ENDEAVORS®

FROM HELP, COMES HOPE

2021

IMPACT REPORT

www.endeavors.org

FROM HELP COMES *hope*

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THE HEART
BEHIND ENDEAVORS

We believe everyone has the capacity to grow, heal, change, and succeed. That's why we passionately serve vulnerable people in crisis through comprehensive, effective, and innovative services that empower them to build better lives for themselves, their families, and their communities.

To impact lasting change, our programs are focused in four major pillars:

1 **VETERAN** SERVICES

2 **MIGRANT** SERVICES

3 **EMERGENCY** SERVICES

4 **COMMUNITY** SERVICES

OUR MISSION

Endeavors passionately serves vulnerable people in crisis through our innovative, personalized approach.

We seek to provide comprehensive, effective, and innovative services that encourage growth, allowing people to build better lives for themselves, their families, and their communities. Why? Because we believe that everyone holds the capacity to grow, heal, change, succeed, and affect others positively.

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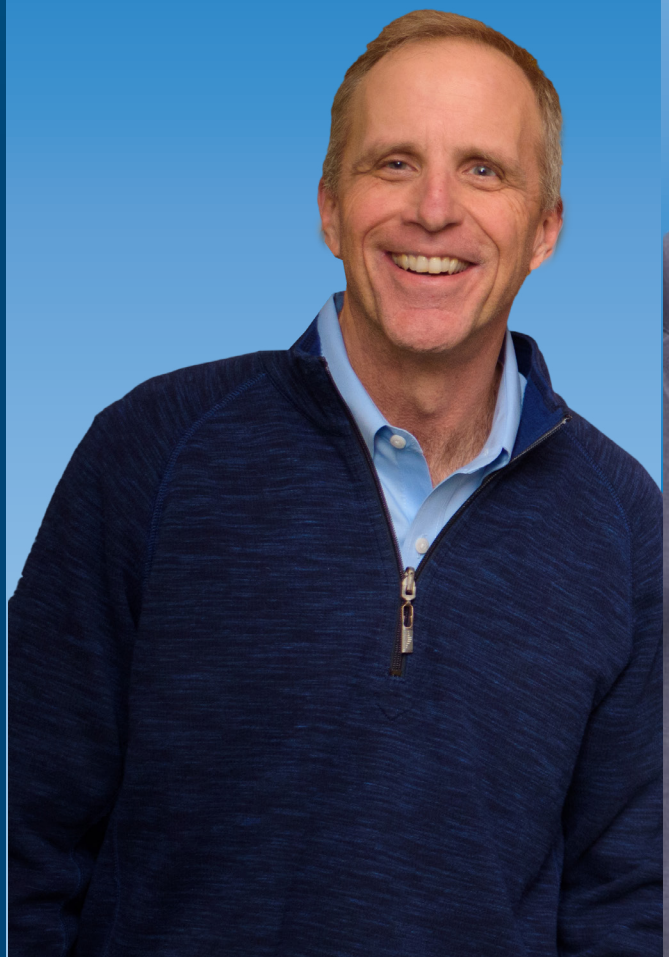
OUR VISION

We restore dignity and improve the quality of life for the vulnerable people we serve through the benefits of our programs.

We seek to unify families and communities torn apart by poverty, unemployment, or neglect by providing real, practical solutions and a path to earned income. We do this through a wide array of programs and services supporting children, families, Veterans, and those struggling with mental illness and other significant disabilities.

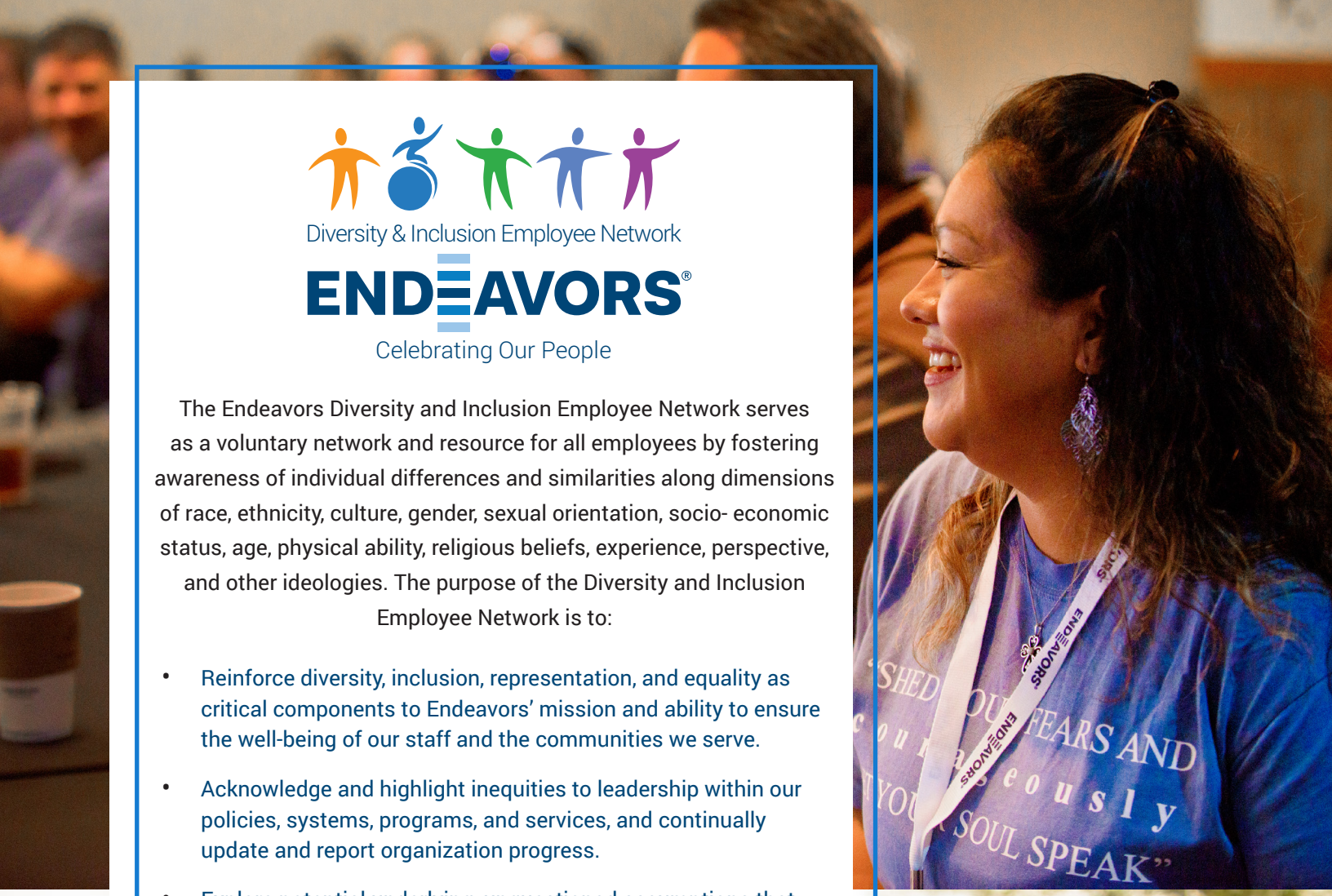


CORE VALUES

- Accountability and Integrity
- Care and Compassion
- Teamwork
- Commitment to Making a Difference
- Community Involvement

OUR BELIEFS

We are a Christian community service organization founded by churches that reflects our core conviction that God calls us to love and serve all people. Our efforts are focused on the biblical mission of grace to serve all people in crisis with sustainable long-term services in our greater community. While our Christian faith drives us to fulfill our mission, we recognize shared values bind us together to embrace all who are in need of our services and those who want to serve, regardless of individual religious beliefs.



Diversity & Inclusion Employee Network

ENDEAVORS®

Celebrating Our People

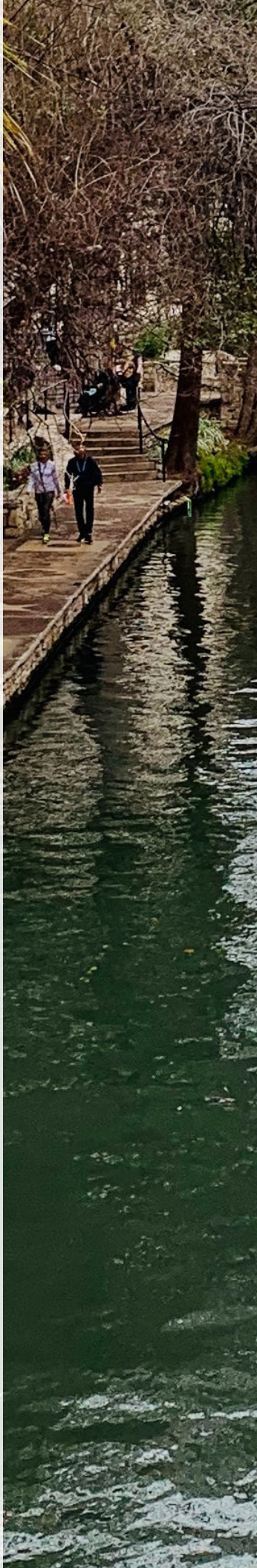
The Endeavors Diversity and Inclusion Employee Network serves as a voluntary network and resource for all employees by fostering awareness of individual differences and similarities along dimensions of race, ethnicity, culture, gender, sexual orientation, socio- economic status, age, physical ability, religious beliefs, experience, perspective, and other ideologies. The purpose of the Diversity and Inclusion Employee Network is to:

- Reinforce diversity, inclusion, representation, and equality as critical components to Endeavors' mission and ability to ensure the well-being of our staff and the communities we serve.
- Acknowledge and highlight inequities to leadership within our policies, systems, programs, and services, and continually update and report organization progress.
- Explore potential underlying, unquestioned assumptions that interfere with inclusiveness.
- Lead with respect and acceptance. Encourage all employees to embrace this notion and to express it in workplace interactions and through everyday practices.

OUR STORY

SERVING PEOPLE SINCE 1969

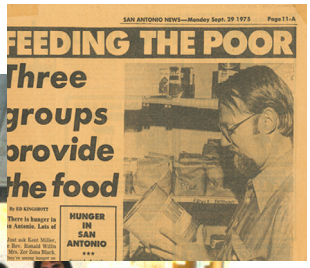
In 1969, San Antonio was flourishing. A city of over 700,000 residents, the Alamo City was rapidly growing. However, with that growth, the city's homeless population also increased. Brought together because of a desire to serve others, five San Antonio Presbyterian churches joined efforts, and the San Antonio Urban Council was created. Providing health care, education, homelessness support, senior citizen support, and child care to low income San Antonio families, the Council began many programs that would continue helping those in need for years to come.



OUR STORY

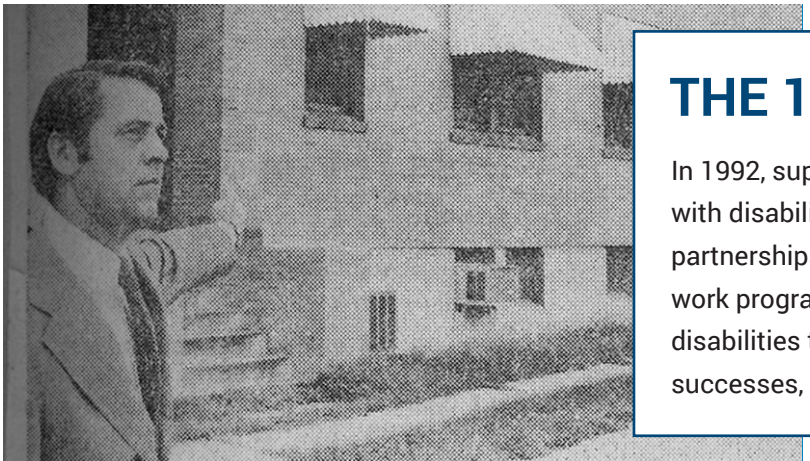
THE 1970s

Over the next 50 years, Endeavors expanded and changed. In the 1970s, the Council expanded its reach and became "San Antonio Urban Ministries," growing from 5 to 35 churches. Seven emergency food pantries feeding approximately 600 clients were opened across the city.



THE 1980s

The Urban Council partnered with several more churches and the Salvation Army to help create programs that would eventually flourish into separate organizations: The San Antonio Food Bank, San Antonio Metropolitan Ministry (SAMM), and even a San Antonio chapter of Habitat for Humanity.

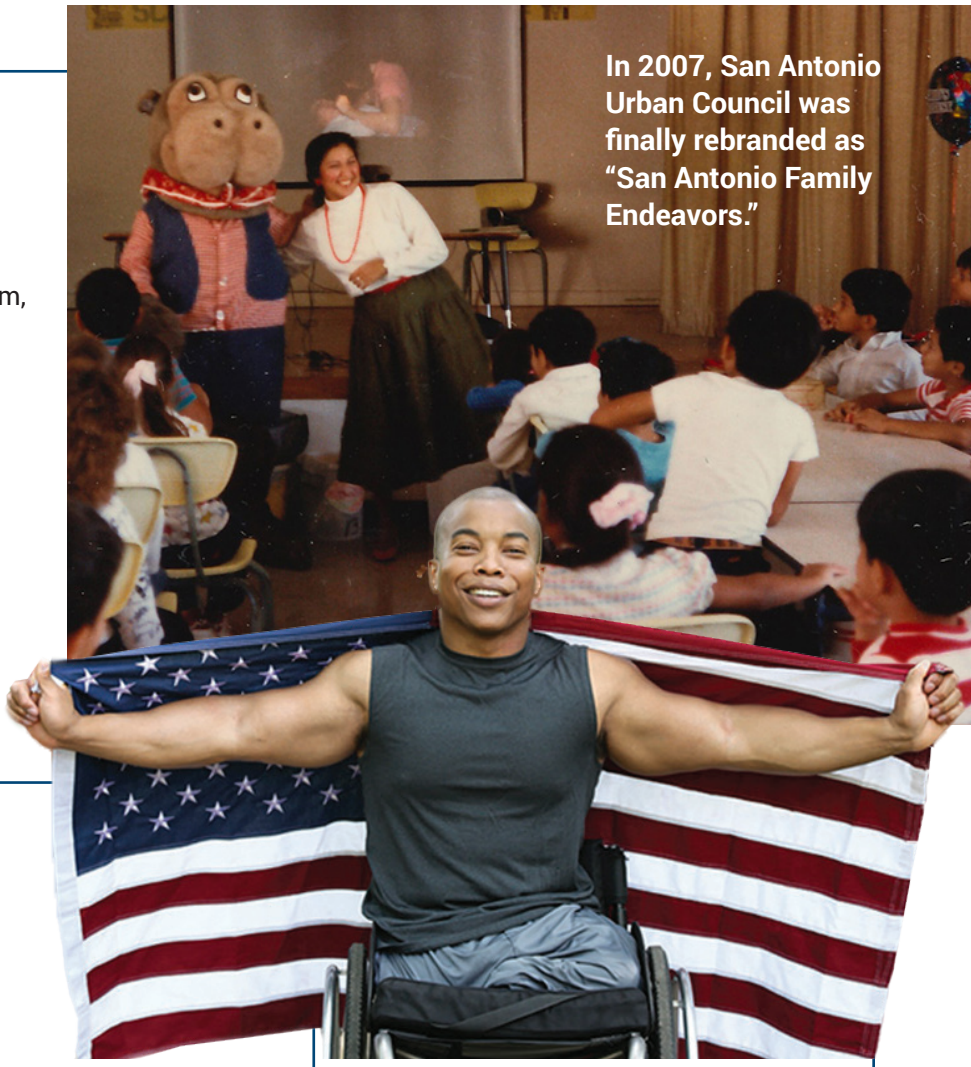


THE 1990s

In 1992, supportive employment opportunities for individuals with disabilities began through Endeavors Unlimited. Establishing partnerships with the Texas Workforce Commission and other work programs, Endeavors Unlimited became a way for adults with disabilities to have the opportunity to achieve a life full of stability, successes, and self-sufficiency.

THE 2000s

In 2001, we broke ground on a permanent residential facility for the Fairweather Family Lodge. Similar to the other Fairweather program, the Fairweather Family Lodge was created to assist chronically homeless and mentally ill women and their children in creating a better life for themselves. In support of the program, San Antonio Urban Council became a United Way agency and expanded the scope of the organization to cover supportive housing, job training, employment, case management, homeless prevention, group and individual counseling, and youth development services.



In 2007, San Antonio Urban Council was finally rebranded as "San Antonio Family Endeavors."

THE 2010s

Over the course of the next decade, we began to expand our reach further—offering emergency services, disaster case management services, and Veteran Supportive Services, as well as deploying the first group of reservists in support of caring and sheltering migrant children!

We also began to expand our reach beyond San Antonio. Soon, we were able to offer services throughout Texas and even across state lines into Alabama, Florida, and North Carolina, making Endeavors the largest provider of SSVF in the country.

Utilizing our experience serving Veterans, Endeavors expanded into mental health services for Veterans through a partnership with the Cohen Veterans Network. Opening the first Cohen Clinic in San Antonio in 2016, the next two years would see the expansion of the clinics into El Paso and Killeen.

In 2018, housing and community-based services expanded in North Carolina to provide shelter to women and children experiencing homelessness. Through efforts with disaster recovery, border operations, and Veteran mental health clinics, Endeavors more than doubled the number of lives impacted from 16,224 in 2017 to over 44,000 in 2018.

THE 2020s

Today, Endeavors continues to find ways to serve those in need.

During the pandemic, we were able to help staff emergency shelters in several cities in Texas, help connect Veterans to financial relief, and distribute supplies and donations to homeless populations.

Endeavors opened the first of its kind Veteran Wellness Center in San Antonio to provide wrap-around services to the Steven A. Cohen Military Family Clinic at Endeavors.

JON ALLMAN

A MESSAGE FROM OUR PRESIDENT & CEO

The year 2021 culminates a tremendous year of service for Endeavors. It's difficult to grasp the scope of how our services, programs, and staff grew over the past 12 months. We continue to be humbled by helping those experiencing the lingering effects of the global pandemic as they rebuild their lives.

Throughout 2021, Endeavors significantly improved the lives of over 80,000 people across the United States and the Commonwealth of Puerto Rico while fostering service area growth from 8 states in 2020 to 18 states in 2021. After 10 years of humanitarian operations covering 35 different locations across the country, we formally added Migrant Services to our existing three services lines in late January, which proved to exponentially expand offerings to the federal government.

A few months after establishing the new line of service, we were called upon to build a plan to deal with an impending humanitarian crisis at the US southern border. Our Migrant Services and Emergency Services team's swift response resulted in staffing shelters for tens of thousands of unaccompanied children and young families with children while their immigration status was processed.

These major efforts were largely successful by employing experience, vision, and skill, all while assisting with our largest expansion of Veteran and Community Based Services with housing and financial assistance in Endeavors' history.

We are encouraged by the widespread impact Endeavors has had across the country. And, at the end of the day, I am thankful to say that our team has been able to accomplish such amazing things because they are motivated by kindness, by faith, by passion, and by care for the people they serve. We are made up of people who know no limit to love. No matter who is in need, they reach out their arms to help because they know from help comes hope.

None of what we accomplished this year would have been possible without tremendous support from our board of directors, teammates, partners, and donors. I am particularly thankful for our Endeavors board of directors and our recently formed Family Endeavors Foundation Board. I am thankful for both board chairs, Berenice Villarreal and Maj Gen (Ret) Al Flowers. We are humbled by your generosity, wisdom, and kindness. As our organization continues to grow and expand its reach, we will continue to leave a lasting impact on the communities, families, and individuals we serve.

Sincerely,

JON ALLMAN
President & CEO

We are made up of people who know no limit to love. No matter who is in need, they reach out their arms to help because they know from help comes hope.

JON ALLMAN

Our people are the heart and soul of our mission. We are blessed to have folks dedicated to compassionately serving those in need, making a difference one client at a time.

CHIP FULGHUM

CHIP FULGHUM

A MESSAGE FROM OUR CHIEF OPERATING OFFICER

The year 2021 was unprecedented in our nation's history with the impacts of a global pandemic at the forefront of our everyday lives. Given our mission to serve vulnerable people in crisis, it also represented an incredible opportunity to serve those in need. As has been the case throughout our 52 year history, Endeavors was once again ready for the challenge.

As new and ever-changing needs arose, we adapted and created new programs to meet them. As the pandemic continued, we operated shelters to help those most vulnerable remain safe. As the humanitarian crisis on the border grew, we answered the call creating family and child-centric care for those seeking asylum in the United States.

Endeavors found new and innovative ways to help those impacted by COVID-19 through our rapid rehousing and homeless prevention programs. Despite the ongoing pandemic, we opened the first of its kind, state-of-the-art Veteran Wellness Center in San Antonio to holistically serve Veterans and their families.

None of this would have been possible without the incredible sacrifices and passion of our people—they are the heart and soul of our mission. We are blessed to have folks dedicated to compassionately serving those in need, making a difference one client at a time.

We are also fortunate to have the continued strong support of our service partners and stakeholders, along with the consistent steadfast leadership of our board of directors. I'd like to thank each of you for your incredible support throughout 2021 and your willingness to rapidly respond to support those in need. This is why we continue to invest in our people. We've built a case management curriculum tailored to the work we do. We continue to grow our three-tiered leadership program and now offer it to other non-profits in the area. Our Diversity and Inclusion Network continues to grow and raise awareness to help all feel valued.

Thank you again to all who continue to support our mission.

God Bless,

CHIP FULGHUM
Chief Operating Officer

A Look Back on 2021:

Top 10 Moments for Endeavors

In many ways, 2021 was just as unexpected as 2020—the continued pandemic, back-and-forth back-to-work guidelines, vaccine controversies, and unprecedented weather events across the country, among many other events that shaped the year.

However, in the face of confusion and crisis, one thing was clear to us: **we are an organization that helps people in need.** And, when the need was great, our incredible staff rose up to respond. We were astounded by the passion, innovation, attention to detail, and generous compassion of our employees. It is evident this work isn't simply a job, but a calling. The Endeavors family inspires us daily.

In many ways, 2021 was a milestone year for our organization. We were able to help (and hire!) more people than ever before, engaging in millions of hours of service. Our reach continues to grow, and we are so grateful for the opportunity to impact lives across the country.

As we look ahead to our 2022 goals, we thought we would celebrate with a look back at 2021. Here are 10 big moments that shaped this year for us.

1 We're back in the office!

Our staff orchestrated a back-to-the-office staffing plan following a 17-month work-from-home policy during the global pandemic. The transition was fairly seamless, and our staff also employed alternate work schedules to prevent any mission interruption. Their flexibility and adaptability has been truly incredible.

The San Antonio Veteran Wellness Center is now open. 2

Thanks to the hard work and adaptability of our staff, the long-awaited Veteran Wellness Center finally opened its doors this past year. Endeavors now provides high-quality mental health and wellness services for Veterans and their family members at this state-of-the-art facility in San Antonio, TX! This expansion includes extended wrap-around services as well as collaboration with other nonprofits and government agencies to further support Veterans and their family members.

3 Our Diversity & Inclusion Team stole the show.

Our Diversity and Inclusion Committee went above and beyond the call of duty in 2021 as they continued to shape how we care about each other as an organization. They understand that the diverse nature of our clients demands that we lead with compassion and understanding to ensure high quality of care for our diverse client base. These incredible folks put on learning sessions for the entire staff, met with employees to further understand the needs of the organization, and furthered understanding throughout Endeavors.

The Family Endeavors Foundation Board was formed. 4

In 2021, we created the entity, governance documents, and primary membership from the Family Endeavors Board, which will help Endeavors create a financially viable long-term support for our mission. We also welcomed a new board member and two advisors to assist the investment committee, and we have board members from the El Paso area for the first time in our history!

5 Our teams earned amazing national and local awards.

Our awesome teams were honored with several special recognitions over the course of 2021! A few notable awards included Governor Abbott's Committee on People with Disabilities ***2021 Lex Frieden Award*** and the ***2021 All-America City Award*** from the National Civic League for our Team's work in El Paso.

6 Our employee retention rate was off the charts.

Over the course of 2021, our employee retention rate remained far above industry standards. Our employees showed up consistently, keeping our organization at 98 percent! This is truly a testament to our servant senior leaders who continually care for, educate, train, and mentor their teams. We love our staff! Their commitment to the Endeavors family is inspiring.

7 We responded to the needs of people impacted by the pandemic.

As the pandemic dragged on, many unhoused populations were still in need of shelter and financial support in the face of job, financial, and food insecurity. We were honored to partner with several Texas cities to set up temporary shelters and supportive housing for hundreds of clients as they sought safety.

8 We celebrated two successful inaugural events.

We were thrilled to kick off two outdoor inaugural events in 2021! In the fall, the first annual Endeavors Fore Education golf tournament event was a huge success, raising nearly $90,000 for the General Alfred K. Flowers Scholarship, which benefits Black and/or African-American undergraduate students committed to pursuing a degree in Human Services or Social Work. Then, as part of National Recovery Month in September, we hosted our first annual 5K/2K Run for Recovery. This event, which spotlights "recovery warriors," raised almost $40,000 for those brave men and women who are on the road to recovery or are actively living it every day.

We expanded services for migrants in need.

9

We have been serving migrant populations for over a decade, and in 2021 we were able to expand these services to address the real and impending humanitarian crisis at the border. These services included reunification assistance, home studies and post-release services for unaccompanied migrant children and their sponsors, migrant wellness services for families and individuals seeking asylum, and sheltering of migrant children and families at the border.

10

New grants and contracts allowed us to reach more people in need… and to expand into TEN more states.

Endeavors was awarded 22 new grants and contracts in 2021, which means that we were able to significantly improve the lives of nearly 80,000 people across the United States and the Commonwealth of Puerto Rico. We fostered significant growth in services provided from 8 states in 2020 to 18 states in 2021!

These major milestones and efforts were largely successful by employing experience, vision, and skill of our amazing staff, board, and leadership. Despite overwhelming challenges, this year was hugely successful, and we have been positively recognized by the government for our excellent performance.

None of what we accomplished this year would have been possible without tremendous support from our board of directors, staff, partners, and donors! Let's make 2022 another record year helping people in need.

SUPPORTING OUR VETERANS

We are passionate about serving military Veterans because they've served us. Military Veterans and their families have sacrificed so much to keep our nation safe.

Often, this service comes at a cost—many Veterans suffer silently from mental health issues. The ramifications of these conditions often mean "regular life" feels out of reach for both Veterans and their families. Some find themselves homeless, unable to hold down a steady job. Some find themselves depressed or isolated and some may consider suicide.

Regardless of the situation a Veteran finds themselves in, we are here to help. Through our Steven A. Cohen Military Family Clinics, Veteran Supportive Services, and brand-new Veteran Wellness Center, we offer a holistic array of programs to help Veterans find their way back. From basic meals to rental assistance to physical and mental health to parenting classes, we want to equip those who've served with the tools they need to live a better life.

In 2021, we are proud to say we served nearly 6,000 Veterans and their families, hosted 214 outreach, life skills, and wellness events/ classes, and provided $4,073,905 in assistance to Veterans in need.

“Their help doesn’t end there. It’s A 90-day program. And Ms. Barnes and I talk at least once a week. She makes sure I don’t need anything. She isn’t just my counselor, she’s my friend.”

KARL
PLUMMER

FINDING A HOME AGAIN

KARL'S STORY

In 2020, Karl Plummer was released from a 17-year prison sentence. An honorably discharged Army Veteran, Karl knew what it meant to work hard, to stay humble, and to believe in something. He knew he wanted to turn his life around, and that's exactly what he did.

> "I spent [those years in prison] planning on how to get back on track with a second chance and a new life," said Karl. When he was released in August of 2020, he contacted Endeavors so he could make his new life a reality.

Karl says that, from the first call, his case worker Juliana made him feel like she really cared. "She built my confidence by ensuring that I was on the right track and that Endeavors would help me get my own place. I knew that, together, we would set my feet on solid ground."

Juliana quickly went to work contacting the only apartment complex in Karl's area that his budget could afford. Even though the apartment complex had very strict rules about criminal background, Juliana advocated for Karl to the apartment manager, who agreed to meet with him in person. Karl so impressed the apartment manager that she agreed to let him move in. He remains at his apartment and has been prompt to pay his rent and bills on time!

Karl says that, even after moving in, he felt supported by Endeavors. A few days after moving in, his Endeavors "Welcome Home Starter Package" arrived: kitchen utensils, cleaner products, dishes, toilet paper, and a queen size bed, sheets included.

"I felt like a kid on Christmas day. I had a home. Not just a place, but they made it home that quick," said Karl. He has since increased his income by getting steady raises and now is a foreman at the warehouse where he works. He purchased a car and Endeavors assisted with car repair. He is housed, employed, and has a vehicle that is completely paid off.

"I want to say thank you to Juliana Barnes and to everyone at Endeavors," said Karl. "I know she doesn't do it alone. And I want to recommend Endeavors to those of you who qualify. This is an organization that really cares. That goes above and beyond in their assistance. It's not a handout, it's a hand up. And I won't let them down. I'm now a solid member of society again. Thank you, Endeavors!"

SUPPORTING OUR VETERANS

SUPPORTIVE SERVICES FOR VETERAN FAMILIES

HOUSING HOMELESS VETERANS

Our Supportive Services for Veteran Families Program rapidly re-houses and prevents homelessness among very low-income Veterans and their families by providing homelessness prevention and stabilization services, one-on-one case management, and assistance in obtaining VA and other public benefits.

In an effort to prevent Veteran homelessness, we provide financial assistance for qualifying Veterans on a case-by-case basis. Case managers build individualized recovery plans for each Veteran and work to rapidly place them in housing. Our plans are designed to connect the Veteran with their specific resource needs—legal, mental health, education, financial counseling, and any other assistance they need to recover.

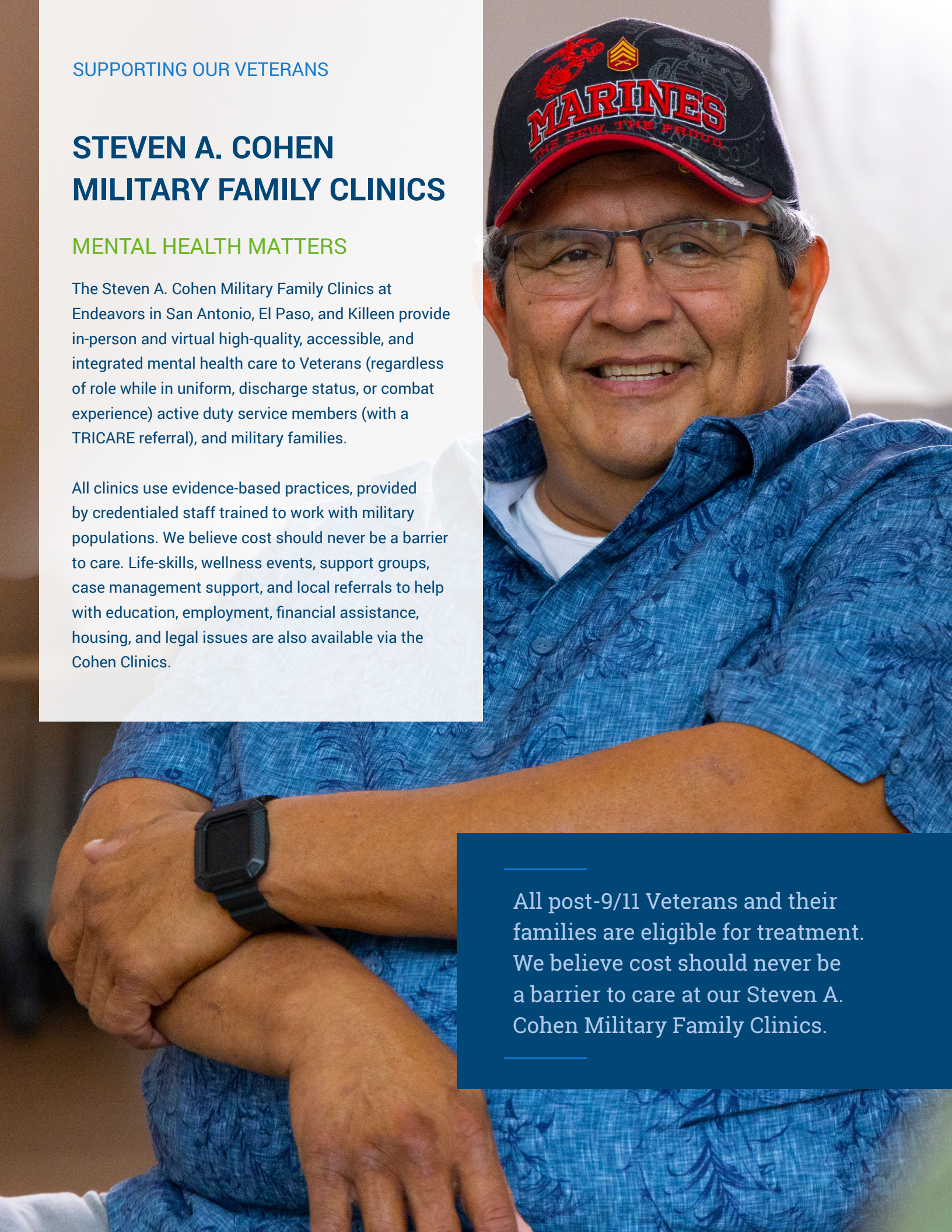
SUPPORTING OUR VETERANS

STEVEN A. COHEN MILITARY FAMILY CLINICS

MENTAL HEALTH MATTERS

The Steven A. Cohen Military Family Clinics at Endeavors in San Antonio, El Paso, and Killeen provide in-person and virtual high-quality, accessible, and integrated mental health care to Veterans (regardless of role while in uniform, discharge status, or combat experience) active duty service members (with a TRICARE referral), and military families.

All clinics use evidence-based practices, provided by credentialed staff trained to work with military populations. We believe cost should never be a barrier to care. Life-skills, wellness events, support groups, case management support, and local referrals to help with education, employment, financial assistance, housing, and legal issues are also available via the Cohen Clinics.



All post-9/11 Veterans and their families are eligible for treatment. We believe cost should never be a barrier to care at our Steven A. Cohen Military Family Clinics.

VETERAN WELLNESS CENTER

HOLISTIC CARE FOR VETERANS

For Veterans, making wellness a priority helps create a positive, stable post-military life. Because creating and maintaining healthy habits after leaving the military can be hard, we've created the brand-new Endeavors Veteran Wellness Center (VWC) to provide a multitude of wellness services. From mental to physical health, this center offers Veterans many services that will help them improve their quality of life, as well as the quality of life for their families, military dependents, and the care community.

Our state-of-the-art VWC in San Antonio, TX, offers comprehensive and integrated mental and physical health services to support the daily wellness needs of any-era Veterans and their families. The VWC provides telehealth and in-person mental health services to Veterans with chronic long-term mental health needs (e.g., bipolar disorder, psychotic disorders) and their families. Members have access to integrated health, mental health, and holistic activities, including acupuncture, yoga, and tai chi, as well as a large state-of-the-art fitness center.

These services are outlined with the following six principles of wellness:

CONNECTEDNESS

Fostering the basic human need of togetherness through a targeted focus on decreasing isolation

ITUAL

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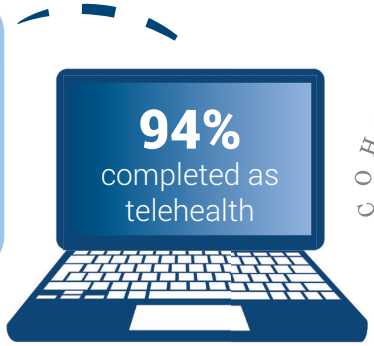
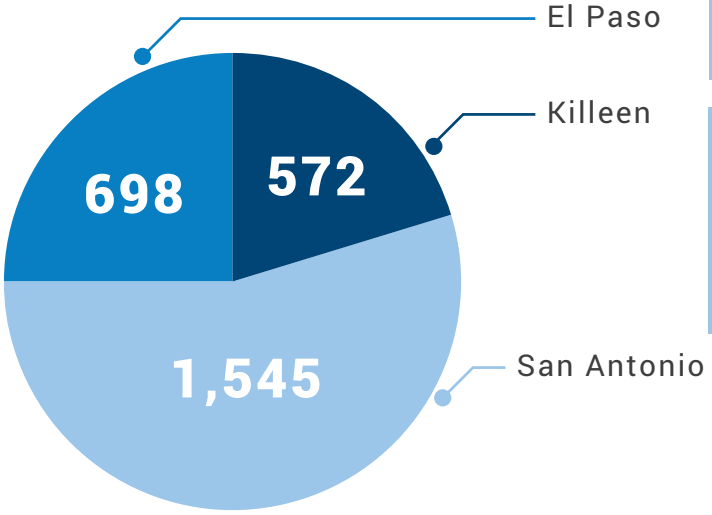
VETERAN SERVICES BY THE NUMBERS

The Steven A. Cohen Military Family Clinic at Endeavors

14,135
Cohen Clinic sessions completed



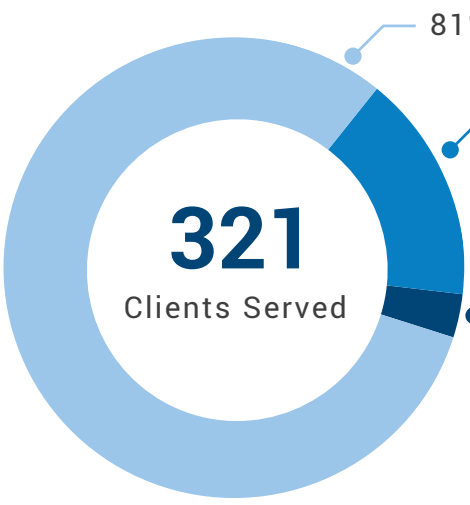
2,815 **clients served**



368 life skills, wellness, outreach, and training events hosted to 9,200 people

61 support groups created for Veterans, family members, and caregivers

Veteran Wellness Center



110 trainings conducted for 1,703 people

Supportive Services for Veteran Families

2,897 VETERANS

and family members provided with services

635 **UNHOUSED VETERANS ASSISTED**

$4,073,905

distributed to Veterans

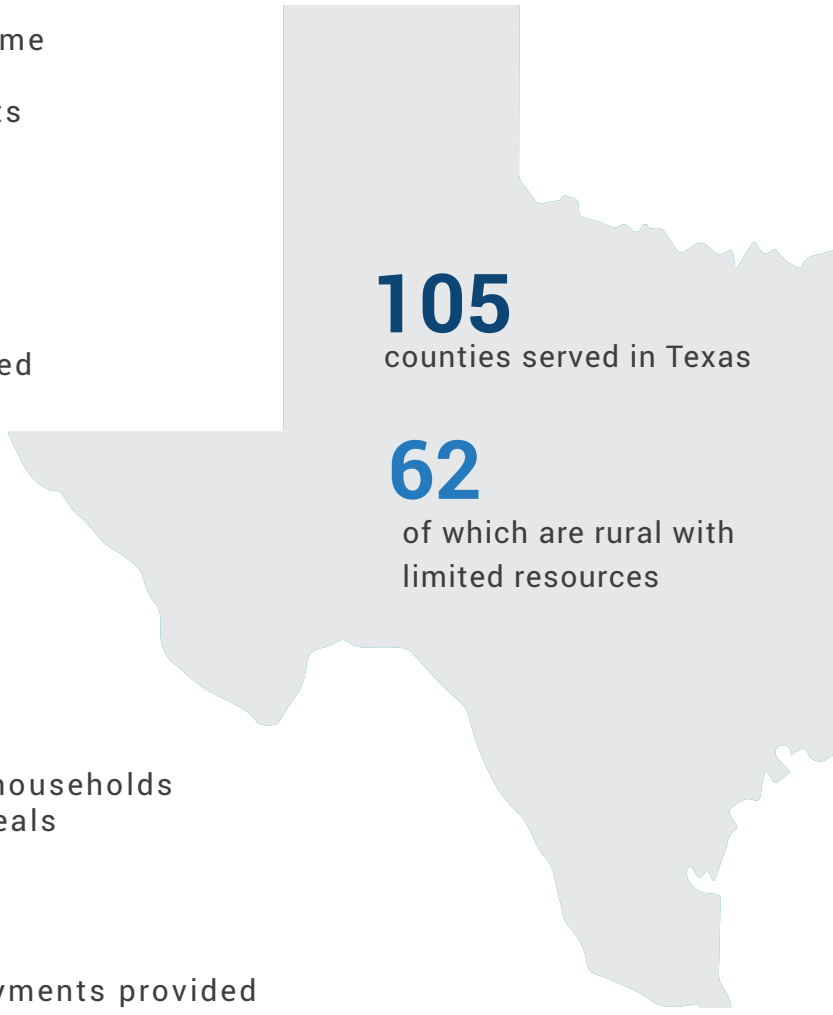
3,183 one-time and/or recurring housing payments provided

777 utility payments provided

552 Veteran households provided with essential items

174 Veteran households provided with meals

98 vehicle payments provided



105

counties served in Texas

62

of which are rural with limited resources

USAA® THE USAA FOUNDATION

47 Veterans and family members assisted via the USAA Navigator Program

43% Veterans
4% family members

24% homeless Veterans
4% female Veterans

RESPONDING
TO EMERGENCIES

Our Heart Behind Emergency Services

When disaster strikes, finding help isn't always simple. Even while plenty of government and nonprofit organizations pour in to provide aid, the process of connecting people in need with the right services can be incredibly complicated. The disconnect can be tragic—when the resources exist, but the people who need them cannot find them. That's where we come in.

Endeavors remains determined to help connect people with relief. Through disaster case management and rapid deployment services, we connect survivors with resources so that communities and individuals can begin building their lives again…not just surviving, but thriving.

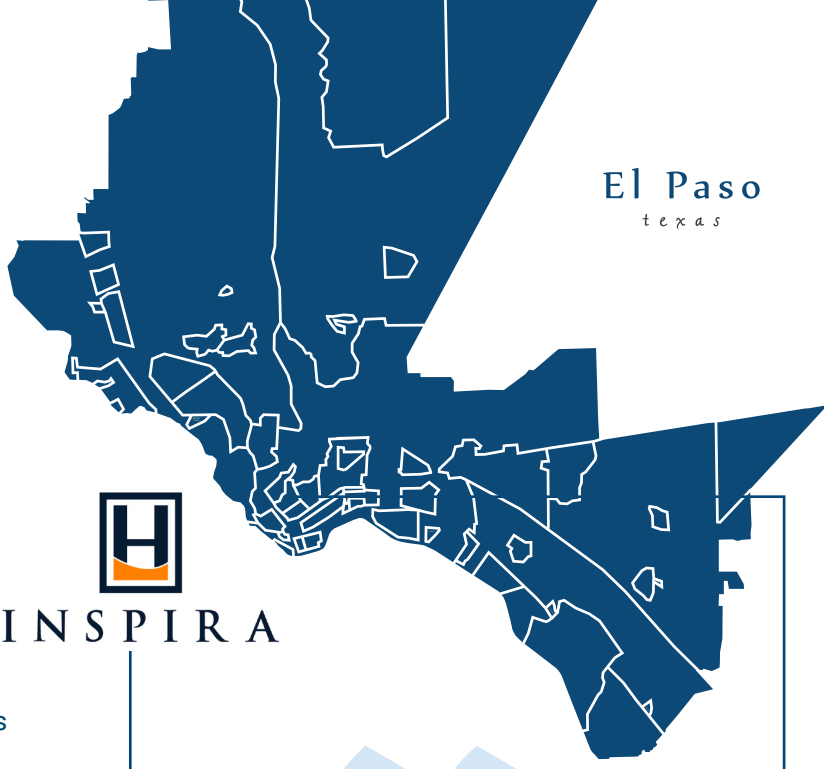
In 2021, we worked with hundreds of disaster survivors to get them on the road to recovery. In Puerto Rico, we acquired over $1.2 million in donated labor and materials and recruited a powerhouse team of international volunteers to repair more than 50 homes across the island. In Texas, we helped families by connecting them with organizations that repaired and refurbished their flood-ravished homes.

Our reservist staff responded to numerous emergency aid requests, often within just 24 hours. They helped operate and staff 16 emergency shelters across Texas, including inclement weather shelters for unhoused individuals exposed to sub-freezing temperatures in Dallas and shelters for people experiencing homelessness to quarantine and recover from Covid-19. In San Antonio, our Rapid Deployment team helped staff shelters run by our Catholic Charity partners, caring for displaced and unaccompanied children.

Thanks to over 1,600 reservists, we served 11,000 clients with over 2 million hours of service and $2 million in disaster resources in 2021.

RESPONDING TO EMERGENCIES

MARIA & THE INSPIRA



In the face of the COVID-19 pandemic, homelessness relief efforts in El Paso were forced to change drastically overnight. Shelters had to slash their capacities in half due to social distancing protocols, while demand increased due to pandemic-related economic instability and hardship.

Endeavors and our community partner organizations and programs scrambled to create solutions. In 2020, Endeavors created a plan to house homeless individuals and families in The Inspira, a local El Paso apartment complex leasing furnished one-bedroom studio apartments. We have now been providing homeless populations with temporary lodging and services in The Inspira for over a year.

When we connect with an individual or family who needs our help, our collaborative case managers connect with them to truly understand their needs. We get them situated in a room and help them connect with any services they may need (medical support, transportation, mental health care, our Cohen Clinic, etc). Essentially, the Inspira is a pipeline into the array of services we provide people experiencing homelessness.

When we met Maria and her daughter Ruby, they were on the run from domestic violence. Maria was a single mother, and Ruby was diagnosed with diabetes and down syndrome at a young age. They came to us with the clothes on their backs, but they needed access to medical care, shelter, and safety. Maria was so frightened that her abuser would find them, but we assured her we would do everything we could to help and protect them.

We were beyond honored to pair Maria and Ruby with one of our case managers, a woman who was able to find them clothing, Medicaid connections, SNAP benefits (food stamps), mental health care, and a room at the Inspira.

After several weeks, we were even able to help find them an apartment and the basics needed to get started (furniture, food, etc).

> "They're getting the help they need now. Even after they moved out, they still have case management following up with them and seeing how they're doing. We were happy that Ruby got her her own place in her own safe space."

YAZMIN CORRAL
Shelter Manager at the Inspira

RAPID DEPLOYMENT

SENDING HELP WHERE IT'S NEEDED

Endeavors' Rapid Deployment Services has assisted communities in need for nearly a decade. With over 1,600 professional reserve staff located throughout the United States, we can deploy humanitarian operations within 72 hours of activation in response to emergency aid requests. With the ability to operate and staff emergency shelters across the United States, our teams have the ability to provide inclement weather shelters, temporary shelters for people experiencing homelessness, shelters for displaced and unaccompanied children, and more. Additionally, we are able to provide resources and assistance to Federal, State, Tribal, and local health authorities throughout the United States.

DISASTER RECOVERY

RECOVERY, ONE BY ONE

Endeavors provides client-focused services for short-term relief and long-term recovery. Our case managers provide customized recovery plans for individuals impacted by presidentially declared natural disasters and emergencies and connect survivors with recovery resources.

From construction materials and home repair labor to new appliances and furniture, our Disaster Case Managers expertly leverage our network of service organizations and community partners to get our clients the resources they need to recover after a natural disaster.

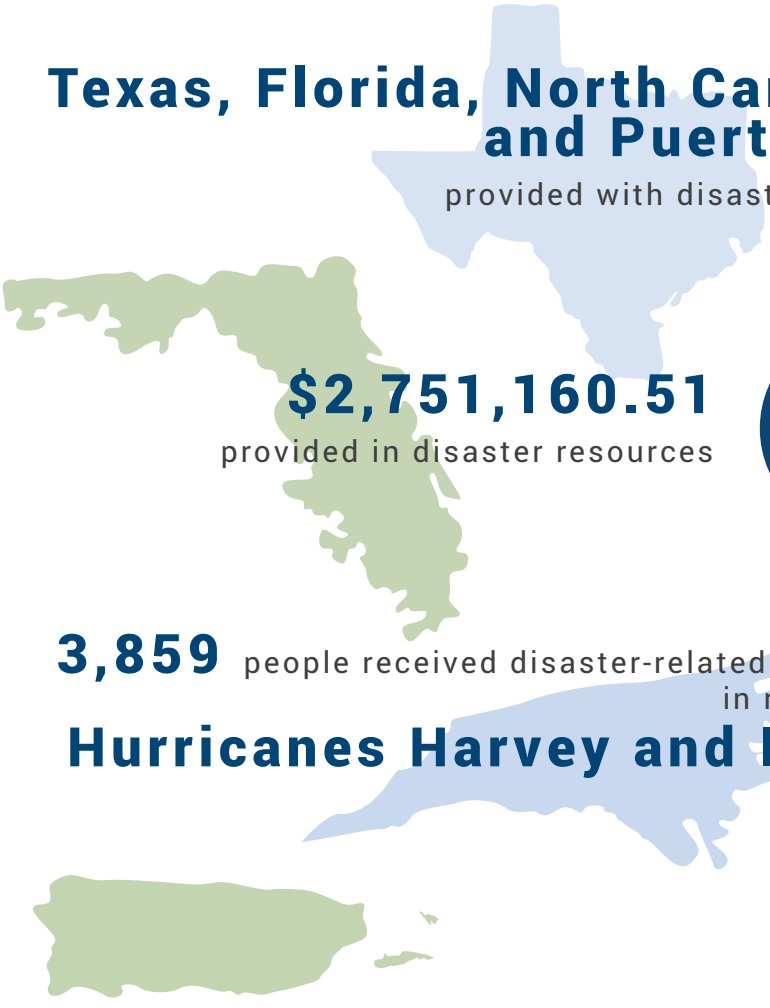
Our clients have unique and diverse stories of survival and resilience. We provide them with customized, comprehensive recovery plans to help them recover their homes, their livelihood, their wellbeing, and their dignity.

EMERGENCY SERVICES BY THE NUMBERS

2,165,319
hours spent serving

11,697
clients served

Disaster Recovery

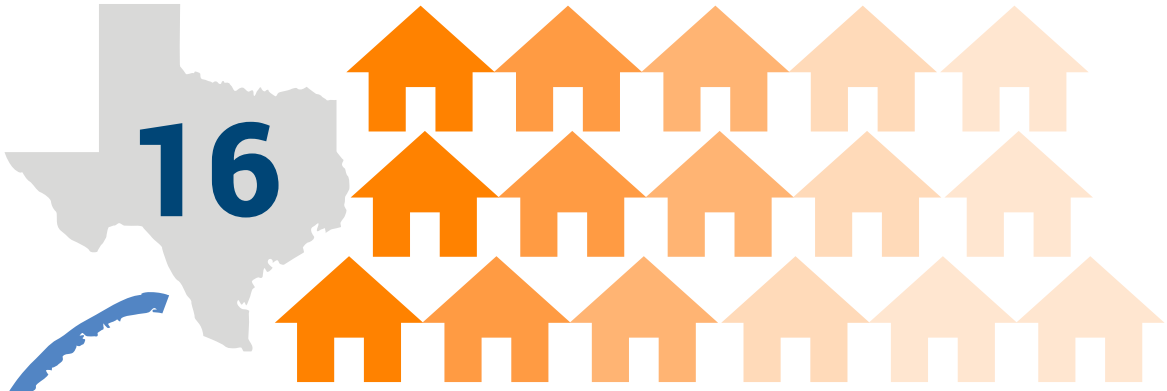


Texas, Florida, North Carolina, and Puerto Rico
provided with disaster services

$2,751,160.51
provided in disaster resources

3,859 people received disaster-related assistance in response to **Hurricanes Harvey and Imelda**

Rapid Deployment



emergency shelters staffed across Texas

1,046
reservists deployed

3,978
people in crisis
received COVID-19 relief

5,038
people housed in
response to emergencies

BUILDING STRONGER COMMUNITIES

We Believe in Ending Homelessness

We believe that communities are only as strong as the way they care for their most vulnerable populations. Across the country and the world, this often means caring for those with no place to call “home.” We are incredibly passionate about empowering people to build better lives for themselves, so our Community Services programs provide supportive housing, case management, professional counseling, life skills training, and employment opportunities for chronically homeless adults with disabilities and their children throughout Texas. In 2021, we were able to house over 1,500 clients, including 260 children.

Through intensive and individualized case management, life skills training, money and household management, professional counseling services, referrals, information regarding victims’ rights, and assistance with Crime Victims’ Compensation, our goal is to improve the lives of individuals who have experienced trauma due to crimes against them.

FROM ABUSE TO ACCEPTANCE

LUZ'S STORY

From the time she was born, Luz's life was never easy. Her tumultuous past began in her childhood home—a place that should have been safe and loving was instead marked by physical and sexual abuse.

At 16, Luz had had enough. Desperate to escape her abusive and dysfunctional family, she fled her childhood home and made her way to Houston. Here, she also began to identify as transgender. However, when she arrived in Houston, she was met with anything but a warm welcome. She learned the hard way that being a transgender person often means you are mistreated.

She was laughed at, made fun of, denied services, and harassed. Heartbroken that people could truly be so cruel, Luz turned to prostitution to make ends meet and drugs and alcohol to cope with the emotional pain. She also began taking hormones, remembering she had hoped that, "Once I looked like a 'real woman,' everything would be okay."

She was laughed at, made fun of, denied services, and harassed. Heartbroken that people could truly be so cruel, Luz turned to prostitution to make ends meet and to drugs and alcohol to cope with the emotional pain.

Unable to make sense of life, Luz lost herself to a whirlwind of addiction and abuse. With her health in decline, she left Houston and moved to San Antonio. However, Luz was again met with rejection. Her dreams of having a better life quickly came crashing down as she began the familiar process of hopping from shelter to shelter. Eventually, Luz found herself living on the streets again.

Feeling hopeless, Luz began a series of attempted suicides. Unsuccessful, each attempt ended with a blackout and a stay in a hospital. "I wanted to die, but it seemed like God just wouldn't let me," she recalled.

Fortunately, someone from the San Antonio Regional Alliance for the Homeless (SARAH) came into her life and was able to help. Qualifying for supportive housing, SARAH connected Luz to the Endeavors "Providing Sustainable Hope" program, and though she was thankful, she was also terrified. She was convinced, from all her experience, that no one could truly be supportive of her. But, she believed the opportunity was a gift from God, so she began to ask questions. The more questions she asked, the more excited she became about her future in the program.

When Luz arrived at Endeavors' housing facility, she knew she had made the right decision. Finally experiencing the kindness and acceptance that had been missing in her life for so long, Luz slowly began to develop tolerance for herself. Finally, her heart began to soften.

Outliving many of the transgender individuals she had known from her past, Luz believes she is alive for a reason and that she has a purpose. She has big goals for her future and wants to give back to others by helping people the way she has been helped.

“Through Endeavors, I have slowly begun to heal, and I finally feel like a person. I want to help others do the same.”
- LUZ

FAIRWEATHER FAMILY LODGE

GIVING WOMEN AND FAMILIES HOPE

One of Endeavor's most successful housing programs, the Family Fairweather Lodge, serves vulnerable women and children affected by mental illness, abuse, and homelessness in Bexar County.

Within the next few years, Endeavors is looking to expand our program in El Paso and double our current footprint, constructing a new facility adjacent to the existing one in San Antonio. Providing additional housing, we project this expansion will allow us to serve an additional 60 mothers and children in a secure, apartment-style setting.

At the Fairweather Family Lodge, we provide a safe, healthy, secure environment for chronically homeless women and their children. On our campus, residents are provided case management, specialized parenting programs, life skills education, and employment opportunities, in addition to long-term housing, food, clothing, childcare, and other basic necessities. Our goal is to provide an environment that allows these families to achieve a life of stability, success, and self-sufficiency.

BUILDING STRONGER COMMUNITIES

THE FAIRWEATHER LODGE

COMMUNITY AND CARE FOR MEN

Located in San Antonio, Endeavors' longest running program provides permanent supportive housing to adult individuals with mental illness. Fairweather Lodge not only provides permanent supportive housing, but also case management and life skills training so that men with mental illness can achieve a life full of stability, success, and self-sufficiency.

The goals for this program include: providing a safe, healthy, stable, and caring environment; increasing self-sufficiency through life-skills training and proper referrals for education and work attainment; and symptom management.

PERMANENT SUPPORTIVE HOUSING

A BEACON OF HOPE FOR HOMELESS

Endeavors' Providing Sustainable Hope (PSH) programs provides permanent supportive housing to chronically homeless adults who have a disabling condition. Nearly 100 clients who suffer from mental health conditions, developmental disabilities, or substance abuse disorders will have access to supportive housing and long-term mental health counseling, employment assistance, educational services, life skills training, and basic needs such as food, clothing, and medical care.

SAFE SERVICES

PROTECTING THE VULNERABLE

Endeavors provides support to abused and/or neglected children across Texas each year. Our staff provides essential services to improve the quality of life for low-income seniors, shut-ins, and adults with disabilities each year through regularly scheduled in-home visits.

Endeavors provides free case management and professional counseling services, referrals, information regarding victims' rights, and assistance with Crime Victims' Compensation. Our goal is to improve the lives of individuals who have experienced trauma due to crimes against them.

ENDEAVORS UNLIMITED

GIVING EVERYONE WITH AN ABILITY A CHANCE

Endeavors Unlimited specializes in case management, providing supportive employment opportunities for people who live with one or more disability. By partnering with commercial, government, and like-minded organizations, Endeavors Unlimited is able to provide two-fold premier services: supportive training and employment opportunities for disabled employees and commercial services for businesses and government entities in El Paso, Houston, San Antonio, and the Dallas/Ft. Worth area. Services include custodial, grounds maintenance, landscaping design and installation, window washing, tree trimming, and facility maintenance.

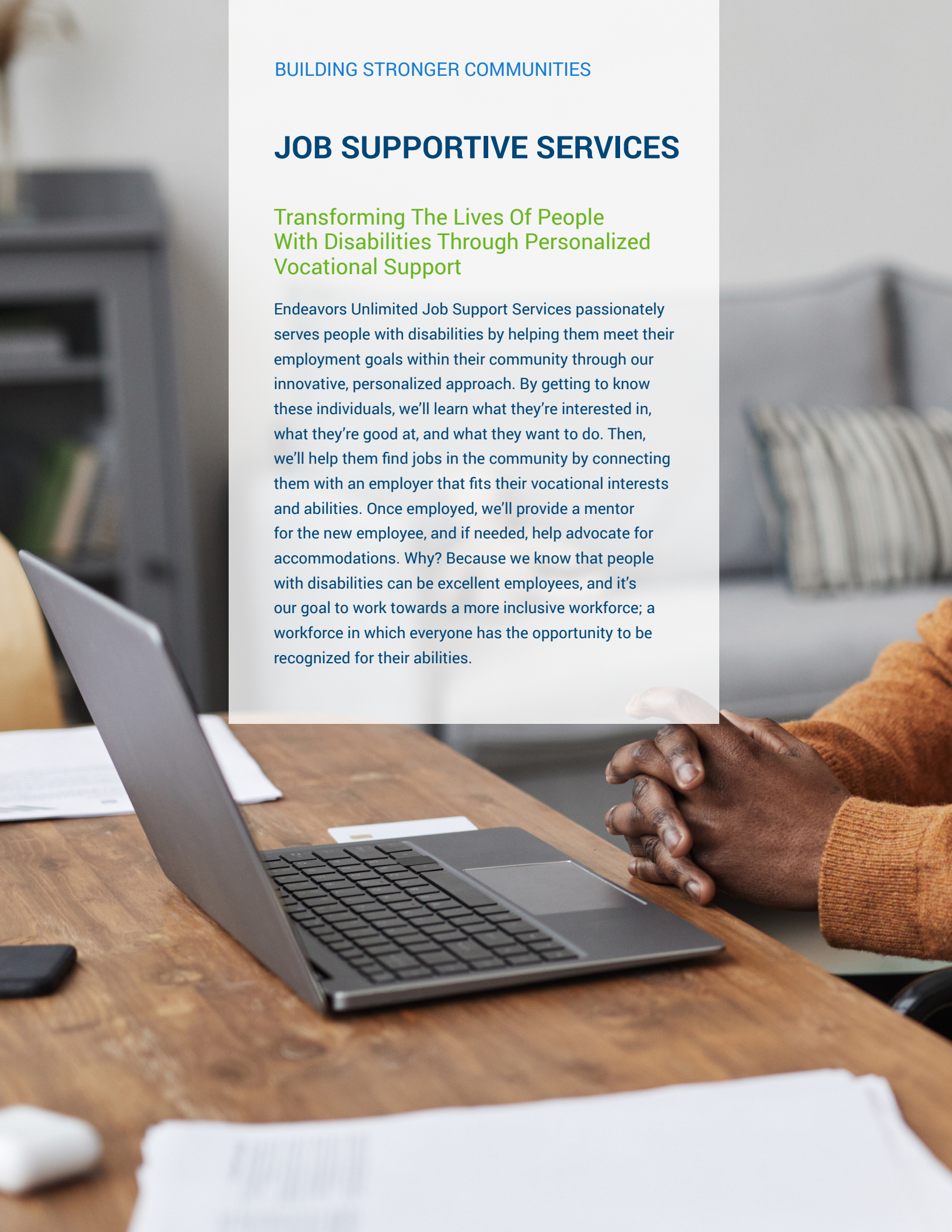
Our employees with disabilities learn the much-needed adaptive behaviors that enable them to not only maintain employment once found, but also to thrive and develop professionally. The Endeavors Unlimited program has expanded to include employment services training in collaboration with Texas Workforce Commission–Vocational Rehabilitation Services to Texans with disabilities. These services include pre-employment training courses and job placement with local employers outside of Endeavors Unlimited.

BUILDING STRONGER COMMUNITIES

JOB SUPPORTIVE SERVICES

Transforming The Lives Of People With Disabilities Through Personalized Vocational Support

Endeavors Unlimited Job Support Services passionately serves people with disabilities by helping them meet their employment goals within their community through our innovative, personalized approach. By getting to know these individuals, we'll learn what they're interested in, what they're good at, and what they want to do. Then, we'll help them find jobs in the community by connecting them with an employer that fits their vocational interests and abilities. Once employed, we'll provide a mentor for the new employee, and if needed, help advocate for accommodations. Why? Because we know that people with disabilities can be excellent employees, and it's our goal to work towards a more inclusive workforce; a workforce in which everyone has the opportunity to be recognized for their abilities.



BUILDING STRONGER COMMUNITIES

HOME STUDY AND REPORT SERVICES

HELPING KEEP KIDS SAFE

As experienced Department of Family and Protective Services home study contractors, our highly-qualified staff provides essential services that improve the quality of life of many children each year. Endeavors' home study reporting can be utilized for domestic adoptions and kinship/foster care decisions.

Through regularly scheduled in-home visits, our staff delivers timely, high-quality home study reports that can be used for domestic adoptions and kinship/foster care decisions. We currently provide home study services for adoptive/foster families in several Texas counties, including the cities of Austin, El Paso, and Corpus Christi and the Rio Grande Valley.

BUILDING STRONGER COMMUNITIES

YOUTH RESILIENT PROJECT

SUPPORTING THE NEXT GENERATION

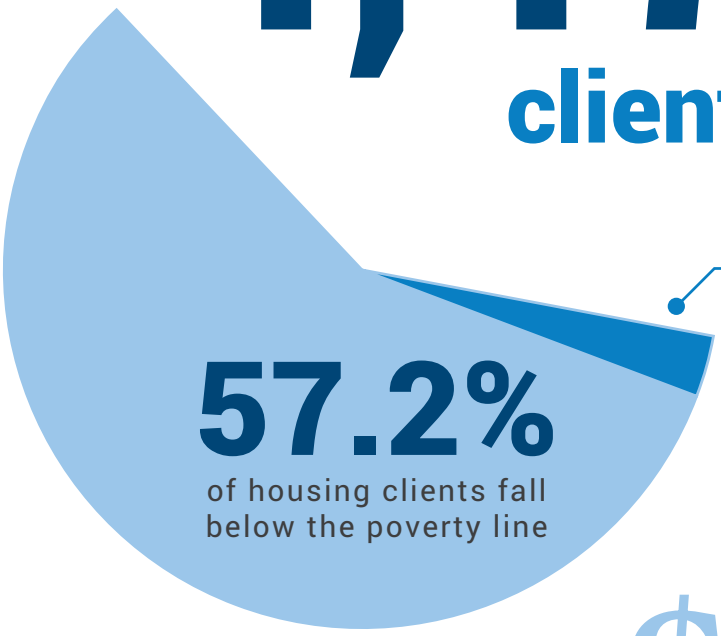
Our Youth Resilient Project (YRP) provides Rapid-Rehousing (RRH) assistance to 45 self-identified gender Youth and Young Adults (YYA) within the ages of 18-24 who live in the Bexar County area. Clients of the YRP participate in our proven housing model that encourages safe and stable housing to heal from trauma and gain new skills through empowerment, thus preventing eviction.

Additionally, YRP clients have voluntary access to mental health counseling, parenting education, employment assistance, educational services, life skills training, mentorship, childcare, and basic needs such as food, clothing, and medical care.

By providing these participants with a safe place to live and opportunities to reach their potential, YRP establishes the first steps toward permanency for youth and young adults experiencing homelessness in San Antonio and the surrounding areas.

COMMUNITY SERVICES
BY THE NUMBERS

4,470
clients served



57.2%
of housing clients fall below the poverty line

3% of families within housing programs invloved with CPS

$2,046,610
rental/mortgage assistance distributed

ENDEAVORS UNLIMITED
A Division of Endeavors Inc.

43 commercial, state, & federal employers served across **4** of the largest metropolitan areas in Texas

3,800 hours of job skills training provided

COVID-19 Housing Assistance Program (CHAP)

- **941** clients provided with rent or mortgage assistance

Supportive Housing

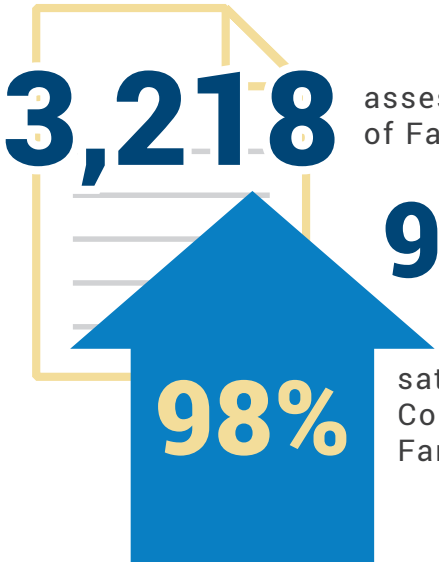
- **632** clients housed
- **3** counties served across Texas & North Carolina
- **382** individuals received rental assistance through HPP in North Carolina
- **90%** of clients have not returned to homelessness
- **25** new partnerships created

Safe Services

Provided to Clients at **NO COST**

- **3** hours of professional therapy
- **279** hours of case management
- **547** hours of professional counseling

Assessments



3,218 assessments submitted to the Texas Department of Family and Protective Services

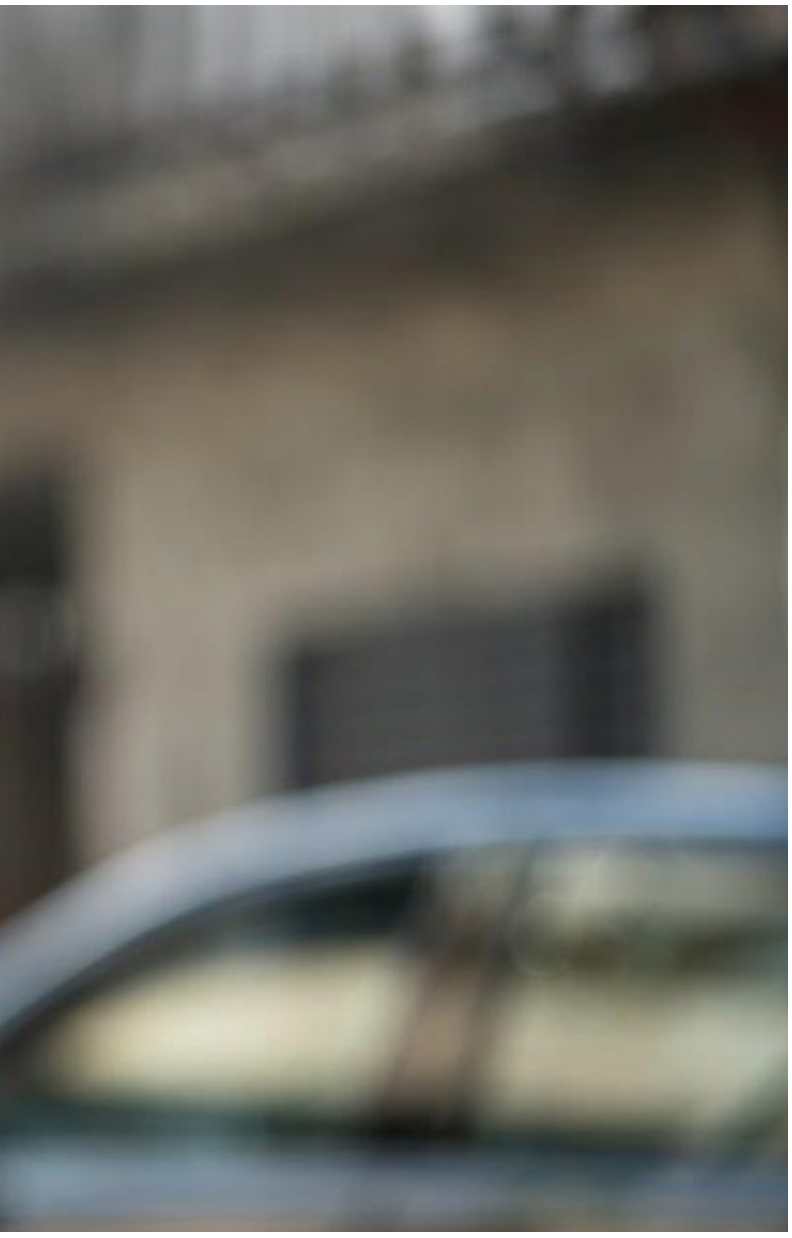
96 counties served across TX Regions 6,7, 8, 10, 11

98% satisfaction rate achieved on the Quarterly Performance Compliance Reviews with the Texas Department of Family and Protective Services

CARING FOR MIGRANTS

Our Heart Behind Migrant Services

Endeavors' roots are deeply planted in Texas soil—and as such, when there is a humanitarian crisis at the southern border of our country we are poised and ready to provide support to those in need.



We have been deeply involved in this work since 2012. In 2021, we served in 30 cities and 15 states, operating 9 facilities and reaching over 60,000 clients. Our staff worked nearly 5,000,000 hours serving people from over 50 countries.

Our services included home studies and post-release services for unaccompanied migrant children and their sponsors, Migrant Wellness Services for families and individuals seeking asylum (parenting education/training, family and individual therapy, trafficking screenings), and sheltering of migrant children and families at the border.

ONE ENDEAVORS EMPLOYEE'S JOURNEY TO ASYLUM

BASEL'S STORY

When Basel Moussly was forced to flee his home in Syria along with millions of other refugees, he was forced to leave everything he knew behind on the promise that in a new country, he would be able to live a safe and happy life. First, he fled to Lebanon, then the U.S. when the opportunity for a student education came up. After graduating from grad school, he and his family applied for asylum, an arduous process that took six years to complete.

Basel calls asylum a rebirth for his family. For Basel, living in the US has been a welcoming experience. "I've been through a lot of disasters in this country, and I saw how people came together after Hurricane Harvey, regardless of immigration status. We shared meals with our neighbors and looked after each other." And, really, that's what it's all about. Looking after each other.

Basel has always been a man who's quick to lend a helping hand. As a college student in the early 2000s, and before the Syrian crisis, he volunteered with local nonprofits in Aleppo. The experience sparked a lifelong passion for helping people in need. He knew that social service was his calling. Now, as the Deputy Director of Migrant Services at Endeavors, Basel is passionate about helping serve migrants fleeing dangerous circumstances.

"[The asylum process] worked out well for us," Basel reflects. "But there are thousands of families in the US in similar situations waiting and needing more support." He thinks about the many families, individuals, and unaccompanied children stuck in immigration detention centers today; their only mistake? Asking for asylum. He also thinks about families separated during the journey to the U.S. or separated at the border. "Imagine," he prompts us, "if your son was ripped from your arms and you didn't know which detention center he was in. That's a true scenario. It happened to a lot of families."

Basel is committed to keeping families together and supporting migrants on their path to asylum. Today, as the Deputy Director of our Migrant Services program at Endeavors, he is managing a team of regional managers and program directors bringing the program to fruition across multiple states.

Migrant Services also encompasses the new Eagle Lake Shelter for unaccompanied migrant children. The goal of these programs is to reunite separated families, place unaccompanied children with supportive and nurturing sponsors, and provide a wide range of services to migrants seeking asylum.

"We can help almost anyone anywhere, especially with the current remote situation," Basel said.

“At Endeavors, innovation has no limits, and we deliver so many social services. There’s nothing better than being able to improve human lives. We provide very important services, and we can provide them urgently because we can connect with our clients in so many ways like video calling or texting. Our clients always have access to our licensed clinicians. That’s what makes Endeavors so unique.

We’re responding to individual needs on a national scale.”

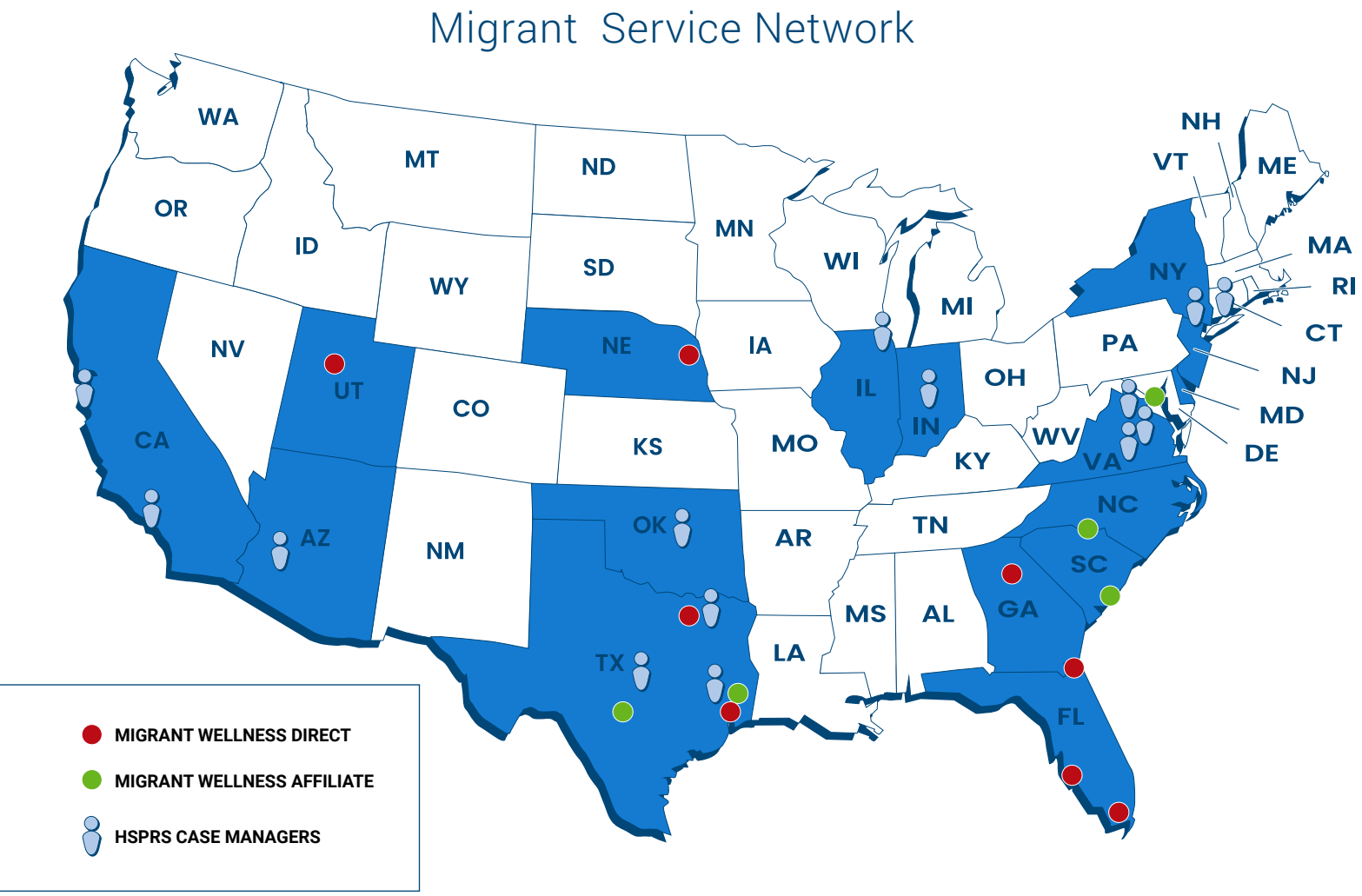
Basel Moussly

MIGRANT WELLNESS SERVICES

CREATING OPPORTUNITIES TO THRIVE

Our Migrant Wellness Services (MWS) program is led by a team of licensed clinicians and social workers who have proven experience in victim services, therapeutic regimens, and trauma-informed care practices. Our team provides a variety of services to migrant families navigating the U.S. immigration process, including comprehensive mental health screening and evaluation, individual and family therapy, human trafficking and victim educational classes, parenting education and training, and trafficking screenings to these individuals and families seeking asylum.

Programming initially included 5 cities, and by the end of the year we expanded to 23 cities, with several affiliate-operated cities.

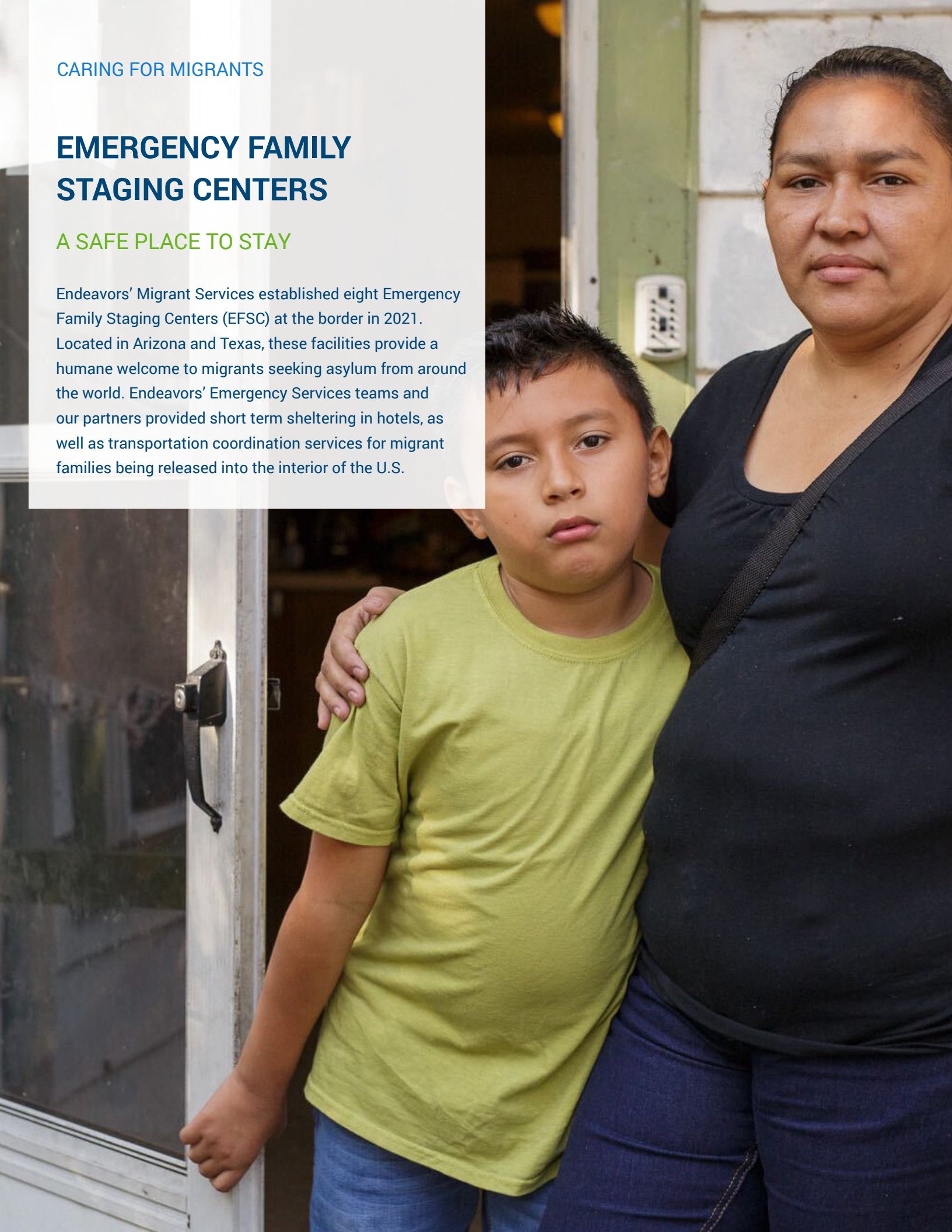


CARING FOR MIGRANTS

EMERGENCY FAMILY STAGING CENTERS

A SAFE PLACE TO STAY

Endeavors' Migrant Services established eight Emergency Family Staging Centers (EFSC) at the border in 2021. Located in Arizona and Texas, these facilities provide a humane welcome to migrants seeking asylum from around the world. Endeavors' Emergency Services teams and our partners provided short term sheltering in hotels, as well as transportation coordination services for migrant families being released into the interior of the U.S.

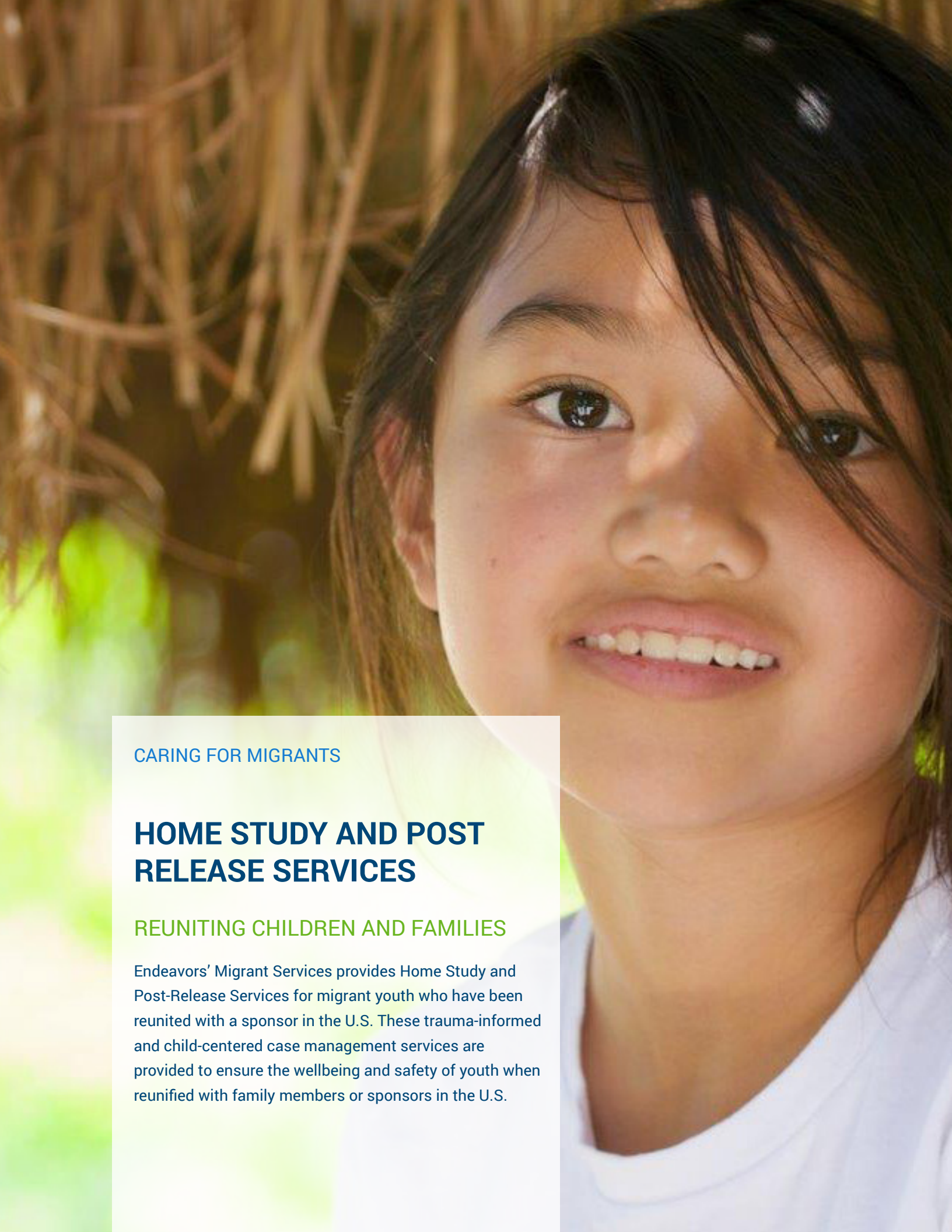


CARING FOR MIGRANTS

PECOS CHILDREN'S CENTER

HOPE FOR MIGRANT CHILDREN

Unaccompanied migrant children who cross into the U.S. are placed into the care of the federal government. At the request of the government, Endeavors' Migrant Services operates an unaccompanied migrant children's facility, the Pecos Children's Center (PCC), in Pecos, Texas. The mission of the 2,000 bed shelter is to provide unaccompanied children ages 13-17 with a safe, nurturing, and supportive environment that is centered on the child's well-being as they await reunification with their family. At the PCC, the children receive the highest quality of housing, programming and education, and medical and mental health care as our case management team works to safely reunify them with sponsors in the U.S.



CARING FOR MIGRANTS

HOME STUDY AND POST RELEASE SERVICES

REUNITING CHILDREN AND FAMILIES

Endeavors' Migrant Services provides Home Study and Post-Release Services for migrant youth who have been reunited with a sponsor in the U.S. These trauma-informed and child-centered case management services are provided to ensure the wellbeing and safety of youth when reunified with family members or sponsors in the U.S.

MIGRANT SERVICES BY THE NUMBERS

60,503
clients served

4,946,120 combined hours worked by staff

Top countries of origin served

Brazil
Nicaragua
Venezuela
Cuba
Colombia
El Salvador
Ecuador
Haiti
Honduras

Top languages spoken

Haitian Creole
Portuguese
Spanish
Q'eqchi'
K'iche
Mam
Gujarati
Romanian

Cities Served

Pecos, El Paso, Chandler, Yuma, Scottsdale, Cotulla, Pearsall, Laredo, New York, Houston, Charleston, Charlotte, Chicago, Dallas, Detroit, El Paso, Indianapolis, LA, Newark, Richmond, San Antonio, San Bernardino, San Francisco, Santa Ana, Seattle, Silver Spring, Ventura, Atlanta, Ft. Myers, Gadsden, Miami, Omaha, Orlando, Provo, Salt Lake City, Tampa, Washington DC

41 outreach events

Emergency Family Staging Center

40,764 clients served

Pecos Childrens Center

15,177 clients served

Migrant Wellness Services

2,255 clients served

Home Study Post Release

2,367 clients served

TRACI GOMEZ

A MESSAGE FROM OUR CHIEF DEVELOPMENT AND COMMUNICATIONS OFFICER

Across the globe, so many vulnerable people in crisis are not getting the help they need, much less the help they deserve. At Endeavors, we believe this is a tragedy—which is why we are passionate about reaching as many people as we can, restoring dignity, and improving the quality of life for the vulnerable people we serve.

Rooted in faith and headquartered in San Antonio, Endeavors has served people in need across the country for more than a half a century. We focus on helping one person at a time, whether they are Veterans and their families, people experiencing homelessness, adults with disabilities, victims of disaster, children, or migrants.

As individuals and as a team, we are determined to let people know that **where there is help, there is hope.** This is the attitude and philosophy we keep top of mind and top of heart as we serve our clients.

Endeavors is an incredible team of highly skilled and passionate professionals who make a positive difference every single day for our country's most vulnerable human beings. Our teams leverage diverse leadership experience, innovative technology, and community partnerships to improve our clients' quality of life.

We identify the root causes of the issues our clients face and connect those individuals with holistic services and recovery plans that lead to positive outcomes. When they are at their worst, Endeavors is at its best. And partners like you allow us to do the work we do at the scale we do it.

Our deepest gratitude to all our generous donors who believe in our diverse, and often complex, but extremely critical mission. It's thanks to you that Endeavors was able to help over **80,000** people desperately in need of our personalized assistance, providing over **7 million** hours of support in 2021.

We are floored by the more than **3,000** individual donors, foundations, corporations, public funders, board members, staff, and volunteers who gave of their time, talent, and treasure to help Endeavors carry out our mission in 2021.

You give Endeavors the opportunity to work as hard as we can, for as long as it takes, to ensure that vulnerable people in crisis get the help they need—the help they deserve.

Because of **YOU**, we get to start every day with grateful hearts. Without you, we couldn't do what we do. Know that you are giving love, and whatever you give, you receive. Together, we will build a better future.

With Gratitude,

Traci B. Gomez

TRACI GOMEZ
Chief Development and Communications Officer

You give Endeavors the opportunity to work as hard as we can, for as long as it takes, to ensure that vulnerable people in crisis get the help they need—the help they deserve.

TRACI GOMEZ

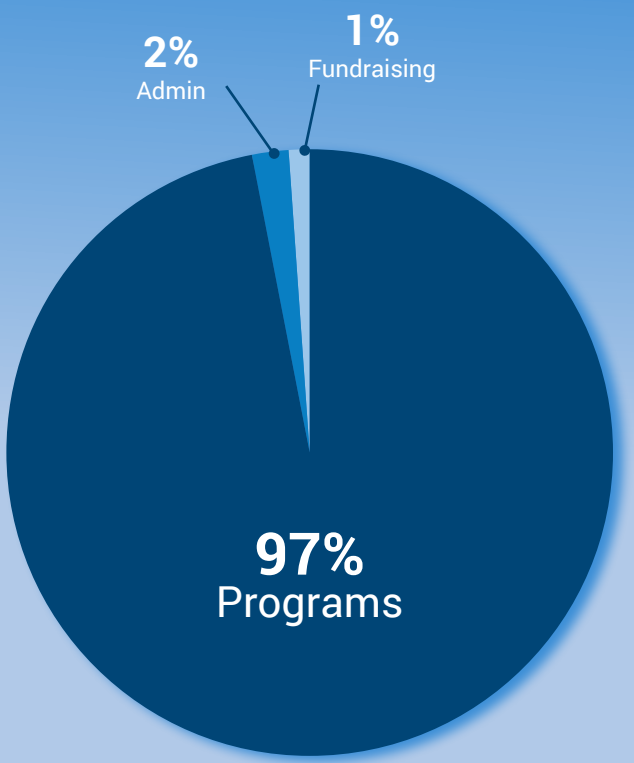
2021 FINANCIALS

Your trust is our top priority. We commit to being held accountable—both ethically and financially—so you can have confidence your gift is being used responsibly to help as many people as possible.

Endeavors has an audit conducted by independent auditors and submits to annual review by several non-profit financial watch groups. We commit to complete transparency.

Financials include allocations of expenses, through December 2021*.

OPERATING EXPENSES



CONTRIBUTIONS

*Unaudited figures, audited 2021 financials available upon request

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Jay Pantusa, Senior Director of Strategic Planning and Process Improvement
Jeffrey Jewell, Compliance Officer
Feliece Murrell, Senior Director of Talent Development

GIVE TODAY!

Your support could give even more communities the resources to build better lives for themselves and their families.

ONLINE:

Helping people in need is quick and easy at **endeavors.org.**

PHONE:

Call **210-431-6466** to make your gift.

MAIL: (Send your check or money order to:)

Endeavors, 6363 De Zavala Rd., San Antonio, TX 78249

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