



Family
Houston

115 YEARS OF SERVING THE HOUSTON COMMUNITY

**2019 Family Houston Annual Report*

**July 1, 2018 - June 30, 2019*



FAMILY HOUSTON BOARD OF DIRECTORS

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President & CEO

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Catherine M. Garcia-Prats

David Pitts

David Pluchinsky

A NOTE FROM OUR BOARD CHAIR AND PRESIDENT & CEO



Stephen Costello
Board Chair

On February 22, 1904, 12 prominent Houstonians organized a carnival and parade to raise funds for a new charity to provide social welfare services to the city. This new organization was called United Charities, the first of Family Houston's many names. The mission began with "Helping others help themselves," a tagline we still use today.

This year, Family Houston celebrated 115 years of serving our community. Through the years Family Houston has had six CEO's, many Board Chairmen, and numerous dedicated staff. But, one thing has remained consistent, we are here to help our community. Today our mission remains strong; providing services that create a stronger community for tomorrow by helping individuals and families meet the challenges they face today.



Charly Weldon
President & CEO

This past year, Family Houston served over 6,700 individuals with helping to meet their basic needs, set financial goals, and provide them with mental health support. Because of our services, our clients have safer and more stable housing, increased their monthly disposable income, and parents reported better understanding of child development. All of this builds strong families and helps create a healthier community.

Thank you for your partnership! Your support is critical to our work and success. We look forward to what the future brings as we continue serving our community, providing them with tools that help build a stronger future.

A blue ink signature of Stephen Costello, consisting of a stylized 'S' and 'C'.

Stephen Costello
Board Chair

A blue ink signature of Charly Weldon, written in a cursive style.

Charly Weldon
President & CEO

MISSION AND VISION

Family Houston's mission is to create a stronger community for tomorrow by helping individuals and families meet the challenges they face today. Our vision is to be Houston's premier resource that uses a holistic approach to help people empower themselves, stabilize their lives, and sustain lasting improvement.

BASIC NEEDS

Irene

Irene was living alone when Hurricane Harvey struck Houston. The tragedy left her home flooded, her belongings ruined, and her home uninhabitable. Irene's insurance would not cover the damages and she could not afford any of the repairs out of pocket; she had no choice but to move in with her brother.

Irene works during the day and had a hard time finding assistance because she could not afford to take off work for appointments. For over a year Irene lived with her brother before she was able to ask for help. Irene reached out to Family Houston.

Irene's Family Houston case manager assessed her needs, helped Irene develop a recovery plan, and connected her with community resources including Fort Bend Recovers and Attack Poverty. Irene was able to move back into her home in six months. Among the repairs were a new roof, exterior sliding, sheetrock, floors, doors, and a renovated bathroom.

Irene said "Thank you so much for all that Family Houston has done. **This organization is such a blessing** to so many that are still reeling from that fateful tragedy."

42%

*** of Houstonians struggle to make ends meet**

1,522

****households were served through Case Management**

87%

**** of households had stable housing after Case Management**

* ALICE Report ** 2019 Fiscal Year

MENTAL HEALTH

Gerardo

When Gerardo came to Family Houston, he was very depressed and had suicidal thoughts. He lacked self-confidence and was not ready to open up to anyone. He started seeing a Family Houston counselor, and in the beginning, he had a lot of negative thoughts and felt worthless. Through many counseling sessions, Gerardo changed his way of thinking. He and his counselor worked on helping him open up and process his feelings. Gerardo's counselor challenged him to look at the world in a different light.

Gerardo expressed his gratitude for Family Houston and his counselor. He explained how caring and empathetic his counselor was, and how she truly changed him: "Family Houston and my counselor saved my life. I have never been to a place quite like this. You get the help you need, while also getting stronger in the process."

Today, Gerardo continues to work on himself, but is much happier doing it: **"I am just so glad to be alive."**

1 in 3

*** children suffer from a mental health disorder**

3,878

**** children and adults participated in counseling**

80%

**** children maintained or improved good behavior**

*Houston Endowment Fund **2019 Fiscal Year

FINANCIAL STABILITY

Leila

Leila came to the United States eight years ago from Guatemala, and for the past three years has been a client of Family Houston through the United Way THRIVE program.

When she initially met with her financial coach, Leila was unable to find work in her career field, which was education, because her credentials had not been evaluated or translated. With help from her coach, she was able to gain employment in the service industry, learn how to budget, and set financial goals. She then saved enough money to pay a portion of the fee to have her college transcripts translated and evaluated. United Way was able to pay for the remainder. Now that Leila's transcripts have been evaluated, she is applying for jobs within the school district. She is hoping to soon work with ESL students.

Her biggest goal was to become an American citizen, and Leila achieved her dream this past September.

40%

*** of Harris County residents do not have \$400 in savings to withstand an emergency**

1,834

**** households participated in Financial and Employment Coaching**

63%

**** of Financial Stability clients increased their monthly disposable income**

*Kinder Institute ** 2019 Fiscal Year

WHAT OUR PARTNERS SAY

"Thank you for your counseling partnership with Browning Elementary School. Family Houston's counselor is doing an amazing job with our scholars. By having her address our scholars emotional needs we no longer see repeat offenders in our office. Her service filled up quickly by the start of the year, and we still have many more needs to address, so thank you for extending her service another day."

Eva Campos

Principal, Robert Browning Elementary School



Browning Elementary

Dual Language and Global Academy

*"Alone we can do so little;
together we can do so much."*

– Helen Keller



SUPPORTERS

July 1, 2018 - June 30, 2019

Family Underwriter

\$10,000+

Bank of America
BDO USA, LLP/Ronald K. Martin
The Brown Foundation, Inc.
Jill and Bill Carter
Charity Guild of Catholic Women
Citi Community Development Foundation
Debbie and Stephen Costello
The Cullen Trust for Health Care
The Ellwood Foundation
The Frees Foundation
Bill Gordon
Gene Graham
Hewlett-Packard Company
Isla Carroll Turner Friendship Trust
John P. McGovern Foundation
JPMorgan Chase Foundation
Renew International/Traci and Kris Westbrook

Family Founder

\$5,000 - \$9,999

Lisa and David Pitts
Sequitur Energy Resources
Mr. and Mrs. David M. Underwood, Jr./
Chilton Capital Management LLC
Anna Lee and Andy Waite

Family Benefactor

\$2,000-\$4,999

Andrews Foundation
Briggs and Veselka Co.
Carrizo Oil and Gas, Inc.
Chapelwood Foundation
Charles Jago Elder Foundation, Inc.
Chevron
Maria and Gary Daugherty
Exxon Mobil Corporation
First Tennessee Bank
Deborah and Clyde Grabein
Dion Hobbs
Sergio Leal
JoAnn Lee

Legacy Community Health Services
Prosperity Bank
Protiviti
Reed Smith LLP
Julie Shochat
SPJST Lodge No. 88
Kathryn A. Underhill

Family Supporter

\$1,000-\$1,999

Anonymous
Joseph and Catherine Garcia-Prats
Joan Baird and Frederic L. Glover
Jackson Walker L.L.P.
Curt Karges
Mr. and Mrs. Marvin Odum
Annette and Randy Plath
Sendero Business Services
Brendan Sheehan
Charly and Bert Weldon

Family Advocate

\$500-\$999

Camille and Locke Bryan
Joan and David Dunlap
Katy and Kevin Dunlap
Soo Kim Eaker
Douglas Friedman
Liz and T.J. Green
Amparo Guerra
Gayla Hamby
I Tri Events
Debra and Harry Kuehler
Sarah Larsen
Kevin McMahon
Mutual of America Life Insurance Company
Daniel Ramirez
RYDE
Jerry Seade
Matthew Shanley
Elena Shaver
Martha Taghi
Alex Taghi
Ali Taghizadeh
Iraj Taghizadeh
The Women's Home
Lynda K. Underwood

Rose Viviano
Daniel Williams

Family Fellow

\$100-\$499

Mossy Alavi
Angelica Alfaro
Vincent Alspach
Anonymous
Apache Corporation
Shenequa Aranda
Catherine Arevalo
Nancy Baird
Estefania Farina Ballesteros
Manuela Barton
Elizabeth G. Bayless
Adan D. Briones
Sean Buckley
Nick Buscato
Penny Butler
Juan Castaneda
Margaret Cates
Tyler Chase
Jane Cheung
Carolyn Chung
Jessica Cisneros
Connie Clancy
Michael Clement
Greg Conaway
Jessica Cox
Ashley Cuevas
Kyle Drake
Briana Eagleton
Ramsay Elder
Katherine Engleman
Fidelity Charitable Gift Fund
Marcia Fiman
Crystal L. Franks
Sergio Garza
Tabinda Ghani
Jenna Gimpler
Gloria Glenewinkel
Ameer Gopalani
Tracey Burnett-Greenup
Robert Grissom
Mary and Jim Henderson
Ryan Huff
Helen Humphries
Fanny Hung
Nazia Islam

Deidrea R. Jackson
 Carl Josehart and
 Sam Jacobson
 Romy Jaleel-Khan
 Jessica Jones
 Yvonne Juarez
 Shawn Kilchrist
 Jennifer Kirk
 Todd Kissner
 Anna Lachner
 Nelsy Gomez Lipford
 Adrian Lira
 Dianne Long
 Shelly Long
 Viola and George Lopez
 Sao Lorn
 Linda Madden
 Gabe Roel Martinez
 Tim Martinez
 Pierre Matta
 Darcey Matthews
 Karen and Mark Mayfield
 John McRae
 Maria Melicoff
 Jorge L. Mendoza
 Margie Mendoza
 Alda Montenegro
 Lama Murad
 Karolina Murguia
 Shunney and Shaji Nair
 Kevin Necas
 Roxann Neumann
 Anne Loo and Brad Nyberg
 James Omwange
 Bill Penczak
 Phillips 66
 Lisa Pitts
 Randalls
 Merrill Rome
 Jessica Rosales
 Kate Rose
 Matthew Roth
 Elizabeth and
 Robert Saenger
 Daniel Scholl
 Maximilian Seewann
 Carrie Semrad
 Amanda Shaw
 Tim Shelby
 Yvonne Silhan
 Richard Simonds
 Milton Smith

Sarah Smith
 Tahra Taylor
 T. Ragan Ryan Foundation, Inc.
 Traci Twardowski
 United Way of Greater Baytown Area
 and Chambers County
 Travis Upham
 Marisol Urrutia
 Tanja van Dam
 Verisei Consulting
 Mani Walia
 Melissa Watts
 Sheila K. White
 Derrick Zett

Family Supporter

Up to \$99

Amazon Smile
 Allayne Babin
 Gina Barron
 Diana Batten
 Carol Beveridge
 Lauren M. Black
 Elizabeth Bohorquez
 Ryan Braley
 Avery Bullock
 Monée Cheney
 Anna Coffey
 Gwendolyn Dawson
 Christopher DeLange
 John Driscoll
 Claudia Duran
 Erica Durden
 Kenneth Farrar
 Matt Farris
 Kathryn Foster
 Zach Freedman
 Nanette Garelis
 Adam Harrer
 Erica Harris
 Sofia Hernandez
 Mr. and Mrs. John
 Keurig Dr. Pepper
 Arminda Lazaro
 Maria Leal
 Stephanie Lebron
 Joel Levine
 Julia C. Lewis
 Thomas McCasland

Sayra Medina
 Mollie Merino
 Monica Messick
 Barbara and
 Gregory Metcalf
 Mariana Monterrubio
 Frank Moore
 Kaitlin Necas
 Jane Nymal
 Katherine Phillips
 Will Porter
 Cynthia S. Price
 Sonia Reeves
 Dora Rodriguez
 Stephanie Romero
 Julie Rosales
 Jennifer Rossi
 Donna Schwab
 Gloria Semien
 Vannesa Sifuentes
 Lisa Stanton
 Ken Tiongonson
 Jennifer Triplett
 Aleshia Tripps
 Truist
 Andrea Usanga
 Jacklyn Utley
 Ana Maria Uvalle
 Victoria J. Valdez
 Heazel Valleau
 Brenda Velasco
 Toby Warburton
 Christine Wilder
 Michael Wright
 Mollie Yarborough
 Karina Zapata
 Laura Zelaya

In-Kind Gifts

Connie Clancy
 Jaclyn Clark
 Lorraine Douglas
 Danielle Johnson
 Elizabeth Mason
 Michelle McNiel
 Will Nix
 Ricardo Peimbert
 Lucinda Robles
 Sendero Business Services
 Jesica Whiteside
 Shaundalyn

Honorarium Gifts

In Honor of David M. Underwood, Jr.
 Lynda K. Underwood

In Honor of Joan Baird Glover
 Elizabeth Saenger

In Honor of Donna Beveridge
 Carol Beveridge

Memorial Gifts

In Memory of Ruth Bryan
 The Bayless Family
 Charlie, Susan, Kliment,
 Anna, and Hemingway
 Mr. and Mrs. James R. McBride
 Kathy and Doug O'Brien
 Robert A. Young, Jr.
 Carolyn Y. Spears
 John and Vickie Driscoll
 Mr. and Mrs. Larry Whaley

In Memory of Mildred Helen Roth
 Carl Josehart and Sam Jacobson
 The Girls Empowerment Network Team

In Memory of Paz Guerra
 Yvonne Silhan
 Margie Mendoza
 Rose Viviano
 Joel Levine
 Shunney Nair



A LOOK BACK ON THE YEAR

Photos and events from July 1, 2018 – June 30, 2019

1. We held open houses for members of the community to become better aware of the services and programs we offer.

2. Family Houston Young Professionals hosted a cycling event at RYDE where a portion of the proceeds were donated back to Family Houston.

3. We recognized all of our employees in May at our annual employee recognition event, and celebrated our 115th birthday with a party!

4. We hosted National Night Out for the third year and enjoyed a special visit from Mayor Turner and Representative Sarah Davis.

5. We launched our Giving Wreath program which brought in nearly \$1,000 in gift cards during the holiday season for our clients.

6. ExxonMobil staff volunteered at Family Houston for United Way's Days of Caring.

2019 Highlights

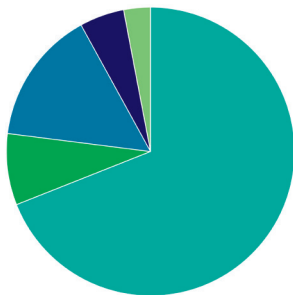
- 6,760 individuals were served
- Provided counseling services in 15 area schools
- Received the Outstanding Service to the Veteran Community Award from Combined Arms
- Named a Best Place to Work by the Houston Business Journal
- Several mental health counselors worked towards certification in Play Therapy and Eye Movement Desensitization and Reprocessing Therapy (EMDT)





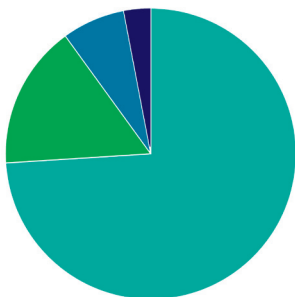
FINANCIALS

REVENUE



United Way: 69%
Contributions and Grants: 8%
Program Fees/Misc.: 15%
Service Provider Contracts: 5%
Special Events: 3%

EXPENSES



Program Services: 74%
Management and General: 16%
Fundraising: 7%
Building Operations: 3%

*Thank you for your support
over the last 115 years!*



LOOKING AHEAD

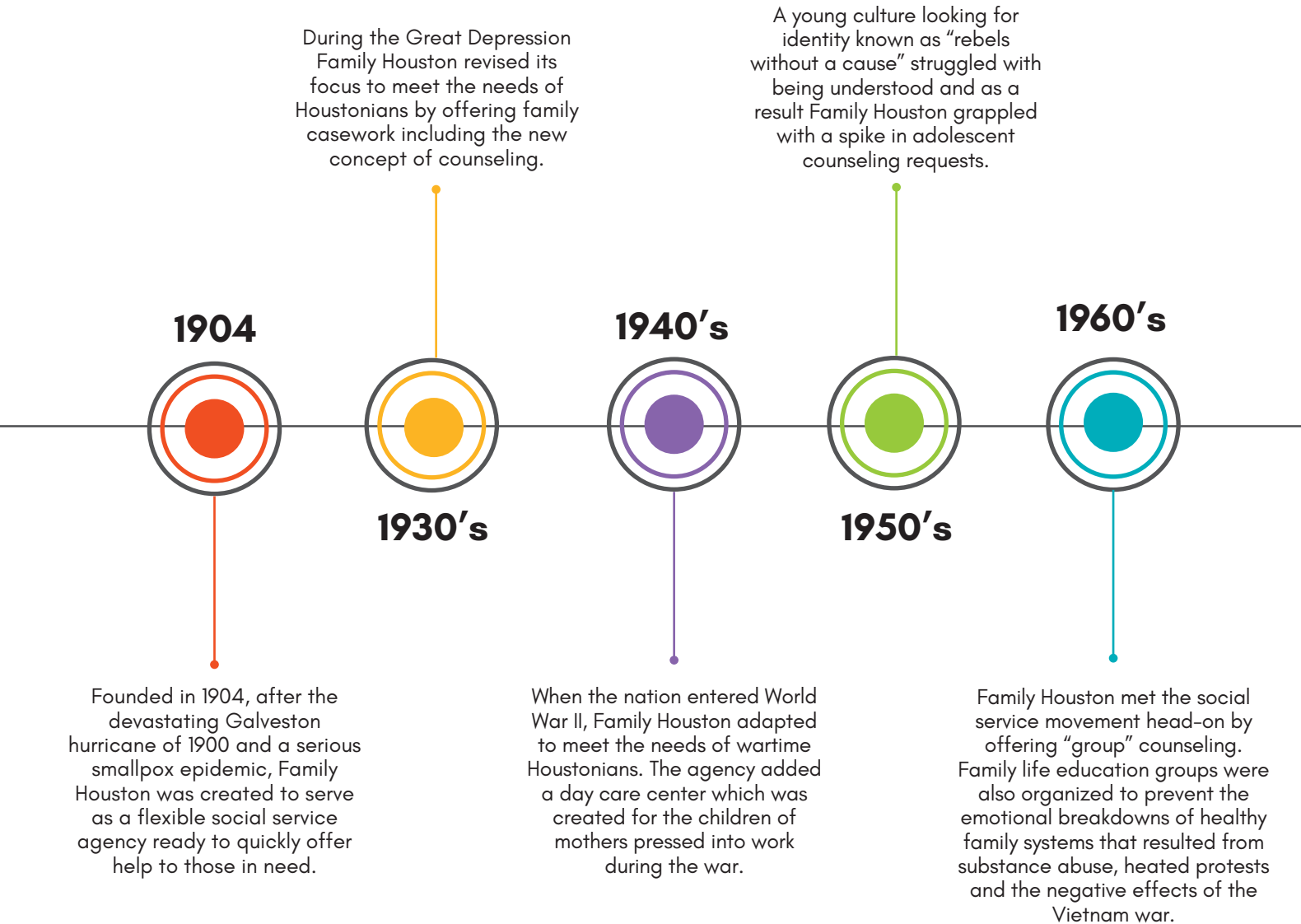
We will continue to work hard for the Houston community in 2020. With your continued support and generosity, we will help individuals and families meet basic needs, improve mental health, and reach financial stability. The following are goals we have set for Family Houston in 2020:

- **Nearly 1,600** households will meet their basic needs through Case Management.
- **3,800+** children and adults will address emotional and behavioral challenges through Counseling and Parent Education.
- **2,000+** households will make steps toward their financial goals through Financial and Employment Coaching.



THROUGH THE YEARS

As we celebrate 115 years of service, we have taken a look back on all of the wonderful things we



have accomplished in this community.

The Hispanic community experienced a period of growth, leading Family Houston to establish a Spanish language-only center. Family Houston began employing bilingual staff across the city.

1980's

A new initiative was launched, School of the Future, a program which provided counseling and general family support at schools whose families were economically challenged. This became a model for private partnership in public schools.

Today we are celebrating 115 years of serving the greater Houston area. Family Houston has seven locations in Harris, Montgomery, Waller and Fort Bend counties. We look forward to continue serving our community for another 100 years.

2000's

1970's

1990's

2019

Schools began seeing an increase in student dropout rates. To help curb this serious problem, Family Houston reached out to students and their families and became one of the first nonprofit organizations to provide mental health counselors in Houston-area schools.

Houstonians were dealing with issues pertaining to veterans returning from the Iraq and Afghanistan wars. Family Houston launched a project that provides Case Management and financial assistance to veterans. Family Houston also launched our Financial Stability program.

We ♥ our Volunteers

For over 115 years Family Houston has been a safe place for families in need. With the help of our volunteers we are able to serve more clients every day through our Case Management, Counseling, and Financial Stability programs.

Join our family today and make a difference in someone's life.

www.FamilyHouston.org/Volunteer
Volunteer@familyhouston.org



Family Houston

P.O. Box 70068 Houston, TX 77270 | 713.861.4849 | FamilyHouston.org

