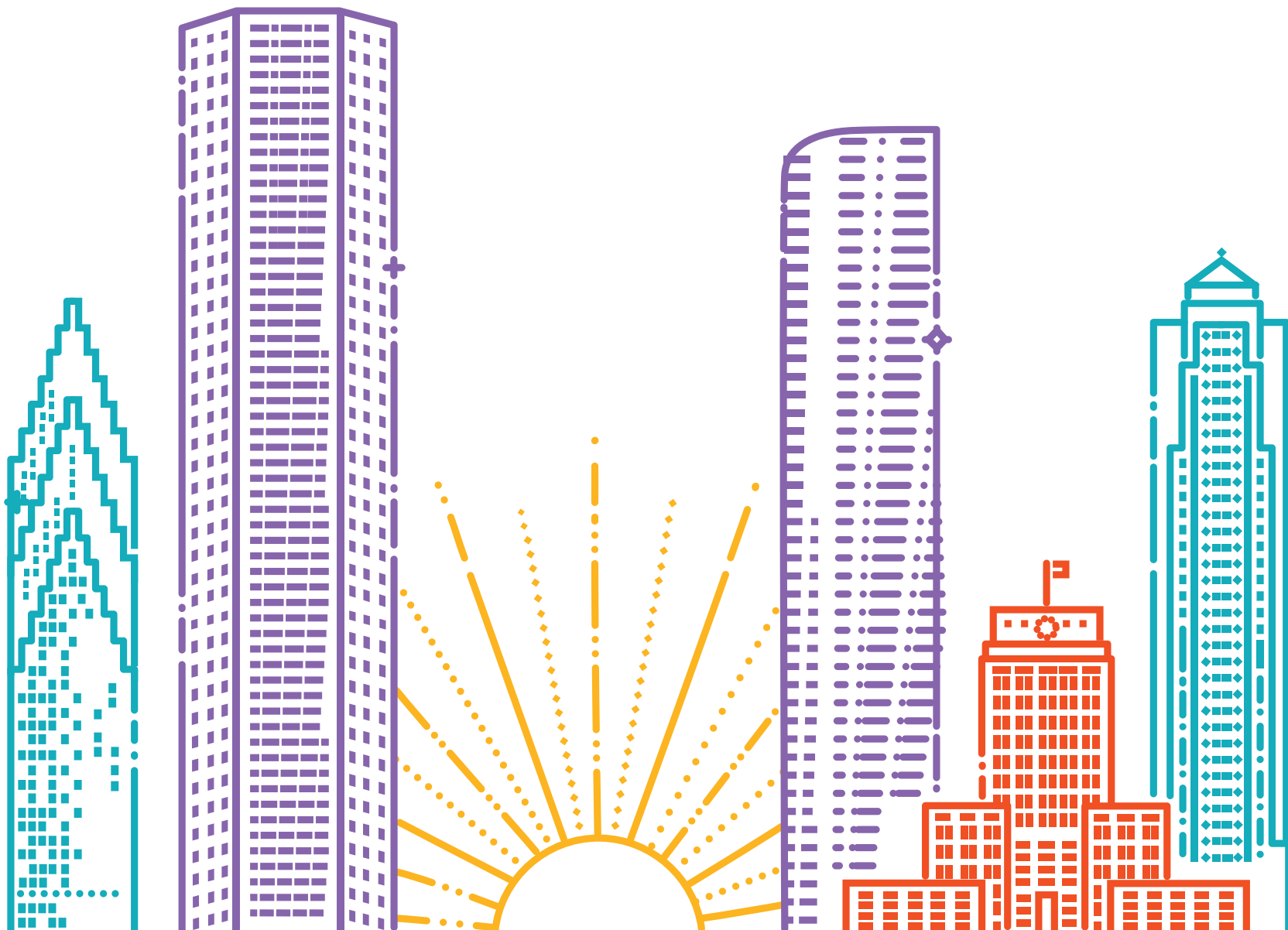
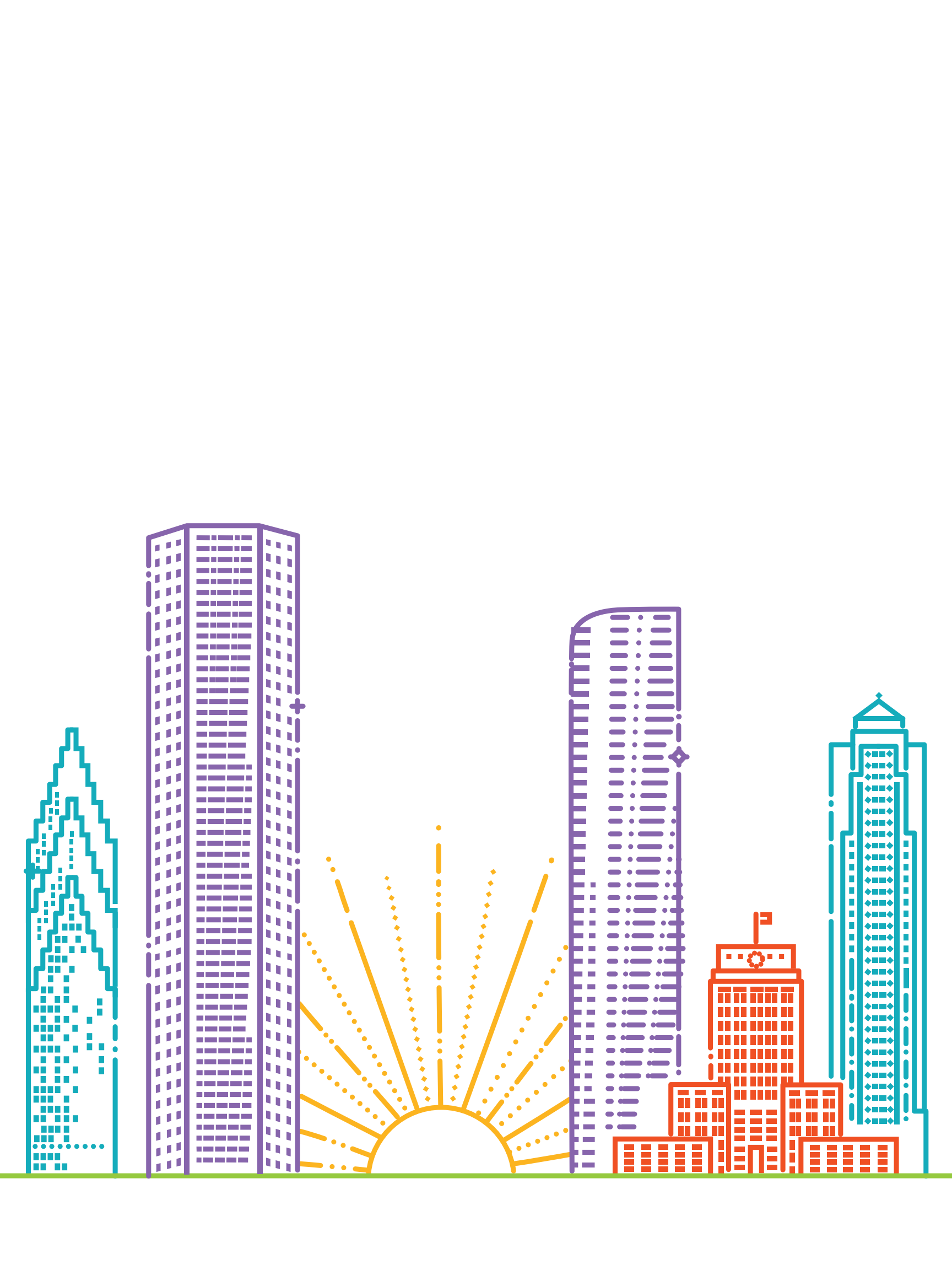




2023 ANNUAL REPORT

STRENGTHENING COMMUNITY. TRANSFORMING LIVES.





Who WE ARE

Family Houston is proud to be one of the oldest social service providers in the Houston area. For 120 years, we have evolved our services to meet the changing needs of our community. We're proud to connect people to resources, help veterans, support those who seek mental health care, and offer financial coaching. **We provide services regardless of people's ability to pay.**

In six locations around Greater Houston, our experts work in five languages to support people with:



Basic needs, including resources to obtain food, housing, and public benefits



Financial stability, including personalized financial and employment coaching and classes



Mental health, including confidential counseling for children, adults, and families

OUR MISSION

Helping others help themselves.

Family Houston creates a stronger community for tomorrow by helping individuals and families meet the challenges they face today.

OUR VISION

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

OUR VALUES

COLLABORATION: We work in partnership with our clients, donors, and community associates.

COMPASSION: We treat all people with respect, acknowledging each person's unique needs.

COMMITMENT: We help others help themselves in ways that position them for success.

OUR COMMITMENT TO EQUITY

The principles of diversity, equity, and inclusion are fundamental to our approach and are rooted in our history. We're intentional about making our communities accepting and welcoming places for all to live and thrive. Individually, we are unique. Together, we are Family Houston.



Miguel
Family Houston Client,
U.S. Marine Corps Veteran

Impact **OVER THE YEARS**



Our History is **HOUSTON'S HISTORY**

After a smallpox epidemic and the devastating Galveston hurricane, a dozen citizens founded Family Houston in 1904 as a social service agency that could respond swiftly and compassionately to those in need. Since then, **we've built a legacy** around continuously evaluating our programs and adapting to ensure we're meeting Houston's evolving needs. What hasn't changed is our commitment to our community.

Staying True **TO OUR MISSION**

Our approach still comes from one of our earliest goals: **"Helping others help themselves."** In the 1940s, we established a visiting homemaker service aimed at keeping families together when a mother was ill or absent. In the 1980s, a Drop Out Prevention Program was started to help students remain in school. In the 2010s, we launched employment services to help returning veterans challenged with a tight job market and who often faced war-related mental health issues.



Adapting **TO NEW NEEDS**

We remain flexible, as our founders intended. During World War II, we added a childcare center to assist women who were working outside the home. In the 1970s, we worked with students and families to provide mental health counselors in local schools. And during the COVID-19 pandemic, we temporarily shifted our programs to 100% remote so we could maintain critical services.



1900 · 1910 · 1920 · 1930 · 1940 · 1950 · 1960

Committing TO INCLUSION

We want our programs to be **accessible to all in need.**

We were among the first organizations in Houston to offer services to African Americans and hired our first Black counselor in 1942. We established a dedicated center in response to the burgeoning Spanish-speaking community in the 1970s. As the community grew, we shifted to employ bilingual staff members across the city. In 1990, we launched efforts to educate Latinx families about HIV and AIDS and provide emotional support.



Providing STABILITY IN CRISIS

We are intentional with our efforts in the community, and generations of Houston area families have relied on us. We offered mental health counseling after the 1989 explosion at the Phillips plant and following the 2018 school shooting in Santa Fe. We've assisted communities after weather disasters such as the Memorial Day and Tax Day floods, Hurricane Harvey, and the 2021 winter storm.



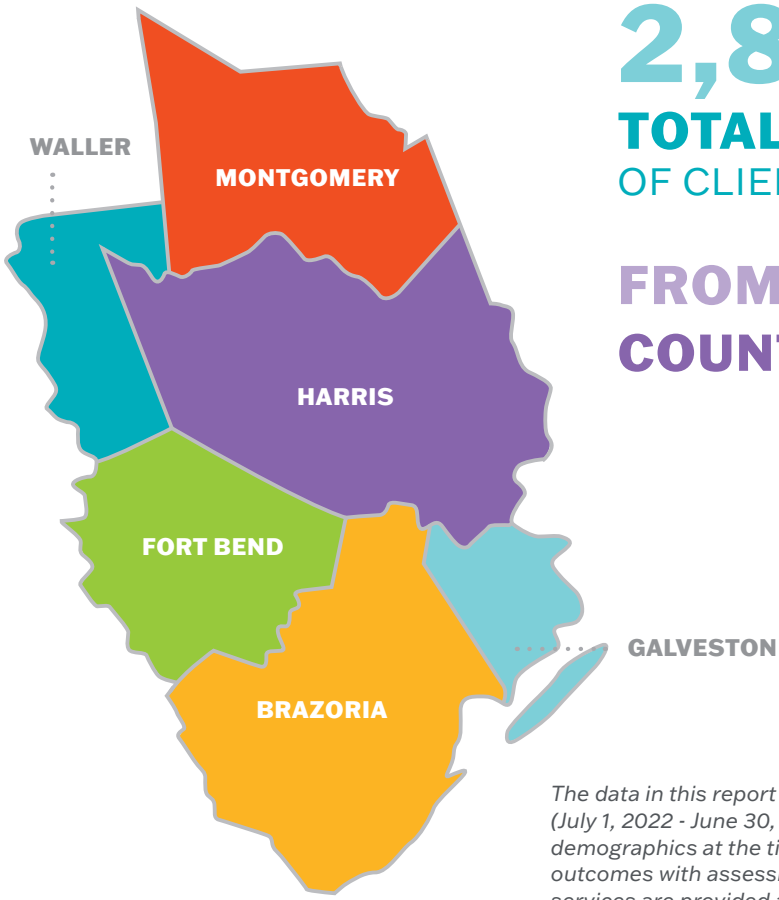
Dedicating OURSELVES TO EXCELLENCE

Family Houston is committed to providing exceptional service. We are proud to have been accredited since 1994 by **The Joint Commission**, which sets standards for high-quality patient care. We have also repeatedly received the **Platinum Seal of Transparency**, the highest recognition offered by Candid, an organization that provides data and insights about the nonprofit sector.



1970 1980 1990 2000 2010 2020

Demographics & DATA



2,854
TOTAL NUMBER
OF CLIENTS SERVED

FROM 6
COUNTIES

The data in this report reflects the 2023 fiscal year (July 1, 2022 - June 30, 2023). We collect demographics at the time of intake and measure outcomes with assessments before the first services are provided and periodically thereafter.

CLIENTS BY SERVICE*



MENTAL HEALTH
1,169



BASIC NEEDS
769



EMPLOYMENT COACHING
547



FINANCIAL COACHING
494

**Some clients may receive multiple services.*

CLIENTS BY RACE OR ETHNICITY (SELF-REPORTED)



45% Hispanic
29% African American
18% Caucasian
3% Asian American
2% Native American, Multiracial or Other Ethnicity
3% Did Not Answer

CLIENTS BY AGE



538



2,163



153

How We **SERVE OUR COMMUNITY**

Family Houston understands that people will struggle to move forward toward their goals unless their immediate needs have been met.

We work with clients to **identify the issues** they're facing, **find solutions** they can implement, **develop a plan to establish stability**, and equip them to maintain their progress.

We know that people have different challenges at different times. Clients can return for more help or different services.



“Family Houston provided me with unconditional self-acceptance in the form of love. I feel hopeful because I have a clear knowledge of who I am and how I feel about being myself.”

Katherine
Family Houston Client



Meeting IMMEDIATE NEEDS

Houston area families faced higher housing and grocery costs during 2022-23, exacerbated by the expiration of COVID-19 safety net benefits. Intense heat and drought also affected people, particularly through their utility bills. These conditions left many people overwhelmed, especially those who hadn't previously sought assistance and needed to find out what **resources were available** and how to access them.



HOW WE HELP

We assist families in accessing food aid and obtaining other help, such as low-cost health care, that frees up money for groceries and other necessities. We help veterans who are struggling to pay rent or electric, water, and gas bills. We also assess people for other services based on their needs and connect them with resources.

★ ★ ★ OUR RESULTS

92% of Community Support clients received food assistance

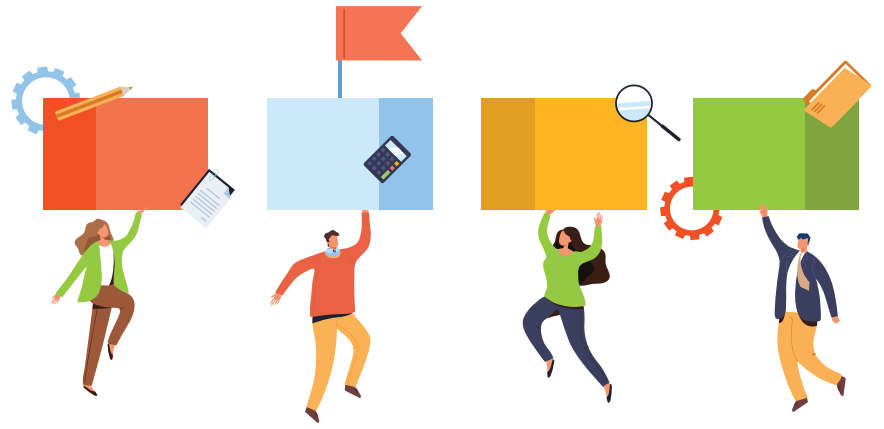
85% of Community Support clients received assistance with housing-related needs

75% of Community Support clients received assistance obtaining health care

\$225,000+ in financial assistance went to veterans and their households



Establishing STABILITY



Houston area families often struggle to secure mental health services, and many have no financial cushion for unexpected expenses. In the 42nd annual Kinder Houston Area Survey, 43% of respondents said they couldn't afford a \$400 emergency. Amid so much uncertainty, people need support to be able to find their balance. Family Houston provides that foundation.



★ ★ ★ OUR RESULTS

70% of adult Mental Health Counseling clients maintained or improved their mental health *(based on the Schwartz Outcome Scale-10)*

85% of Financial Coaching clients increased their savings

205 Employment Coaching clients obtained jobs

35 Employment Coaching clients completed vocational training

HOW WE HELP

We tailor our work with each client to meet their specific needs and assist them in stabilizing their physical and mental health as well as their financial circumstances.

To support economic stability, our financial and employment coaches help people organize their finances, explore ways to reprioritize their spending, and learn to resolve on-the-job conflicts. We also help connect people with vocational training programs.

Our mental health programs help not only individuals but also couples and families. Our clinicians use techniques to help adults and children understand, communicate, and navigate their emotions.





Creating A PATH FORWARD

With the immediate needs met and the situation stabilized, we work with people to envision and plan their lives. We help them set long-term goals for themselves and their families. We empower people with tools to overcome obstacles and move forward with hope for the future.

HOW WE HELP

We offer financial coaching focusing on personalized budget planning, reducing debt, improving credit scores, and building assets. Our programs encourage sustainable mental health by helping people build their self-esteem and resilience.



★ ★ ★ OUR RESULTS

85% of Financial Coaching clients had less debt

80% of Financial Coaching clients increased their total assets

80% of child Mental Health Counseling clients maintained or improved their mental health *(based on the Columbia Impairment Scale)*

71% of Financial Coaching clients improved their credit scores

14 Financial Coaching clients purchased a home

Our CLIENTS

We are grateful to the people who have allowed us to use their portraits throughout this report, and we are proud to be represented by actual clients.



“I fell behind on my rent payments. I searched online for veteran rent relief, and Family Houston was the first option that I’d seen. I filled out the application not really expecting anything, and to my surprise, I heard from a representative the next day! Everything from beginning to end exceeded my expectations!”

Diondria
Family Houston Client, U.S. Navy Veteran

“Family Houston is in many ways the reason I am alive. And more importantly, I have learned how to love myself, and because I do, I am able to love and be there for others.”

Donna
Family Houston Client



“I would not be where I am today without the help of Family Houston! Not only did they help me to get a place to stay, but they also gave me my life back! I will be forever grateful for all Family Houston has done.”

Denise
Family Houston Client, U.S. Army Veteran

EVENTS *in Our Community*



PILLARS OF STRENGTH *Annual Luncheon*

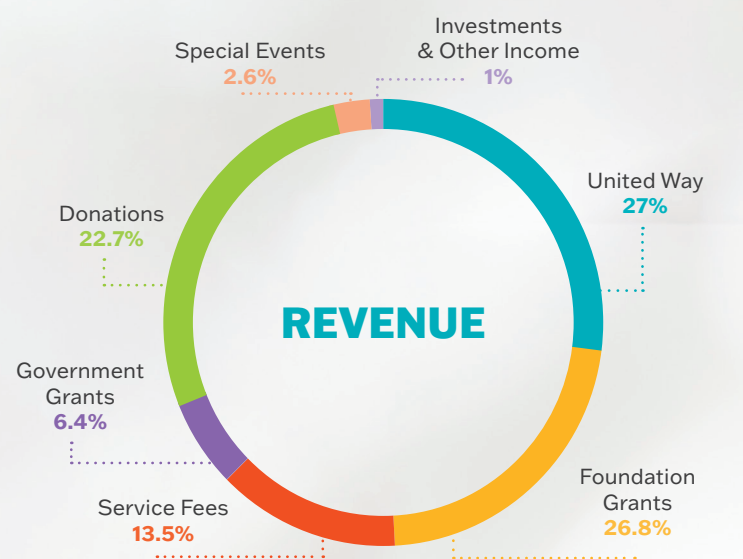
Houston meteorologist Khambrel Marshall was honored at our annual Pillars of Strength Luncheon on May 2, 2023, for his commitment to service, especially mental health advocacy. Keynote speaker Dr. Elizabeth McIngvale, director of the OCD Institute of Texas, discussed her experience with obsessive-compulsive disorder and the barriers that prevent people from getting help. The luncheon, our signature annual event, raised more than \$160,000 for our work.



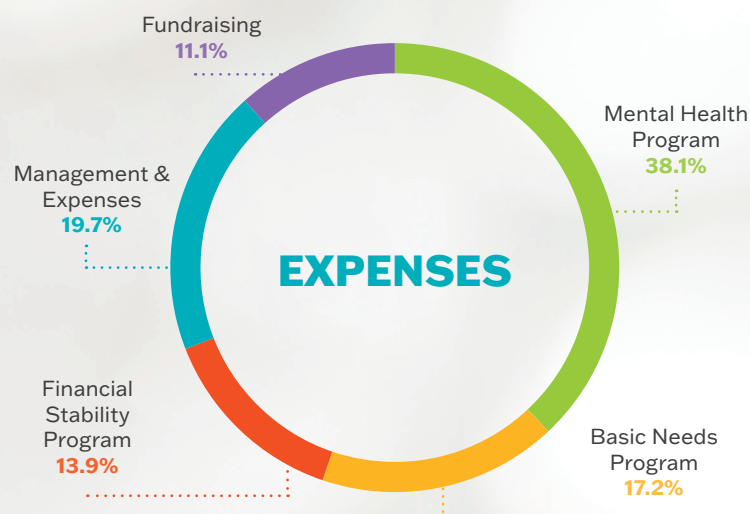
Local ENGAGEMENTS AND PARTNERSHIPS

We hosted an event focused on educating future homeowners on the process of buying a house. We packed meals with the Houston Food Bank and talked about how our organizations might work together. We participated in Founder's Day with the Houston Texans, where players spoke to students about the importance of mental health.

Financial **SNAPSHOT**



United Way	\$1,262,791
Foundation Grants	\$1,246,668
Donations	\$1,059,794
Service Fees	\$628,458
Government Grants	\$299,996
Special Events Revenue	\$119,929
Investments & Other Income	\$42,337
TOTAL	\$4,659,973



Mental Health Program	\$1,666,281
Basic Needs Program	\$750,750
Financial Stability Program	\$606,623
Management and Other Expenses	\$860,397
Fundraising	\$486,959
TOTAL	\$4,371,010

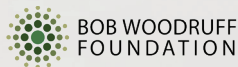
These percentages reflect the fiscal year ending June 30, 2023. Audited financial statements are available at familyhouston.org/financials.

Crystal
Family Houston Client



Grants, PARTNERS & FUNDERS

We are grateful to these organizations for providing financial support that allows us to help others.



PARTNERS

We know that by working together, we can solve more problems. We rely on these established partners for expertise and resources.

Richard & Jocelyn
Family Houston Clients





Board & STAFF

2022-23

BOARD OF DIRECTORS

Sergio Leal, Chair
Robert Tinnell, Secretary
Tracy Jackson, Treasurer
Joan Baird Glover
Bo Bothe
Kevin Dunlap
Deborah Grabein
Nelsy Gomez Lipford
Dion Hobbs
Edna Lopez
Linda Madden Jarvis
Julie Shochat
Alex Taghi
Kris Westbrook

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FAMILY SERVICE FOUNDATION

David Pitts, Chair
Gary Daugherty,
Secretary/Treasurer
Locke Bryan
Stephen Costello
David Dunlap
Ron Martin
David Pluchinsky
David M. Underwood, Jr.



OUR STAFF

The Family Houston staff is an essential part of why we've been able to support our community for the past 120 years. Our team members live and work in the areas we serve and understand the unique needs of local residents.



DID YOU KNOW?



Our service providers speak five languages including Spanish, Vietnamese, Khmer, and Bengali.



We have eight staff members in fourteen schools in three area school districts.

9

The average staff tenure is 9 years, and three employees have worked more than 25 years with us!

Core COMPETENCIES

For 120 years, people have turned to Family Houston for support. We help those caught between poverty and a living wage, veterans looking for work, people struggling with mental health issues, and more. Family Houston works to meet immediate needs, establish stability, and empower people to move forward.

We offer services for children and adults, individuals and families, virtually and in person. We work with people regardless of their ability to pay because we believe that everyone deserves access to quality care they can afford.



Shelia
Family Houston Client

Our Pillars **OF STRENGTH**



BASIC NEEDS

We connect clients with resources to obtain food, housing, and public benefits. We offer specialized services for veterans and their families.



FINANCIAL STABILITY

We offer personalized employment and financial coaching services. We help people learn about budgeting, using credit, and reducing debt.



MENTAL HEALTH

We provide confidential counseling for children, adults, couples, and families. We offer services on a sliding fee scale and accept most major insurances, EAP, Medicaid, and Medicare.



familyhouston.org