know," Greg says. "The virus hit everybody unexpectedly. Nobody was prepared for this. I know I wasn't." As the city began to reopen, Greg and his girls could see the hope they had been given.

"This time actually made us grow more together," says his daughter. "The whole family – it made us grow more together and realize what family is."

## — THE GIFT — OF FOOD

One of the biggest ways NAM served Neighbors in Need this year was through the distribution of food. Feeding thousands of people, month after month, is no small feat. But thankfully NAM didn't do it alone.

There was the semi-truck filled with food that arrived at NAM on March 18, a gift from The Church of Jesus Christ of Latter-day Saints. Over the course of three hours, nearly 40 missionary volunteers from the church unloaded 40 tons of food, stacking boxes and stocking shelves at the Joanne Watford Nutrition Center. A second semi-truck arrived in May. Their generous gifts allowed NAM to sustain hundreds of families through the early days of the pandemic.

In the weeks that followed, other groups gave exceptional gifts of food as well. Lakewood Church donated pallets of fresh fruit and vegetables, as well as several tons of cleaning and personal care products. The National Association of Christian Churches made multiple donations of fresh foods like eggs, fruit, meat and vegetables.

Then there was the expanded partnership between NAM and Houston Food Bank (HFB). A long-time partner, Houston Food Bank has been a primary source for NAM to acquire food for the Joanne Watford Nutrition Center at a significant discount.

To meet the needs of the community during COVID-19, HFB invited NAM to be part of Neighborhood Super Site food distributions, with NAM providing manpower and logistics while HFB provided the food. Distributions were held twice a month, first at Spring ISD's Planet Ford Stadium and then at the Ecopark at George Bush Intercontinental Airport. Each time, an average of 1,500 to 2,500 families showed up—and received a trunk full of fresh and non-perishable foods.

To everyone who donated food this year, thank you. Your generosity was essential to providing help and hope during this time of great need.



# WHEN STAYING HOME ISN'T SAFE

The Family Violence Center hotline  
received 4,892 calls this year.

As the stay-at-home order went into effect, the media began to report an increase in domestic violence. Sheryl Johnson and her team at NAM's Family Violence Center (FVC) were hearing those stories firsthand.

There were many clients who believed they literally could not leave their home during the quarantine, so they stayed and endured the violence. Others had family in another state, but travel options were limited. One mother and her children arrived at a hotel room provided by the FVC with nothing but the clothes they were wearing.

"Isolation exaggerates any abuse that might have been taking place previously," says Sheryl. Long-term clients stopped calling the FVC, knowing their conversation might be overheard at home. Transportation became an issue as abusers controlled access to the car, or public transportation seemed risky because of the virus. Others couldn't get a protective order or divorce because the courts were closed. And safety measures for children—teachers and doctors who are required to report abuse—were no longer in place.

Adding to the complexity was the fact that many shelters stopped taking new clients. They didn't want new people introducing the virus to their staff or residents, and they needed extra space for social distancing.

As a result, the FVC had an increase in the number of emergency shelter nights it provided at its safe hotel. Normally, the FVC would use the hotel once or twice a month. But during the pandemic they averaged between one and seven rooms every night for multiple weeks. For the first time in her career, Sheryl kept 10-day packs of food in her car, ready to deliver whenever a new client checked in.

“

Normally, the FVC would use the hotel once or twice a month. But during the pandemic they averaged between one and seven rooms every night for multiple weeks.







# TABITHA'S STORY

Tabitha called the Family Violence Center hotline with a harrowing tale of escape. She had left her boyfriend's home after another beating, taking only her two-year-old child. While on the run, she learned that she was pregnant.

***She moved to another town, but the boyfriend found her—and held her hostage for nearly four months.***

In the midst of the pandemic she escaped again, this time to a family member's home in Houston. They all knew it was only a matter of time before he found her there, too. Exhausted, scared, and with no money, she called the FVC.

Domestic violence shelters were full due to the social distancing requirements of COVID-19. But the FVC was part of a temporary program called Safe Haven. Created during the pandemic, Safe Haven helps individuals stay in a local, undisclosed location when shelter beds cannot be found. Through that program, Tabitha finally had a safe place to rest.

With the help of her FVC advocate, Tabitha began working on a plan for her new life. The first step was to find safe, independent housing, then look for a job.

Tabitha and her child have now moved into their new home, and she is working toward completing her high school education. She knows there is still a long road ahead. But raising her children in a home free of violence makes all the difference, and Tabitha intends to make the most of the opportunity she has been given.

During the COVID-19 pandemic, when space in domestic violence shelters was not available, the Family Violence Center provided **53** clients and their **39** children a total of **355** nights in safe hotels.



# ON THE FRONT LINES: NAM's Pediatric Health Center

When the stay-at-home order went into effect, the number of patients at NAM's Pediatric Health Center (PHC) took a drastic drop. Prior to the pandemic, the PHC had been averaging 450 to 480 patients each month. In March, April and May, they averaged just 5 patients a day.

As other clinics and private practices closed their doors in the early days of the pandemic, the PHC became one of the few places that families in crisis could bring their children.

To add another layer of safety, the PHC began seeing only well children in the mornings—with a special focus on children under 24 months of age who needed vaccines, patients with special medical needs, and foster care children who require timely checks on their well-being. Sick visits for all ages were scheduled in the afternoons. At the end of each day, the clinic was thoroughly disinfected.

Even with all of their precautions, the PHC had two potential COVID exposures. As soon as they were aware of the situation, NAM's building services team immediately began cleaning all high-touch points in the building, including the front doors and elevators. Then an outside company was hired for a complete disinfection and microbial treatment of the clinic. In both instances, the PHC also closed for a few days for everyone's protection.

To give their patients additional options, the PHC purchased equipment to allow them to see patients via telehealth, including appointments for respiratory therapy and behavioral health. Both specialties were essential during the pandemic.

In fact, local school districts asked the PHC to put together packets on stress management and mental health. Families were under a great deal of pressure, and students of all ages were feeling the effects. They were experiencing anxiety and depression from rapid, significant changes—the routine of school, isolation from friends, and the cancelation of sports, extracurricular activities, prom, and graduation.

In response, the PHC's behavioral health therapist and psychiatrist put together information and activities for families in Spring ISD, Klein ISD, and 17 apartment complexes near NAM. The PHC also created a series of Positive Parenting videos, covering topics such as managing stress, showing appreciation, and listening to your child.

"This is an amazing group of women," Karen Luther says of the PHC staff. "I'm just so proud of how they have risen to meet this moment. They are unyielding in their work ethic, their resolve, and every day they go above and beyond. It's an amazing thing to witness their courage."



The Pediatric Health Center treated **1,875** children through **5,655** patient visits.







With newly purchased equipment, the Pediatric Health Center was able to conduct at least **25% of appointments via telehealth** during the pandemic, including all psychiatric appointments.

## THAMIR'S STORY

Thamir is a smart, energetic 5-year-old who loves Sonic the Hedgehog. He also has sickle cell anemia—and no health insurance. So when his family moved to northwest Houston in January, 2020, his mom registered all four of her children with the Pediatric Health Center (PHC) at NAM.

On March 17, as the coronavirus was beginning to make its way into Houston, mom took her two oldest children to the PHC for their immunizations. She mentioned that Thamir's temperature was a bit high and he was coughing. NAM's pediatrician checked and found that his oxygen and hemoglobin levels were dangerously low—then sent him immediately to Texas Children's Hospital.

Diagnosed with acute chest syndrome, Thamir spent two nights in the hospital and needed three blood transfusions. After he

was discharged, the PHC staff followed up to develop a plan including breathing exercises, providing an inhaler to keep his lungs clear, and a referral to specialists at UT Physicians. Thanks to a partnership between NAM and UT Health, Thamir can get the ongoing, expert help he needs.

At the time of his illness, many clinics and doctor's offices were closed due to the coronavirus. Without insurance, the PHC was the only place available for Thamir's initial care.

"They've been a godsend," says Thamir's mom, of the team at NAM's PHC. "They do everything within their power to see that children get the best healthcare. They've been very, very helpful."

# KEEPING SENIORS CONNECTED

Loneliness and isolation can be an issue for seniors anytime, but it was amplified during the pandemic. With the Young at Heart Senior Center and 60+ Café closed, many of NAM's seniors were missing a big part of life that they looked forward to each week.

So NAM's staff got creative. They shifted several Young at Heart activities to Zoom, offering a virtual way for seniors to connect. With a little coaching and encouragement, seniors found this new technology was not so difficult after all.

Every week, Young at Heart offers virtual Bingo—one of their most popular activities. Seniors laugh and connect as they mark their Bingo cards with whatever they have at home, and winners get a small prize delivered to their home.

Other Young at Heart seniors have enjoyed Zumba and exercise classes, learned about nutrition or gardening, or taken a class about self-management of chronic disease—all through virtual connections. Young at Heart's monthly newsletter has continued, and Eva Galloway, Social Services Supervisor, has hosted virtual coffee and chat sessions, giving friends a chance to see each other and catch up.

"We are social beings, so we need each other," says Grace. "You need to see other people. If you're talking to the person and can see them online, all of that is beneficial."

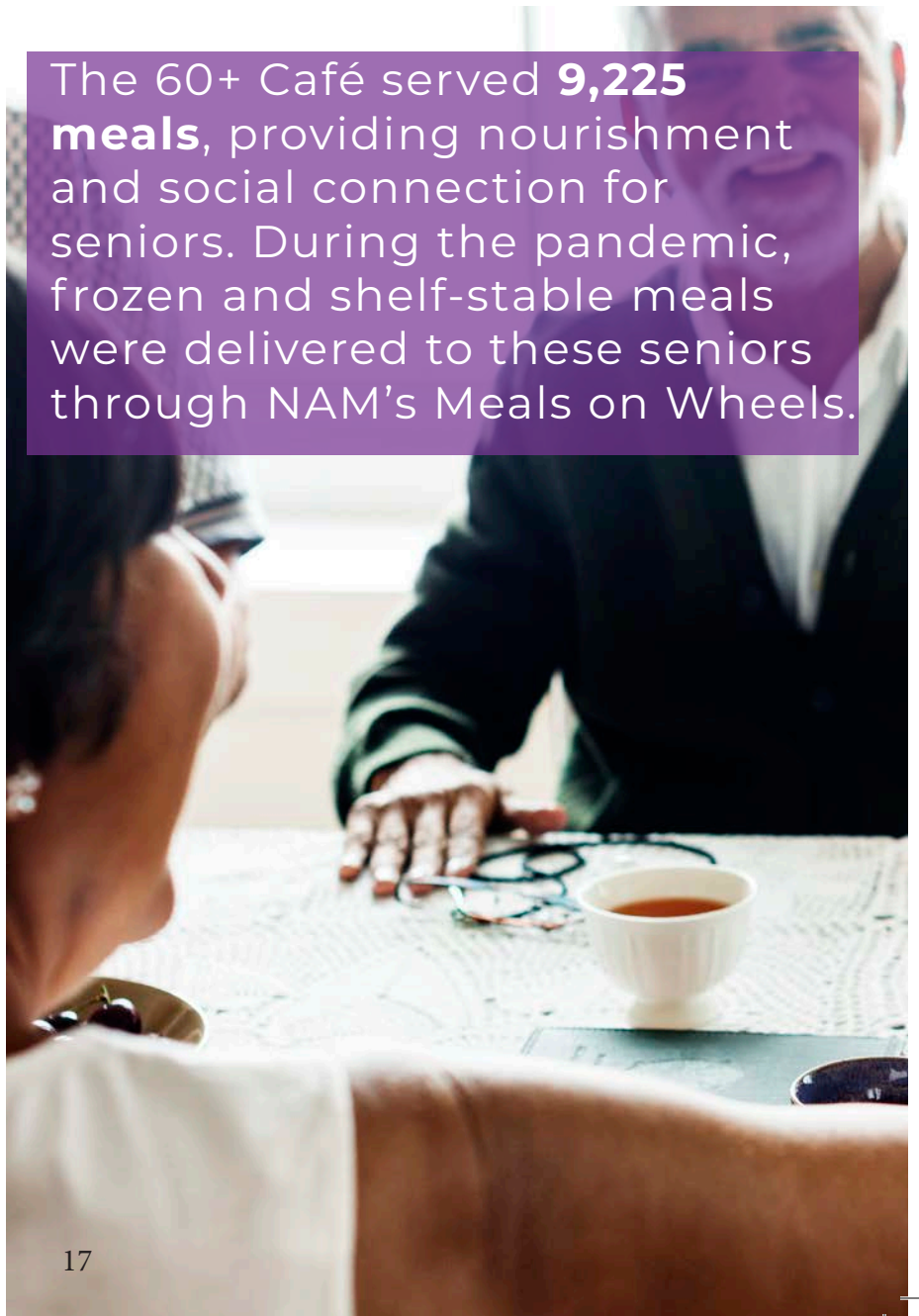
Meals on Wheels clients also looked forward to seeing their volunteer drivers every day. With consolidated deliveries, that contact has been reduced—so NAM's staff went above and beyond in their efforts to reach out.

Every day, the Meals on Wheels staff call each of the 925 seniors who are now enrolled in their program. *Every day.* There are only 15 staff, but they call to check in, to listen, to offer updates when needed, and simply to reassure seniors that they are loved and not forgotten.

It's another way NAM is bringing help and hope to Neighbors in Need.



The 60+ Café served **9,225 meals**, providing nourishment and social connection for seniors. During the pandemic, frozen and shelf-stable meals were delivered to these seniors through NAM's Meals on Wheels.





# CLARA'S STORY

Clara loves being part of the Young at Heart Senior Center at NAM. Whether playing games, exercising, attending informative seminars, or enjoying lively entertainment by Junior Forum volunteers, Clara's days were filled with fun and friendship.

"That was my weekly schedule, and I rarely missed unless it was storming," she says. "We're just like a big family there."

But then the pandemic hit, and NAM had to close Young at Heart for everyone's safety. Clara's routine changed dramatically. She stayed connected as best she could, and appreciated all the ways NAM kept her informed about the virus, available resources, scams to beware of and more.

When Young at Heart began offering virtual activities like Bingo and seminars, Clara was among the first to join in.

"I love our Bingo," she says. "We're going to do it tomorrow and I can't wait! To have something that's fun—I look forward to it. It keeps your mind sharp and your memory going."

Clara has also attended virtual seminars offered by Young at Heart, on topics including container gardening and nutrition. And she has invited other seniors to participate as well.

"Even during our closing, I encourage them to play virtual Bingo because they're so lonely," she says.

"I have never in my 81 years been connected with a staff that is so loving of us," she adds. "They care about us and are just so wonderful. There's nothing they wouldn't do for us."



"We are social beings, so we need each other."



# A *DIFFERENT* KIND OF DRIVE-THRU

On August 11—in partnership with the Houston Food Bank and Spring ISD—NAM held its first Neighborhood Super Site Food Giveaway. The drive-through distribution at Planet Ford Stadium in Spring allowed people to safely remain in their cars while volunteers loaded 70 pounds of groceries into their trunk—fresh fruits and vegetables, dairy, meat, and non-perishables. Cars were lined up for miles. By the end of the four-hour event, more than 1,300 families had been served.

“We had to do something big because the need is so big,” said Brian Carr, Chief Advancement Officer for NAM. “Our volunteers were incredible,” he adds. “There were parents and teenagers who never slowed down. They never complained even as they were serving out in the heat for hours.”

Additional Super Site giveaways were held on the second and fourth Tuesday of each month—and are still taking place as of this writing. After three giveaways at Planet Ford Stadium, NAM moved to an even larger site: the EcoPark at George Bush Intercontinental Airport. Each of the distributions at Planet Ford Stadium served an average of 1,500 families; at the airport they averaged 2,500 families each time.

Along with those distributions, NAM continued to provide food at its Joanne Watford Nutrition Center (JWNC). Under normal circumstances clients would shop for their own groceries at the center, but that changed to no-contact pickup to keep everyone safe.

Large donations helped meet the increased need, including two semi-trucks full of food from The Church of Jesus Christ of Latter-day Saints, pallets of food from Lakewood Church, and donations from many other congregations, businesses, and organizations throughout the community. In October, the National Association of Christian Churches began providing food each month as well, with ready-to-distribute boxes of fresh foods like eggs, fruit, vegetables, and meat.

In all, NAM provided food to nearly 21,000 households this year.



In all, NAM provided food to nearly 21,000 households this year.



# DELIVERING HELP & HOPE



In April, 2020, Klein ISD reached out to NAM with an urgent situation. Families served by Kaiser Elementary were running out of food, and many did not have transportation to get to food distribution sites.

So NAM jumped into action. If these families couldn't come to NAM, then NAM would come to them.

NAM's Joanne Watford Nutrition Center put together boxes of groceries including canned goods, lentils and pasta. They loaded them onto NAM's truck, then headed to the Blackpool subdivision and surrounding neighborhoods. On April 21, NAM delivered 70 boxes of groceries to help families in need.

Children jumped for joy over boxes of spaghetti. Parents expressed their deep appreciation. And an entire neighborhood was fed.

"Our role is to provide emergency assistance," said Les Cave, NAM's President & CEO. "Thanks to our collaboration with Klein ISD, we were able to do just that."

# TRUSTED

## TO MAKE A DIFFERENCE

With a reputation for meeting community needs in life-changing ways, NAM was selected for several significant grants during the pandemic. Among those was a \$1.7 million grant from Harris County to be given away in two phases.

The first phase came in June and allowed NAM to give a one-time stipend of \$1,200 to \$1,500 to neighbors who applied directly to NAM. Funds were designated for rent/mortgage assistance, utilities, or other basic necessities.

Phase Two was a public source, as applications were taken through Harris County and then forwarded to NAM. Through this phase, NAM assisted individuals and families in July with rent/mortgage assistance.

As Houston's COVID-19 cases peaked, NAM instituted a new online application system for rent/mortgage assistance. The new system protected people from exposure to the coronavirus and extreme summer temperatures, while streamlining the distribution of funds. Each month, random drawings select 100 qualified applicants from the hundreds of applications received.

NAM also intervened with landlords, sometimes testifying in court via Zoom that the family had qualified for assistance. In all, NAM provided rent or mortgage assistance to 19,019 people during the year, providing help and hope so they could stay in their homes during a time of great crisis.



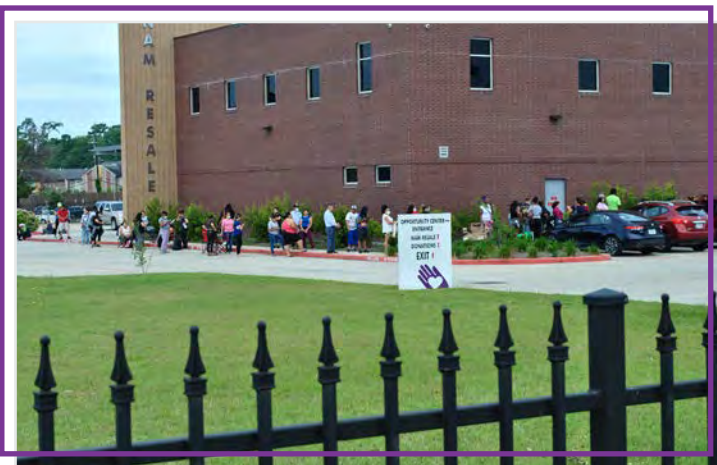
## ALICIA'S STORY

Alicia has four sons and three daughters, ranging from 6 to 18 years of age. She was working in marketing on a contract basis—but when businesses were forced to close because of the coronavirus, all of her work stopped.

"The pandemic really hit my family," Alicia says. "I'm a single mother of seven, so they were all out of school. I couldn't get any work, so I fell behind on my rent and my bills."

Thankfully, she saw a post on Facebook about NAM. After completing the application process, she received three months of rental assistance, groceries, and Christmas gifts for her children. "That helped a lot," she says. "Sometimes you feel like there's no help out there, but when NAM says they help, they really help."

Work is still slow for Alicia, and her children are all still at home. But she is grateful for the help she received from NAM and the hope it has provided. "If you're needing help," she says, "they're really good people."







# NEW WAYS OF WORKING

Throughout the pandemic, NAM's staff adapted to new ways of working. Some rotated between the office and working from home; others modified their work space or the manner in which they carried out their responsibilities. But one program, the Family Violence Center (FVC), switched to working remotely for an extended period of time.

Because many of their services operate through a hotline, the FVC already had a protocol in place for dealing with emergencies over the phone. Within 24 hours of being asked, Sheryl Johnson had a plan for the program to be operational in each of her staff member's homes. As a result they were able to continuously provide services 24 hours a day, 7 days a week, without missing a beat.

## CENTRALIZED INTAKE

In the fall of 2019, NAM began piloting a program called Centralized Intake. The goal was to provide new clients at NAM with a complete overview of the services available to them, right from the start.

Now when someone requests help from NAM for the first time, they begin by filling out an application in the Centralized Intake office. Staff collect basic information about their family, income, challenges, and so on.

From there, the Centralized Intake staff explain all of the resources available at NAM and how they might be helpful. For example, if a family comes seeking food, they will also be told about opportunities to gain new job skills at the Learning Center, and that the Pediatric Health Center can care for their children's medical needs.

Internally, Centralized Intake allows NAM to collect a family's information once and have it available to each program. It also simplifies the process of gathering statistics and demographic information for grants and other reporting requirements.

Through Centralized Intake NAM is providing clients with a more holistic understanding of the help available to them, equipping them to move from the challenges of today to a future full of hope.

**WITHIN 24 HOURS OF BEING ASKED, SHERYL JOHNSON HAD A PLAN FOR THE PROGRAM TO BE OPERATIONAL IN EACH OF HER STAFF MEMBER'S HOMES.** ”

It hasn't been easy, however. Half of the FVC staff have children, so they've had to figure out how to do the difficult work of guiding victims through emergency situations while their own children are within earshot. And they've had to learn how to build ongoing relationships with clients in a virtual world.

“The issue of domestic violence is incredibly personal and intimate,” says Sheryl. “Bonds that are formed at that very first intake meeting can help see someone through. I think it's remarkable that our staff have figured out how to do that remotely, and do it well.”

Thankfully the FVC received a number of special grants that have helped sustain their work during the pandemic. The Coalition for the Homeless in Harris County issued a grant to help pay for hotel nights since many shelters were not accepting new clients. The Texas Health & Human Services Commission (HHSC) and the Texas Council on Family Violence provided funds for needs related to COVID, including technology to work remotely. And the Harris County Domestic Violence Coordinating Council provided \$10,000, which the FVC gave away in the form of \$250 gift cards for any client who had a need related to COVID-19.

# MONICA'

*"But then I had a vision and knew God was calling me to something insanely greater."*



right direction," she says. "Every aspect of my menu supports mental health," she adds. "My drinks are very colorful, so they are naturally appealing to the eye. But it goes deeper because individually, they each have health benefits that help the body in so many ways."

Currently, Monica operates Café Guadalupe out of her home, with deliveries, catering, private parties, corporate events, and even Victorian tea parties. In fact, the tea set she uses was purchased at NAM's boutique.

"When I went back to NAM to deliver that order, it was such a surreal experience because I had been on the other side," she says. "This is the final time starting over. I love what's happening now. I love the groundbreaking that's taking place in my life and my children's lives. NAM has been so supportive, ever since the day I did the first delivery."

Monica remembers the phone call. The customer's name was Stephanie, and she was giving delivery directions to her office. As she explained what the building looked like, Monica knew exactly where she was.

It was NAM.

In 2004, Monica had been to NAM for a very different reason. She had just come out of a traumatic, abusive relationship and was being relocated with her two young daughters. The officers helping her recommended that she go to NAM for assistance.

"I just remember loading up the car with groceries, and we needed them," she recalls. "We needed everything."

In the years that followed, life stabilized for Monica and her daughters. She was hired as a file clerk at a law firm, then promoted. She had enough to pay the bills, but she truly believed that was as far as they would get—that she could never own a home, or give her girls a back yard.

"It was a hamster wheel life, this mediocre this-is-what-my-life-is-going-to-be-like-forever," she says. "But then I had a vision and knew God was calling me to something insanely greater." So in 2018, Monica left her job and started a business: Café Guadalupe.

Today she serves coffees, teas and baked goods designed to inspire community through sitting down with another person, one on one. Many of the items on her menu are also created with health benefits in mind.

"One of the teas I make is actually a family recipe that my dad used to make when we were sick," she says. Drinking it as an adult, she realized how quickly her body was responding to the first cup. So she started making the tea for friends and family. Before long, people on social media started reaching out and asking for help.

"Once I started to see them have results—people I didn't really know—I knew I was headed in the



# 'S STORY

Monica owns a trailer, and the next step in her dream is to refurbish it for her business. But she is determined not to go into debt in the process. In the toxic relationships of her past, there were constant threats of taking things away—health insurance, her children, and more.

"No one will have the right to say they are taking this trailer away," she says. "I want pure joy out of this business every day. I want to always have this peace of mind that what we have, literally, God is going to get all the glory for my life."

With each decision she makes, Monica is chipping away at patterns that have been ingrained in her family for generations, such as the idea that it's perfectly acceptable for someone else to raise your children.

"I'm the one who decided to say no, I'm not going to do that," she says. "No, I'm not going to live on welfare. No, I'm not going to have someone else raise my kids."

So every day she strives to be an example to her daughters, showing them there is a better way if they work hard and trust God.

"The biggest thing for them is we don't have to settle," she says. "We can believe what God says for our lives. We can always be set apart, we can always raise the standard. And the other person always matters more."

"It would be an amazing dream to have my own brick and mortar one day," she says. "But right now the people I get to meet on the streets throughout the city, they're a blessing to me. I have the honor to serve people something to drink or a slice of cake. I have the honor to pray with people, if they're open to receive it."

As she builds a new life for herself and her daughters, Monica is eternally grateful for the help she received from NAM. And she speaks from a heart of experience about the difference NAM makes.

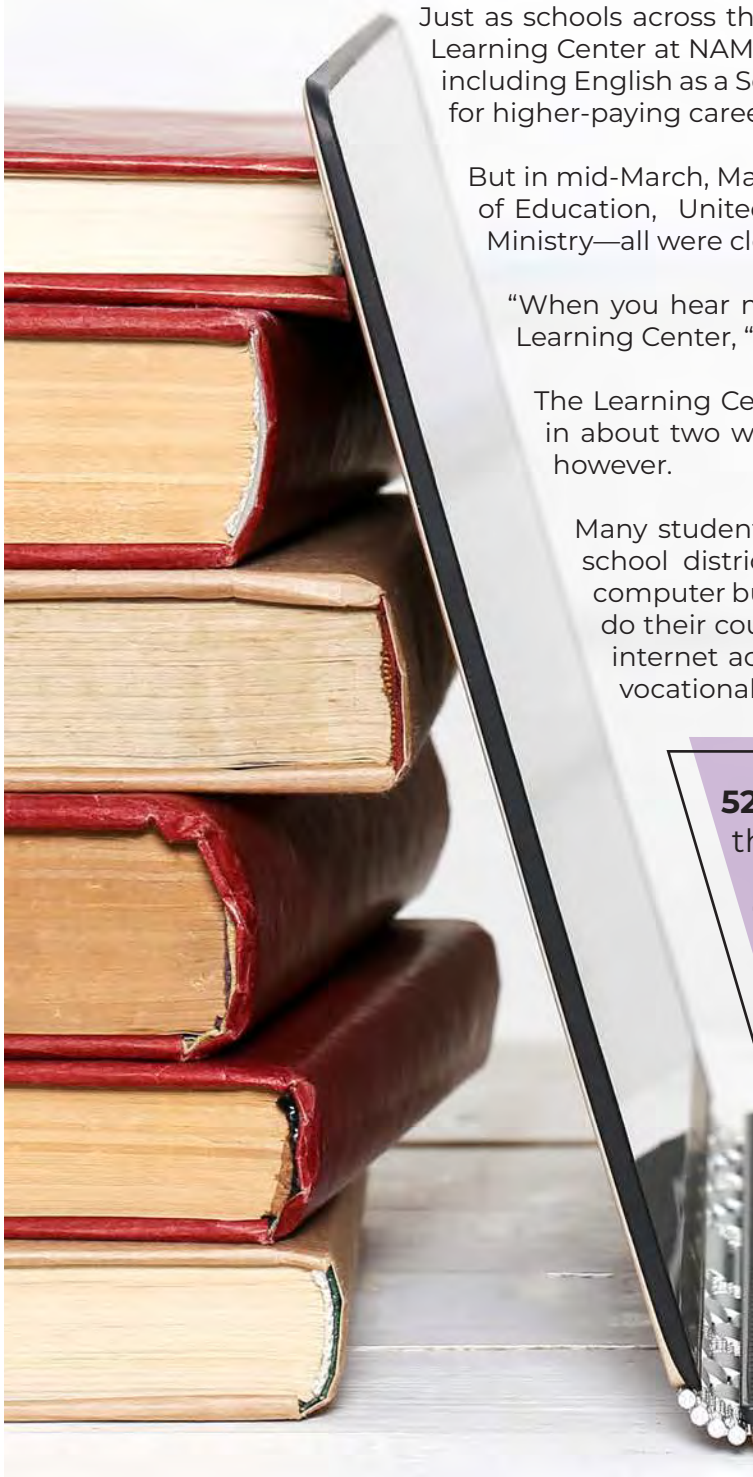
"The Bible says that whatever you do for the poor, you're doing it unto God and your reward is in heaven," she says. "No contribution is meaningless. Every dollar is significant, every dollar can literally help save a life."

"It's not about giving money and allowing people to continue to live in a mediocre state," she adds. "This gives people hope. NAM really does give hope—and that's so awesome."





# VIRTUAL LEARNING

A stack of several books with red and brown covers is positioned on the left side of the page. A laptop is leaning against the stack, with its screen open and displaying a white background. The laptop is black and silver, and its keyboard is visible at the bottom of the frame.

Just as schools across the country made an abrupt switch to online lessons, so did the Learning Center at NAM. In late February, more than 200 adults were enrolled in classes including English as a Second Language (ESL), GED preparation, and vocational training for higher-paying careers.

But in mid-March, Mary Silbert's phone began to ring. The Harris County Department of Education, United Way of Greater Houston, Workforce Solutions, Between Jobs Ministry—all were closing their offices. And suddenly, adult education stopped.

"When you hear major institutions say they're closed," says Mary, director of the Learning Center, "I think that's when it really impacted me."

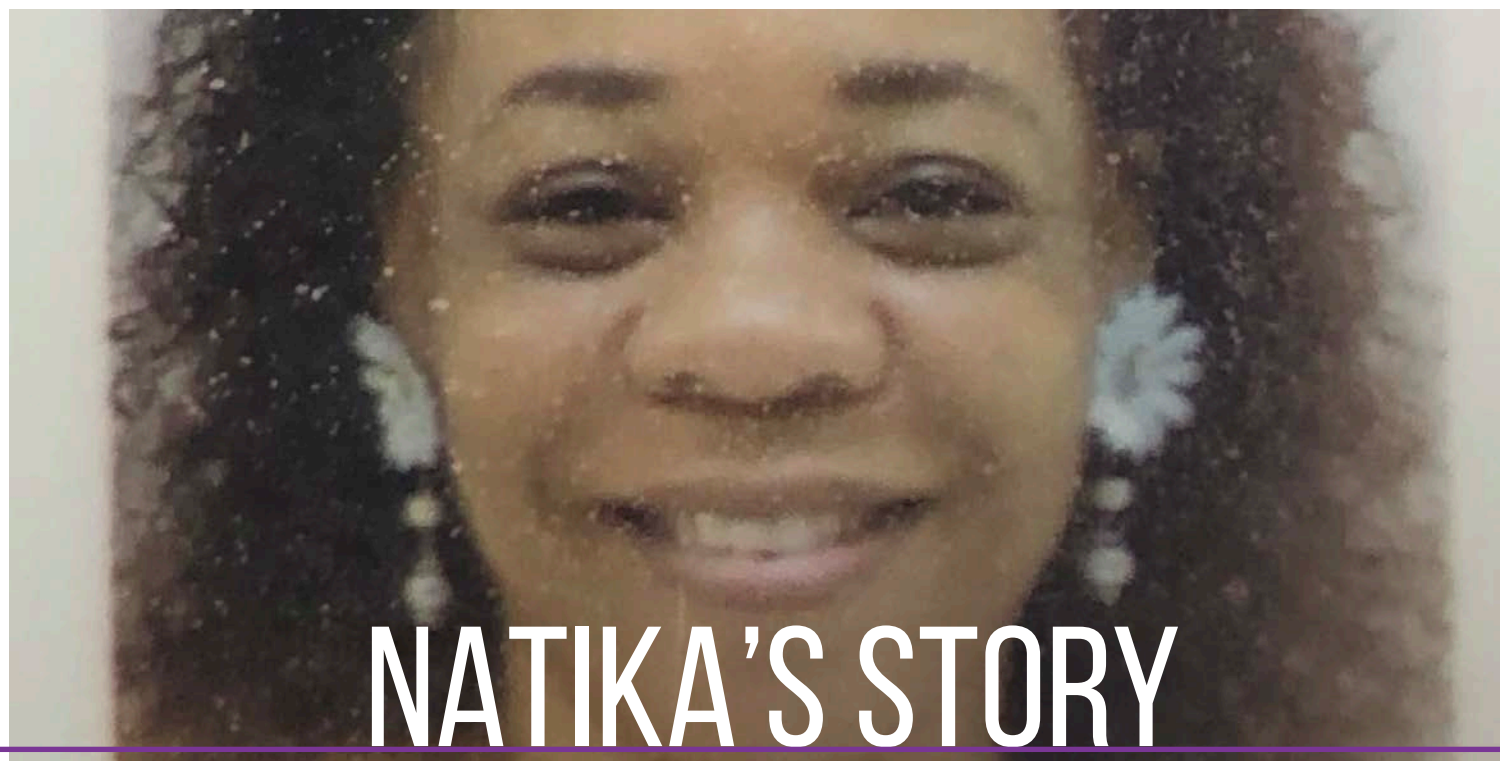
The Learning Center paused its vocational training classes, but resumed online in about two weeks. It didn't take long for the digital divide to become clear, however.

Many students at the Learning Center are parents of young children. Since school districts were also operating online, if a household had only one computer but multiple children, there was little opportunity for the parent to do their coursework. Other families didn't have a computer at all, or lacked internet access. In the end, about 20 adult students dropped out of their vocational training classes. Thankfully, others persevered.

**522** adult students attended GED or ESL classes at the Learning Center.

**159** adult students were awarded scholarships to train for in-demand careers, through the THRIVE program at NAM's Learning Center.





# NATIKA'S STORY

Natika and her four children moved from Michigan to Houston in 2009. She was ready for a change—and fell in love with her adopted city.

"Houston is always changing, always evolving, and it inspired me," she says. "When I got here I saw people going for their goals, going for their dreams."

After working in healthcare for most of her career, Natika took a job as a bus driver for the city of Houston. Her passion for healthcare resurfaced, "but I didn't want to be in an office," she says. "I wanted to still be involved in the community, because that's what the bus driver experience gave me."

As 2019 came to a close, Natika saw a flyer for the Community Health Worker program offered by NAM's Training & Learning Center. It seemed like the perfect fit. Classes began in February, then moved online because of the coronavirus. She finished the course in June, and was offered a job even before her studies were complete.

Today Natika is an outreach worker for Harris Health, making sure people who are homeless have access to healthcare, dental services, food, shelter, transportation and more. She sees her new job as a true blessing, combining her love of healthcare with her desire to be connected to the community. And she is grateful for the training that made it possible.

"The Learning Center gave me what I needed," Natika says. "I'm very grateful they offered the class, and I'd like to thank all of the sponsors who made it affordable for us."

In fact, it was such a positive experience that Natika has decided to make another dream come true. She has wanted to be a nurse since she was 16 years old. With only one year of coursework left to finish, she has decided to register for the spring 2021 semester at the University of Houston-Downtown to earn her bachelor's degree and become an RN.

"In my heart of hearts I really want to finish that," she says. "That's been a longtime dream."

"The Learning Center gave me what I needed," Natika says. "I'm very grateful they offered the class, and I'd like to thank all of the sponsors who made it affordable for us."

# GRADUATIONS & NEW BEGINNINGS

By mid-April, the Learning Center had resumed all of its vocational training classes online. Many of those courses prepare students for a career in healthcare and include a component of skill-based training that must be done in person.

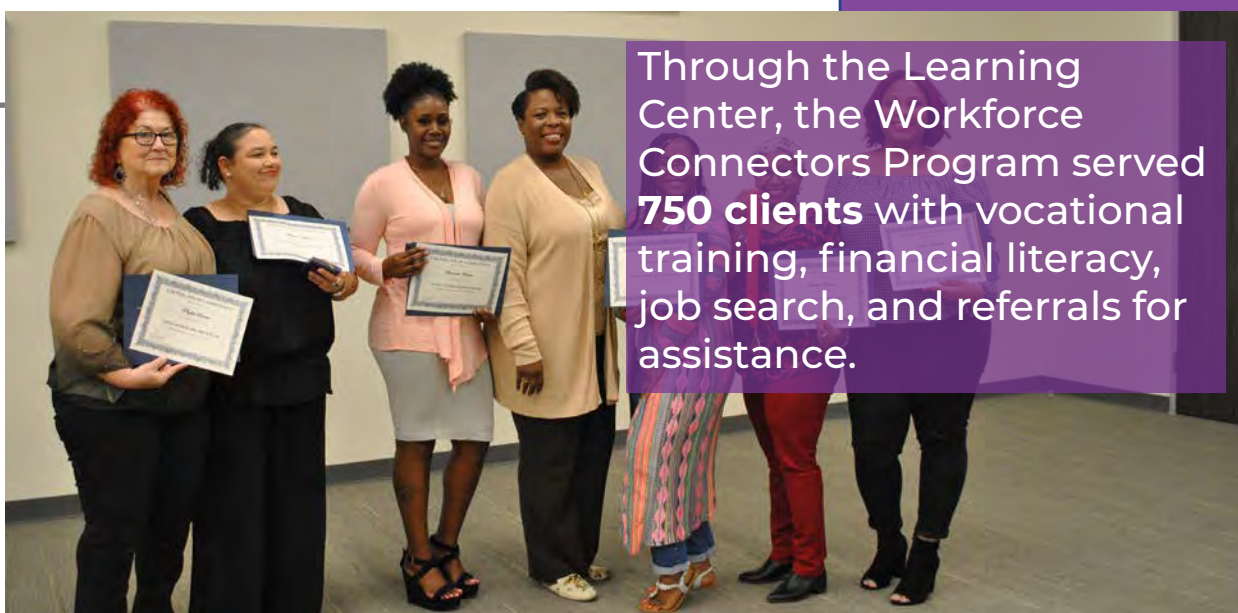
So in late July the Learning Center began using the Fowler Room, a large meeting space at NAM's Harrell Family Opportunity Center. They changed the configuration to allow for plenty of space between students; provided gloves, masks and face shields; performed temperature checks and screenings upon arrival; and disinfected all work spaces before and after each class.

By the end of August, 35 students had completed their coursework for careers such as Certified Nursing Assistant, Certified Sterile Processing Technician, Community Health Worker, and Patient Care Tech.

"For these students, all the precautions we took became on-the-job training," says Mary Silbert. There were additional hurdles since testing sites for licensing exams were closed. But in the midst of a health crisis, many of these students are now making significant contributions as aides in hospitals and nursing homes, assisting with infection control through sterile processing of medical instruments, and even working as contact tracers. At the same time, they are better able to provide for their own families during a time of economic uncertainty.

Fall 2020 classes at the Learning Center were offered entirely online, and referral sources changed dramatically. For example, prior to the pandemic the Learning Center had received 750 referrals from Workforce Solutions by mid-March. Then it dropped to zero. The Learning Center reached new audiences for the Fall semester through paid advertising as well as a new partnership with Volunteers of America.

"Whether it's staff or clients, I'm proud of how people are persevering, coping, and overcoming obstacles," says Mary. "Every time there have been challenges, what I see is how they're coping."



Through the Learning Center, the Workforce Connectors Program served **750 clients** with vocational training, financial literacy, job search, and referrals for assistance.





## NOT OVER YET

As of this writing, the COVID-19 pandemic has been impacting Houston for eight months—and it's not over yet.

"We're still living it," says Karen Weakly, Director of the Assistance programs at NAM. "We get up every day with the mindset that we're needed."

Leaders at NAM are especially concerned about what will happen when the Centers for Disease Control lifts the moratorium on evictions, which is scheduled to happen at the end of December, 2020. When it does, the number of people who are homeless could increase exponentially.

Whatever the future holds, NAM will be on the front lines—living out the mission of Neighbors Helping Neighbors as they have from the beginning. Volunteers have continued to serve, putting others' needs ahead of their own. Donors have continued to give, freely sharing to provide hope in unprecedented times. Staff have gone above and beyond to find solutions and help wherever needed. Even NAM's clients have reached out to support one another.

"I've been in nonprofit a long time, but I haven't seen anybody do this as well as NAM—and do it with no hesitation," says Allison Booker-Brooks.

Mary Silbert, director of the Learning Center, agrees.

"Americans rise to a crisis," she says. "At NAM that's something we've learned to do many times. You step in and do whatever you need to do, and you just keep moving. There's a spirit of collaboration, always remembering that there are people who have needs greater than mine, and those needs have to be met."

Whether providing food, housing assistance, social connections, health care, training for new careers, or protection from domestic violence, NAM has been there for our community since the start of this crisis.

And with your help, NAM will continue to be here—bringing help and hope to Neighbors in Need.

"I've been  
in nonprofit  
a long  
time, but  
I haven't  
seen  
anybody do  
this as well  
as NAM—  
and do it  
with no  
hesitation."

# NEIGHBORHOOD SUPER SITE FOOD GIVEAWAYS



As a result of the COVID-19 pandemic and related shutdowns, the need in our community was enormous. So NAM responded in ways that were bigger than ever before.

One of those ways was to host Neighborhood Super Site Food Giveaways. These drive-through events were held in partnership with the Houston Food Bank and served hundreds or even thousands of families at a time.

The first Super Site event was held on August 11 at Planet Ford Stadium, a new venue opened by Spring ISD in November, 2019. Two more giveaways were held at the stadium in August and September; together, those three distributions served nearly 5,000 families.

On September 22, the giveaways moved to EcoPark at George Bush Intercontinental Airport, allowing NAM to serve even more families—up to 3,000 in one day.

“No one should be without food during this crisis,” said Les Cave, President & CEO of NAM. “We are so thankful for our volunteers and partnerships that make these distributions possible. It is truly our honor to be able to serve the community in this way.”

Super Site Food Giveaways are held twice a month, and are continuing as of this writing. Families remain in their cars as they drive past a series of tents, where volunteers load fresh fruits, vegetables, dairy, meat, and non-perishable foods into their trunk. By the time they complete the route, each family has received 70 pounds of food.

These events would not be possible without an army of volunteers. As of October 30, more than 450 people had volunteered at a Super Site event. They came from groups including National Charity League and the National Guard, as well as individuals who simply wanted to reach out to their neighbors with help and hope.





# NAM RESALE

2020 caused businesses across the country to rethink their operations, and NAM Resale was no exception.

In compliance with the Harris County “Stay Home, Work Safe” order, NAM Resale closed its doors in late March. Resale staff were deployed to the Joanne Watford Nutrition Center and Centralized Intake, to help those programs meet the tremendous needs of the community.

By June, the resale stores opened on a limited basis. But after only a month, the county asked non-essential businesses to close again because of a spike in COVID-19 cases.

At that point, tough decisions had to be made. With wisdom and innovation, NAM’s Board of Trustees and staff leadership came up with a new plan for NAM Resale: focus on selling to other resellers, serving NAM’s clients, and selling to the public through the NAM Resale Boutique and online.

Already the changes are having an impact. For example, in one month NAM Resale served 70% more clients than in the first two quarters of last year, with a nearly 190% increase in the value of items being provided to clients.



“That’s a huge focus for us,” says Jason Woods, director of NAM Resale. “It’s a renewal within Resale of the whole mission of NAM—Neighbors Helping Neighbors.”

Volunteers continue to be an essential part of NAM Resale’s success, as they sort donations, hang clothing, and display merchandise for sale or client selection. Other volunteers are needed to help in the boutique and with posting items online.

Donations are the key ingredient that keep everything flowing. NAM’s clients especially need items like clothing, kitchen accessories, basic housewares, and small tables. For sales purposes, fine furniture and home décor are popular with other resellers.

Donations may be dropped off Tuesday through Friday at the NAM Resale Donation Center, located behind NAM’s main building. NAM may also be able to pick up donations of furniture or large items. Details are available at [namonline.org](http://namonline.org).

“We’re still here, accepting donations, and open for business,” says Jason. “We have our part in NAM’s mission of Neighbors Helping Neighbors, so please think of us when you have quality items you no longer need.”

# PROGRAMS

## CENTRALIZED INTAKE

Centralized Intake offers a single starting point for all of NAM's services. Clients meet with a case manager to fill out an application, then receive information and referrals to any of NAM's programs that are relevant to their situation. Created in 2019, Centralized Intake is designed to streamline the application process and offer a more holistic approach to serving Neighbors in Need. Centralized Intake is where clients will also receive referrals for emergency food and other urgent or crisis related services. These referrals and services may include, as funds are available and on a case by case basis, food, clothing, gas cards, bus tickets, and rental or mortgage assistance. Prescription assistance may be available, subject to grant funding for same. Centralized Intake also hosts special projects such as school supplies, summer food drives, and holiday food and toys, to name a few.

281.885.4524  
**Monday – Friday:**  
9 a.m. – 2 p.m.

## HOUSING SERVICES

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

281.885.4531  
**Monday – Thursday:**  
8 a.m. – 5 p.m.  
**Friday:**  
8 a.m. – 4 p.m.

## JOANNE WATFORD NUTRITION CENTER

The Joanne Watford Nutrition Center (JWNC) is a choice food pantry that normally functions like a grocery store, with guests choosing their own food from designated categories. During COVID-19, the JWNC is operating as a drive-through pantry. Clients are given bags of food including fresh produce, meat, dairy and frozen items.

**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.

## PEDIATRIC HEALTH CENTER

The PHC cares for everyday medical needs of children with or without insurance, including Medicaid, CHIP and Superior. 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 is also a designated Center of Excellence for Foster Care.

281.885.4630  
**Monday – Thursday:**  
8 a.m. – 5 p.m.  
**Friday:**  
8 a.m. – 4 p.m.  
*Closed Noon – 1 p.m.*



# & SERVICES

281.885.4600

**Monday**

8 a.m. – 5 p.m.

**Tuesday – Friday**

8 a.m. – 3 p.m.

The 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; physical activities such as yoga; and game nights. Three days a week, seniors can also gather at NAM's 60+ Café for a hot, nutritious lunch with friends—free of charge.

## YOUNG AT HEART SENIOR CENTER

281.885.4622

**Monday – Thursday:**

8 a.m. – 5 p.m.

**Friday:**

8 a.m. – 4 p.m.

Meals on Wheels delivers 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 900 individuals throughout 24 zip codes receive meals. Some seniors also receive meals on Saturdays, monthly grocery deliveries, and/or pet food. The program is possible only because of hundreds of volunteers who deliver the meals along with a friendly smile and a check on well-being.

## MEALS ON WHEELS

**24-Hour Hotline**

281.885.4673 / 888.750.HOPE

**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. 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.

## FAMILY VIOLENCE CENTER

281.885.4616

**Monday – Thursday:**

8:30 a.m. – 4 p.m.

The center helps adults gain the necessary skills to chart a career path that will lead to financial stability. Adults can learn English, take an ESL civics class, or prepare for the GED. Vocational scholarships are awarded to qualifying adults for training in careers such as welding, phlebotomy, certified nursing assistant, and more. THRIVE students also receive job search assistance and financial coaching to meet their goals.

## TRAINING & LEARNING CENTER

281.880.9000

**Boutique Hours:****Monday – Thursday:**

10 a.m. – 4 p.m.

**Friday:** 9 a.m. – 3 p.m.**Donation Center Hours:****Tuesday – Thursday:**

10 a.m. – 4 p.m.

**Friday:** 10 a.m. – 3 p.m.

NAM Resale offers gently-used clothing, household items and more at very affordable prices, in the boutique store as well as online. Income generated helps support NAM's programs and services. Of equal importance, Resale serves NAM's clients when they have a need for clothing or household items by allowing them to choose exactly what they need in the styles they prefer—free of charge.

## NAM RESALE



# SUPPORTING CONGREGATIONS

- ✓ Abiding Word Evangelical Lutheran Church
- ✓ Ahmadiyya Muslim Community - Baitus Samee Mosque
- ✓ Atascocita Community Church
- ✓ Bammel Church of Christ
- ✓ Christ the Good Shepherd Catholic Community
- ✓ Church at Creek's End
- ✓ Congregation Jewish Community North
- ✓ Cy-Fair Christian Church
- ✓ Cypress Creek Christian Church
- ✓ Cypress Trails United Methodist Church
- ✓ Faithbridge Church
- ✓ Fallbrook Church
- ✓ The Foundry United Methodist Church
- ✓ Fruto De La Vid Houston
- ✓ God's Word of Deliverance Apostolic Faith Church
- ✓ New Destiny Praise and Worship
- ✓ 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

- ✓ The 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
- ✓ Houston Northwest Church
- ✓ 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
- ✓ Lifepath Church
- ✓ St. Anthony the Great Orthodox Christian Church
- ✓ St. Dunstan's Episcopal Church
- ✓ St. Edward's Catholic Community
- ✓ St. Ignatius of 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 Spiritual Center Greater Houston
- ✓ Valley Rise Church
- ✓ Victory Christian Center
- ✓ Willowbrook Terrace Chapel
- ✓ Windwood Presbyterian Church



# HELP AND HOPE THROUGH FAITH



In a year that impacted them deeply, NAM's congregations continued to be a rock-solid source of help and hope.

Most of NAM's supporting congregations could not meet in person due to COVID-19. Yet they continued to provide financial gifts to NAM, knowing their partnership was critical to meeting the needs of the community.

Multiple congregations held special food drives for the Joanne Watford Nutrition Center (JWNC). Lakewood Church donated several tons of cleaning and personal care products, as well as fresh fruit and vegetables. And The Church of Jesus Christ of Latter-day Saints delivered two semi-trailer trucks filled with food, as well as volunteers to unload everything.

## **It's yet another example of the key role congregations play in carrying out NAM's mission of Neighbors Helping Neighbors.**

From the very start, congregations have been at the heart of NAM. Back in 1983, ten congregations came together to form NAM and love their neighbors in a tangible way. Today that network has grown to include dozens of 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.

To all of our congregations, we say thank you. With every new challenge, 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.



## VOLUNTEER SPOTLIGHT:

# MARK & PAULA

Mark and Paula are some of NAM's most faithful volunteers. Mark began volunteering at the Joanne Watford Nutrition Center (JWNC) in 2005 after he retired, and Paula joined him a few years later. They also volunteer with NAM's Meals on Wheels, Thanksgiving, and Holiday distributions.

So when the pandemic hit, they knew where they needed to be.

**"There was just this feeling," Paula says. "We didn't even talk about it, it was just like, 'We're going to NAM tomorrow.' It just happened, and it's still happening."**

In fact, Mark and Paula have volunteered at the JWNC *every day* since the pandemic began, working tirelessly to make sure neighbors have food to sustain their families. They have been an essential part of the JWNC team, working alongside the program's two staff members to serve up to 120 families a day.

The pandemic changed how the JWNC operates. Typically, clients choose their own groceries, but for everyone's safety that converted to contactless pick-up. Clients drive up, present a slip of paper from NAM, and bags of groceries are loaded into their car.

Preparing those bags and loading them into cars are just two of the many roles Mark and Paula have filled. Mark picks up donations of food every week from two Kroger stores and the couple's church, Christ the Good Shepherd. They sort food. Stock shelves. Lead and guide other volunteers. And they do it all with a cheerful, humble spirit.

"It was not something we thought a lot about," Mark says of their decision to continue volunteering during the pandemic. "It was the right thing to do—we had the ability to do it, the time to do it, and we knew we were needed. We're not doing a lot outside of our home but we felt safe at NAM—everybody is gloved and masked up. Days went by, then weeks went by, and now it's been months."

Over the years, volunteering at NAM has become a family affair for Mark and Paula. Three of their 16 grandchildren also volunteer at the JWNC. And this December they are looking forward to being with their entire family for a special celebration: Mark and Paula's 50th wedding anniversary.

The love they have for one another is evident in everything they do, and overflows to bless the people around them.

"It's the feeling you get when you're helping others who are very grateful," says Mark. "When you can see on their face, or hear in their voice, that they needed help and we were able to provide it, it just makes you feel real good."

Adds Paula, "We're just grateful we can do it."







# NAM VOLUNTEERS

In the midst of a pandemic, NAM's volunteers never stopped coming. They set aside their own worries and fears, donned masks and gloves, and got to work. That says a lot.

There were mothers and daughters who delivered Meals on Wheels. Families, congregations, businesses and even a college nursing class who loaded groceries into car after car at the Neighborhood Super Site Food Giveaways. Volunteers who packed bags of food in the Joanne Watford Nutrition Center, assisted clients during the intake process, and so much more.

There were even volunteers who served NAM from their homes. Women who usually participate in the Interfaith Quilting Bee, creating quilts for homeless families served by NAM, put their sewing skills to work on a new project: making hundreds of masks for NAM's staff and volunteers. Others wrote letters to Meals on Wheels

recipients, offering words of love and connection to seniors wrestling with loneliness or isolation.

**IN ALL, NAM WAS BLESSED BY 1,500 VOLUNTEERS WHO GAVE 48,203 HOURS OF SERVICE THIS YEAR.**

Volunteers serve in a multitude of roles at NAM. They sort merchandise at NAM Resale, enter data, answer hotline calls, organize toy drives, and so much more. They are absolutely essential to NAM's mission of Neighbors Helping Neighbors.

There's a place for you at NAM as well. 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 visit NAM's website. 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](http://namonline.org/volunteer) or  
 call Crystal Ortiz at (281) 885-4604.



# CORPORATE GROUPS



Argo Surety Group  
CenterPoint Energy  
CHI St. Luke's Health-The Vintage Hospital  
Cypress Creek Hospital  
Eagleburgmann  
ExxonMobil Employees  
ExxonMobil: Admin Team  
ExxonMobil: Caspian OBO Team  
ExxonMobil: Chemicals Team  
ExxonMobil: Global Controls Team  
ExxonMobil: Govt. & Public Affairs Team  
ExxonMobil: Infrastructure and Environment Team  
ExxonMobil: Intermediates Team  
ExxonMobil: IT Team  
ExxonMobil: Law Team  
ExxonMobil: SeaRiver Team  
Flowserve

Houston Methodist  
HPE Interns  
Illinois Tool Works Inc.  
Jack Henry & Associates  
Lewa-Nikkiso  
Molen and Associates  
National Oilwell Varco  
Paychex  
PurePoint Financial  
PV Fluid Products  
ReMax Universal- Matthew Guzman  
RioTel  
Sabinal Energy  
Skechers USA  
Southwestern Energy  
Technip FMC  
WorldPay  
Veritex Bank

# SERVICE AFFILIATES

AARP- Senior Employment  
Abiding Word Lutheran School  
Alpha Kappa Alpha, Omicron Tau Omega Chapter  
Champions Sunrise Rotary Club  
Commissioner Pct. 4 Senior Adult Program  
Community Connections  
Cypress-Woodlands Junior Forum  
Da Gang Golfer's Club  
E.B.O.N.Y.  
First Choice Homes  
Houston Northwest Filipino American Community  
Interactive College of Technology  
Junior Guild, Inc.  
Junior League of The Woodlands, Inc.  
Klein Collins Cultural Heritage Appreciation Club  
Klein High School  
Klein High School Life Readiness Program  
Klein Forest High School Life Readiness Program  
Klein Oak High School Life Readiness Program  
Legacy League, Inc.

Lonestar College-North Harris  
Lonestar College- Tomball  
Lonestar Leadership College  
Lonestar College-North Harris Student Ambassadors  
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  
Northland Christian School  
Philippine Nurses Association of North Houston  
Primrose School of Champions  
Reach Unlimited  
Sam Houston State University - School of Nursing  
Spring High School  
St Pius X High School  
TEAM Abilities  
Texas Women's University  
Willowbrook Rotary Club

# HOLIDAY 2019

Alfa Romeo Club  
Augusta Meadows Apartments  
BXS Insurance  
Canyon Gate at NorthPointe  
Champions Fire Department  
Chaparral Management  
Conservatory at Champion Forest  
Cypress Ladies Book Club  
Detection Suppression Int.  
Doerre Enigma Teams- Klein ISD  
VorTX  
Gary Greene Better Homes and Gardens Real Estate

Heritage Texas Properties  
Houston Methodist Willowbrook Hospital  
HP Inc.  
H&R Block  
Ladies Association at Champions Park  
Molo Montessori  
Office Systems of Texas  
Pointnext Supply Chain  
Propel Physical Therapy  
VORTX 3735





# JEANS & JEWELS



With events and gatherings canceled all over the world, the 2020 Jeans & Jewels committee knew this year would be different. Virtual events quickly became popular, but NAM decided to take a different path.

“The need was so tremendous that our staff started taking on other duties,” says Samantha Anchia, Director of Development. “We wanted to put all of our resources into helping the community.”

So after intently following the local trends of COVID-19, the 2020 Jeans & Jewels events were canceled, including both the luncheon and gala. Instead, NAM launched a campaign called “Jeans & Jewels: Together Apart but Still Shining.” Donors were simply asked to make a donation equal to or greater than their contribution in past years.

There were no chairs, and no honorees. But as stories were told of people being helped by NAM, donors responded. With minimal expense, Jeans & Jewels surpassed its goal of \$350,000 —raising nearly \$400,000 this year.

“Our donors knew that 100 percent of their support was going to the community, to help someone in need,” says Samantha. “They felt good about that, and we’re so grateful for their continued generosity.”



## HEALING THROUGH ART

In 2019, Bimbo Bakeries USA contacted NAM to arrange a corporate tour. Bimbo has its roots as Mexico’s largest bakery but now owns popular U.S. brands as well, such as La Hacienda, Mrs. Baird’s, Entenmann’s, Oroweat, and Sara Lee.

As they learned about NAM’s mission, the company’s local leaders quickly became passionate about lending a hand. They volunteered at the 2019 holiday toy distribution, brought treats and snacks, and offered their assistance in numerous ways.

But their biggest contribution came as NAM was building the Centralized Intake office.

“What caught their attention was that people come to NAM with such devastating stories of need, and they enter a room that just looked like a waiting area,” says Samantha Anchia, Director of Development.

Bimbo had connections to an artist, Angel Quesada, so they hired him to bring inspiration to the room. Now when people come to NAM for their first appointment, instead of bare walls they are surrounded by beauty, color, and the word “Hope” in multiple languages.

“It’s a beautiful reminder,” Samantha says, “that in the midst of difficult days, NAM brings help and hope.”





## THE NAM ENDOWMENT FUND: PROVIDING HELP & HOPE FOR THE FUTURE

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 on 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](http://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](mailto: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](mailto:bcarr@namonline.org).

Thank you to our Legacy Society donors:

**Bill Farrell**  
**Jackie and Pat Riley**  
**Jack Hardison**  
**Mary Helen Chachere**  
**Darlis and Tom Fuller**  
**Cindy and Scott Chenoweth**  
**Dr. Raul Sepulveda**  
**Lynne and Dave Anderson**  
**Linda and Harlan Martens**  
**Barbara and Rusty Schlattman**  
**Denise and Buddy Bolt**  
**Lauren and Brian Temple**  
**Brian Carr**  
**Margi & Rick Crump**  
**Anonymous**





# NAM COLLABORATIONS



- 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
- 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
- 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 Welnity
- Volunteers of America
- Walgreens
- WIC and SNAP Programs
- Women's Resource of Greater Houston
- Workfaith Connection
- Workforce Solutions

# COMMUNITY

## 1 Million +

Anonymous  
Greater Houston Community Foundation

## Guarantors

**\$250,000 - \$999,999**

Anonymous  
United Way of Greater Houston  
City of Houston  
HUD Treasury  
Episcopal Health Foundation  
Houston Food Bank  
Houston Methodist

## Guardians

**\$100,000 - \$249,999**

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Governor Fiscal Inv.  
EFSP National Board  
The Hamill Foundation  
Texas Health and Human Services Commission  
Tomball Hospital Authority  
American Red Cross

## Executive Directors

**\$35,000 - \$49,999**

Anonymous  
Harry S. and Isabel C. Cameron Foundation  
The Church of Jesus Christ of Latter-Day Saints  
(Houston North Stake)  
Texas Attorney General  
Hancock Whitney Bank

## Directors

**\$25,000 - \$34,999**

Anonymous  
Southwestern Energy  
Harrell Family Foundation  
The Simmons Foundation  
Kroger #395  
Borden Dairy Company  
Mustang Cat Charitable Fund  
PurePoint Financial  
Houck Family Foundation  
Veritex Community Bank

“We have always held to the hope, the belief, the conviction that there is a better life, a better world, beyond the horizon.” – Franklin D. Roosevelt

The Brown Foundation  
Texas Department of Agriculture  
Coalition for the Homeless of Houston  
Wal-Mart #1103 - Cornerstone  
Houston Endowment  
Meals On Wheels America

## Presidential Directors

**\$50,000 - \$99,999**

Anonymous  
Treasurer of Harris County  
Bishop Center Storehouse / The Church of Jesus  
Christ of Latter-Day Saints  
PV Fluid Products  
Bank of America Foundation Charitable Foundation  
Emergency Food and Shelter Program  
Alliance of Community Assistance Ministries  
Harris County Hospital District Foundation  
Linda J. and Harlan C. Martens Foundation  
The Cullen Trust for Health Care

## Presidential Partners

**\$15,000 - \$24,999**

Anonymous  
The William J. and Dorothy K. O'Neill Foundation  
Kinder Morgan Foundation  
Lulu Bryan Rambaud Charitable Trust  
The Waggoners Foundation  
Del Barto-Tramonte Foundation  
Shell Oil Company Foundation  
Isla Carroll Turner Friendship Trust  
Sempra Energy Foundation  
The George and Mary J. Hamman Foundation

## Executive Partners

**\$10,000 - \$14,999**

Anonymous  
Boy Scouts/Phoenix District Sam Houston Area  
Council  
Union Pacific Foundation



# PARTNERS

Harris County Domestic Violence Coordinating Council  
Hildebrand Foundation  
Houston Methodist Willowbrook Hospital  
Huntsman International  
John M. and Marjorie Miller Charitable Foundation  
MAXIMUS Foundation  
Robert W. and Pearl Knox Charitable Foundation  
The Congregation of the Sisters of Charity Incarnate Word  
The John T. Shea Foundation  
The Lewis and Joan Lowenstein Foundation

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

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Centerpoint Energy  
ExxonMobil Foundation  
Independent Bank  
Big Lots Foundation of The Columbus Foundation  
M & D Ace Cypress  
Kroger Company Foundation, Southwest Division  
The Benevity Community Impact Fund  
Abby's Daycare & Learning Center  
Alvin A. and Roberta T. Klein Charitable Trust Fund  
Albert and Ethel Herzstein Charitable Foundation  
Ash Grove Charitable Foundation  
Chevron  
H-E-B  
Junior League of The Woodlands  
National Christian Foundation  
The Edward & Helen Oppenheimer Foundation  
The Jackson Foundation  
The Sprouts Healthy Communities Foundation  
Vectren Foundation  
Wells Fargo Advisors

AbbVie  
Reverse Mortgage Solutions  
Shell Oil and Motiva (HERO) Program  
Willowbrook Rotary Foundation  
Woodforest Charitable Foundation  
Hewlett Packard Enterprise  
Panera Bread  
Strack Intermediate School  
Kroger #364  
Andrews Foundation  
Earthstone Energy  
Bentley & Associates  
Caldwell Companies  
Communities Foundation of Texas  
Ironman Foundation  
Lock and Mane  
VGF Legacy Fund  
Loyalty Plumbing  
Aldi Grocery Store  
Fun4Seniors  
EOG Resources  
BNSF Railway Foundation  
Meyer Elementary School  
Enterprise Products Operating  
Twin Eagle Resource Management  
Sam and Ada Petro Foundation  
BXS Insurance  
Girl Scouts San Jacinto Council  
Klein ISD  
Allstate Giving Campaign  
Harmony Science Academy  
Albertsons Safeway  
Charitable Adult Rides & Services  
Kroger Spring #130  
The Mehlhop Charitable Fund / Ayco Charitable Foundation  
BancorpSouth Foundation

“Remember, Hope is a good thing, maybe the best of things, and no good thing ever dies.”  
–Stephen King

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

Anonymous  
P&N Machine  
Twin Eagle Resource Management  
America's Best Local Charities

Champions Women's Club  
Klein Funeral Homes and Memorial Parks  
Meals on Wheels Texas  
Somont Oil

# INDIVIDUAL

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“Hope is one of the principal springs that keep  
mankind in motion.” – Thomas Fuller

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 Daniel Pleshko  
 Joyce Pyle  
 Tom Ransom  
 Jeffrey Richter  
 Pam Roper  
 Leah Sheridan  
 Irene and Arnold Skor  
 Rosalie and James Smith  
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“Once you choose hope, anything’s possible.”  
 – Christopher Reeve

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 Marlene and Peter Dalrymple  
 Charles Hancock  
 Sue and Tom Kikis  
 Richelle and Gabe Birdsall  
 Britni Rivera  
 Cary Iverson  
 Tiffani and Cory Young  
 Vickie DeNeui  
 Rose and Louis Villarreal

Regina Boutte  
 Charles Brittan  
 Bernadette Brown  
 Karen and Gary Buck  
 Francis Burghart  
 Casey Campbell  
 August Canik  
 Frank Chaffin  
 Patrick Coyne  
 Richard Davis

Jeanie and John Stark  
 Dennis Stavinoha  
 Angela Svetlik  
 Ronald Toth  
 Elizabeth and John Vint  
 Sara and Darren Ward  
 Chipley Webb  
 Wanda Williams  
 Ms. Cendy Dodd

# FY 2019-2020

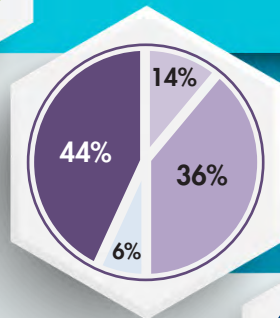
**131,319 people served**  
(based on monthly totals for  
individuals served)

## STATISTICS & DEMOGRAPHICS



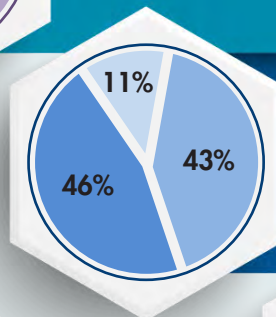
### RACIAL MAKE UP

Hispanic/Latino.....	55%
African American.....	32%
Caucasian.....	9%
Asian.....	3%
Other.....	1%



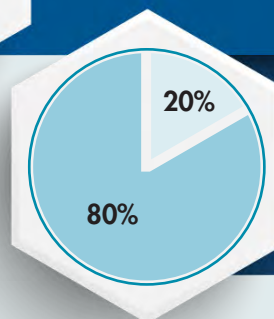
### EMPLOYMENT STATUS

Children Under 18 Years Old.....	44%
Unemployed.....	36%
Employed.....	14%
Retired.....	6%



### AGE

0-18 Years old .....	43%
Adults (19-59) .....	46%
Seniors (60 Plus)...	11%



### POVERTY LEVEL

Above.....	20%
Below.....	80%

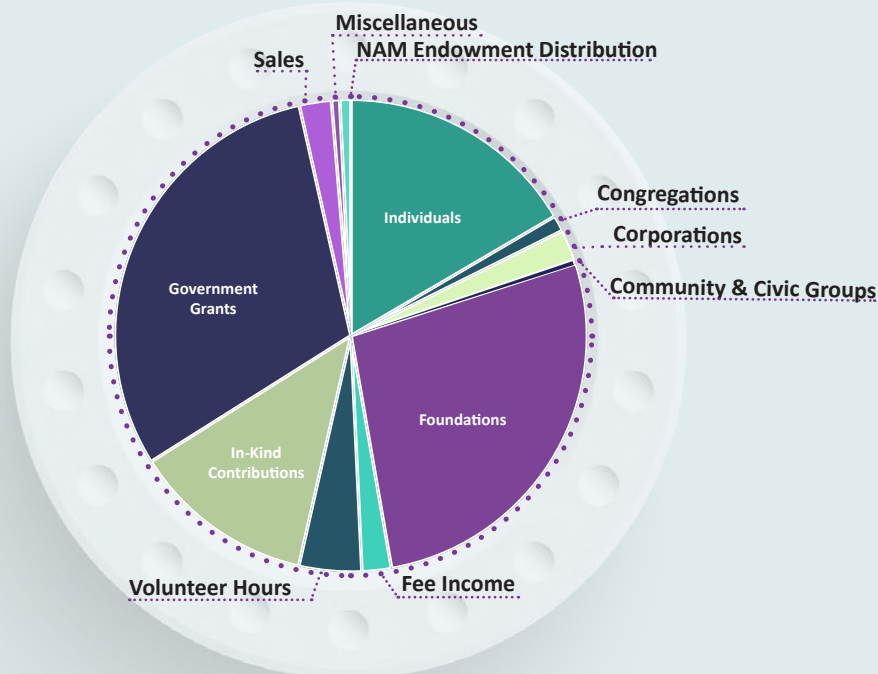


# FINANCIALS

2019-2020

Statement of Activities for the  
Twelve Months Ended 9/30/20

## REVENUE \$12,850,333



- Individuals
- Congregations
- Corporations
- Community & Civic Groups
- Foundations
- Fee Income
- Volunteer Hours
- In-Kind Contributions
- Government Grants
- Sales
- Miscellaneous Income
- NAM Endowment Distribution

## EXPENSES \$12,733,456

- Fundraising and Development
- Management and General
- Program Services

