

2017

Annual Report



**Family
Houston**

Helping others help themselves.

Who steps up in the wake of natural disasters and crisis to help those who struggle to help themselves? When Houston families scramble to rebuild their homes and cope with new financial burdens, who provides them with resources and knowledge? As children and adults struggle with trauma and grieve all that is lost, who gives them strength?

Family Houston was founded as the solution. After the devastating 1900 Galveston hurricane and a serious smallpox epidemic, 12 prominent citizens founded Family Houston to serve as a flexible social service agency. Then and now, we are ready to quickly help those in need. We continuously evaluate our programs and services to achieve our mission **to create a stronger community for tomorrow by helping individuals and families meet the challenges they face today.** Family Houston remains, as our founders intended, adaptable to Houston's ever-changing needs without straying from our core.



Charly Weldon and Ronald K. Martin

Family Houston's strategic planning process began long before Harvey devastated our community, but revealed three core competencies that have been essential to our Harvey response: **Case Management, Counseling/Parent Resources, and Financial Stability.** As the Board and staff thoroughly reviewed our programs and the programs of our community partners, it became clear what is core to our agency, and where we see the greatest potential to meet Houston's needs in the coming years. Family Houston is aligning our service model and strategies to continue to enhance and expand our core programmatic competencies. We are also intensifying our services with a focus on quality, not quantity, so Houston's families receive the best, most comprehensive programming possible.

It is our honor to partner with our staff, board and you, our loyal supporters, on this journey. With you, Family Houston is Building Strong Families for a Healthy Houston.

Ronald K. Martin
Board Chair

Charly Weldon
President & CEO

Lives Touched: More than 55,500

Intensive Services: Nearly 7,000 households with more than 21,000 individuals

Information and Referral: More than 9,000 individuals

Education: Nearly 25,000 individuals

Outreach: More than 10,000 individuals

98%

reported increased knowledge of community resources

- Case Management

93%

were functioning better at home, work, and/or school

- Counseling

94%

reported increased financial knowledge

- Financial Stability

Peter



Case manager, Celeste, met with Peter after he and his two children were impacted by Hurricane Harvey to help him apply for financial assistance in paying his electric bill. Rain and wind damaged Peter's home and belongings, and because of the mandatory evacuation and road closures, he was unable to work for several days, causing serious financial constraints on the household. Peter received a two-week stay at a local hotel and \$500 for food from FEMA, but he needed more. Peter does not have flood insurance and his homeowner's insurance claim is still pending. He continues to live in his home despite the damage, but his children are temporarily living with other family.

Celeste provided Peter with financial assistance for clothing, food, and utilities, and with passes to the Houston Children's Museum so the family can take time away and have fun. She helped him apply for assistance in repairing and rebuilding his home, and will continue to provide him with support and guidance as he progresses on the path toward recovery.

We continue to help people like Peter and his family take positive steps forward in the wake of the storm.

*At Family Houston, we respect everyone who comes to us for help. So while their stories are true, client names and images may have been changed to protect their privacy. Thank you for understanding.



Jennifer

Jennifer's mother was terminally ill with breast cancer and struggling with severe depression. Jennifer called Family Houston and made an appointment for her mother to see Family Houston counselor Rose. Jennifer said that Rose "brought [her] mother back to life" before she had to let her go.

After the loss of her mother, Jennifer started seeing Rose. In addition to working through her grief, Jennifer wanted to be a better parent and partner. "My husband and I wanted to be good spouses, but we didn't really have the best examples growing up," she said. Working with Rose helped Jennifer heal from the loss and develop more positive relationships with her children and husband.

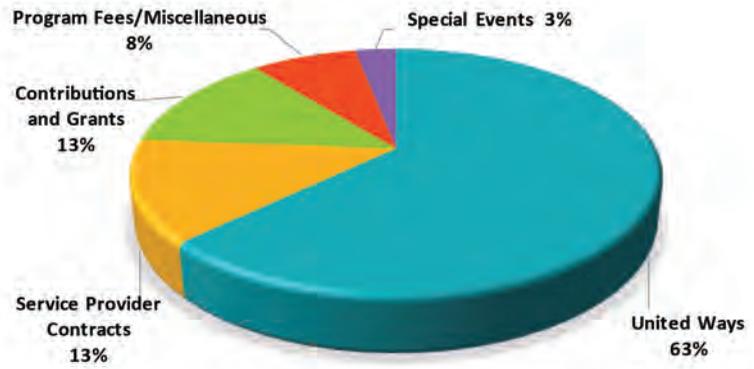
In the years that followed, Jennifer trusted Family Houston to help her family in times of trouble. Jennifer's niece and nephew came to live with her family. They had been living in a dysfunctional environment, so "they came with all sorts of baggage," Jennifer said. Jennifer took her nephew, Joey, to Family Houston for counseling. With guidance from Rose, Joey worked through his anger issues. Recently, Jennifer's daughter, Emily, was dealing with anxiety because she was bullied at church. Jennifer took Emily to Family Houston, where she worked with Rose to manage her anxiety and improve her self-esteem.

"My family is together and productive and functioning because of what Family Houston does. Family Houston literally builds families and keeps them together," said Jennifer. "You were there for us, and what an amazing, incredible blessing it has been."

Revenue

United Ways	\$ 4,109,422
Service Provider Contracts	\$ 872,649
Contributions and Grants	\$ 857,103
Program Fees/Miscellaneous	\$ 505,460
Special Events	\$ 196,139

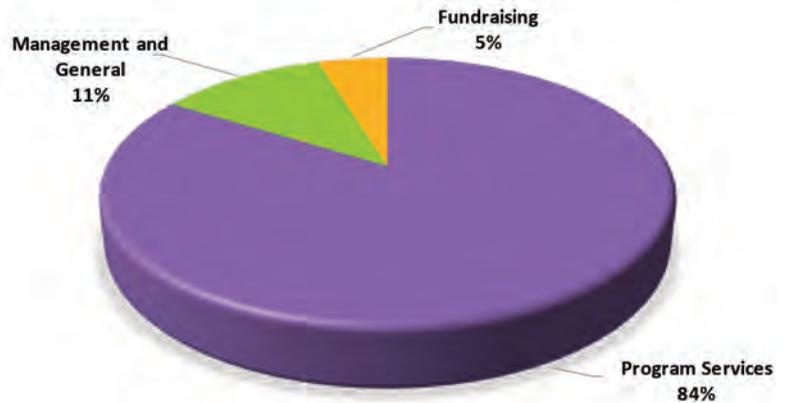
TOTAL REVENUE \$6,540,773



Expenses

Program Services	\$ 5,439,541
Management and General	\$ 735,274
Fundraising	\$ 308,352

TOTAL EXPENSES \$6,483,167



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.

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