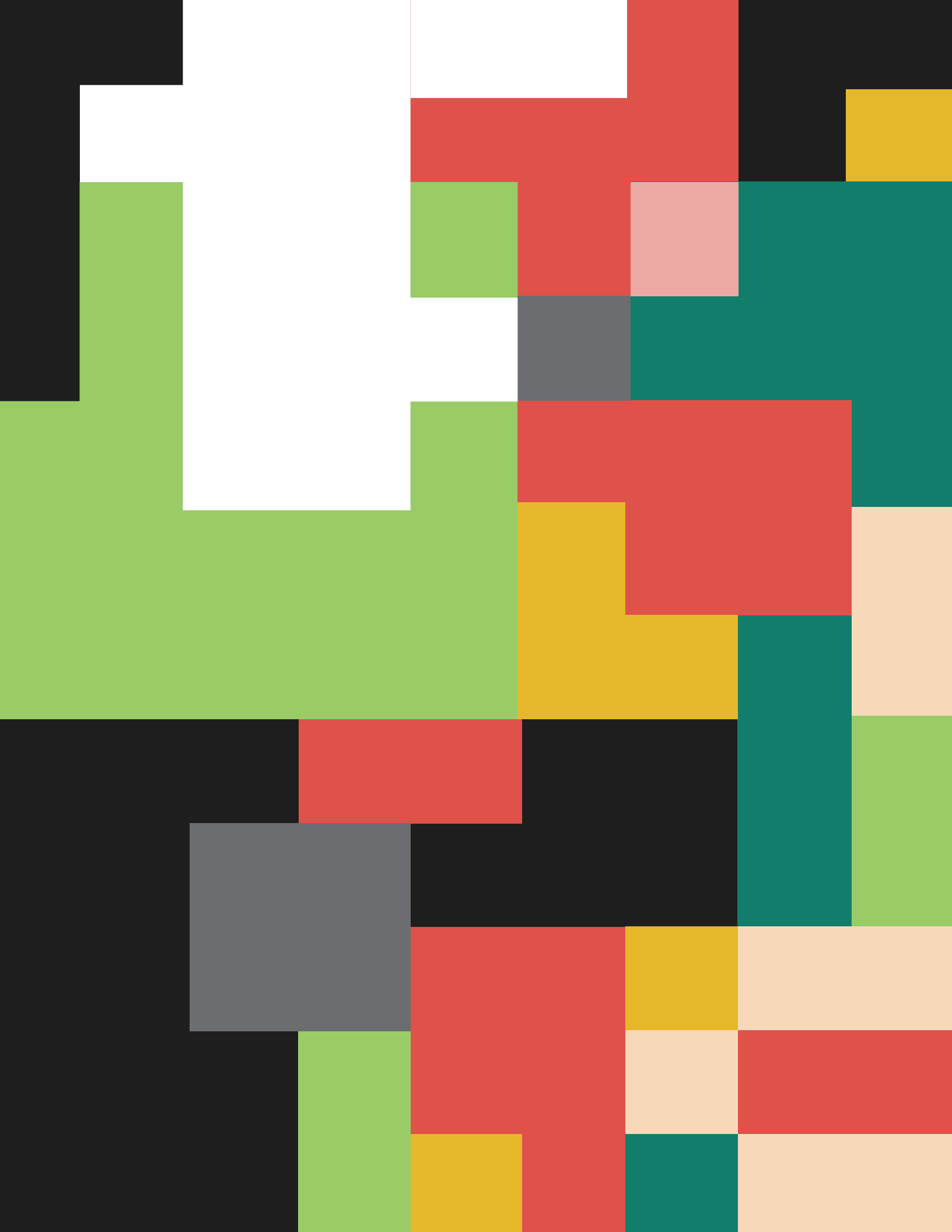


C O M M U N I T Y

2024 IMPACT REPORT





Letter from CEO



Friends,

This past year brought no shortage of challenges—challenges felt deeply across our community. From natural disasters and rising living costs to job instability, we've all faced uncertainty.

Yet through it all, Family Houston remained steadfast in our mission. With compassion and respect, we served over 3,000 clients, helping them navigate these trying times. Thanks to your support, our programs—Mental Health services, Basic Needs support, and Financial Stability initiatives—now span five counties, 14 schools, and scores of non-profit partners. We're meeting the needs of our Houston neighbors, co-workers, children, and families.

Together, we are building a foundation of stability for generations to come. In this report, you'll learn about that impact and you'll discover what FAMILY means to us: to our board, staff, volunteers, donors, and the clients whose lives are transformed by our work each day.

We're also excited to welcome you to our new home at 411 Durham. Our 14,000 square-foot facility serves as the central hub for our programs. It features a new Basic Needs Pantry stocked with essential items for families on their path to stability, a dedicated Play Therapy space for our youngest clients with mental health challenges, and a Financial Stability Training Center that seats up to 100 clients—offering workshops on homebuying, credit repair, resume writing, employment readiness, and more. We also plan to install a generator so that we can be an emergency cooling zone for the most vulnerable in our local community when the situation arises.

Together, we are creating a stronger, more resilient Houston—for today, and for generations to come. Together, we are Houston's family.

With Gratitude

A handwritten signature in black ink, appearing to read 'Ken Sheirr', written over a light gray background.

Ken Sheirr
CEO, Family Houston

Letter from Board Chair



Dear Friends,

As I reflect on the past year, I'm filled with gratitude and pride for the work Family Houston continues to do in our community. The challenges were real—and at times, daunting—but so was the resilience, compassion, and commitment from every person connected to our mission. Serving as Board Chair has given me a front-row seat to the impact made possible through your generosity and support. From providing mental health services to helping families meet their most basic needs, Family Houston has been a steady hand during uncertain times.

Our organization doesn't just respond to crises—we help prevent them. Through education, access, and advocacy, we're giving individuals and families the tools to build long-term stability. This is no small feat, and it only happens when we come together—as partners, advocates, and champions for change.

The opening of our new facility at 411 Durham marks an exciting milestone in our growth. This space represents more than a building—it's a symbol of hope, progress, and the power of community. It's a place where our neighbors can access the resources they need to not just survive, but thrive.

Thank you for standing with us. Your support ensures that Family Houston can continue to be a trusted resource for those who need it most. Together, we are shaping a brighter future for our city.

With Appreciation,

A handwritten signature in black ink, reading "Robert Tinnell". The signature is fluid and cursive, with a large loop at the end.

Robert Tinnell
Chair, Board of Directors
Family Houston

ADAPTING TO MEET COMMUNITY NEEDS

Family Houston is committed to **meeting people where they are**, ensuring that our programs evolve with the changing needs of the Houston community. Whether through **basic needs assistance, mental health counseling, financial coaching, or employment services**, we remain adaptable and responsive to provide immediate and long-term support.

BY THE NUMBERS

3,031 clients

served across

MULTI-SERVICE APPROACH:

Many clients receive multiple forms of assistance

BASIC NEEDS ASSISTANCE:

934 clients

FINANCIAL COACHING:

503 clients

EMPLOYMENT COACHING:

622 clients

MENTAL HEALTH SUPPORT:

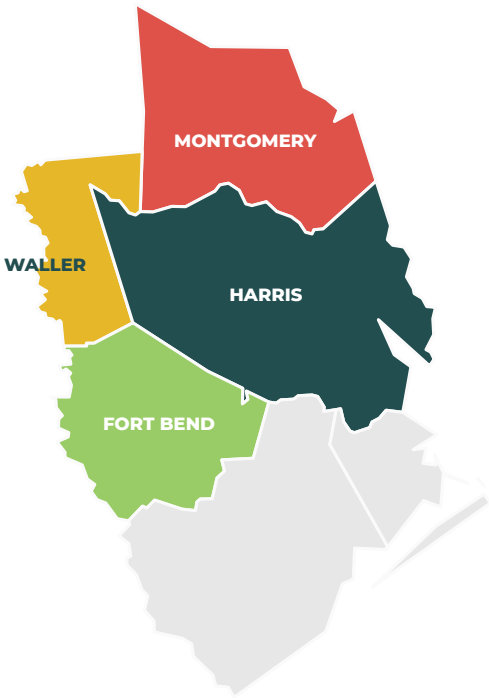
1,112 clients

ENSURING SUPPORT FOR ALL

At Family Houston, we believe **everyone deserves access to life-changing services, regardless of income, background, or circumstances.** Our team works to eliminate barriers, ensuring that individuals and families across Greater Houston have the resources they need to achieve stability.

DEMOGRAPHICS & DIVERSITY

COUNTIES SERVED:

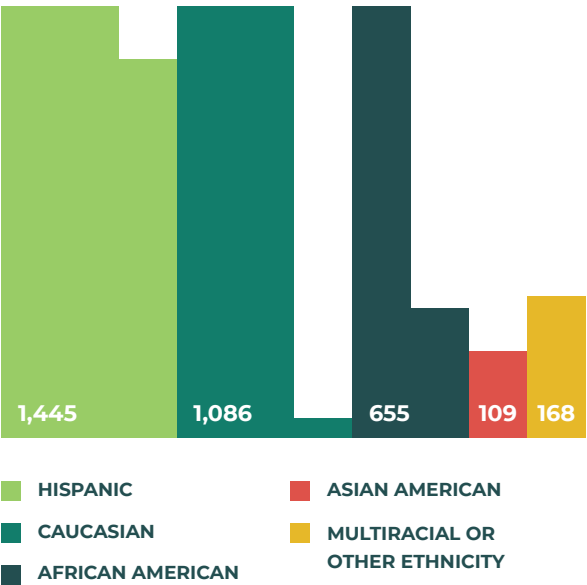


The data in this report reflects the 2024 fiscal year (July 1, 2023 - June 30, 2024). We collect demographics at the time of intake and measure outcomes with assessments before the first services are provided and periodically thereafter.

CLIENTS BY AGE:



CLIENTS BY RACE OR ETHNICITY



STRENGTHENING FAMILIES & COMMUNITIES

Every service provided by Family Houston is designed to **create lasting impact**, helping individuals move from crisis to stability. Through a combination of **mental health counseling, financial literacy programs, and employment resources**, we empower families to take control of their futures.

PROGRAM OUTCOMES

BASIC NEEDS

95%

of clients received assistance obtaining healthcare.

238

veterans received assistance through our veterans support services.

MENTAL HEALTH

92%

of adults maintained or improved their mental health with our support.

14

Houston area schools are served by Family Houston clinicians, providing counseling services to children.

FINANCIAL STABILITY

82%

of clients increased their disposable income and decreased their debt.

73%

of clients improved their credit score.

Client stories:

The impact of Family Houston



BASIC NEEDS:

Denise's Story – Finding Stability for Her Family

Denise never imagined she would face homelessness while raising her four children. Life became a daily struggle—finding shelter, keeping food on the table, and trying to stay hopeful for her kids. She felt lost and unsure of where to turn.

When she connected with Family Houston, things started to change. Instead of just being handed a list of resources, she found a team that truly cared about her future. They helped her access housing assistance, employment coaching, and financial guidance.

“The support I received was more than I expected. The staff engaged with me every week, even when I didn’t reach out first. It made a huge difference to know someone cared.”

Now, Denise and her children have a stable home, and she’s working toward financial independence.



MENTAL HEALTH:

Alyssa's Story – A Safe Space to Heal

Alyssa had always kept herself busy with school and sports, using distractions to avoid dealing with her emotions. When she lost access to a previous therapist, she put off seeking help—until a family friend encouraged her to reach out to Family Houston.

She expected formal intake questions and a structured process, but what she found was different. Her therapist immediately made her feel comfortable, creating a space where she could open up without fear.

“She made me feel so safe in such a short amount of time. It was different from what I expected, and that meant everything.”

Now, Alyssa is stronger, more self-aware, and confident in managing life’s challenges.



EMPLOYMENT COACHING:

Jeffrey's Story – From Job Seeker to Success

Jeffrey came to Family Houston in February 2020. He met with an employment coach to create a resume and practice interview questions. Jeffrey previously had experience as a truck driver and needed help obtaining a Texas license. Soon after getting a Texas driver's license, Jeffrey was hired full-time to drive a dump truck making \$21 an hour with benefits.

After a couple of months, Family Houston assisted him with additional updates to his resume and he received a promotion. With help from Family Houston's Unmet Needs fund, Jeffrey was able to pay for gas and his uniform to start his job. Jeffrey has been employed for four years now and reports that everything is going great.

"Family Houston believed in me when I was starting over. They helped me land a great job, and four years later, I'm still going strong."



FINANCIAL COACHING:

Karlette's Story – Planning for a Secure Future

Karlette always made sure her bills were paid, but she never had a clear plan for managing her money. As she approached retirement, she realized she needed better financial organization.

She had worked with Family Houston years ago when buying her first home, and she knew they could help her again. Her financial coach introduced her to the debt snowball method, a step-by-step approach to reducing debt.

"I realized how much this meeting was going to help me when my coach showed me how to eliminate debt step by step. It made such a difference."

Now, Karlette feels secure in her financial future, confident that she can enjoy retirement without financial stress.

INVESTING IN A STRONGER FUTURE

Pillars of Strength Luncheon: *Celebrating 120 Years*

On May 2, 2024, Family Houston hosted the **Pillars of Strength Luncheon**, marking 120 years of impact. This year's event featured Houston Icons **Chris Shepherd, John Lucas II, and Bill Worrell**, who shared their inspiring journeys and the importance of supporting Houstonians in need.

With the generosity of our sponsors, attendees, and supporters, we raised a **record-breaking \$327,000** to continue providing essential services to the Houston community.

“The generosity of our sponsors and attendees ensures that Family Houston will continue to provide life-changing services for generations to come.”

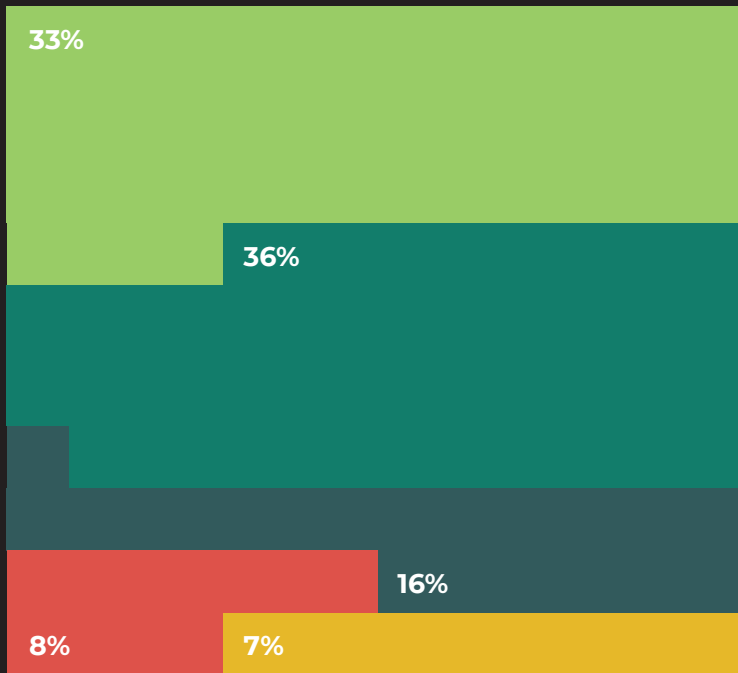
We extend our deepest gratitude to everyone who made this event a success and for supporting our mission of providing **basic needs, mental health, and financial stability services**.

We make **strategic, data-driven decisions** to ensure that every dollar raised is invested in high-impact programs that create long-term stability.





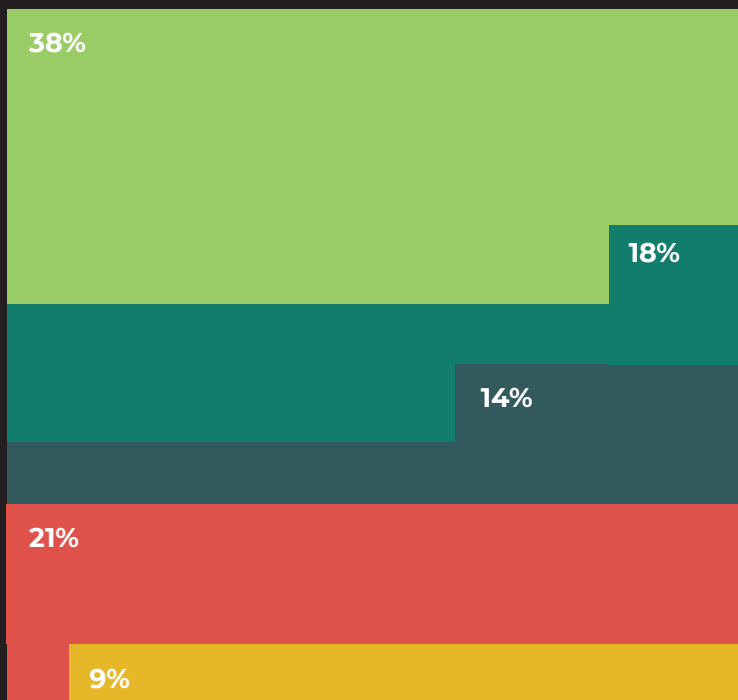
Financial snapshot



Total Revenue:

\$4,048,561

United Way	\$1,304,863
Foundations	\$1,455,670
Service Fees	\$617,736
Government Grants	\$298,793
Special Events & Donations	\$281,321



Total Expenses:

\$5,029,142

Mental Health	\$1,920,148
Basic Needs	\$897,671
Financial Stability Programs	\$688,728
Management & General	\$1,079,342
Fundraising	\$443,253

These percentages reflect the fiscal year ending June 30, 2024. Audited financial statements are available at familyhouston.org/financials.

HONORING OUR SUPPORTERS & COMMUNITY

Board of Directors & Staff

2023–24 BOARD OF DIRECTORS

Kenneth Sheirr, CEO	Hogan Miller
Deborah Grabein, Interim CEO	Joan Glover
Sergio Leal, Chair	Kevin Dunlap
Robert Tinnell	Kris Westbrook
Alex Taghi	Linda Jarvis
Dion Hobbs	Nelsy Lipford
Edna Lopez	Stacy Mosely
Heidi Obie	Timothy Martinez

FAMILY SERVICE FOUNDATION

David Pitts, Chair
David Underwood, Jr.
David Pluchinsky
Locke Bryan

The success of Family Houston is made possible by our **dedicated supporters, board members, and staff**. Their leadership, generosity, and passion for service allow us to sustain our mission and expand our reach.

Partners

Big Brothers and Big Sisters	JFS Houston
Boys & Girls Clubs of Greater Houston	Legacy Community Health
Brazosport College	Nativity Academy
Christo Rey Jesuit	NBHP (Network of Behavioral Health Providers)
Combined Arms	SERJobs
Communities In Schools – Houston	Spring Branch Family Development Center
DePelchin Children's Center	The Council on Recovery
HAWC (Houston Area Women's Center)	The Women's Home
Houston Community Land Trust	U.S. Department of Veterans Affairs
Houston Food Bank	Workforce Solutions
Houston Habitat for Humanity	YMCA (The Y)

Donors/Funders

\$10,000+

Bank of America
Blue Cross Blue Shield of Texas
Fayez Sarofim & Co.
First Horizon Bank
Gene Graham
Harris County Hospital District
H-E-B
Houston Methodist
Isla Carroll Turner Friendship Trust
John P. McGovern Foundation
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Powell Foundation
Renew International/Traci & Kris Westbrook
Gretchen & Ken Sheirr
Summit Midstream
The Brown Foundation, Inc.
The Cullen Trust for Health Care
The Ellwood Foundation
The Houston Rockets & Clutch City Foundation
Renew International/Traci & Kris Westbrook

\$5,000-\$9,999

AARP Foundation
American Psychiatric Association Foundation
Artemis Partners
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ConocoPhillips
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John Kiani
Latham and Watkins
Adrea & Sergio Leal
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Reliant Energy Inc.
RIDA Development Corp.
Rusty Hardin & Associates
Silver Eagle Distributors, L.P.
Stellar Bank
Unified Ticketing

\$2,500-\$4,999

Monique Abernathy
Kathy Abshire
Chapelwood Foundation
Frost Bank
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Dion Hobbs
Linda & John Jarvis
Kendra Scott
Mark Khorsandi
Legacy Community Health
Edna Lopez
Jenny & Hogan Miller
Christy & Robert Tinnell
West Oaks Hospital
Andrea Young

Donors/Funders

\$1,000-\$2,499

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\$500-\$999

Amegy Bank of Texas
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Shunney & Shaji Nair
Nina Rand
Sorosh Rezaee
Leslie Tan
T Ragan Ryan Foundation Inc
Neil Tofsky

(between 7/1/2023-6/31/2024)

SUSTAINED SERVICE

Our History: *120 Years of Service*

Founded in 1904 in response to a smallpox epidemic and the devastating Galveston hurricane, Family Houston began as a social service agency dedicated to **compassionately** assisting those in need. Over the decades, we have evolved to meet Houston's changing needs while remaining steadfast in our mission to strengthen individuals and families.



1940s

Established a visiting homemaker service to support families when a mother was ill or absent.



1980s

Launched a Dropout Prevention Program to help students stay in school.



2020s

Expanded employment services to assist returning veterans facing job market challenges and war-related mental health issues.

Embracing Change: *Our New Brand Identity*

In 2024, Family Houston introduced a **new logo and brand identity**, reflecting our ongoing growth and commitment to serving Houston's families with **renewed strength, accessibility, and innovation**. This modern look represents our forward-thinking approach while honoring our **120-year legacy**.



PRIMARY LOGO



SECONDARY LOGO



ICON

Commitment to Excellence and Transparency

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. These achievements underscore our **dedication to accountability, excellence, and continuous improvement**.



Thank You for Being Part of Our Mission

Together, we are **building a stronger Houston—yesterday, today, and tomorrow**. Looking ahead, Family Houston remains **committed to expanding our reach, enhancing services, and ensuring that every individual in our community has the support they need**.



411 Durham Dr, Houston TX, 77007 | 713.861.4849

IG: @familyhouston | FB: @Family Houston | LinkedIn: @Family Houston



