



FAMILY HOUSTON

2021 ANNUAL REPORT

BASIC NEEDS
MENTAL HEALTH
FINANCIAL STABILITY

A MESSAGE FROM
CHARLY WELDON
FAMILY HOUSTON PRESIDENT AND CEO

Are you the kind of person who finds it difficult to ask for help? I think most of us enjoy being self-sufficient. The last thing that we want to be is 'vulnerable'. Houston's own Brené Brown says that we tend to regard vulnerability as daring and brave in others but as weakness in ourselves.

Is it any surprise that many of our clients feel the same? Most people wait a long time before asking for help. The possibility of being rejected is daunting. Maybe they look around and don't see anything that gives them hope. They don't realize that so many people are ready to help, and that is something Family Houston wants to change.

Family Houston is an organization that recognizes the bravery required to take that first step. We see and celebrate every small victory along the way. This past year over 4,300 families gathered the strength to ask for help; they found Family Houston. We were able to provide basic needs assistance, financial and employment coaching, and mental health resources because your support has not wavered and your commitment to families in crisis is as strong as ever.

In these pages you will read about lives that have been changed and obstacles overcome. You have laid the foundation for all of it. Together we can continue to build a world where asking for help is a sign of strength and not weakness. Thank you!

With gratitude,


Charly Weldon

MISSION

To create a stronger community for tomorrow by helping individuals and families meet the challenges they face today.

VISION

To be Houston's premier resource that uses a holistic approach to help people empower themselves, stabilize their lives, and sustain lasting improvement.

*Helping
families help
themselves
since
1904*

THREE CORE COMPETENCIES

For over 100 years, families in crisis have turned to Family Houston for support. We focus our efforts in three key areas, offering specialized, premium services to under-resourced Houstonians. Everyone deserves access to quality care that they can afford.

BASIC NEEDS



Family Houston connects individuals and families with resources to address basic needs, such as food and housing, as well as public benefits and employment assistance.

MENTAL HEALTH



Family Houston provides professional, confidential counseling for children and adults, individuals and families.

FINANCIAL STABILITY



Family Houston offers individualized financial and employment coaching, as well as financial education classes on topics such as debt and credit.



CORE COMPETENCY #1

BASIC NEEDS

Monica* is a veteran of the United States Army. In 2020 her family moved into a new apartment, but because of their limited finances, they were not able to purchase any furniture. She and her husband slept on the floor, an excruciating experience for both of them due to a number of health conditions. Night after night, they laid on the floor in pain and when the morning came, rose feeling even more exhausted. Monica heard about a local organization that helped families who couldn't afford furniture, and she reached out. Family Houston was honored to offer support to Monica and her family! When a Family Houston Veteran Support Specialist let Monica know that they would be receiving brand new furniture, Monica was excited - and full of hope for the first time in a long while. This is the note we received from Monica a few weeks after she had been sleeping on a bed again.

"The furniture is absolutely beautiful. My husband and I are so grateful for the assistance. Everyone has been extremely kind throughout this hard process. I am looking forward to sitting at my brand new dining table to enjoy a meal and sleeping in an actual bed. Thank you, thank you!"



93%

MAINTAINED
OR IMPROVED
HOUSING
STABILITY



63%

MAINTAINED
OR IMPROVED
FOOD
STABILITY



89%

MAINTAINED
OR IMPROVED
ACCESS TO
HEALTHCARE



68%

MAINTAINED
OR IMPROVED
INCOME



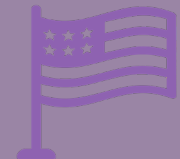
HOUSEHOLDS
SUPPORTED

1,356



FINANCIAL
ASSISTANCE
DISTRIBUTED

\$507,940



VETERAN
HOUSEHOLDS
SUPPORTED

234

**Names have been changed for anonymity.*

CORE COMPETENCY #2

MENTAL HEALTH

Like many people, Robert* was hit hard by the pandemic. Suddenly a steady paycheck became unpredictable and before he knew it, there wasn't enough money to pay all the bills. Robert was under incredible pressure and his anxiety was rising every week. In addition, his relationship with his partner, Maya was starting to buckle under the stress of these circumstances. Robert reached out to Family Houston and began to see a therapist. In every session they would work on strategies to help Robert cope. He began exercising and saw his health improve little by little, including his mood. He focused more on using his time to do things he enjoyed or that created a restful atmosphere in his home. Robert and Maya started talking more, and began tackling their finances together. They even started a savings account. Now, Robert has found his footing again. He has the internal resources to face the challenges ahead with peace and confidence.

SNAPSHOT OF CHILD CLIENT OUTCOMES



66% were feeling less nervous or afraid.



76% had fewer behavior problems at school.



65% report feeling less unhappy or sad.

SNAPSHOT OF ADULT CLIENT OUTCOMES



72% feel hopeful about their future.



68% are generally satisfied with their psychological health.



66% feel able to handle conflicts with others.



CHILDREN SUPPORTED

773



ADULTS SUPPORTED

1,071



TOTAL SESSIONS HELD

14,959

**Names have been changed for anonymity.*

CORE COMPETENCY #3

FINANCIAL STABILITY

Mr. Artiega* immigrated to the United States in 2019 through the Mexican Consulate. He is a welder and although he had a good income, he had much to learn about how to begin a new life in a new country. As an immigrant, he had no social security number, no experience filing taxes, and no bank account here. Family Houston operated a small office inside the Mexican Consulate in order to help new immigrants just like Mr. Artiega. It is overwhelming to navigate an entirely new country, language, and system of governance, but we quickly saw that Mr. Artiega was up for the challenge. Right away, he set ambitious goals. He wanted to establish credit and be able to buy a home. With the help of his Family Houston Financial Coach, he was able to go from zero credit to a 723 FICO score. With dedication and hard-work, Mr. Artiega had saved \$45,000 as a down payment and he was able to close on his first home in October of 2021. We are honored to have been able to support Mr. Artiega through this process and we're proud to have such a diligent and wonderful client as a Houston resident!



HOUSEHOLDS
SUPPORTED BY
FINANCIAL
SERVICES

1,391



HOUSEHOLDS
SUPPORTED BY
EMPLOYMENT
COACHING

849



HOUSEHOLDS
SUPPORTED
BY FINANCIAL
COACHING

667

**Names have been changed for anonymity.*

STAFF HIGHLIGHTS



Aleshia Tripps

PROGRAM COORDINATOR
and VETERAN SUPPORT
SPECIALIST

Aleshia has been with Family Houston for over 15 years. She was recently promoted to Program Coordinator for Community Support Services and Financial Stability. She's a team player through and through, always ready to jump in and help her colleagues. We're lucky to have Aleshia at Family Houston!



Nazia Islam

SENIOR CLINICIAN AND
INTAKE COORDINATOR

Nazia has been with Family Houston for five years. She recently completed her LPC Supervisor license and has already started mentoring interns with insight and skill. She is eager to support her teammates and we have full confidence that she will continue the Family Houston tradition of excellence.



Arminda Lazaro

BILINGUAL FINANCIAL
COACH

Arminda has been with Family Houston for four years. She provides services in both English and Spanish. Arminda is always eager to offer serve the community. She is thorough and invests whole-heartedly in supporting her clients to reach their financial goals. Family Houston is grateful to have Arminda with us.



Family Houston has several front line staff who serve the community inside public schools. Undaunted by the pandemic, these amazing individuals ensure that students have quality mental health care readily available. They exemplify the Family Houston commitment to under-resourced families. with gratitude and admiration, we recognize their contribution to all that we achieved in 2021.

A LOOK BACK



THE JOINT COMMISSION

The Joint Commission is the recognized global leader for healthcare accreditation. They are the nation's oldest and largest standards-setting organization in healthcare. We are pleased to report that in 2021 Family Houston passed our most recent on-site accreditation review.

DISTINCTIONS

- ★ Once again we were a finalist in the Houston Business Journal's 'Best Places to Work'.
- ★ Family Houston received a BBB Award for Excellence from the Better Business Bureau!

STORM RELIEF

We hosted a Winter Storm Recovery Drive and provided our clients with basic goods, thanks to the generosity of Family Houston supporters.



BOARD TRANSITIONS

We bid a fond farewell to Catherine Garcia-Prats and remain thankful for the decades of support she offered Family Houston. We are grateful for Ron Martin's continued services as he transitioned from the Family Houston Board of Directors to the Family Service Foundation Board.

COMMUNITY OUTREACH

We hosted a successful on-campus event with Merrill Lynch, offering financial advice to community members and clients.

PILLARS OF STRENGTH



Our virtual *Pillars of Strength* event was a huge success. Our special guest was the inspirational Bryan Terrell Clark of the original *Hamilton* cast, and we honored former United Way Board Chair and former Houston Texans' President, Jamey Rootes.

Family Houston has partnered with The Women's Home for over three years, providing mental health support to families and children.

"This partnership has been crucial to address the needs of low-income families in the Spring Branch area. [These families] may otherwise have only had limited access to high-quality mental health services for children... Family Houston adds incredible value to The Women's Home."

MARIA DE LOURDES CARRILLO, LMSW
Director of WholeLife Service Center
The Women's Home

INVESTING IN CHANGE IN 2021

JULY 1, 2020 - JUNE 30, 2021

FAMILY UNDERWRITER

\$10,000 and above

Bank of America
The Brown Foundation, Inc.
Jill and Bill Carter
Chaosmonkeys, Inc.
Citi Community Development
Foundation
Debbie and Stephen Costello
Cullen Trust for Health Care
Greater Houston COVID-19 Relief
Fund
Ellwood Foundation
Gene Graham
H-E-B
Houston Methodist
John P. McGovern Foundation
Powell Foundation
Renew International/
Traci and Kris Westbrook
Mr. and Mrs. David M.
Underwood, Jr.
United Way of Greater Houston

FAMILY FOUNDER

\$5,000 - \$9,999

BDO USA, LLP
Charity Guild of Catholic Women
First Horizon Foundation
GATE Energy
Deborah and Clyde Grabien

Richard Holt and Mark McMasters
Isla Carroll Turner Friendship
Trust
Prosperity Bank

FAMILY BENEFACTOR

\$2,000 - \$4,999

Andrews Foundation
Brand Extract, LLC
Joan Baird and Frederic L. Glover
Joseph and Catherine Garcia-Prats
Greater Houston Community
Foundation
Monica Grover
Dion Hobbs
Jackson Walker, LLP
Adrea and Sergio V. Leal
Legacy Community Health
Littler Mendelson
Edna Lopez
David Pitts
Elena Shaver
Julie Shochat
Chris Sudjadi

FAMILY SUPPORTER

\$1,000 - \$1,999

Clayton Black
Chevron
ConocoPhillips
Katy and Kevin Dunlap

Eversheds Sutherland, LLP
Robert Hall
Tracy and Sean Jackson
Harold Kuehler
Shell Oil Company Foundation
Kathryn Underhill
Lynda K. Underwood
Charly and Bert Weldon

FAMILY ADVOCATE

\$500 - \$999

Nancy Baird
Catherine Beebe
Boardwalk Pipeline Partners LP
Adan Briones
Camille and Locke Bryan
Joan and David Dunlap
Tracey Burnett-Greenup
Belley Guillaume
Liz and T.J. Green
Martha Harrar
Sam Jacobson and Carl Josehart
Tanisha Lebron
Nelsy Gomez Lipford
Jack Massey
Karen and Mark Mayfield
Shunney and Shaji Nair
Next Generation Giving Circle
Sheth Samar
Alex Taghi
Rose Viviano

FAMILY FELLOW

\$100 - \$499

Fred and Nila Adair
Albertsons Safeway
Clark Andrew
Amina Archer
John Arrowood
Baby Bull Boxing
Manuela Barton
Bo Bothe
Dr. Glen and Eunice Buchanan
Katy Caldwell
Tripp Carter
Juan Castaneda
Jessica Cisneros
Constance Clancy
Michael Clement
Martin Cominsky
Mayra Curiel
Valerie Daniel
Maria and Gary Daugherty
Mellie Davila
Ramsay Elder
Ruben Elestundo
Ruth Farrar
Ed Finger
Joey Garza
Sergio Garza
Laura Guerrero
Ron Guillard
Edward Gutierrez
Erin Hanley and Trey Bostick
James Hazen
Teal Holden
Paul Horning
Houston Money Week

Nazia Islam
Jay Jayasuriya
Curt Karges
Mia Karides
Anna Lachner
George Lancaster
Louie Layrison
Arminda Lazaro
Mitzi Levine
Adrian Lira
Shelly Long
Sao Lorn
Christian and William Manuel
Ronald K. Martin
Pierre Matta
Sandra Mendez
Aldacy Montenegro
Resheka Moore
Lama Murad
Anne Loo and Brad Nyberg
Penny Pabst
Palmer Memorial Episcopal Church
Tesda Peebles
Karen Phillips
Judith Pyburn
Heath Quebedeaux
Richard T. Robinson
Stephanie Romero
Julie Rosales
Jessica Rosales
Seth Schermer
David Seeley
Brendan Sheehan
Susan Sternberg
Amy Tabor
Elizabeth Taylor
Andrew Treutle
United Way of Greater Baytown

Area and Chambers County

Ana Maria Uvalle
Heazel Valleau
Tanja van Dam
Louis Vega
Judy Vo
Tammi Wallace
Hannah Weier
Alicia Wickman
Karen B. Womack
Stephanie Zimmer

Thank
You!



FAMILY FRIEND

Up to \$99

Jake Allhands
Amazon Smile
Estefania Ballesteros
Bruce Beck
Leonard Chan
Isabel Cisneros
Lorielle Broussard David-McGee
Adam Cook
Matthew Detrick
Marta Dreschel
Julie-Ann Duhe
Dixie Duncan
Claudia Duran
Camille Elmore
Gracie Fernandez
Fluor
Kathryn Foster
Christi Gell
Robert Gleason
Leslie Goodwin
Cheryl Graham
Stephanie Gusmeri
Bruce Hall
Jay Herberg
Molly Hendrick
Pam and Taylor Hicks
Greg Hubbell
Andrew Hung
Martha Kasabova
Shelly Kessinger
Betty and Jim Key
Peter Koops
Evalyn Krudy
Erica Lee

Natalie Lee
Bryce Lemmons
Joel Levine
Gia Lott
John Mabasa
Timmy Martinez
Cathy and Hugh McCulley
Maria Melicoff
Jorge Mendoza
Erica Mora Muslow
Julie Morse
P. A. Mueller
James Nguyen
Terry Nick
Giselle Nin
Michelle Nowak
Plymouth United Church
Susie Redus
Sonia Reeves
Matthew Roth
Joe Sangirardi
Gloria Semien
Tianay Sherman
Yvonne Silhan
Sarah Smith
Leslie Smith
Martha Taghi
Charlotte Taylor
Heather Taylor
Aleshia Tripps
Erin Tureau
Andrea Usanga
Jacklyn Utley
Brenda Velasco
Jeff Watters
Sheila K. White
Courtney White
Karina Zapata

IN-KIND GIFTS

The Faulk Foundation
The Houston Food Bank

HONORARIUM GIFTS

Gifts were made in honor of the following:

Joan Baird and Fredric Glover
Camille Bryan
Mr. and Mrs. William Lenoe Burke
Connie Clancy Richard Holt
Terry Mahan
Dr. Robert Phillips
Olga Vega
Charly Weldon

MEMORIAL GIFTS

Gifts were made in memory of the following:

Helen Rorvik

FAMILY HOUSTON

BOARD OF DIRECTORS

Deborah Roth Grabein, Chair
Sergio Leal, Chair-Elect
Joan Baird Glover, Secretary
Edna Lopez, Treasurer
Charly Weldon, President & CEO

Bo Bothe
Stephen Costello
Kevin Dunlap
Dion Hobbs
Tracy Jackson
Nelsy Gomez Lipford
Linda Madden
Julie Shochat
Alex Taghi
Robert Tinnell
David M. Underwood, Jr.
Kris Westbrook

FAMILY SERVICE FOUNDATION

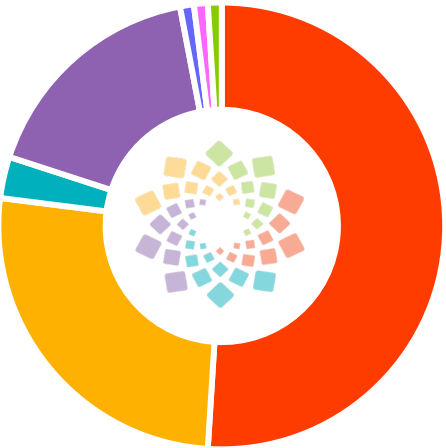
BOARD OF DIRECTORS

Locke Bryan
Gary Daugherty
David G. Dunlap
Ronald K. Martin
David Pitts
David Pluchinsky

FINANCIALS

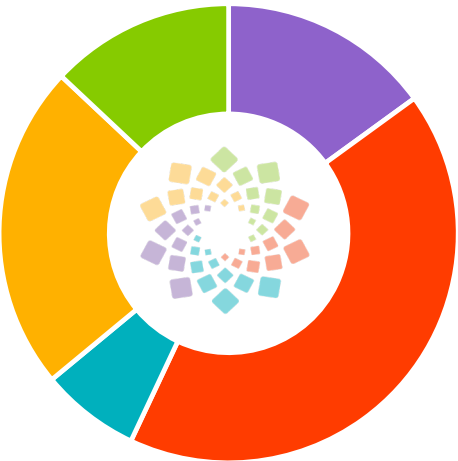
REVENUE

| | |
|---------------------|-----|
| UNITED WAY | 51% |
| GRANTS | 26% |
| SERVICE FEES | 17% |
| EVENTS | 3% |
| OTHER CONTRIBUTIONS | 1% |
| INVESTMENTS | 1% |
| OTHER | 1% |



EXPENSES

| | |
|--------------------|-----|
| MENTAL HEALTH | 42% |
| BASIC NEEDS | 23% |
| FINANCIAL SERVICES | 15% |
| MGMT. AND GENERAL | 13% |
| FUNDRAISING | 7% |



Through our many programs and outreach services, Family Houston builds stronger families by teaching the life skills necessary to face financial, health, relationship, and other critical challenges.

Whether it is \$5 or \$5,000, your generous gift to
Family Houston makes an impact.

\$50

provides a family
with health and
basic needs
assistance.

\$100

allows a veteran
and their family
to keep their
utilities on.

\$250

covers two
counseling
sessions for a
school-age child.

GIVE WITH CONFIDENCE



*Helping
families help
themselves
since
1904*



www.familyhouston.org

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

Family Houston is a registered 501(c)(3) non-profit organization.