



**NORTHWEST  
ASSISTANCE  
MINISTRIES**  
*Neighbors Helping Neighbors*

**NORTHWEST ASSISTANCE MINISTRIES**

# **ANNUAL REPORT**

## **2023-2024**



*The Joanne Watford Nutrition Center distributed nutritious groceries to nearly 15,000 individuals.*



*NAM's Behavioral Health Services provided over 2,000 hours of therapy.*



*Meals on Wheels delivered 259,018 nutritious meals for 1,053 homebound seniors and disabled adults.*



*Holiday toys were distributed to 3,180 children.*

*Neighbors Helping Neighbors Since 1983*

## A LETTER FROM OUR BOARD CHAIR DR. NICOLE TWINE AND OUR PRESIDENT/CEO LES CAVE



We are delighted to present Northwest Assistance Ministries' (NAM's) 2024 Annual Report. Throughout these pages, you will see and hear the inspiring success stories of our clients — outstanding testimonies of determination, resiliency and strength.

In the last fiscal year alone, NAM touched the lives of more than 117,000 individuals. Our goal is to help every person find their path to self-sufficiency and discover how they can stay on their path. This report reflects the heart of NAM's mission and reminds us of the incredible progress that is possible when we come together as a community to provide hope and opportunity.

Thank you for your generous support and partnership. Together, we are making a meaningful difference in the lives of those we serve.

Sincerely,

A handwritten signature in black ink that reads "Nicole Twine". The script is fluid and cursive.

A handwritten signature in black ink that reads "Les Cave". The script is fluid and cursive.



# OUR MISSION & VALUES

Northwest Assistance Ministries (NAM) is a nonprofit, community-based, multi-program social service agency that strives to meet basic human needs through Neighbors Helping Neighbors.

NAM's mission is to strive to meet basic human needs through Neighbors Helping Neighbors. NAM's vision, grounded in its mission and true to its values, is a community in which Neighbors care for Neighbors through collaborative efforts with area congregations, community partners, donors and volunteers. Resources are pooled and leveraged to meet basic needs and to help individuals regain their self-sufficiency, thereby creating a safer and more stable community for all.

NAM's values include: maintaining a strong commitment to its mission of meeting basic human needs through Neighbors Helping Neighbors; fostering a spirit of respect and charity; striving for excellence in all areas of service; and strengthening connections with its spiritual, funding and volunteer partners.



2023-2024

# BOARD OF TRUSTEES

October 1, 2023 - September 30, 2024

**Dr. Nicole Twine, *Chair***

Vice President & Chief Nursing Officer,  
Houston Methodist Willowbrook Hospital

**James B. Fryfogle, *Vice Chair***

Retired, VP Bulk Supplies & Logistics,  
Plains All American Pipeline

**Garland R. Shaw, *Treasurer***

Retired Senior Vice President & CFO,  
Ultra Petroleum Corporation

**Anthony J. Chatman, *Secretary***

Pastor, Hosanna Lutheran Church

**Victor C. Chatman**

Pastor of Community Relations,  
The Harvest

**Les Cave**

President/CEO,  
Northwest Assistance Ministries

**Jim Day**

Retired CFO,  
Houston Food Bank

**Rev. Dr. Marty Dunbar**

Senior Pastor, John Wesley UMC

**Thomas R. Fuller**

Principal,  
Diverse Energy Management Co.

**Dr. LaTonya Goffney**

Superintendent, Aldine ISD

**Dr. Lupita Hinojosa**

Superintendent, Spring ISD

**Crystal Hollier**

Vice President Business Development,  
HCA Houston Healthcare Northwest

**Stanley Horton**

Retired President/CEO,  
Boardwalk Pipeline Partners, LP

**Nolan Lehmann**

Director, Schulte Building Systems, Inc. and  
Trophy Windows, LLC

**Dr. Jenny McGown**

Superintendent, Klein ISD

**Shannon Mosher**

LPC, LifeSpring Counseling & Wellness

**William Sessions**

Retired, Production Operation Manager,  
ExxonMobil

**Michael D. Watford**

Retired Chairman, President & CEO,  
Ultra Petroleum Corporation

**Traci Hurst, *Non-Voting Member***

Interim CFO, Northwest Assistance Ministries



# 2023-2024 NAM ENDOWMENT BOARD

October 1, 2023 - September 30, 2024

**Thomas R. Fuller, *Chair***  
Principal,  
Diverse Energy Management Co.

**Rick Crump**  
Retired,  
Sterling Chemicals Company

**Dana Hines, *Vice Chair***  
Realtor, Better Homes & Gardens  
Real Estate Gary Greene

**Pamela Hughes**  
Realtor, Better Homes & Gardens  
Real Estate Gary Greene

**Cynthia Alsup**  
Global Software Sales and Marketing,  
Access Corporation

**Dr. Bennie Lambert**  
President,  
Lone Star College-North Harris

**Daniel Anders**  
Senior Executive Business Leader &  
Sales Professional

**Nolan Lehmann**  
Director, Schulte Building Systems,  
Inc. and Trophy Windows, LLC

**Anita Bowman-McCormick**  
Financial Advisor, Edward Jones

**Bob Shirley**  
Owner, Shirley Acres

**Les Cave**  
President/CEO, Northwest Assistance  
Ministries

**Joe Fowler, *Past Chair***  
Co-Founder,  
Stress Engineering Services Inc.

**Scott Chenoweth**  
Partner, Four C's Equity, Ltd.

## DIRECTOR-EMERITUS

**Mack Elbert Coker, DDS, MS**  
Periodontics

**Dr. Rusty Schlattman, DDS**  
Champions Houston Cosmetic Dentist

**Steve Miller**  
Retired, Cinco Pipe and Supply

## *Stories of Hope*

# VICKY'S JOURNEY

For Vicky, a single mother of three, life's pressures became too heavy, leading her to experience hopelessness and suicidal thoughts. Feeling isolated, she bravely reached out to NAM for help.

NAM's Behavioral Health Services team acted swiftly, providing Vicky with the resources and support she needed to feel safe. She began transformative therapy with NAM, where she learned to process her emotions and navigate her challenges more healthily.



# JESSICA'S STORY



Pregnancy is a time of excitement and anticipation for many women, but for Jessica, it became a period of deep uncertainty and fear. This young mother-to-be was facing a high-risk pregnancy, which meant she was unable to continue working for the safety of both herself and her unborn baby.

With mounting financial pressures and no steady income, she turned to NAM for help. Our team immediately stepped in, knowing that keeping her safe and stable was essential for both her well-being and the health of her baby. NAM provided financial assistance to cover her overdue utility bills and offered rent support to ensure she wouldn't lose her home.



## *Stories of Hope*

### ERIC'S JOURNEY

Eric came to NAM with a background in construction and a desire to follow in the footsteps of his family member who worked as an electrician. His ultimate goal was to be a role model for his children.

Through NAM's collaboration with TRIO Education, Eric successfully completed our electrical training program and was hired by one of the employer partners. Eric now has a stable career with growth opportunities ahead of him.



### JULIA'S STORY

Eviction is a life-altering event, especially for vulnerable families. For one single mother and her infant daughter, this possibility loomed large when they found themselves just two days away from losing their home. Facing imminent eviction, the future seemed uncertain.

Julia came to NAM where she was able to receive the relief she needed. The Emergency Basic Needs department was able to cover both the past-due rent and the current month's rent. This immediate support was crucial in preventing the eviction and helping Julia regain a sense of stability for her and her daughter.

# 2023-2024 PROGRAM HIGHLIGHTS

*During fiscal year 2023-2024, NAM provided services to 117,032 individuals.*

## Emergency Basic Needs

- 6,388 families received general assistance through Centralized Intake.
- Rental assistance was provided to 219 families.
- Utility assistance was provided to 90 families.
- Holiday toys were distributed to 3,180 children.

## Joanne Watford Nutrition Center

- The Joanne Watford Nutrition Center provided 1.1 million pounds of food to nearly 15,000 individuals.
- Through its partnership with Common Market, the Joanne Watford Nutrition Center provided nearly 7,000 fresh food boxes to over 3,000 clients.
- The Joanne Watford Nutrition Center in partnership with the Houston Food Bank, hosted drive-thru food distributions serving over 1,500 families.
- Thanksgiving and Holiday meals were given to 1,600 families.

## Meals on Wheels

- Meals on Wheels delivered a total of 259,018 nutritious meals for 1,053 homebound seniors and disabled individuals within NAM's 24 zip codes.
- Homebound seniors' companion animals were provided pet food and pet supplies, in partnership with the Houston Humane Society.

## Behavioral Health Center

- Over 2,000 hours of direct client-therapist interface, based on a 50-minute clinical hour, were provided to 138 adults, 24 adolescents, 45 children and 162 families.

## Housing Services

- NAM's Housing Services provided assistance to 474 families.
- Financial assistance was provided to 118 families totaling \$829,275.

## Family Violence Center

- NAM's Family Violence Center assisted nearly 400 survivors with crisis intervention, safety planning, case management, information and referrals, access to shelter, emergency transportation, client advocacy, and legal advocacy.
- Through economic stability funding, clients were assisted with rent, utilities, and childcare totaling \$114,462.

## Learning & Vocational Training Center

- Issued 55 scholarships, with a 76% completion rate among recipients, and 69% of completers earning an industry-recognized certification.
- Supported clients with an average hourly wage of \$16.46.
- Assisted 41 clients in obtaining or maintaining employment.
- Provided financial coaching to 91 unduplicated individuals and career coaching services to 77 unduplicated individuals.

## Young at Heart Senior Center

- A total of 163 seniors were served and participated in 8,000 activities (physical fitness, dance, French language and wellness classes).
- The 60+ Café congregate meal program served 4,668 hot meals and provided 3,341 rides to NAM's seniors.

## NAM Resale Shop

- Resale store vouchers were provided to 634 families to get essential items.
- Through its partnership with Moving Waters, the resale shop provided clothing to 918 homeless clients.

## Volunteers

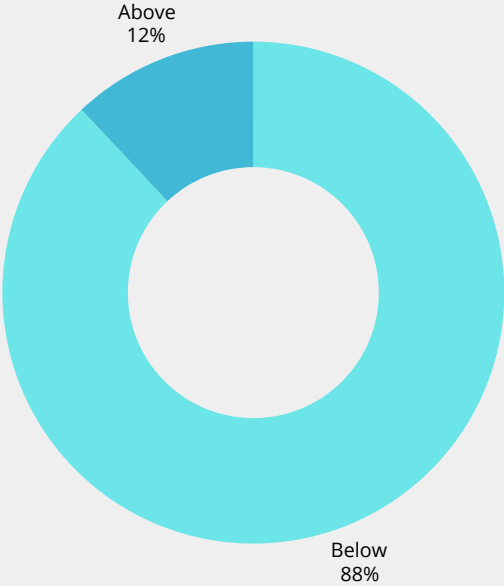
- Over 3,000 dedicated volunteers contributed nearly 50,000 hours of service.



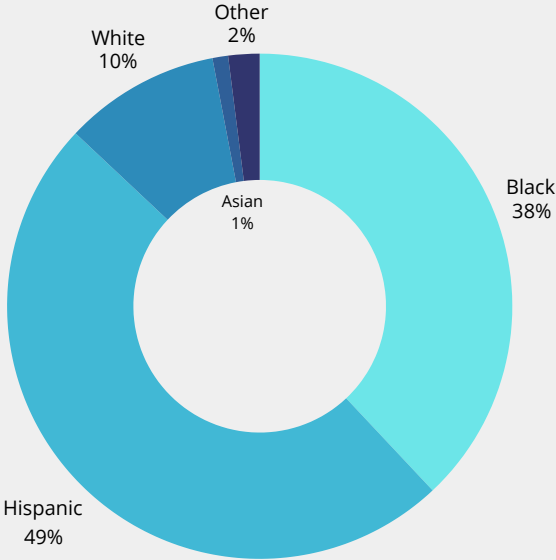
2023-2024

# DEMOGRAPHICS & FINANCIALS

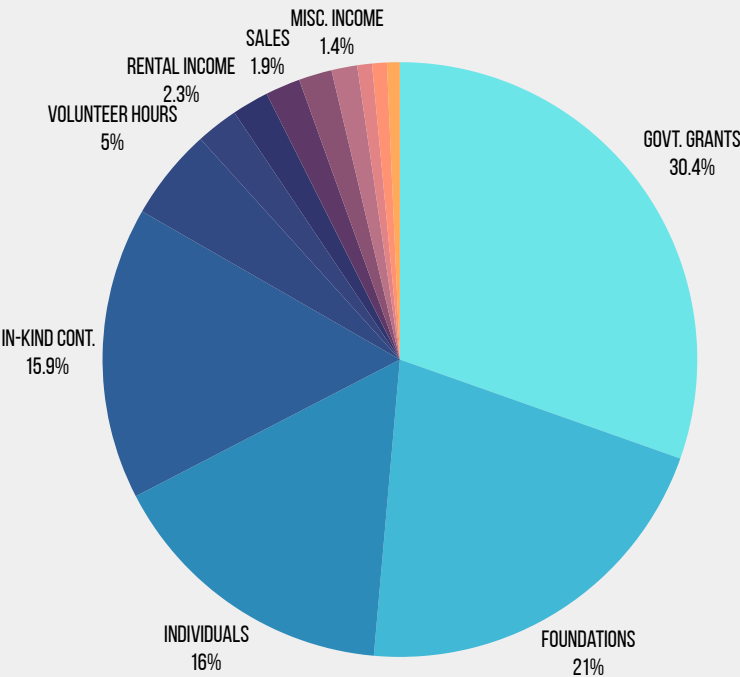
POVERTY LEVEL



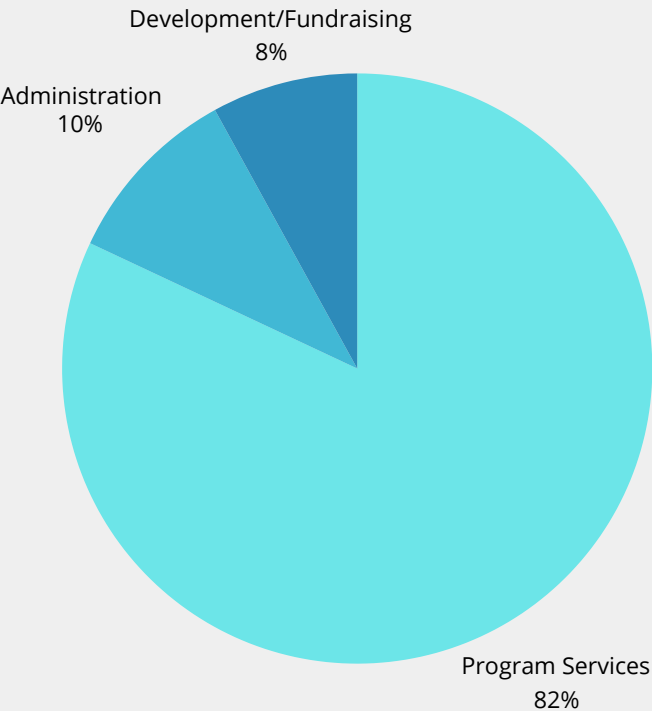
RACE



TOTAL PROCEEDS  
\$10,882,226



TOTAL EXPENSES  
\$11,006,525



Consolidated Statement of Activities for the Twelve Months Ended 9/30/24 (unaudited)

# 2023-2024 SUPPORTERS

*October 1, 2023 - September 30, 2024*

## **\$250,000+**

Anonymous  
City of Houston, Texas  
Governor Fiscal Inv.  
Hamill Foundation  
Houston Methodist  
HUD Treasury  
Texas Health & Human Services Commission  
Texas Veterans Commission  
Tomball Regional Health Foundation  
United Way of Greater Houston  
Watford Family Foundation

## **\$100,000 - \$249,999**

Anonymous  
Margaret and Charles Dunagan  
Sanchez Family Foundation  
Texas Department of Agriculture  
Treasurer of Harris County, Texas

## **\$50,000 - \$99,999**

Anonymous  
The Brown Foundation  
CenterPoint Energy Foundation  
Elkins Foundation  
Darlis and Thomas Fuller  
Hand Family Foundation  
Debbie and Stan Horton  
Housing and Community Affairs  
W. T. and Louise Moran Foundation  
TXU Energy  
WoodNext Foundation

## **\$25,000 - \$49,999**

Anonymous  
EFSP National Board  
Christ the Good Shepherd Catholic Community  
Cynthia and Rick Foley  
Linda and Joe Fowler  
Darla and Stewart Fox  
Wendy and James Fryfogle  
Greater Houston Community Foundation  
Houston Food Bank

## **\$25,000 - \$49,999 cont.**

Harris County Hospital District Foundation  
Hildebrand Foundation  
Jeannie and Nolan Lehmann  
Stephanie and Glen Murdock  
Mustang Cat Charitable Fund  
Lulu Bryan Rambaud Charitable Trust  
Reneé and Danny Rea  
Victoria and Anup Sagar  
Southwestern Energy  
The William Stamps Farish Fund

## **\$10,000 - \$24,999**

Anonymous  
Lynne and Dave Anderson  
Denise and Buddy Bolt  
Cecila and Kenneth Castlebury  
Costco Wholesale  
Margie and Rick Crump  
CVS Pharmacy  
Del Barto-Tramonte Foundation  
Nancy and Edward DiPaolo  
ExxonMobil  
Margaret and John Field  
Sara and David Hamilton  
The George & Mary J. Hamman Foundation  
Harris County Domestic Violence Coordinating Council  
HCA Houston Healthcare Northwest  
John Wesley Methodist Church  
Labrada Nutrition  
Janet and Douglas Manchec  
MAXIMUS Foundation  
Memorial Assistance Ministries  
Janet and Francis Mury  
Northwoods Presbyterian Church  
NRG Energy  
Jacqueline Riley  
Merle and David Rumsey  
Raul Sepulveda  
Shell Oil and Motiva (HERO) Program  
Linda and Tom Sparks  
Kristine and James Sullivan  
Isla Carroll Turner Friendship Trust



# SUPPORTERS CONT.

## \$5,000 - \$9,999

Anonymous  
Linda and Glen Adams  
Carolann Alexander and Robert Daniels  
Robert and Carolyn Allison  
Richelle and Gabe Birdsall  
Regina Boutte  
William Calvert  
Harry S. & Isabel C. Cameron Foundation  
Les Cave  
Kellogg Charitable Trust  
Cindy and Scott Chenoweth  
Dalberg Operating  
Patricia Edwards  
Houston Texans Foundation  
Patricia Gallagher  
Gulf South Pipeline  
Albert and Ethel Herzstein Charitable Foundation  
Sandy and Kurt Huneke  
Bahman and Susan Jahanian  
Kiwanis Foundation of Houston  
Klein United Methodist Church  
Lakewood Methodist Church  
Margaret and Jim LaRoe  
Tom Lattin  
Loyalty Plumbing  
Stewart MacColl  
M&D Supply/Ace Hardware  
Medallion Foundation  
Jan and Steven Miller  
Susan Ortenstone  
Brian Pownall  
Shannan and Davis Rumsey  
Karla and Bob Shirley  
Sandra and David Smith  
St. Ignatius of Loyola Catholic Church  
Union Pacific Foundation  
U.S. Charitable Gift Trust  
Veritex Community Bank  
Vistra Corporate Services Company  
Jaime and Jason Watford  
Amanda Zak

## \$1,000 - \$4,999

Anonymous  
Peter and Shawn Abt  
Shelley and Frank Adamek  
Cynthia and Mike Alsup  
Amegy Bank Foundation  
America's Best Local Charities  
Mona and Daniel Anders  
Andrews Foundation  
Deborah and Michael Ashcraft  
Sue and Brian Ausburn  
Robert and Sara Awe  
Margaret and Graham Bacon  
Luke Barchie  
John and Jan Beall  
Donna M. Becan  
Carolyn Benoit  
Evelyn and Bruce Bentley  
Grady and Tricia Blakley  
Debra Bond  
Anita Bowman-McCormick  
Charlotte Brett  
Scott Brodie  
Nathanael Broker  
Barbara Brown  
Sherri and Stephen Brunner  
St. Edward Catholic Community  
Lynn Douglas Campbell  
Bill Carpenter  
William Cash  
Betty J. Christmann  
Advent Presbyterian Church  
Peggy Jo and Mack Elbert Coker  
Patty and Pete Cooley  
Martha and Patrick Corbett  
Simon and Shelly Cornelius  
Dorinda and William Couch  
Jason Cox  
Patrick Coyne  
The Crowe Foundation  
Cth Cth  
William and Mary Culbreth  
Sharelyn B. Current  
Cypress Creek Christian Church  
Darlene Deanne De Aragao  
Teresa and John Denholm

# SUPPORTERS CONT.

## \$1,000 - \$4,999

Mary and Richard Denney  
Michael Scott Denney  
Betty and David Dodd  
Sheila Dotson  
William Donald Drover  
William Rush Dunnagan  
Ben Dyer  
Jane and Richard Easterwood  
Sandra Marie Ellison  
Mr. & Mrs. Frank Embick  
Jeanette and Paul Faulkner  
Fidelity Brokerage Services  
Elizabeth and Ray Fitzgerald  
Janet and Roger Flink  
Matthew Foster  
Denise Fraelic  
Megan Franks  
Doris and Larry Fricke  
Jack W Gatewood  
Susan and John Gaubatz  
Cynthia and John Giving Trust  
Amy and Aldo Gonzalez  
Suzanne Gosselin  
Peter Griffiths  
Debra Ehrhart Guyer  
Norma and Albert Haines  
Peggy Hamric  
Julie and Michael Hancock  
Charles Hancock  
Paige and David Harr  
Sandra Harrell  
Jessica Haynes  
Jamal Hazzan  
Hewlett-Packard Inc.  
Jacquelyn and Manuel High  
Dana and Bill Hines  
Paula C Hix  
Matthew Holman  
Houston Association  
of Professional Landmen  
Pam and Bob Hughes  
Legacy League Inc.  
Catherine Iosua  
Rita M Irani  
Bhaskaran Natesan Iyer  
Gwen and Bob Jackson

Jane Jacobi  
Raymond James  
Beverly Blair Johnson  
Patsy Johnson  
Edward Jones Investments  
Allie and Larry Jones  
Cheryl Jones  
Judith and Bruce Kahler  
Kathleen Kain  
John Keffer  
Kinsmen Lutheran Church  
Klein Funeral Homes  
and Memorial Parks  
Connie and Paul Kline  
David Kroon  
Angela Kropik  
Sharilyn and Gayle Lampson  
Kathleen Lancaster  
Elliott and Grace Lander  
Mary Ann and David Lehmann  
Scott Lewis  
Fran and Bill Liddell  
Jon Lind  
Kenneth Lindbloom  
Jennifer Lindemann  
Linda and David Litton  
Don Lucas  
Phyllis Madsen  
Barbara and David Mallott  
Stephanie Martens  
Frances and Edward Marx  
Stacey and Scott Maurice  
Bonnie and Jack McCrary  
Joyce and Bill McMoran  
Karen and David McRoberts  
Meals on Wheels America  
Jan and Donald Meehan  
Bill Mehrens  
Jennifer Hoemig Merkel  
Charles Meyer  
Frances Meyer  
Barbara Michael  
Jack Everett Miller  
Jean Minsch  
Joe Mullis  
Amber and Alan Nichols  
Christopher Noellert

NorthWest Bible Church  
NVIDIA Corporation  
Linda and Michael O'Dowd  
Janice Oettmeier  
Joe Osborne  
Fallbrook Baptist Church  
Brenda and Rodney Pennington  
Karen Perkovich  
Jeannie and Joseph Perlman  
Earin Persson  
Constance and Carl Pietrzak  
Art Pike  
Susan and Don Pine  
Peter Ponzini  
Elizabeth Price  
Shellie and Philip Reagan  
Resurrection Lutheran Church  
Robert Ross Riley  
Virginia and James Robertson  
Barbara J. Rogers  
Art and Linda Saxby  
Barbara and Rusty Schlattman  
Justin Schneewind  
Bill Sessions  
Louise and Steve Slater  
Joseph Haverl Slezak  
St. Dunstan's Episcopal Church  
Diana and Joseph Stal  
Kerry Stuckey - State Farm Insurance  
Marsi and Dennis Stavinoha  
Nancy Lou and William Strange  
Karl Strobl  
Audra Taliaferro  
Trinity Klein Lutheran Church  
Leonard Tubbs  
Unity Christian Truth Center  
Rachel Vance  
Patrick Wagner  
Yolanda Jackson Weasby  
Samuel and Nancy Weaver  
Susan and Scott Wertanen  
Windwood Presbyterian Church  
Woodforest Charitable Foundation  
Sara and Harry Yates  
Annette and Ron Young  
Julie and Kenneth Zimmerman  
Barry Zubke and Patty Jimenez





*The Family Violence Center assisted nearly 400 survivors to safety.*



*The Learning Center issued 55 scholarships and assisted 41 individuals in finding a stable job.*



*NAM Resale provided clothing for 918 homeless individuals, in partnership with Moving Waters.*



*Over 3000 volunteers dedicated 50,000 hours of service to NAM.*



Northwest Assistance Ministries  
15555 Kuykendahl Road  
Houston, Texas 77090  
281-885-4555  
[www.namonline.org](http://www.namonline.org)