



Northwest Assistance Ministries is located at 15555 Kuykendahl Road, just south of FM 1960.

I need help... What do I do now?

If you have this brochure, your family or a family you know likely needs one or more of Northwest Assistance Ministries' programs and services.

NAM wants to help families in need deal with the difficulties they face. For many families, that means getting a second chance at life.

Some NAM programs provide services within specific ZIP Codes and other programs are open to you regardless of where you live. If you live outside the ZIP Codes NAM serves for basic assistance, staff members will refer you to an agency that serves the area where you live. If NAM cannot provide basic assistance, staff members may be able to help with other services.

To receive help from NAM's Assistance Program or Food Pantry, you must live in one of these 18 ZIP Codes: 77014 – 77032 – 77038 – 77050 – 77060 – 77064 – 77066 – 77067 – 77068 – 77069 – 77070 – 77073 – 77086 – 77090 – 77373 – 77379 – 77388 – 77389.

NAM's Family Violence Center, Children's Clinic, Interfaith Hospitality Network, Fifty Plus Senior Center, and Rotary Learning Center have no ZIP Code restrictions and are open to families in need regardless of where they reside.

Help usually begins with a phone call...

ASSISTANCE PROGRAM – 281-583-5600

This program offers emergency assistance to families in need who live within NAM's 18 ZIP Code service area. Assistance is not offered by phone; you must schedule an appointment by calling 281-583-5600.

The Assistance Program phone line receives a large number of calls and is often busy. Please be patient and keep calling.

At your appointment, NAM staff members and trained volunteers will ask you questions to see if you qualify for other NAM services that can help you get back on your feet.

The Assistance Program services include direct assistance and referrals for food, clothing and household items; rent and mortgage payments; natural gas and water bills; prescriptions; gasoline vouchers; dental and medical needs and bus tokens.

Special projects include back-to-school supplies, Thanksgiving groceries, and holiday gifts and groceries in December.

FOOD PANTRY – 281-583-5600

The Food Pantry ensures that no one leaves hungry if they walk through the pantry doors. However, for assistance, you must call and make an appointment with the Assistance Program.

The Food Pantry provides nutritious groceries for families, and often has fresh vegetables from NAM's community gardens.



NAM is a non-denominational, 501(c)3, community-based, multi-program social service agency that is supported over 50 Congregations and numerous Service Partner organizations and over 160 business Community Partners. NAM has served the community since 1983 and is a one-stop location for families in need.

Last fiscal year, NAM touched the lives of more than 148,000 people through its programs and services.

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

NAM 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 partners.

Northwest Assistance Ministries
15555 Kuykendahl, Houston, TX 77090
ph. 281-885-4555 fax 281-583-5621
www.namonline.org

How NAM Can Help



*You can get a
Second Chance
at Life*

NAM can help in many ways.

MEALS ON WHEELS – 281-885-4623

The Meals on Wheels program delivers hot, nutritious lunches to homebound seniors and disabled individuals who live in the following ZIP Codes: 77014 – 77038 – 77064 – 77066 – 77067 – 77068 – 77069 – 77070 – 77086 – 77090 – 77375 – 77377 – 77379 – 77388 – 77389 – 77429 and parts of 77065 – 77040 – 77484 – 77447. If you are a homebound senior or disabled, you may qualify for meal delivery. Volunteer drivers also deliver groceries once a month to seniors through NAM's Food for Seniors Project.

CHILDREN'S CLINIC – 281-885-4630

The Children's Clinic is open five days a week and serves children ages 18 and under. Primary care, well child check-ups and immunizations are available. The Children's Clinic does not accept patients with private insurance. Children covered by Medicaid or CHIP must select NAM's medical director as their primary care physician. If your child has no coverage, services may be provided on a sliding scale, based on family size and household income. The fee will range from \$7 to \$100 for the first visit.



FIFTY PLUS – 281-885-4600

Fifty Plus is a program for active seniors that offers activities such as exercise and line dancing, day trips, bridge/card games, puzzles, bingo, a variety of classes, monthly speakers, and the Helping Hands crafting group. Fifty Plus is a membership program with a \$25 lifetime membership fee and a \$1 daily user fee which is payable any day you use the program. Monthly passes also are available. The Center can provide transportation assistance through the Senior Wheels program. This service is available to you if you are age 55 years or older or disabled and need help getting to medical appointments, grocery and drug stores, and shopping in the area.

INTERFAITH HOSPITALITY NETWORK – 281-885-4567

The Interfaith Hospitality Network provides shelter and meals for homeless families and is a partnership between area congregations and NAM. IHN has been successful in helping homeless families become independent.

To access services, you must call the number above and speak with the case manager for an initial interview. If your family meets the eligibility requirements and space is available, then you will begin the Applicant Screening Process. That process includes a face-to-face interview, drug testing and a criminal background check. To be eligible for the program, the head of household: (1) Must have children (an unborn child qualifies) in his or her custody – IHN does not accept singles; (2) Must be over the age of 18; (3) Cannot be actively using drugs and/or alcohol; (4) Cannot have a chronic mental illness that interferes with daily activities and (5) Must be willing and able to find a job and keep it.

ROTARY LEARNING CENTER – 281-885-4616

The Rotary Learning Center in partnership with Lone Star College provides free classes for students interested in GED high school equivalency preparation, and English as a Second Language (ESL). Registration is held prior to the fall and spring Lone Star College semesters. A mandatory assessment is required during the registration process for each of these class-



es. For more information, please call Lone Star College at 281-260-3576.

To improve overall literacy and enhance employability NAM offers Adult Basic Education Reading Literacy classes to native English speaking adults and those with learning disabilities. NAM also offers classes and small group tutoring for students interested in learning basic computer and various other applications, as well as English and Spanish, using the Rosetta Stone program.

In addition to the classes listed above, NAM partners with other agencies in the Houston area to present various educational seminars throughout the year on legal issues, financial literacy and immigration information.

The center also offers career development services through access to job resources, Workforce Solutions Job Search Seminars, and hosts job placement recruiting for various community businesses. For more information regarding the classes and seminars, please call 281-885-4616 or visit the "Rotary Learning Center" program information at www.namonline.org.

FAMILY VIOLENCE CENTER – 281-885-4673 or 1-888-750-4673

If you are dealing with a family crisis, you can call the Family Violence Center's hotline 24 hours a day, seven days a week. All calls are confidential. When you call, volunteers will conduct a short phone interview to determine if you are safe or need a safe place to go. The interview helps FVC staff and volunteers determine how NAM can best serve you. Then, you

will be encouraged to schedule an appointment to visit the FVC for a full evaluation. You can also "walk-in" without an appointment. The FVC offers the hotline, access to emergency shelter, counseling, peer advocacy, legal advocacy, support groups and counseling for individuals suffering domestic abuse. Bilingual English-Spanish services and a speaker's bureau are available. The FVC also offers violence awareness and prevention information to students.

SHELTER & ENERGY ASSISTANCE - 281-885-4531

The Shelter and Energy Assistance program (SEA) helps homeless families become self sufficient and prevents homelessness for those unable to pay their rent. Staff members will ask you questions to determine if you might qualify for one of the available programs. You will need to provide documentation for eligibility requirements.

RESALE SHOPS – 281-880-9000/281-885-4544/281-897-8952

NAM operates three resale shops that offer the community great merchandise at low prices. If you qualify, you may be issued vouchers through NAM's programs for free clothing, furniture, and/or household items at the resale shops. Vouchers are issued on a case by case basis. Gently used clothing and household items are available to the general public at bargain prices. The stores are located at 15555 Kuykendahl, 3645 FM 1960 and 10505 Jones Road.

