

Family Houston's Annual

Impact Report

2022





A message from

CHARLY WELDON

Family Houston President and CEO

Some people know Family Houston for our world-class clinicians and therapists, others for the financial coaching that we offer throughout the city. But Family Houston has another, less visible team that changes lives: our front line Community Support Staff. They are the first to hear the stories of loss and hardship. They serve as guides to people who are at the end of their rope; that growing community of our neighbors who don't earn enough money to make ends meet but still don't qualify for meaningful relief. Not every person who comes to Family Houston is in a tough spot, but many are and we receive up to 80 phone calls every day.

Our role often begins by saying, "Here's how to go without - but make it through. Here's how to live with unmet needs and not lose hope," and then we can offer the support that makes a hard season bearable. Through our basic needs program, financial and employment coaching, and mental health services, we help Houstonians build essential resources where none existed before. We provide resources that are the difference between despair and hope, between temporary setback and a cycle of poverty.

As a supporter of Family Houston, you may empathize with families in such challenging circumstances or you may know the stress of such seasons from first-hand experience. One of the most meaningful moments for anyone in need is finding someone who takes the time to care and to help. By supporting the work of Family Houston this year, you have done just that.

I submit this report as evidence that you spent 2022 doing work that matters. You made an impact in the lives of real people facing daunting challenges. As I reflect on all that we accomplished together, I am full of hope for the future. Thank you and well done in 2022!

With gratitude,

CORE **COMPETENCIES**



Basic Needs

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



Financial Stability

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



Mental Health

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

For over 100 years, families in crisis have turned to Family Houston for support. We focus our efforts on three key areas, offering specialized services to all Houstonians, regardless of their ability to pay. Everyone deserves access to quality care that they can afford.

Basic Needs

Knowing what resources are available and how to access them can be confusing - especially for Houstonians who have never needed assistance before. So many of our neighbors do not have the support system that many of us take for granted, like family or friends to help when we need childcare or can't pay the electric bill. Family Houston helps Houstonians find resources.



CLIENT SNAPSHOT

88%

IMPROVED OR
MAINTAINED
HOUSING
STABILITY



90%

IMPROVED OR
MAINTAINED
ACCESS TO
HEALTHCARE



72%

IMPROVED OR
MAINTAINED
FOOD
STABILITY



185

VETERAN
HOUSEHOLDS
SUPPORTED



205k

DISTRIBUTED
TO VETERANS
IN NEED



ANNA'S STORY

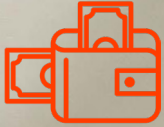
a client receiving services in our Basic Needs program

Anna and her husband have three children, and after the pandemic, their family fell on hard times. Anna found Family Houston through her child's school. She and her husband began to meet with Family Houston Community Support Specialist Mayra Curiel. Mayra identified many urgent needs. Not only was Anna's family at risk of eviction, but Anna and her husband lacked long-term employment - and they did not have medical insurance. They struggled with debt, and it was becoming more and more challenging to afford groceries. Unsurprisingly, Anna was mentally exhausted and under considerable stress.

As Mayra met with the family every month, educating Anna and her husband about what resources were available, their situation slowly improved. She enrolled the family in two local programs that helped cover their rent for a few months. She then helped them locate programs that equipped them with the skill set to resolve their financial crisis, and they worked together to create a budget. Once housing was secure, and they knew that food would be on the table, Mayra helped them tackle the next big challenge: healthcare. She led the family through applying for a program that provided low-cost medical care. With this new breathing room, Anna and her husband began paying down their debt.

Mayra now sees a very different person show up every month - Anna is excited about the things she and her husband have accomplished, and she is ready to push herself to work harder and set bigger goals. She is no longer weighed down with anxiety but full of hope.

CLIENT SNAPSHOT



72%

MAINTAINED
OR IMPROVED
DISPOSABLE
INCOME



50%

MAINTAINED
OR IMPROVED
ASSETS



69%

MAINTAINED
OR IMPROVED
CREDIT
REPORT



83%

MAINTAINED
OR
DECREASED
TOTAL DEBT



89%

MAINTAINED
OR IMPROVED
TOTAL
SAVINGS

Financial Stability

Our clients often put off asking for support, thinking that more effort can resolve the crisis. Here is the truth that we have learned: a college degree or good work ethic no longer guarantees food on the table or a roof overhead. That's where we come in. Family Houston can help clients locate resources that stabilize their immediate crisis - and then we equip people to maintain that stability through financial or employment coaching. We empower people to hope for the future by giving them the tools necessary to overcome life's challenges.



*Gabby
a Family Houston client*

JEFFREY'S STORY

a client receiving services in our Financial Stability program

Three years ago, the Family Houston intake team received a call from Jeffrey. Jeffrey wanted to buy a house, but he knew his credit score was too low to qualify for a home loan due to identity theft and a lack of budgeting skills. With the help of Family Houston financial coach, Monee Cheney, Jeffrey disputed the fraudulent charges on his credit report, applied for a secure credit card, and learned to set and keep a budget. Before long, Jeffrey and his wife saw their savings grow. Within two years, Jeffrey's credit score had jumped 140 points and he secured a home loan through one of Family Houston's collaborative partners.

Since we met three years ago, much has changed for Jeffrey and his family. This year they were able to move into their new home! Jeffrey has a healthy savings account and continues to keep monthly appointments with his Family Houston financial coach. Today, Jeffrey and his family are set up for a successful and stable future!

Mental Health

Mental health is the most necessary resource for building a stable and healthy life. It keeps someone from quitting the job that pays the bills when frustrated. It allows us to believe that better days are ahead, which means we are more likely to make decisions that are difficult now but will pay off in the long run.

Texas ranks last nationally for access to mental health care, and more than half of all Houstonians report struggling with mental health in recent years. We offer mental health services on a sliding-scale fee and never turn anyone away for inability to pay.



10,681

TOTAL
SESSIONS
WITH ADULT
AND YOUTH
CLIENTS

CLIENT SNAPSHOT

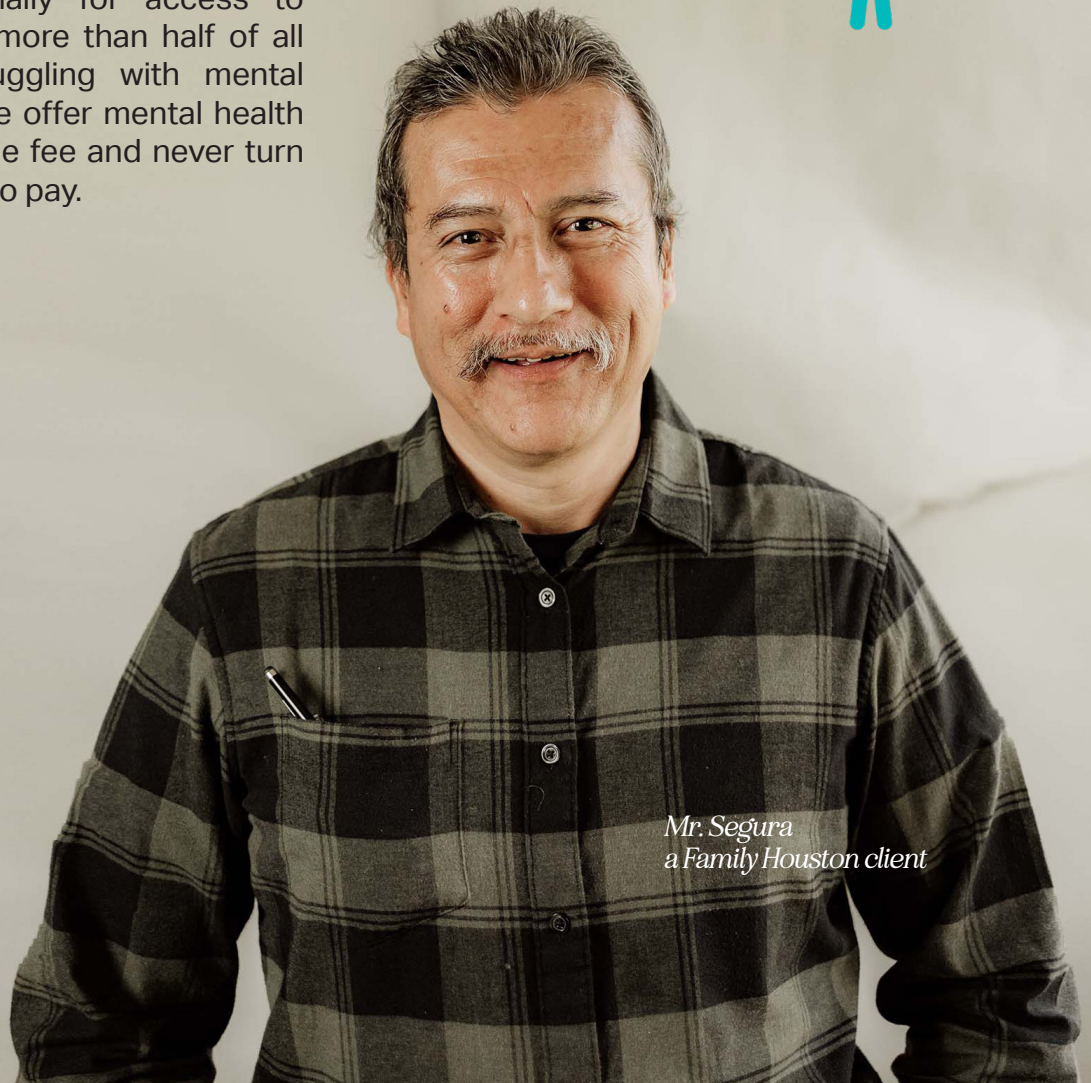
868

ADULT COUNSELING
CLIENTS SERVED



619

YOUTH COUNSELING
CLIENTS SERVED



*Mr. Segura
a Family Houston client*

WILLIAM'S STORY

a client receiving services from a Family Houston clinician

William is a fifteen-year-old boy living with several developmental challenges and being cared for by his grandparents. William started seeing a Family Houston therapist five years ago. His health issues mean he struggles to communicate his emotional and physical needs to his family; as he got older, the way he expressed his frustration became harder to manage. Then he began play therapy with Family Houston clinician, Tanja van Dam. With Tanja's help, William can now articulate his needs and no longer has moments of aggression.

William's grandmother, Bernita, tells us that their quality of life has dramatically improved and that they feel safe and happy knowing that Tanja has made such a strong connection with William. Every week, William can meet with a therapist and find compassionate, individualized care that helps him live with dignity.

A YEAR IN **REVIEW**

Poetry workshop with
Houston poet laureate,
Outspoken Bean

Congratulations
to Judy Vo, our
newest
fully-licensed
clinician!

Jennifer
Hazelton
joins Family
Houston as
CFO

Financial Coach Monee
Cheney recognized
by the Houston Land
Trust for Outstanding
Community Support

Sergio Leal
elected to chair
the Family
Houston Board
of Directors

The Family
Houston
Employment
Program
partners with
Brazosport
College

Karen
Mayfield
celebrates
25 years
with Family
Houston

Sale of the
historic Family
Houston
building at 4625
Lillian St.

Steven Costello
and David M.
Underwood,
Jr. join the
foundation
board

JAN

FEB

MARCH

APRIL

MAY

JUNE



Our first
Influencer
Back-to-School
Closet Sale

The Family Houston
veterans team invited
to join the Community
Resource and Referral
Center

Charly Weldon
named an
HBJ Women
Who Mean
Business
honoree

Family Houston was
chosen as the Houston
Texan's Founder's Day
partner and together
we highlighted the
importance of student
mental health.

Over
300 toys
donated in
our Holiday
Toy Drive

Family Houston
places a counselor
in a new school
with our partner,
Communities In
Schools

Three new
clinicians join
the Family
Houston
team

Senior Clinician,
Sao Lorn certified
as a clinical
anxiety treatment
professional

Our Cover the
Co-Pay Campaign
helped clients who
would otherwise
have skipped their
therapy sessions
over the holidays.

JULY

AUGUST

SEPT

OCT

NOV

DEC



MORE IS POSSIBLE WITH AMAZING **PARTNERS.**

Family
Houston
Counseling

HOUSTON
Methodist
LEADING MEDICINE



AARP

Houston
Habitat
for Humanity

H-E-B

VA



U.S. Department
of Veterans Affairs

NBHP
Network of Behavioral
Health Providers



**TEXAS VETERANS
COMMISSION**

the **Y**
YMCA

OATS | OLDER ADULTS
TECHNOLOGY
SERVICES
FROM **AARP**

houston 
foodbank
Filling pantries. Filling lives.



Communities
In Schools

the **women's HOME**
Building whole lives



**CRISTOREY
JESUIT**
COLLEGE PREPARATORY SCHOOL OF HOUSTON



BOYS & GIRLS CLUBS
OF GREATER HOUSTON

Brazosport College
The College of Choice

**HOUSTON
COMMUNITY
LAND TRUST**

Workforce Solutions

**COMBINE
ARMS**



DePelchin
CHILDREN'S CENTER


Spring Branch Family Development Center



2022 AWARD FOR EXCELLENCE WINNER OF DISTINCTION

Better Business Bureau

The Award for Excellence celebrates businesses and nonprofits that go above and beyond for their customers, clients, and community. These organizations are a positive example in all areas, demonstrating superior integrity, reliability, and trustworthiness. For over 100 years, the Better Business Bureau has been doing their part to build better communities and Family Houston is grateful to be recognized with this award.

Platinum
Transparency
2022

Candid.

PLATINUM SEAL OF TRANSPARENCY

Candid (formerly Guidestar)

The Platinum Seal of Transparency is the highest recognition offered by Candid, an organization that provides the most comprehensive data and insights about the social sector. By providing metrics that show the impact of our programs and sharing our goals and strategies, Family Houston achieved the Platinum Seal this year.

GIVE WITH **CONFIDENCE**

FINANCIAL **SNAPSHOT**

EXPENSES

- 38.5%** *Mental Health Program*
- 20.5%** *Basic Needs Program*
- 17%** *Financial Stability Program*
- 17%** *Management & Other Expenses*
- 7%** *Fundraising*

REVENUE

- 58%** *United Way*
- 19%** *Foundation Grants*
- 14%** *Service Fees*
- 6%** *Government Grants*
- 2%** *Donations*
- 1%** *Invested & Other Income*

These percentages reflect Family Houston's most recent Fiscal Year. Audited Financial Statements for our fiscal year ending June 30, 2022 are available to review on the Family Houston website at www.familyhouston.org/financials.

BOARD OF **DIRECTORS**

Charly Weldon, President and CEO
Sergio Leal, Chair
Robert Tinnell, Secretary
Tracy Jackson, Treasurer

Bo Bothe
Kevin Dunlap
Joan Baird Glover
Deborah Roth Grabein
Dion Hobbs
Nelsy Gomez Lipford

Edna Lopez
Linda Madden Jarvis
Julie Shochat
Alex Taghi
Kris Westbrook

FAMILY SERVICE FOUNDATION

David Pitts, Chair
Locke Bryan
Stephen Costello
Gary Daugherty
David G. Dunlap
Ronald K. Martin
David A. Pluchinsky
David M. Underwood, Jr.



HELPING
HOUSTONIANS
HELP THEMSELVES
SINCE 1904.



We are grateful to the clients who have allowed us to use their portraits in this report and we are proud to be represented by real people and not stock photos. Some names have been changed.