



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 helping families in need deal with the difficulties they face and move toward being able to take care of themselves. 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 – 77066 – 77067 – 77068 – 77069 – 77070 – 77073 – 77086 – 77090 – 77373 – 77379 – 77386 – 77388 – 77389.

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

Program descriptions and phone numbers follow.

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. At certain times, rent or mortgage assistance is available regardless of where you live. Assistance is not offered by phone; you must schedule an appointment.

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 and clothing; Thanksgiving food and groceries and toy/gift bags and traditional holiday food for the December holidays.

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.



A volunteer helps a family load groceries and a Thanksgiving turkey from NAM's pantry.



NAM is a non-denominational, 501(c)3, community-based, multi-program social service agency that is supported by 49 Congregations and numerous Service Partner organizations and business Community Partners. NAM has served the community for more than 23 years and is a one-stop location for families in need.

Each fiscal year NAM touches the lives of more than 100,000 people through its programs and services.

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

**WHERE THERE'S NEED,
THERE'S NAM.**

Northwest Assistance Ministries
15555 Kuykendahl
Houston, TX 77090
ph. 281-885-4555
fax 281-583-5621
nam@namonline.org
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, senior 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 – 77433 – 77484 – 77447. If you are a senior, homebound 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 \$5 to \$80 for the first visit.



Dr. Heather Callaway visits with a patient while he receives treatment for asthma.

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, the Helping Hands crafting group and Majestic Truffles candy makers. 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 50 and older 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 temporarily 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/ WORKFORCE DEVELOPMENT CENTER – 281-885-4616/ 281-885-4506

The Rotary Learning/Workforce Development Center offers classes and small group tutoring for students interested in basic literacy, English as a Second Language, GED high school equivalency certificates, or U.S. citizenship. NAM offers this program during the day Monday through Friday and



NAM's Rotary Learning/Workforce Development Center offers classes designed to help you maximize your opportunities for employment.

in the evening on Tuesday and Thursday. Registration for ESL classes is held three to four times a year; an appointment is required. Mandatory orientation for free GED preparation classes is held three times a year. Dates and times for the orientation class are available from the Learning Center receptionist. English Literacy Civics classes are offered twice a year for a nominal fee. The Adult Basic Literacy program has open enrollment during regular school hours.

The Center also offers a comprehensive program for people who have difficulty finding and keeping jobs. The Center's services include: resume assistance, job leads, retention services, on-site recruiters, a phone bank, fax/copy services, resource referrals, vocational training, and computer training. To access workforce development services, you must attend one of our weekly orientations from 9 a.m. - 10 a.m. Mondays and from 1 p.m. to 3 p.m. Wednesdays.

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 youth education presentations to teach young people about anger management and appropriate dating behavior.

NAM COUNSELING CENTER – 281-885-4537

If you or your family left your home due to hurricanes Katrina and Rita and you are having difficulty adjusting to the stresses of day-to-day life, the NAM Counseling Center offers free counseling for adults, adolescents and children. As funding permits, the Center will expand its services to include a range of issues impacting families in need who were not impacted by the hurricane. *Counseling for domestic violence-related issues will still take place through the FVC.*

SHELTER & ENERGY ASSISTANCE

The Shelter and Energy Assistance program (SEA) helps families in need with shelter and energy-related issues. SEA receives funding from several grant programs so staff members will ask you questions to determine if you qualify for one of the available programs. You will need to provide documentation related to income or disability.

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. Second Chance Resale is located at 2580 FM 1960 West. The Corner Resale Shop is located inside NAM's main building at 15555 Kuykendahl. The NAM Resale Shop is located in the Willowchase Shopping Center, near Fiesta, at State Highway 249 and FM 1960.