A NOTE FROM OUR CEO

Good to go.

Nearly every business and community meeting in Houston this year is focused on the same story—the economic and demographic expansion of our region. It’s a Texas sized story. An estimated $95 billion of planned oil and gas investment on the Gulf Coast alone has created a new landscape of opportunity for hardworking families—those who are here already and many more who are coming for better jobs and higher wages.

Neighborhood Centers has grown every year for the past three decades in response to our fast growing region. But size (even in Texas) is not the real goal. We evolve in response to the larger regional story, and that story right now is about low-income families moving up the economic ladder. We are living in a Human Capital era—the plans business leaders are making won’t work without investments in people. Houston is making those investments through Neighborhood Centers.

This report captures meaningful results from smart investments in hardworking families. In every low-income neighborhood, we see families with aspirations that we all share. We want our work to pay off. We want our children to have a chance at a better life. We want to belong and meet our civic obligations. In an expanding economy this translates to more job preparation and training, more language classes, more car loans, more child care, more civic engagement activities. This report captures our collective investment in our people and tells the story of the impact of that investment.

Creative staff and committed board members, along with thousands of volunteers at Neighborhood Centers, deliver opportunities to more than half a million people each year. But if we are to continue to evolve at the pace of regional expansion, we must be fast and flexible.

In the fall of 2014, we roll out “Good to Go,” our mobile community center. We are putting the credit union, ESL classes, immigration services and more—on wheels. Just look for us at the intersection of Aspiration and Opportunity.

Thank you for helping to grow our region, for investing in people and for keeping Houston a place of opportunity for everyone. For Good.

Angela Blanchard
President and CEO
EVOLUTIONARY LEADERSHIP
With more than 100 years of experience and a nationally recognized model for community development, Neighborhood Centers continues to offer innovative solutions that help low-income families in emerging neighborhoods get a foothold in our booming economy.

The four key innovations for which we have received national recognition have placed us in the top 1% of the nonprofits in the country.

Strength Based.
People are not the problem. They are the asset. Working side by side with community leaders and residents, we discover their strengths, craft a collective vision, and design a plan to make that vision a reality. We learn what motivates people to act, change and work together by asking the right questions and listening.

Holistic Approach.
We have learned that you cannot transform a community on the backs of one service or program. We create comprehensive solutions tailored to meet each community’s unique aspirations. Our holistic strategies acknowledge the interconnectedness of what it takes for our neighbors to climb the economic ladder and contribute to our city’s vibrant economy.

Leverage resources.
We have a strong balance sheet. Our ability to blend numerous funding streams from both private and public sectors allows us to invest in critical infrastructure, have the flexibility to take on new programs, and undertake activities that drive program innovation.

Large where it counts, Small where it matters.
Our size and scope allow us to respond to what matters most to the region. We have the capacity to provide a diverse array of services in multiple locations and remain closely connected to community. Simply put, we are both big and local.

With an annual budget of $260 million, we’re in the top 1% of the nation’s nonprofits.

We exist to keep our region a place of opportunity for everyone. We bring resources, education and connection, we transform communities. FOR GOOD.

At Neighborhood Centers, we work with community residents, hear their stories and embark on a journey of transformation together.

We go where we are invited to go and do what we are asked to do. A story of transformation starts from within an individual, within a family, within a community.

“Every American City can learn from the way Neighborhood Centers is embracing Houston’s future and weaving it into Houston’s History.”
—Bruce Katz, Vice President and Director, Metropolitan Policy Program

1 IN EVERY 5 PEOPLE who live in Houston is born outside the U.S.

1 IN EVERY 3 HOUSTONIANS migrated here.

Mobile Community Center
As we continue to grow and go where the need is, there is no better way to do that than on wheels.

Our Good To Go Mobile Community Center will give us the agility to respond to the needs of neighbors beyond the walls of our community centers.

Neighborhood Centers is Good to Grow.
As the region grows and new issues emerge, we evolve. Residents of Pasadena, East Aldine and Gulfton are motivated, hardworking and want to transform their respective communities. This is our foreseeable future, and Neighborhood Centers is getting to work.

We serve our neighbors through more than 70 service sites in 60 counties.

“Houston is America on demographic fast-forward.”
—Brookings Institution

Houston is the fourth largest city in the United States and the most diverse. Our ability to leverage the diversity that exists in our human capital has created a positive economic impact beyond our community. As the region continues to grow, we will face new challenges every day for which solutions might not exist. But we know what has to be done. We must be innovative, capable and enterprising. This is our human capital story.

—2012 American Survey
Driving Impact

Strong communities create economically healthy regions. We bring resources, education and connection to low-income families to achieve three primary results for our neighbors: improved financial well-being, increased educational attainment and strengthened community engagement. We firmly believe that it is our holistic and integrated approach to supporting people and places across six important domains—economic opportunity, education, connection, health, housing and infrastructure—that, together, lead to community transformation.

Bringing resources, education and connection to more than 528,000 men, women, children and seniors this year.

FOUR INNOVATIONS: THREE RESULTS

We provide tailored solutions based on each unique neighborhood’s strengths. But being able to create a lasting impact is not about focusing on one particular aspect of community—it’s a 360° approach.
IT’S ABOUT PEOPLE

What makes Houston and all great metros dynamic and vibrant are our neighborhoods and, most importantly, the people in them. When we invest in people who are driven by a desire to create a better life, our entire country advances and becomes stronger. This is WHY everything we do matters. It’s about people.

Immigration

Houston is home to the nation’s largest immigrant population. Neighborhood Centers helps newcomers build their capacity to navigate a new country and a new economy. We lead them on a path to citizenship and civic integration.

In 2013, we served more than 5,000 undocumented youth and their families by assisting them through the DACA (Deferred Action for Childhood Arrivals) program.

We served more than 155,000 people in our 11 career offices.

We helped 885 individuals become new citizens = $236 million in increased lifetime earnings.

Workforce Initiatives

Our workforce initiatives connect individuals to stable, better-paying jobs in their communities and create a workforce capable of satisfying our region’s current and future employment needs.

Nearly 70 percent of our unemployed clients—representing more than 110,000 individuals—got a job within three months of receiving services.

Seniors

Houston’s older adult population is full of potential. Seniors are motivated and want to take control of their lives and, above all, want to contribute to their communities. Neighborhood Centers is committed to the health and well-being of seniors by providing a full continuum of care that is essential to creating real impact for them and their caregivers.

Neighborhood Centers focuses on providing seniors with the tools they need to manage their health so they can live longer lives, and on providing critical support to caregivers who become the pillars for their loved ones.

In 2013, 13,973 seniors and family caregivers received more than 2.5 million hours of Neighborhood Centers’ services. The economic benefit of our senior centers and caregiver support totals $6.8 million annually.

MEET FRED KEMPSTER

Fred Kempster, a 59-year-old Vietnam veteran, recently found himself nearly homeless and facing eviction. Once a successful airline and cargo pilot who flew 747s all over the world, Fred decided to change career directions after seeing his financial resources diminish and losing his wife to a decade-long battle with diabetes. Fred came to Houston looking for a new career—a new life—and opportunity. After visiting one of our career offices, Fred’s prospects improved. “I just want to work,” he says. “I still have life in me and I want to work. I want to leave something behind. That’s why I want to be a welder.” His enthusiasm and hunger to learn and work are infectious. Fred continues his welding education in his quest for a better job and a better life.
We capture the deep longing of people to better themselves, to nurture their children, to learn, and to contribute.

Collective Learning
At Neighborhood Centers, the entire family learns together. Because our education initiatives are integrated within our community centers, we’re able to create a unique environment where every individual can come to learn.

Parents can continue their education or acquire additional skills that will open new doors of opportunity. Through our family literacy program, parents do more than increase their English language proficiency or take courses in financial literacy—they learn how to make a difference in their community and become active role models for their kids.

1,760 adults attended ESL classes, which will lead to $7.8M in annual earnings.

Neighborhood Centers is the largest provider of early childhood education in Harris County. We manage 24 Early Head Start and Head Start centers and the Sharp Early Childhood Development Center.

At any given time, Neighborhood Centers is hosting approximately 11,000 PEOPLE OF ALL AGES in our on-site education programs.

MEET TERESA LEON
Teresa Leon is a 31-year-old single mom and self-made entrepreneur. She left her hometown of Acapulco, Mexico in 2003 following her husband’s desire for more opportunities for their family. Soon after, she found herself a single mom trying to raise her daughters alone. So, she enrolled in English as a Second Language classes and a Business Incubation course at Neighborhood Centers.

Teresa began volunteering with our Head Start program where she was also able to enroll her daughters. It wasn’t long before Teresa obtained her certificates of completion. She was then able to open her very own business, Watermelons and More…”My determination to open my business were my two daughters and the voices of people who told me this wasn’t possible and that I should quit.”
Join us.
Meet your neighbors.
Our H-Town Stories film series is about Houstonians. While we try to convey what your help means to neighbors who are working to make better lives—telling snippets of their stories, posting photos, describing scenes—until now, there was no way for you to know them the way we do. It’s about the human beings behind the work you support. H-Town Stories is about meeting our neighbors. Knowing their stories will change you.

Everyone, everywhere, can help build better, stronger, smarter, healthier and happier communities by doing their part. Individuals across Houston are doing amazing things every day with the resources they have, no matter where they are—they are creating lasting change.

Learn about the future of our region and the agency.
More than 700 business and community leaders come together to honor individuals who are doing extraordinary things for our neighbors and neighborhoods at the Heart of Gold Celebration luncheon. In 2014, we honored Doug Pittcock with the Alice Graham Baker Crusader Award for his generosity and immense contributions to our city.

Support seniors and children.
At the annual TXU Energy Houston Turkey Trot, the power of community is evident. More than 20,000 supporters gather on Thanksgiving Day for this holiday tradition, making it the second-largest footrace in the city. More than 550 volunteers come together to ensure the runners are able to make a significant footprint for Houston. People gather to support the 192,000 seniors and children Neighborhood Centers serves every year. They come to make a difference. And they do.
Our supporters are people who share our commitment to building neighborhoods that work. They share their time, talents, creativity and resources because they see a future where possibility becomes reality.

We need you.

We build upon the strengths and aspirations of individuals—including our volunteers. Find out how you can make a difference FOR GOOD.

Email us at volunteer@neighborhood-centers.org

10,268 VOLUNTEERS GAVE 155,000 HOURS OF THEIR TIME

$52,509,734 REFUNDED

Tax Centers

3,747 PARENTS | 52,560 HOURS

Head Start

1,244 VOLUNTEERS

Sheltering Arms Senior Services
## Revenues

### Community Based Initiatives
- Contributions and Special Events: $3,964,237
- Public Grants and Contracts: $1,235,664
- United Way of Greater Houston: $2,760,571
- Program Revenues: $810,665
- **Subtotal**: $8,771,137

### Choices in Education
- U.S. Department of Health and Human Services: $18,902,275
- Texas Education Agency: $13,269,212
- Other Public Grants and Contracts: $1,661,780
- United Way of Greater Houston: $505,408
- Program Revenues: $297,571
- **Subtotal**: $34,636,246

### Public Sector Solutions
- Gulf Coast Workforce Development Board: $131,881,364
- Coastal Bend Workforce Development Board: $11,430,267
- Deep East Texas Workforce Development Board: $6,277,325
- Rural Capital Area Workforce Development Board: $12,418,977
- East Texas Workforce Development Board: $13,701,757
- Public Grants, Energy Assistance: $22,985,245
- Other Public Grants and Contracts: $320,771
- H-GAC—Career Centers: $15,061,700
- Contributions: $675,009
- **Subtotal**: $214,752,415

### Sheltering Arms Senior Services
- Home Care Services: $1,059,442
- Adult Day Center: $1,099,741
- Social Services: $625,565
- Senior Transportation: $197,138
- Senior Centers: $1,464,594
- Health Promotion: $699,179
- Volunteer Services: $108,278
- **Subtotal**: $2,233,837

**Neighborhood Centers Inc. Total Revenues**: $263,383,145

## Expenses

### Community Based Initiatives
- Community Centers: $3,386,507
- Financial Well-being Initiatives: $785,421
- Family Health and Wellness: $1,151,341
- Youth Programs: $1,697,610
- Immigration and Citizenship: $500,551
- Neighborhood Tax Centers: $1,554,587
- **Subtotal**: $9,076,017

### Choices in Education
- Head Start/Early Head Start: $19,090,817
- Charter School: $12,653,948
- Early Childhood Education: $867,395
- USDA Food Program: $1,394,593
- **Subtotal**: $34,006,753

### Public Sector Solutions
- Child Care Assistance: $149,420,075
- Stay Connected—Disaster Recovery Assistance: $31,576
- Work Support Assistance: $13,975,984
- Financial Aid Operations: $12,227,060
- Veterans Assistance: $343,062
- Energy Assistance: $19,735,812
- Career Centers: $15,098,364
- Weatherization: $3,845,061
- **Subtotal**: $214,677,003

### Sheltering Arms Senior Services
- Home Care Services: $1,059,442
- Adult Day Center: $1,099,741
- Social Services: $625,565
- Senior Transportation: $197,138
- Senior Centers: $1,464,594
- Health Promotion: $699,179
- Volunteer Services: $108,278
- **Subtotal**: $2,233,837

**Neighborhood Centers Inc. Total Expenses**: $263,013,710
OUR LEADERSHIP

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Nancy Andrew
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We’re a region with an economy that’s thriving and community leaders who figure it out. We get things done.

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