

# LETTER FROM THE EXECUTIVE DIRECTOR

2010 was one of the most challenging years in MAM's history as an assistance ministry. Unprecedented numbers of requests came from all over the area as we experienced the full impact of our slowed economy. But thanks to our growing circle of supporters, MAM was here to break the fall for 4600 families who faced financial crisis.

MAM's Family Assistance programs provided over \$1,000,000 of assistance to families with a demonstrated need for basic needs. These programs helped to avert homelessness for 1277 families and/or eased the pains of constrained budgets by providing clothing, prescriptions, eyeglasses, doctor visits or household items for those living on meager incomes.

Self-sufficiency programming increased with innovative programs like our Employment Certification Program (ECP); 68% of its graduates are either employed or in school. ECP accepts only those clients earnest about developing both their job search skills as well as addressing their employment barriers. English as a Second Language expanded not only to serve more students, but also to offer a wider range of skill levels and one on one tutoring to prepare for English proficiency testing and citizenship exams. GED classes were offered year round along with a host of complementary services such as: free legal assistance, income tax preparation, Medicaid and CHIP enrollment.

As an organization we were challenged with integrating crisis financial assistance and long term self-sufficiency programming and we set a goal to encourage assistance clients to avail themselves of Employment, Adult Learning or Case Management programs in order to improve their ability to support themselves. The early results are encouraging. We learned that on average, case management clients will increase their household income by \$534 per month and be able to pay their bills independently within 74 days in the program.

MAM has a long history of serving those in need with remarkable cost-effectiveness due largely to the generous gifts of time of our volunteers who support all areas of MAM programming and the equal generosity of those who donate funds to help others. MAM's Champions for Families, a giving society for those who pledged to support one or more families each year had a successful inaugural year and garnered over \$300,000 of operating support to serve more than 1,000 families. Our community has demonstrated once again that MAM is indeed the place where the person who wants to help meets the person in need. Such a place is filled with grace – a true charity.

Thank you,

*Marsia Maeris*

Executive Director



*In 2010, the Houston Volunteer Lawyers provided free legal counseling to 331 individuals.*



*Donors enjoy friendly pick-up service offered by the MAM Resale Store.*

## 2010 MAM ACCOMPLISHMENTS

- 4657 families served
- 212 students completed ESL classes
- Lights, water and gas stayed on for 806 families
- 3641 children went back to school with new uniforms and/or school supplies
- 1277 families avoided eviction and remained in their homes
- 500 individuals saw a doctor and received prescriptions
- 585 people improved employment options
- 68% of Employment Certification Program Graduates found employment; 11% have returned to school; 17% actively seeking employment (August - December)
- Preventive healthcare at MAM keeps workers on the job and children in school

## MAM CLIENT SERVICES

### Family Assistance Programs

	Served	\$ Amount
Rent Assistance	1277 families	\$626,893
Utilities Assistance	806 families	\$149,901
MAM Resale Store Clothing	1,362 families	\$52,155
Medical	946 families	\$32,944
Sack Lunches	375 people	\$1,373

### Programs for Children in School

	Served	\$ Amount
I Can See (Glasses & Eye Exams)	501 children	\$35,698
Back To School (Clothing & Supplies)	3,641 children	\$113,923
Christmas Share	178 families/ 464 children	\$23,280

### Self-Sufficiency Programs

Employment Services	Served
• Employment Orientation	632 people
• Clients Assessed	500 people
• Computer Lab - Job Search & Training	1540 visits
• Job Coaching	585 people
• Resume Assistance	196 people
• Mock Interviews	92 people
• Job Clothing	135 people
• Transportation	279 vouchers
• Follow Up Support & Tracking	194 people
• Computer Classes	40 people
<b>Employment Certification Program Graduates</b>	37 people
• Graduates Finding Jobs (Aug. - Dec.)	33 grads

Adult ESL Classes	# Classes	Average Daily Attendance
• Spring	9	123 students
• Summer	4	43 students
• Fall	11	115 students
<i>Total Enrolled</i>		<i>511 students</i>
<i>Total Completing Classes</i>		<i>212 students</i>
<i>Total Continuing Classes</i>		<i>67 students</i>

<b>Case Management</b>	409 families
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MAM programming is divided into three areas: **Family Assistance Programs, Self-Sufficiency Programs and Programs for Children in School.** Our goal is to assist Houston families so they can be stable and healthy, with the means to meet their basic needs, and improve their economic security.



*A family waits for immunizations. In 2010, over 300 children received free immunizations, including those needed to enroll in school.*

### On-Site Services Provided Through Partnering

	Served
Gold Card Registration - Harris County Hospital District	580 families
Gold Card Renewal- MAM Case Manager	343 families
Food Stamp, CHIP & Medicaid Application Assistance - Change Happens!	1339 families
Food Stamp Application Assistance - Houston Food Bank	69 applications
Medicaid & CHIP Application Assistance - Amerigroup Insurance	20 families
Medicaid & CHIP Application Assistance - Community Health Choice	22 families
Basic Budgeting Financial Classes - The Women's Resource Center	195 clients
Health Services - Christus Mobile Health Van	120 screenings 131 flu vaccines 63 children's immunizations
Health Services - Blue Cross Blue Shield of Texas Care Van	237 children's immunizations
Health Services - HCHD Troubleshooters Van	110 children's immunizations
Tax Preparation - Neighborhood Tax Centers	1527 returns \$2,856,324 gross refunds
Mental Health Counseling - Family Services of Greater Houston	74 individuals 222 sessions
Mental Health Counseling - Building Bonds / Building Futures	54 families 404 sessions
Legal Counseling - Houston Volunteer Lawyers	331 individuals
GED Classes - Harris County Department of Education	145 individuals

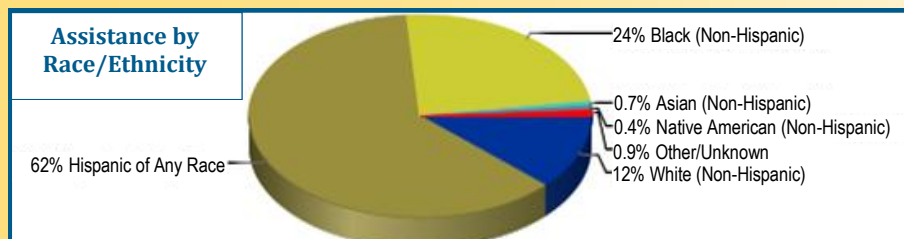
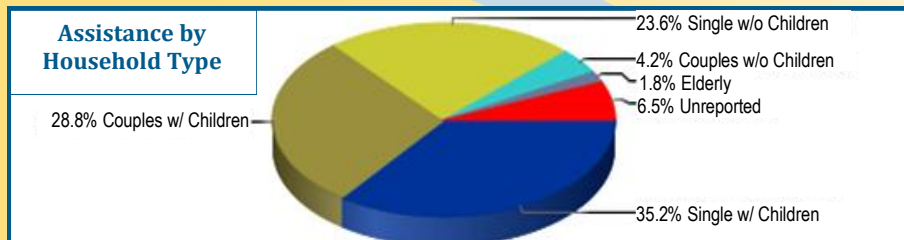
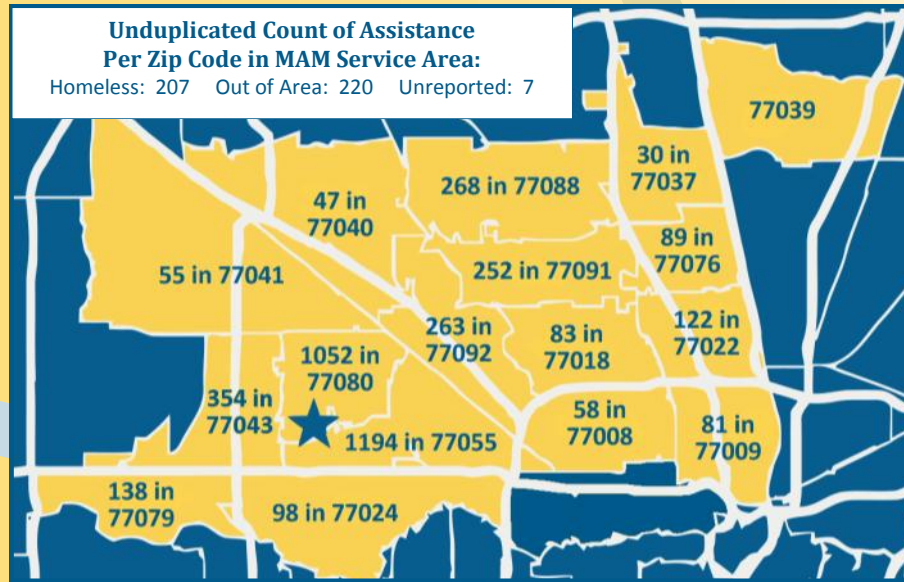


When Rudy Zavala first entered the doors to MAM's Family Assistance Programs, he didn't know what to expect. He had lost his job due to a layoff driven by slow business conditions, and he had a wife and two small children to provide for. Wanda Wright, a MAM caseworker, shepherded him through the rent assistance process with hope and reassurance that we could keep a roof over his family's head. Once the crisis was averted, Wanda referred Mr. Zavala to MAM's Employment Services to sharpen up his job search skills. MAM's Employment Services programs help clients identify and overcome their obstacles to finding and keeping a steady and meaningful job. With help from both MAM staff and volunteers, Mr. Zavala found employment as a full-time warehouse manager in a small business. "I found a job through my circle of friends and contacts," said Mr. Zavala. "MAM helped me to develop a job search strategy that included networking, and improved my confidence in the way I present myself in job interview situations. I'm grateful for the help my family received from MAM, both the job search help and the rent assistance that got us through a tough period."

"Rudy Zavala is a real people person," said MAM volunteer John McAloon. "He is bright and engaging, and is at ease when he meets new people. He just needed some guidance on messaging, and we provided that. But he deserves the credit for getting the job offer. He's a go-getter."

Rudy Zavala discovered the job market is far bigger than just Houston. After a short job search in Houston, he accepted a job offer in Austin. As Yolanda Bing, Associate Director of Employment Services says, "You never know where the best opportunity is going to come from."

## One Service Leads To Another With a Successful Outcome...



## STATEMENT OF ACTIVITIES

**Revenue:**

Property Improvement Contributions*	\$1,159,800
Other Contributions	1,022,860
Special Events	164,665
Direct Donor Benefit Costs of Special Event	(35,743)
Resale Store Sales	906,081
Government Contracts	861,215
Other Income	852
<b>Total Revenue:</b>	<b>\$4,079,730</b>

**Expenses:**

*Program Services*

• Family Assistance Program	\$708,092
• Self-Sufficiency Program	769,412
• Westside Homeless Partnership	192,733
• Programs for Children in School	187,304
• Resale Store	437,513
<b>Total Program Services</b>	<b>\$2,295,054</b>

Management and General	\$156,223
Fundraising	201,272
<b>Total Expenses:</b>	<b>\$2,652,549</b>

Changes in Net Assets:	\$1,427,181
Net Assets, Beginning of Year	4,668,046
<b>Net Assets, End of Year</b>	<b>\$6,095,227</b>

\*Capital Campaign Contributions

MAM provides much more than emergency financial assistance to its clients; it also offers the means with which they may build on their strengths and work to achieve self-sufficiency.



Over 500 students enrolled in MAM's Adult English as a Second Language classes.

**MISSION**

MAM assures that families have the means to meet their basic needs.

**VISION**

To carry out our mission, we:

- Assist families facing financial crisis to avoid homelessness;
- Offer programs enabling long-term, financial self-sufficiency;
- Assure children an improved school experience;
- Facilitate client access to other support networks; and
- Enhance MAM's value to its member congregations and the community

**VALUES**

As responsible stewards, we are:

- Grounded in faith;
- Offering hope;
- Preserving dignity; and
- Open to all.

**MAM BOARD OF DIRECTORS**

- Greg Nelson  
*Chairman*
- Robert Zorich  
*Vice Chair*
- Margaret McCoy  
*Secretary*
- Doug Bogart  
*Treasurer*
- Platt Davis III
- Connie Dyer
- Nancy Ennis
- Richard Harvin
- Wright Moody
- John Ogren
- Brad Richards
- Shane Schlemeyer

**STAFF LEADERSHIP**

- Martha Macris  
*Executive Director*
- Georgia Kimmel  
*Director of Programs*
- Cindy Husband  
*Director of Resale Operations*
- Peggy Croke  
*Director of Resource Development*

**MEMBER CONGREGATIONS**

- Chapelwood United Methodist Church
- Christ Evangelical Presbyterian Church
- Christ Memorial Lutheran Church
- Crossbridge Christian Church
- Emmanuel Episcopal Church
- Holy Spirit Episcopal Church
- First Baptist Church Spring Branch
- First Congregational Church UCC
- Grace Community Church
- Holy Cross Lutheran Church - ELCA
- Houston Mennonite Church
- John Knox Presbyterian Church
- Memorial Drive Baptist Church
- Memorial Drive Christian Church
- Memorial Drive Lutheran Church
- Memorial Drive Presbyterian Church
- Memorial Drive United Methodist Church
- Our Lady of Walsingham Catholic Church
- Pines Presbyterian Church
- Spring Branch Presbyterian Church
- St. Andrew Lutheran Church
- St. Catherine of Siena Catholic Church
- St. Cecilia Catholic Community
- St. Christopher Episcopal Church
- St. Francis Episcopal Church
- St. Mark Lutheran Church
- St. Thomas Presbyterian Church
- Tallowood Baptist Church
- Terrace United Methodist Church

**MAM**  
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MAM Spring Woods Summer Interns and their mentors enjoyed a night out at a Houston Astros game.