

Assistance Program
281-583-5600

Children's Clinic
281-885-4630

Family Violence Center
281-885-4673 | 1-888-750-4673

Fifty Plus
281-885-4600

Interfaith Hospitality Network
281-885-4567

Meals on Wheels
281-885-4623

Corner Resale Shop
281-885-4544

NAM Resale Shop
281-897-8952

NAM Resale Shop | Distribution Center
281-880-9000

Rotary Learning Center
281-885-4616

Shelter & Energy Assistance
281-885-4526



Neighbors Helping Neighbors



Our History

NAM was formed in 1983 by ten Covenant Congregations who agreed to set aside their theological differences and pool their resources in a manner to better serve the will of God in addressing the needs of the poor. Today, NAM is a multi-program social service agency supported by over 43 covenant congregations, 17 Service Partner organizations and over 160 business Community Partners.

Our Staff & Volunteers

NAM has approximately 80 employees and 2,000 volunteers. NAM's Meals on Wheels program alone relies on over 500 volunteer drivers each month to deliver meals to homebound seniors and disabled individuals.

Our Mission

To strive to meet basic human needs through Neighbors Helping Neighbors.

Our Vision

NAM's vision, grounded in our mission and true to our values, is a community in which Neighbors care for Neighbors through our 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

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

Neighbors Helping Neighbors...

TODAY, TOMORROW, AND FOR FUTURE GENERATIONS

Starting in the 2007-2008 fiscal year, NAM launched a three-part fund raising campaign to boost individual giving, to build a cash reserve, and to encourage planned gifts for the NAM Endowment.

NEIGHBORS... TODAY

THE ANNUAL FUND

The Annual Fund is unrestricted and is used where it is needed most. Any surplus in the Annual Fund at the end of a fiscal year is transferred into the cash reserve. The Annual Fund boosts NAM's annual operating revenues and helps the organization meet current, urgent community needs through its programs and services.

NEIGHBORS... TOMORROW

THE EMERGENCY PREPAREDNESS FUND

In a recent capacity mapping study conducted by the Zip Code Assistance Ministries Collaborative, NAM received exemplary ratings. The study recommended that NAM establish a minimum three-month cash reserve to provide a cushion in times of emergency. Our three-month goal is a start; the long term goal is to fund a six to twelve month reserve. The Emergency Preparedness Fund is a "rainy day fund" that helps NAM serve the community when it needs our help the most, such as during natural disasters and economic downturns.

NEIGHBORS... FOR FUTURE GENERATIONS

THE ENDOWMENT FUND

The mission of NAM's Endowment Fund is to ensure the future services of NAM by providing a permanent source of income from endowed funds. The goal of the Endowment Fund is to enhance the financial stability of NAM and to provide financial security for the future. Annual distributions from the Endowment Fund go toward the maintenance of NAM's building. Future distributions may also help pay down the building note or cover capital expenses.

Northwest Assistance Ministries Consolidated Statement of Activities - Budget Comparison For the Twelve Months Ended Sept. 30, 2009 - Unaudited

	Year to Date		
	Actual	Budget	Variance
Proceeds			
Individuals	969,499	1,184,420	(214,921)
Congregations	273,000	236,438	36,562
Corporations	211,519	291,179	(79,660)
Community & Civic Groups	77,166	57,850	19,316
Foundations	1,510,480	1,528,804	(18,324)
Fundraisers	5,832	9,918	(4,086)
Fee Income	532,632	494,969	37,663
In-Kind Contributions	3,408,843	2,343,172	1,065,671
Government Grants	1,462,582	1,664,666	(202,084)
Sales	1,222,231	1,764,265	(542,034)
Rent & Miscellaneous Income	43,272	34,548	8,724
Nam Endowment Distribution	49,917	50,000	(83)
Total Proceeds	9,766,973	9,660,229	106,744
Expenses			
Salaries & Wages	2,595,554	2,901,424	305,870
Volunteer Hours	758,320	902,951	144,631
Fringe Benefits	613,941	725,592	111,651
Employee Related Expenses	36,015	62,633	26,618
In-Kind Contributions	2,507,034	1,440,221	(1,066,813)
Assistance - Food	218,061	233,946	15,885
Assistance - Shelter	706,468	782,184	75,716
Assistance - Clothing	73,560	66,900	(6,660)
Assistance - Medical	235,636	252,568	16,932
Assistance - Transportation	53,028	53,120	92
Assistance - Legal & Identification	1,204	2,099	895
Assistance - Education Services	34,314	48,250	13,936
Office Equipment & Supplies	61,213	72,579	11,366
Vehicle Operating Expenses	48,433	56,879	8,446
Repair & Maintenance	83,113	80,861	(2,252)
Postage & Freight	33,603	48,110	14,507
Utilities & Building Cost	353,599	403,047	49,448
Rental Expense	450,534	445,824	(4,710)
Purchase Services	412,375	387,200	(25,175)
Taxes & Licenses	60	3,169	3,109
Communications	47,015	57,701	10,686
Depreciation & Amortization	189,237	187,810	(1,427)
Public Relations	197,505	222,034	24,529
Insurance	75,474	93,180	17,706
Interest Expense	91,356	95,385	4,029
Miscellaneous Expense	35,594	34,562	(1,032)
Total Expenses	9,912,246	9,660,229	(252,017)
NET SURPLUS/(DEFICIT)	(145,273)	0	(145,273)

2008-2009 EXECUTIVE BOARD OF DIRECTORS

Thomas J. Forestier, Chair
Harlan C. Martens, Vice Chair

Pauline D. Adams
Susan Caldwell
John Carson
Regina Curry
Stan Curtis
Rev. Ginny Brown Daniel
Dr. Ralph H. Draper
David L. Jones
J. Kimball Kehoe

Lee Labrada
Woody Lyons
Rev. Stephen Sohns
Valerie vonBerg
Non-Voting
Denese Hammon
Carole Little
Andrew Cochran

2008-2009 ENDOWMENT BOARD

H.P. "Pat" Riley, Chair

Buddy Bolt
Mack Elbert Coker
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Eddie Harrell
Stanley C. Horton
Pam Hughes

J. Kimball Kehoe
Carole Little
Charles G. Manley
Rusty Schlattman
Lionel Sirois
Valerie vonBerg

2008-2009 NAM MANAGEMENT TEAM



Carole Little
President & CEO



Denese Hammon
CFO



Rebecca Landes
VP of Service Programs



Maria Magee
VP of Fund Development



Randy Boyer
Director of Operations

2008-2009 PROGRAM DIRECTORS

Lynn Mikhail | Assistance
Rosemary Eldousoky | Children's Clinic
Donna Amtsborg | Family Violence
June McFadden | Fifty Plus
Pampi Bartels | Information Technology

Karen Weakly | Interfaith Hospitality Network
Bambi Alderson-Shields | Rotary Learning Center
Grace Jackson | Senior Services & Meals on Wheels
Debbie Crum | Shelter & Energy Assistance



Tom Forestier
Chairman, Executive Board

Dear Friends,

The 2008-2009 fiscal year was a very challenging one for our nation, our community and for NAM. The recession has brought many people to our doors who have never had to ask for help before. In fact, requests for NAM services increased by over 30%! At the same time, revenues were down by about 10%. NAM has always been one of the most efficient and cost-effective charities in town, but this year our resources were stretched to the limit. Despite these challenges, NAM served a record 148,000 individuals this year, an increase of 28,000 from our prior fiscal year.

In order to meet the growing need with decreasing resources, NAM cut expenses significantly. We streamlined processes, renegotiated vendor contracts, and implemented cost savings in every department. We were able to cut our budget by 10%, to keep pace with the decrease in donations, while still serving more people than ever before.

In spite of the many obstacles faced this year, the community rallied to our side. The number of new NAM volunteers increased by 55%. Our congregations exceeded their fund raising goal for NAM. In-kind support of good and services from area businesses increased. Through even the darkest days, NAM saw the true spirit of Neighbors helping Neighbors which is our cornerstone.

Most people come to NAM because they are experiencing a crisis in their lives – unemployment, eviction, medical problems, domestic violence. NAM provides short-term assistance, but also has the long-term goal of leading people to self-sufficiency. Our four-story headquarters on Kuykendahl is truly a “one stop shop” for social services. This “one stop shop” is needed today more than ever.

NAM has been recognized time and again for the effectiveness of its program and for its cost-efficiency. We are proud to be able to say that nearly ninety cents of every dollar raised goes to direct services. NAM could not carry out its work without the community’s support, and is a good steward of the resources it receives.

The neighborly spirit that is the essence of NAM is alive and well. NAM has been there for the community for twenty-six years, and is well poised to meet the needs of our community in good times and in bad... thanks to the generous community that makes our work possible.

Tom Forestier
Chair, Board of Directors

Carole Little
President & CEO



Carole Little
President & CEO

MAKE CHANGE



Making Change

Many Neighbors in Need come to NAM in desperate circumstances which could have been avoided with some good budgeting skills. To foster money management education for the next generation, NAM teamed up with Bank of America and Spring ISD on the Making Change project. In the 2008-2009 fiscal year, grades K-5 in all of Spring ISD’s elementary schools participated. Bank of America volunteers and NAM

staff made presentations about the importance of budgeting to the children. Then, for six weeks, students collected coins and brought them to class. Teachers helped the students budget a portion of the collection to be saved, a portion to be spent, and a portion to be shared. The portions to be saved and spent went to classroom needs. The portion to be shared was donated to NAM, to be used for the Back to School project. The Spring ISD administration donated over \$3,000 to NAM.



Team NAM



Team NAM was started by NAM volunteer Andy Chow, who wanted to combine his talent for marathon training with his passion for NAM. Andy charges a small fee for marathon training, and makes a donation to NAM for each participant. Many of the runners participate in the annual Chevron Houston Marathon and raise additional money for NAM through sponsorships.

In 2008, NAM became an official benefit charity of the Chevron Houston Marathon. Together, marathon runners and Team NAM members raised over \$20,000 for Neighbors in Need.



Public Policy

NAM's Public Policy Committee collaborates with other area organizations to stay abreast of pending legislation impacting NAM, implements programs designed to help clients advocate for themselves, generates awareness of upcoming legislation affecting NAM, advocates for NAM clients, and fosters good relationships with public officials to raise awareness of the work NAM does in the community.

In the 2008-09 fiscal year, the committee partnered with the North Houston Greenspoint Chamber of Commerce and the Northwest Houston Chamber of Commerce to visit state legislators in Austin.

2009 Legislative Breakfast

Panel

State Representative Sylvester Turner
 State Representative Debbie Riddle
 State Representative Patricia Harless
 State Representative Allen Fletcher
 State Representative John Zerwas

Harris County District Attorney Pat Lykos
 Harris County Sheriff Adrian Garcia
 Harris County Constable Ron Hickman
 City Council Member Jarvis Johnson
 City Council Member Ronald Green

Moderator

Tom Forestier

2008-09 COVENANT CONGREGATIONS

- | | |
|---|---|
| Bammel Church of Christ | Northwest Bible Church |
| Champions Ward, Klein Texas Stake, | Northwoods Presbyterian Church |
| The Church of Jesus Christ of Latter-day Saints | Plymouth United Church |
| Christ the Good Shepherd Catholic Community | Prince of Peace Catholic Community |
| Church of Champions | Resurrection Lutheran Church |
| Congregation Jewish Community North | Spring Creek Seventh Day Adventist Church |
| Cy-Fair Christian Church | Spring Cypress Presbyterian Church |
| Cypress Creek Christian Church | Spring Woods United Methodist Church |
| Faithbridge United Methodist Church | St. Anthony the Great Orthodox Christian Church |
| Harvest Time Church | St. Dunstan's Episcopal Church |
| Holy Comforter Episcopal Church | St. Edward Catholic Community |
| Hosanna Lutheran Church | St. Ignatius Loyola Catholic Community |
| Immanuel United Church | St. James the Apostle Catholic Church |
| John Wesley United Methodist Church | St. Timothy Lutheran Church |
| Kinsmen Lutheran Church | The Daily Bread Church |
| Klein United Methodist Church | Trinity Lutheran Church |
| Lakewood United Methodist Church | Unity Church of North Houston |
| Ninth Church of Christ, Scientist | Wildewood Baptist Church |
| Northchase Community Church | Windwood Presbyterian Church |

2008-09 SUPPORTING CONGREGATIONS

- | | |
|--|-----------------------------|
| Fallbrook Church | Northwest Community Church |
| Hope Community Evangelical Covenant Church | St. Peter's Anglican Church |
| New Life Christian Reformed Church | Victory Christian Center |
| Pathway Church | |

Community Partners

Community Partners are businesses, foundations, or service organizations that support NAM annually at the \$1,000 level and above.

Champions (\$1,000,000 +) Vita Cost

**Guarantors
(\$250,000-999,000)**
Greater Houston Community Foundation
The Methodist Hospital

**Guardians
(\$100,000-249,000)**
Biostar International Corporation
Houston Endowment Inc.
The Hamill Foundation
United Way of Greater Houston

**Presidential Directors
(\$50,000-99,999)**
Hewlett Packard
Isla Carroll Turner Friendship Trust
Nourish America
UBS Financial Services, Inc.

**Executive Directors
(\$35,000-49,999)**
The William J. and Dorothy K. O'Neill Foundation, Inc.

**Directors
(\$25,000-34,999)**
Bank of America
John P. McGovern Foundation
KB Homes, Inc.
Newfield Exploration Co.
Rockwell Fund, Inc.
The Simmons Foundation, Inc.
The Vale-Asche Foundation
Ultra Petroleum
Wal-Mart - Cornerstone

**Presidential Partners
(\$15,000-24,999)**
Carl C. Anderson Sr. & Marie Jo Anderson Foundation
Citation Oil & Gas Corp.
Curtis & Doris K. Hankamer Foundation
National Charity League - Cypress Creek Chapter
Spindletop Charities, Inc.
St. Luke's Episcopal Health Charities
The John G. & Marie Stella Kenedy Memorial Foundation Inc.

The Brown Foundation, Inc.
The Sisters of Charity of the Incarnate Word
Univera Lifesciences
Wal-Mart - #1103

**Executive Partners
(\$10,000-14,999)**
Anadarko Petroleum Corporation
A-OK Transmission
Clubcorp Charities, Inc- The Greenspoint Club
ConocoPhillips
Cypress-Woodlands Junior Forum
EnerVest
HCC Insurance Holdings, Inc.
Heart to Heart International
Houston Northwest Medical Center/Tenet Healthcare
Junior League of Houston, Inc.
Kroger #275
Kroger Shares Program
Target #2144
The Prudential Foundation
The Frees Foundation
Wyeth Consumer Healthcare

**Partners
(\$5,000-9,999)**
American Nutricentials, Inc.
Caldwell Companies, Inc.
Data Retrieval Corporation
Deutsche Bank Americas Foundation
ExxonMobil Foundation
Family Aid Project
God's Share Foundation, Inc.
Joe B. Foster Family Foundation
Kellogg Brown & Root
Kuehnle Elementary School
Labrada Nutrition
Margaret & James A. Elkins, Jr. Foundation
Mirror Lake Landscapes, Pools, & Waterfalls
Ray C. Fish Foundation
Sam's Club # 4721
Shirley Acres
Smith Production Inc.
Strake Foundation
Target # 2066
The Crump Foundation
The Lyons Foundation
Union Pacific
United Casing Inc.
Willowbrook Rotary Foundation

**Friends
(\$1,000-4,999)**
ABC Pest, Pool & Lawn Services
Administaff
Baker Hughes Incorporated
Bammel Middle School
BJ Services Company
Boy Scouts Troop # 866
BP Foundation
Brighton Collectibles
Builders Drywall, Inc.
CCGVeritas, Inc.
CenterPoint Energy
Champion Area Teen Service Society
Cornerstone Garden Apartments
CSI Technologies
Cub Scout Pack# 1324
Curves For Women
Cy-Fair Houston Chamber of Commerce
Cypress Creek Senior High School
Cypress Creek YMCA
Cypress Fairbanks Medical Center Hospital
Dekaney High School
Del Barto Tramonte Foundation Inc.
El Paso Corporation
Equipment & Technical Services Inc.
FM Mury Energy, LLC
Fred Fincher Motors
Fricasa L.P.
Friends of J Kent Adams
Grace Crossing - Church of Christ
Greenwood Forest Elementary School
HEB
Hildebrandt Intermediate School
Houston Federal Credit Union
Houston Golf Association
Houston Parrot Head Club
John T. Shea Charitable Foundation
Junior Guild, Inc
Kinder Morgan Foundation
Klein Collins High School
Klein Food Services
Klein Forest High School
Klein Funeral Homes
Klein High School Latin Club
Klein I.S.D.
Krahn Elementary School

Local Independent Charities of Texas
Lone Star College
Long Horn Rod & Custom Club, Inc.
Lulu Bryan Rambaud Charitable Trust
Marek Family Foundation
Mary's Gone Crackers
Mustang Tractor & Equipment Co.
National Charity League - Cypress Belles Chapter
National Charity League - Yellow Rose Chapter
Noble Energy, Inc.
Northland Christian School
Payless ShoeSource
Playhouse 1960
Primrose School of Champions
Refining Redefining
Robert J. & Pearl W. Knox Charitable Foundation
Ronnie & Cathy Matthews LTD
Safeway Inc.
Sam's Club Foundation
Schultz Elementary School
Sempra Energy Foundation
SME - Specialized Mechanical Equipment
Smith International Inc.
Spring I.S.D.
St. Mary Land & Exploration Company
Sysco Corporation
Teens 4 Jeans
The Edwards Charitable Foundation
The Robert H. and Anita Q. Lawe Foundation
The Transporter Inc.
Theiss Farm Market
Trustmark National Bank
TXU Energy
Universal Technical Institute8
Verizon Wireless
Walden Books
Wal-Mart Foundation
Wells Fargo
Westfield High School
We-Win!
Williams Companies
Willowbrook Mall Office
Willowbrook Terrace Chapel
Yeager Elementary School

Jeans & Jewels 2008

Jeans & Jewels is NAM's largest annual fundraising event. It consists of a raffle, a luncheon and style show, and a gala.



Gala Chairs

Nita Bedford & Susan Diehl

Gala Honorees

Lindy & Steve Hamblin

Gala Committee

*Pauline Adams

Donna Barrett
Sharon Barton
Nita Bedford
Susan Byram
Kristie Campbell
Judy Carr

*Kathy Carson

Carrie Cash

*Peggy Jo Coker

Andi Cook

*Margie Crump

Carmen Davey
Robine Dengel

*Susan Diehl

Cindy Doyle

*Suzanne Ellis

Susan Forestier

*Raelene Hill

Bonnie Knowlton
Rosemary Long
Jeannette Loverdi
LaDonna MacDonald
Thelma Marsh
Diane Porter

*Jackie Riley

Marti Schwind

*Lou Shirley

*Louise Slater

*Kathy Stevens

*Sue Stewart
Connie Stick

*Valerie vonBerg

Pam Hughes
Barbara Watson



2008
Luncheon Honoree
Cindy Doyle

Luncheon Chairs
Pauline Adams
Nita Bedford
Kathy Carson
Peggy Jo Coker
Margie Crump
Susan Diehl
Suzanne Ellis
Raelene Hill
Jackie Riley
Lou Shirley
Louise Slater
Kathy Stevens
Sue Stewart
Valerie vonBerg

* Advisory Committee Members

Holiday Project

During the holidays, community support for Neighbors in Need is overwhelming and inspiring to see. The families NAM serves live paycheck to paycheck when they are employed, and live on the brink of homelessness when they are out of work. There is no money left over for Thanksgiving dinner or holiday gifts. Many parents face the heartbreaking dilemma of having to decide between granting their children's holiday wishes and paying the rent or keeping the heat on.

Thanks to community donations and volunteers, NAM makes the holidays brighter for needy families each year. In November and December of 2008, NAM's annual Holiday Project provided 1,163 families with holiday dinners and groceries to last several days, as well as toys and gifts for 3,351 children and teens.

The holidays truly bring out the spirit of giving that is at the heart of NAM's work.



Service Partners

Service Partners are service organizations that support NAM through volunteerism, in-kind and/or monetary donations.



Cypress-Woodlands Junior Forum
E.B.O.N.Y.

Harris County Medical Society Alliance-North Branch
Houston Association of Life Underwriters
Houston Intercontinental Kiwanis Club
Houston Northwest Chapter of Kappa Alpha Theta Alumnae
Junior Guild
Junior League of North Harris County

Metropolitan Business Alliance
NCL - Champions Chapter
NCL - Cypress Belles Chapter
NCL - Cypress Creek Chapter
NCL - Wildflower Chapter
NCL - Yellow Rose Chapter
Rotary Club - Houston FM 1960
Rotary Club - Northwest Houston Sunrise
Rotary Club of Willowbrook

Proud member of the



Individual Donors

NAM wishes to thank all of its individual donors. Listed below are those individuals who contributed \$1,000 or more during the 2008-2009 fiscal year (10/01/008-09/30/09).

Laura and James Addison
Jo Ann and Walter Allen
Lynne and Dave Anderson
Nancy Anderson
Gloria and Gerald Avant
Pamela and Craig Bailey
Brenda and James Ball
Laura and Howard Barousse
Eli Barron and Martha Mata
Carol and Randall Barta
Carol and Gordon Beaty
Carolyn Benoit
Evelyn and E. Bruce Bentley
Saloua and Alan Bentz
Carolyn and Craig Blanchard
Denise and Charles Bolt
Cathie and Bob Bond
Glenn E. Bord
Irene Bourke
Randy Boyer
Diane and Greg Braun
Susan and Scott Brodie
Vicki and Robert Brown
Lea and Ray Brown
Dr. and Mrs. Louis Bujnoch
Marilyn and Ronald Campbell
Lynn Campbell
Kathy and John Carson
Kenneth Castlebury
Jeannette and Peter Cayea
Renate and Bruce Chancellor
Carol and Calvin Cobb
Susan Cofran
Andi and Reed Cook
Dorothy and Nathan Cotman
Margie and Rick Crump
Patricia and Stanley Curtis
Susan and David Diehl
Betty and David Dodd
Dr. Ralph L. Draper
Kathy and W. Don Drover
Karen and Larry Dubose
Margaret and Charles Dunagan
Carole and Ron Edwards
Rosemary Eldousoky
Suzanne and Edward Ellis
Dr. and Mrs. William Fagan
Carol and William Farrell
Melissa and Gary Ferguson
Pam and Richard Fessler
Pearl L. Fincher

Sarah and Doug Fisk
Dr. and Mrs. Ray Fitzgerald
Dr. and Mrs. Richard Foley
Susan and Tom Forestier
Joe B. Foster
Dr. and Mrs. Joe Fowler
Nancy and James Fowler
Darla and Stewart Fox
Wendy and James Fryogle
Anthony T. Gibbon
June and Gerald Gibson
Barbara and James Giles
Mary and Jeff Giles
Cynthia F. Gilliam
Margaret and William Ginder
Judy and John Goodale
Elizabeth and Irvin Gregory
Michael Griffith
Betty and Vincent Guariglia
Lindy and Steven Hamblin
Cheri and Gregory Hardin
Betty Harman
Sandra and Eddie Harrell
Dawn and Benjamin Harvey
Julie and Benjamin Hatfield
Anne and Jamal Hazzan
Marie Elaine and Richard Hebert
Janis and Donald Heider
Carolyn and Robert Henrichs
Constable Ronald G. Hickman
Jacquelyn and Manuel High
Valerie and Steven Hllis
Debbie and Stan Horton
Cathryn L. Howard
Ingrid and Andrew Hoyle
Pam and Robert Hughes
Charles Hulbert
Beth and Harold Hutton
Cwendolyn and Robert Jackson
Linda and Donald Jennings
Jan and Gregory Jewell
Bobby P. Johnston
Sherri and Dave Jones
Mary and J. Kimball Kehoe
Ted Keuthan
Mary and Robert Kimball
Pam and Kim Kinne
Bonnie and John Knowlton
James R. Kosloskey
Sharon and Michael Krenek
Laurie and Charles Kruse

Robin and Lee Labrada
Sandra and Julian Lamborn
Brigitte and Michael Lane
Nancy Lavine
Glenna and Robert Leonard
Diane and Lawrence Lipton
Carole and Keith Little
Carolyn and Don Lucas
Marilyn and Jack Luder
Sue Ann Lurcott
Glenda and Douglas W. Lyons, Jr.
Christine MacPherson
Manette Maddox
Maria and Joseph Magee
Dorria and Samir Malaty
Linda and Charles Manley
Patrick Manning
Kent Marshall
Linda and Harlan Martens
Patricia R. Martinez-Long
Eli Barron and Martha Mata
James F. Mathis
Debbie and David Mauger
Curtis McCain
Mary and Donald McCann
Betty and Carl McElroy
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Frances I. Meyer
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Amy Mohan
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Terry and Chris Noellert
Jacqueline and Douglas Nyman
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Sara and Merwyn Pittman
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Diane and Jay Porter
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Beverly and Peter Pritchard
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Karen and William Rice
Candace and Mark Rigo

Jackie and Pat Riley
Claudette and James Rodgers
Diana and Antonio Rodriguez
Jacqueline E. Rome
Sharon and Iain Russell
Ramona and Dan Scarlett
Barbara and Rusty Schlattman
Diane and Michael Schumacher
Yvonne and Furman Shamp
Claudette and Jerry Shanklin
Ann and John Shipp
Lou Shirley
Janie and Robert Shirley
Robert Shook
Dawn and Doug Short
Carol and Richard Silliman
Irene and Arnold Skor
Louise and Stephen Slater
Judith and Randy Smith
Mary and Bennie Smith
Colette Smith
Nancy and George Speaks
Frances L. Standley
Diane and Reynold Starnes
Connie and Larry Stick
Nancy and William Strange
Betsy and Kerry Stuckey
Callie and Patrick Styer
Jackie and Ronald Toth
Marilyn and Ernest Turner
Jane and Joe Untermeyer
Shirley and Charles Varsel
Valerie and John vonBerg
Sandra Ward
Sharlet and Dudley Warner
Kathleen and Norman Warpinski
Joanne and Michael Wtaford
Anais and Sheldon Watsky
Patricia and David Wheatley
JoAnn Whitehead
Mary Ann Wiley
Kim and Bruce Williamson
Lance Wilmarth
Bonnie and Douglas Wilson
Donna and Kenneth Wine
Carol and Michael Winkler
Annette and Ronald Young

Art for the Hungry

Each spring, NAM kicks off its Survival Over Summer food drive with the Art for the Hungry event at Willowbrook Mall. Area schools, businesses, churches, service organizations, clubs and other groups sign up to collect at least 1,000 food items each which are then arranged in a "can-struction" sculpture. The sculptures are displayed at the mall for two weeks, during which time shoppers can "vote" for their favorite one by making a donation in a coinbox. The food items are then delivered to NAM's Food Pantry, where they are distributed to Neighbors in Need.

Northwest Assistance Ministries' 12th annual Art for the Hungry event at Willowbrook Mall brought in more than 6,100 food items and \$4,354 in cash donations from area organizations and public contributions. The theme was "A Fairytale World."



Winner

People's Choice and Judges' Golden Can Awards:
National Charity League Cypress Creek - "Jack & the Bean Stalk"

Other Participants

Hosanna Lutheran CREW
Klein High School Latin, Art & Asian Clubs
Sam's Club
Yellow Rose - National Charity League



Back to School

A good education can make the difference between continuing the cycle of poverty and breaking free to independence. It is never too early to stress the importance of education and to equip young Neighbors in Need with the tools they need to succeed in school. NAM's annual Back to School Project provides school-aged children with school supplies and clothing in preparation for the new school year. In the 2008-2009 fiscal year, the project served 2,940 children in four school districts: Spring, Klein, Aldine and Cy Fair.



NAM Collaborations

NAM's Children's Clinic Collaborations:

Children's Defense Fund
 Community Health Choice
 Harris County Department of Health
 Harris County Hospital District
 Houston Northwest Medical Center
 Kingwood College of Nursing
 Klein ISD
 Lone Star College
 Methodist Healthcare System
 Heart-To-Heart International
 Project Cure
 National Association of Free Clinics
 Reach Out and Read - Texas
 Rotary Club of Willowbrook
 Spring ISD
 Tenet Healthcare
 Texas Women's University
 Texas A & M University
 The University of Texas Health Science Center - Houston
 University of Texas Medical Branch School of Nursing

NAM's Family Violence Center Collaborations:

Aid to Victims of Domestic Abuse (AVDA)
 Aldine ISD
 Bridge Over Troubled Water
 Cy Fair ISD
 District Attorney's Office, Family Criminal Law Division
 Family Time Women's Shelter
 Harris County Precinct 4 Constables
 Houston Area Women's Shelter
 Houston Police Department
 Houston SPCA
 Houston Volunteer Lawyers
 Klein ISD

Montgomery County Women's Center
 North Harris/Montgomery County Community College
 Office of the Attorney General, Texas
 Sam Houston State University
 Spring ISD
 Springfield College
 Texas Council on Family Violence (TCFV)
 Texas Defender Service
 Texas Department of Family Protective Services
 Tomball ISD
 University of Houston's Graduate College of Social Work
 Victim's Rights Division
 Women's Advocacy Project

NAM's Rotary Learning Center/Workforce Development Program Collaborations:

Houston READ Commission
 Lone Star College North Harris Adult Education
 Rotary Club of Willowbrook
 Spring ISD EvenStart
 United Cerebral Palsy
 Workforce Solutions, Interfaith of the Woodlands
 Workforce Solutions, Houston Works

NAM's Meals On Wheels Program Collaborations:

Houston Food Bank
 Interfaith Ministries of Greater Houston
 Windwood Presbyterian Church

Ministry-Wide Collaborations:

Coalition for the Homeless Houston/Harris County
 Gulf Coast Community Services Association
 Harris County Sheriff's Department
 Harris County Social Services

NAM's three resale shops provide clothing and furniture vouchers to "Neighbors in Need", and also great bargains for the entire community. Sales from the shops contribute almost 18%, or over \$1.7 million, of NAM's annual budget. The shops receive gently used clothing, jewelry, furniture, home décor, and more from generous community donors. Volunteers sort the donated items, price them and put them on the sales floor.

Shopping at NAM Resale is always a treasure hunt. Bargain hunters can find jeans, tee shirts, and children's clothes at amazingly low prices. Treasure hunters can unearth designer items, name brand home décor, and artwork for a fraction of their true value. Inventory changes weekly at the shops, so there is always something new to see.

Resale shopping is a wonderful, low-cost alternative to retail. NAM's stores are clean, well-lit, and well-stocked. Stop in today to see what you have been missing!

Resale Shops

Corner Resale, 15555 Kuykendahl, 1st floor
 NAM Resale, 3645 F.M. 1960 West (between Walters and T.C. Jester)
 NAM Resale, 10505 Jones Rd. (at Fallbrook)



NAM Volunteers

NAM could not carry out its mission without volunteers. Our relatively small staff of approximately 80 employees is augmented by over 2,000 volunteers! These dedicated workers do everything from serving on our board to delivering Meals on Wheels.

VOLUNTEERS WORK IN THE FOLLOWING AREAS:

- Executive Board
- Board of Trustees
- Endowment Board
- Jeans & Jewels Committee
- Food Pantry
- Assistance
- Meals on Wheels
- Holiday Project
- Back to School Project
- Making Change Project
- Survival Over Summer food drives
- Art for the Hungry
- Fifty Plus
- Helping Hands crafts group
- Administration
- Accounting

- Business Office
- Development
- Information Technology
- Greeters
- Receptionists
- Family Violence Center
- Shelter and Energy Assistance
- Children's Clinic
- Interfaith Hospitality Network
- Rotary Learning Center/Workforce Development
- Resale Shops



Volunteers are recognized throughout the year for their hard work, but especially each spring at the annual Volunteer Luncheon. The federal government assigns a dollar value to volunteer hours, and NAM's volunteers contribute more than \$1 million worth of service annually!

Shelter & Energy Assistance

Shelter and energy are, next to food, the most basic needs. When "Neighbors in Need" come to NAM, it is often because they are having trouble paying their mortgage or rent and their electric bill. Often, people in this situation are one paycheck away from homelessness.

NAM's Shelter and Energy Assistance Program (SEA) provides short-term financial assistance to help families with housing and energy costs, and also directs them toward resources that will help them better their situation. In the 2008-2009 fiscal year, the SEA program distributed \$850,000.00 in assistance to 7,566 people.



The clients who come to SEA receive so much more than a check to help make rent or keep the lights on. They also receive one-on-one counseling about money management, job skills, and affordable housing. They are referred to other programs within and outside of NAM to meet all their needs. The goal of SEA is to provide emergency help, and also to set up individuals for future success. Clients generally do not ask for help until they are on the brink of homelessness, or already there. SEA pulls them back from that brink and sets them in the direction of independence.

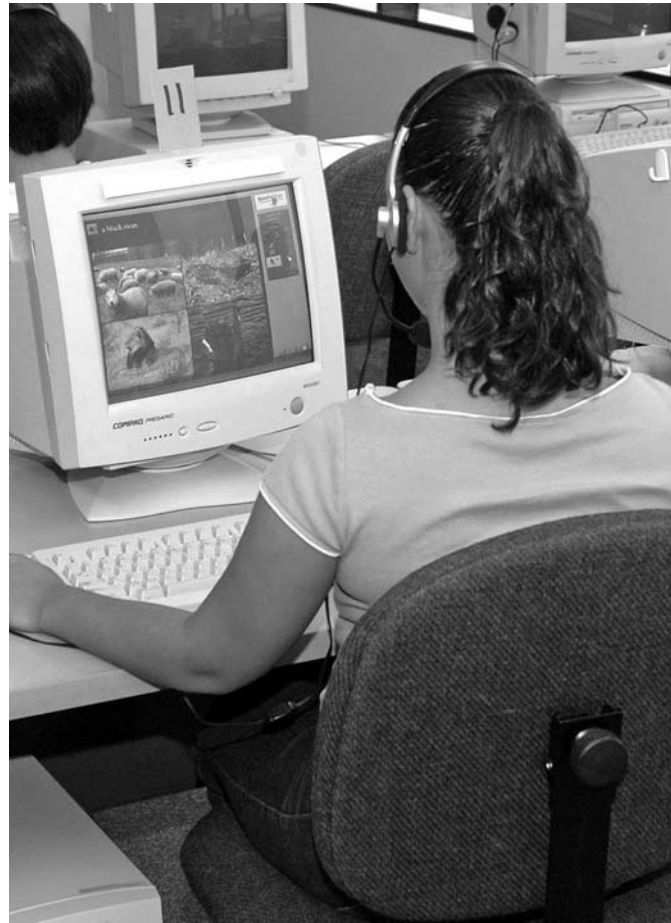
It will take \$1,543,925 to operate the SEA program in 2009-10. The program is primarily funded by state, county, and federal government grants.

Rotary Learning Center

Often, the most effective way of helping “Neighbors in Need” turn their lives around is through education. It is hard to compete in the job market without at least a high school diploma or GED, and more increasingly, without a college degree. Teens who drop out of school generally regret doing so when they mature into adulthood. NAM’s Rotary Learning Center gives adults a second chance to finish or enhance their education through its Adult Basic Education and GED program. Computer classes help adults hone their marketable skills, which improves their chances at increasing their earning potential.

The RLC also offers instruction in English as a Second Language and Civics, a necessity for new immigrants who want to become fluent in English and apply for citizenship. In the 2008-2009 fiscal year, the RLC provided 33,526 hours of instruction to 473 students.

NAM’s Workforce Development Center provides job search and resume assistance through a collaboration with workforce solutions.



It will take \$42,205 to operate the Rotary Learning Center and Workforce Development program in 2009-10. The program is funded by foundations, corporations, individuals, congregations, and resale store sales.



Assistance

For families struggling to make ends meet, one unexpected expense can create a crisis. The loss of a job, a medical emergency, or a costly car repair can mean the difference between getting by and becoming homeless. NAM’s Assistance Program exists to give “Neighbors in Need” a hand when they need it most.

In the 2008-2009 fiscal year, the Assistance Program served 53,752 people with emergency assistance for basic needs, including: shelter, clothing, transportation, prescription medicines, and medical referrals. This short-term assistance is designed to help people bridge difficult times, but is not a long-term solution. NAM counselors carefully evaluate each client’s circumstances to determine which resources will help that person get back on their feet. Some clients need to finish their

GED or to learn English. Others need job training or money management classes to make their earnings go farther. Because NAM is a “one stop shop” for social services, clients coming through the Assistance program can be internally referred to other programs. The result is a comprehensive approach to social services that addresses the whole person and gives them the tools needed for sustained independence.

It will take \$711,077 to operate the Assistance program in 2009-10. Funds for the program come primarily from individuals, foundations, resale store sales, and congregations.



Children's Clinic

Many of NAM's youngest "Neighbors in Need" have no medical insurance or are on Medicaid. These medically underserved children tend to forego preventative treatment and only see a doctor when they become sick. It is common for youngsters suffering from common childhood diseases to visit the emergency room, resulting in overcrowding of area hospitals and a lack of continuity of care for the patients.

NAM's Children's Clinic is a medical home for children from infancy to age eighteen. The Clinic operates on a sliding scale fee basis, but does not turn anyone away due to inability to pay. The Clinic is a teaching facility for the University of Texas Medical School, which loans NAM a pediatrician and nurse practitioner, as well as interns who rotate through the clinic. Methodist Hospital donates lab services, which translates

into a value of nearly \$500,000 annually. The result is top-notch pediatric care in a warm, caring environment.

In the 2008-2009 fiscal year, the Children's Clinic offered primary health care for children from infancy to age 18 and provided office visits, referrals, appointment calls, and case management to 8,200 children. The Clinic's annual Shot Blitz provided 2,847 immunizations to 821 children.

It will take \$1,000,000 to operate the Children's Clinic in 2009-10. Funding for the Clinic comes from fees for service, medical reimbursements, and partnerships with the UT Health Science Center and The Methodist Hospital.

Meals on Wheels

Often "Neighbors in Need" are "invisible" because they cannot leave their homes. Such neighbors are sometimes without family or friends to visit or care for them. NAM's Meals on Wheels program ensures that homebound individuals receive a hot, nutritious meal each weekday and a visit from a caring volunteer. For many Meals on Wheels recipients, this is the highlight of their day.

In the 2008-2009 fiscal year, **Meals on Wheels** provided 137,430 nutritious meals to an average of 550 homebound seniors and disabled individuals each weekday and 90 on Saturdays. Over 500 volunteer drivers are needed to keep the program running. These dedicated volunteers get to know their clients and can report pressing needs like needed home repairs, medical emergencies, and/or signs of abuse or neglect. In these situations, caseworkers are sent to the home to further investigate.



Meals on Wheels provides so much more than a hot lunch. The program provides reassurance and a friendly smile to those who can no longer cook for themselves.

It will take \$786,603 to operate Meals on Wheels in 2009-10. Funding for Meals on Wheels comes primarily from Interfaith Ministries, government grants and foundations.

Interfaith Hospitality Network

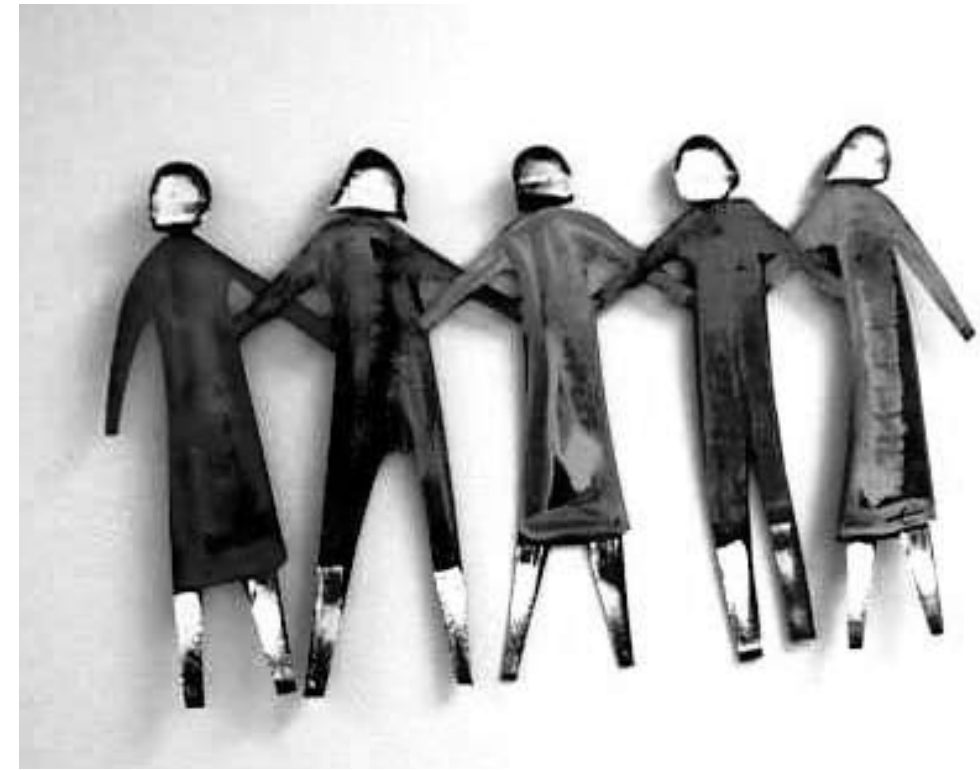
The most critical of our "Neighbors in Need" are those who have fallen into homelessness. The homeless families served by NAM are not the chronically homeless often seen on street corners or under bridges. Rather, they are families – generally the working poor – who suffer one economic setback that results in a downward spiral. These families may be living in their cars, with friends or family, or in cheap motels.

NAM's Interfaith Hospitality Network helps families make the transition from temporary homelessness to self-sufficiency. In the 2008-2009 fiscal year, IHN served 254 homeless adults and children, and provided counseling for substance abuse, mental health, and family issues. The families stay at NAM during the day, where parents can receive adult

education, job search assistance, and classes in money management. In the evenings, the families go to host congregations that provide dinner and an overnight stay.

Over 80% of families who spend ninety days in the IHN program find employment and housing by the time they graduate. IHN gives families who have fallen on hard times a safe place to rebuild their lives – a place where they are treated with dignity and their hope is restored.

It will take \$235,983 to operate the IHN program in 2009-10. Funding for IHN comes from foundations, corporations, individuals, congregations and resale store sales.



Family Violence Center

Sometimes, "Neighbors in Need" are in danger from those closest to them. A person's home should be a safe haven, but in cases of domestic abuse, the home becomes a prison. NAM's Family Violence Center helps victims of domestic abuse overcome their situation, whether that means separating from their violent partner, or receiving counseling that enables the family to stay together and break the cycle of violence.

In the 2008-2009 fiscal year, the Family Violence Center provided crisis intervention, support groups,

adult and children's counseling, emergency shelter, legal advocacy and education to 2,102 people. The Youth Education program provided 447 educational presentations on topics such as date rape and anger management to 12,687 students.

It will take \$617,018 to operate the Family Violence Center in 2009-10. Funding for this program primarily comes from government grants.

"Neighbors in Need" can sometimes need more than food or shelter. Many active seniors in our community have a roof over their heads and plenty to eat, yet they need an outlet for socialization and intellectual stimulation. After people retire and their children have grown up and moved away, they often feel bored and want to put their talents to use.

NAM's Fifty Plus program offers socialization, education and wellness activities and served 1,993 active seniors in the 2008-2009 fiscal year. Activities include field trips, card games, bingo, crafts, exercise classes, and dance lessons. Fifty Plus members enjoy cultural and educational activities such as trips to the symphony or the aquarium, classes on how to avoid credit scams, and entertaining lunches. Hands-on activities like bridge, bingo and Mah Jong stimulate the brain and maintain memory. Physical activity like tai chi, yoga, and ballroom dancing improve flexibility and cardiovascular health.

The Helping Hands crafts group creates a variety of one-of-a-kind items, including quilts, afghans, scarves, holiday décor, and jewelry



that are sold to the public and benefit Fifty Plus.

NAM's Fifty Plus seniors are active, involved and making a difference.

It will take \$70,941 to fund the Fifty Plus program in 2009-10. Funding for Fifty Plus comes from user fees, craft sales, foundations, corporations, individuals, congregations and resale store sales.

Fifty Plus



Food Pantry

Food is the most essential basic need, and something that most of us take for granted. It is hard to believe that there are Americans who go to sleep hungry, but the problem is more prevalent than one might think. Children and the elderly are especially vulnerable.

NAM's Food Pantry exists to ensure that no "Neighbor in Need" goes hungry. In the 2008-2009 fiscal year, the Pantry provided 36,456 people with groceries for well-balanced meals.

NAM holds food drives throughout the year to stock the Pantry, but the summer and the holiday months are the times of greatest need. In the summer, children are out of school and not

receiving free/reduced lunch. Soaring electric bills also force many families to choose between running their air conditioning or putting food on the table. The holidays are a time of bounty for many, when traditional turkey dinners are part of the celebration. For the hungry in our community, the holidays are a difficult time as they try to meet their children's expectations on shoestring budgets. No one should have to go hungry, and the Food Pantry is there to make sure food gets on the table.

It will take \$711,077 to operate the Food Pantry in 2009-10. Most food and funds for the pantry come from individuals, corporations, congregations, and service organizations.