

## FAMILIES HELP FAMILIES IN A TIME OF ECONOMIC HARDSHIP

“Help Here. Help Now.” The MAM tagline announces a local opportunity to help along with the urgency that comes at a time of crisis. At MAM, we do just that. We help in the near northwest Houston area and we respond to critical needs for the thousands of families who cannot, for whatever reason, make ends meet. Meeting their immediate need is a key element of our work – it is charity at its best, simply to offer aid. Then what?

Of course, MAM volunteers and staff **meet the immediate need** in order to avert the crisis, whether it is rent or utility assistance, clothing or medical care. We **set limits**. MAM support is available to those in our service area, in limited amounts and in limited frequencies. We **redirect clients** to longer term programs designed to foster self-sufficiency. We **collaborate** with many organizations that provide benefits for families of most limited means. Through its Employment Certification Program, our Employment Services office offers support for those earnest about finding a job; and for the select 10–15% of those clients, we help them develop the soft skills and personal support network that will improve their job performance. English skills are fundamental to success in Houston workplaces and MAM’s English as a Second Language program has one of the highest retention rates in the area.



MAM’s careful and friendly drivers pick up large and/or heavy donated items for resale

MAM sets high expectations for those we serve. We intend for them to have a better life with reliable, well managed income, well educated children, stability in the work place, medical care when needed and even a chance to give back to the community they enjoy. Your support in 2009 helped us serve more people, with more and better programming at a time in our history when it was most needed. As you read the results of our work together, take a moment to let it sink in. We have made a difference in the lives of many, here and now and for the future.

Keep in touch!

*Marsira*

MAM volunteer with English as a Second Language students



## 2009 ANNUAL REPORT

Population helped	29,094
Families	7,935
Adults	10,920
Children	18,174
Unduplicated family count	4,859



## in her own words

Although the faces of clients and their stories travel through my mind as I search for the “most memorable,” the pictures I see most clearly are the ones I saw the very first day I volunteered at MAM.

The time was October, 1986 and the office was located on Long Point. There was a depression in the country bringing many people from the north seeking work since Texas had fared better than most of the states. The new MAM was receiving many requests for help from these recently arrived people. My first client was a young couple who had ridden a bus all the way from Michigan with a baby and toddler. They were requesting diapers as they were being forced to use baby blankets for their little ones. I was so delighted to give them packages of cloth diapers we kept in supply. After they left, I went in the restroom and cried. My next client was a kindly old man who had not eaten for three days. We had sack lunches and I gave him one and directed him to a soup kitchen. I cried again.

When my three hours of service was over, I drove home knowing that this was where I wanted to serve and that I would have to stop crying and do what I could with this dynamic organization which had been called to “feed His lambs.”

*Gloria Parse*

MAM volunteer since 1986

The Resale Store is one of MAM's biggest and most utilized assets, providing not only clothes for our clients but the revenue necessary to continue our services. In 2009, it raised \$804,878 in sales and distributed over \$67,000 in clothing and household goods to client families.

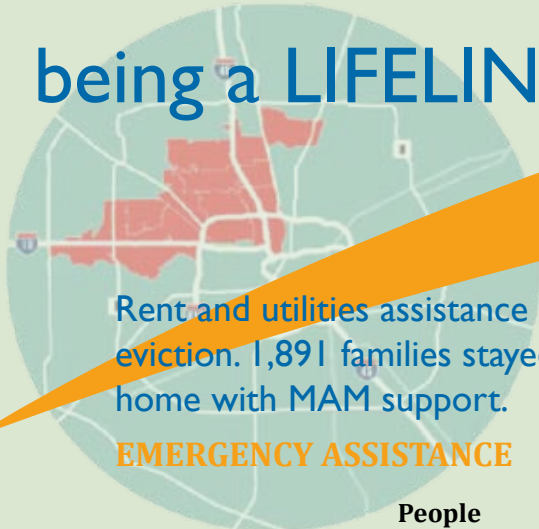
*Brothers and sisters in Emergency Assistance waiting room*



*Volunteers deliver toy donations to MAM for Christmas Share Drive*



# being a LIFELINE to so many...



Rent and utilities assistance prevents eviction. 1,891 families stayed in their home with MAM support.

## EMERGENCY ASSISTANCE

Services Provided	People Served	Cash Assistance
Rent	1082	\$ 327,317
Utilities	809	\$ 122,789
MAM Resale Clothing	1724	\$ 67,315
Transportation	872	\$ 13,386
Clinic Visits	334	\$ 10,207
Prescriptions	398	\$ 22,905
Children's Glasses	437	\$ 30,094
Lice Shampoo	210	\$ 1,080
Sack Lunches	697	\$ 2,661
Back to School	2725	\$ 85,491
Christmas	159 families 462 children	\$ 21,050
Case Management	234	

## STATEMENT OF ACTIVITIES YEAR ENDING DECEMBER 31, 2009

### REVENUE:

Contributions	\$ 706,290
Special event	164,775
Direct donor benefit costs of special event	(33,631)
Resale store sales	804,878
Service provider contracts	324,295
Other income	3,549
<b>Total revenue</b>	<b>1,970,156</b>

### EXPENSES:

<i>Program services:</i>	
Emergency assistance	1,197,967
Resale store	374,005
Total program services	1,571,972
Management and general	108,474
Fundraising	196,274
<b>Total expenses</b>	<b>1,876,720</b>

CHANGES IN NET ASSETS	93,436
Net assets, beginning of year	4,574,610
<b>Net assets, end of year</b>	<b>\$ 4,668,046</b>

## Self-Sufficiency Programs

### EMPLOYMENT SERVICES

A job is the single most important factor in reaching self-sufficiency.

Services Provided	People Served	Cash Assistance
Contacts	1354	
Job Coaching	668	
Interview Workshop	41	
Job Leads	473	
Job Clothing	131	\$3,571
Work Boots/Work Shoes	53	\$1,965
Transportation Gasoline		\$4,470
Transportation Metro	311	\$1,525
Computer Job Search	772	
Computer Classes	76	
Computer Training (Tutorials)	104	
Resume Assistance	151	
Individuals Employed	157	

### ENGLISH AS A SECOND LANGUAGE

English is key to successful employment. 405 adult students enrolled in 2009 and 241 completed their classes.

## SERVICES PROVIDED THROUGH PARTNERING

Community Partner	Services Provided	Number Served
Harris County Hospital Dist.	Gold Card registration	350 families
MAM Case Manager	Gold Card renewal	229 families
Change Happens!	Food Stamp/CHIP/Medicaid app.	2689 families
Amerigroup Insurance	Medicaid and CHIP app. ssistance	60 families
The Women's Resource Cntr	Basic Budgeting Financial Classes	122 clients
Christus Mobile Health Van	Health screenings	292
	Flu immunizations	196
	Children immunizations	33
Neighborhood Tax Center	Tax preparation	1301 returns Gross Refunds \$1,903,464
Family Services of Greater Houston	Individual & Family Counseling	40 Individuals / 281 sessions
	Building Bonds / Building Futures	22 families / 61 sessions
Harris Depart, of Education	GED Classes	35 individuals
East Spring Branch and Fair Haven Pantries	Food, household products, self-care products	\$26,160 value



Successful training — from zero to 40 WPM — Congratulations!

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.

### 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.

### 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

### BOARD OF DIRECTORS

Greg Nelson <i>Chairman</i>	Robert Zorich <i>Vice Chairman</i>
Margaret McCoy <i>Secretary</i>	Carl Baucum <i>Treasurer</i>
Doug Bogart Platt W. Davis, III Connie Dyer Nancy Ennis Richard Harvin	Wendy Mattson 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 provide sack lunches to feed hungry families

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



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