

## IMPACT REPORT 2019-2020

### From the Executive Director

"If it were easy, everyone would do it." We have all heard these words during our lives and they may feel truer today than ever. It seems like nothing we do is easy anymore. Whether buying groceries or attempting to see friends and family, our lives have new levels of complications.

Over the course of the last several months I have watched as the call volume of people in need of rental assistance has skyrocketed. While our client intake is also on the rise, we still refer out about 90% of our callers.

Why? Because the 9-Month Hand Up program is not easy. It asks people to *fundamentally change* the way they look at their lives and their money. And no one likes change. If change were easy, everyone would do it.

I have had the privilege of meeting every new client who has come through our doors since assuming the role of Executive Director in May. I am in awe of our clients' discipline and our staff's dedication to breaking negative cycles and creating new, healthy habits. Our families

leave their first meeting knowing that if they want something they have never had, they must be willing to do something they have never done.

None of this work would be possible without you, our faithful donor. These past months have not been easy for anyone, and yet you continue to do what you can to support RaiseUp Families. Your faith in our community, our families, and our organization are a true testament to your own dedication and discipline in making our world a better place.

RaiseUp Families is 100% privately funded by good people like you who believe in raising people up. I could not be prouder to share this past year's accomplishments with you and I look forward to witnessing the many strides our clients will make in the year ahead with you.

Thank you for the critical role you play in changing lives for generations to come.

With deepest gratitude,

Angela M. Burgess

“ 26 families successfully graduated from our signature 9-Month Hand Up Program!



### Continuing Education JAMES AND CHANTEL

A partnership between RaiseUp Families and the Havard Boys & Girls Clubs proved to be lifechanging for James, Chantel, and their 2 young daughters. James had lost his job in maintenance three months prior to entering our program, and Chantel was in school and working part time at Kindred

Hospital. Unable to make ends meet for several months in a row, they were behind on rent and utilities, had a negative bank account balance, and an eviction notice.

"RaiseUp Families assisted us with our light bill and helped with our major bills. In no time we were able to pay our bank back along with other bills that had been hanging over our heads," Chantel said.

Chantel finished her college degree and the couple actively participated in our programming, including our

budgeting coursework. "We never had the opportunity to learn budgeting. After about a month in the Hand Up Program, James got a job and we started saving. Our daughters stayed in school the whole 9 months, and now we enjoy more time together as a family without the stress of worrying about money."

"When we graduated from the program, we no longer had debt to pay and we had money in savings for the first time in our lives," James said. "None of this would have been possible without the education and support we received from RaiseUp Families. Thank you!"



“A year ago, I never could have dreamed we would be where we are today. We are forever grateful for the help we received. I hope this program is able to continue helping others in need.”

## A New Lease on Life CAROLINA AND PEDRO

In July 2019 Carolina and Pedro sat in disbelief at the turn their life had taken. Just months before it seemed like things were looking up. Carolina was studying to become a realtor and Pedro had steady work. The kids were all in school, making friends, and doing well.

Then Pedro lost his job. Unable to find new employment right away, Carolina was forced to quit school and find work to help pay the bills. The family fell farther and farther behind until they could no longer pay their rent. Already a month behind in back rent, they found RaiseUp Families.

“When all you can think about is how you’re going to keep a roof over your kids’ heads and how you’re going to

feed them, it seems like the whole world is closing in on you,” Carolina said. “Because of RaiseUp Families we were able to get ahead and be stress free.”

The family took full advantage of our 9-month Hand Up Program, fully embracing the financial management and professional development courses. With RaiseUp Families’ assistance, Carolina attained her real estate license and is now a Realtor Associate at the Better Homes & Gardens Gary Green Real Estate Firm. Pedro also found new employment while in our program with Republic Services as a Landfill Supervisor making \$89,000 a year.



## From Failing to Flying VERONICA

No one could ever accuse Veronica of not having enough love in her heart for everyone. In fact, it was Veronica’s love for her adult daughter and four grandchildren that put her financially behind.

“I was happy to help them with rent and some expenses when I was employed. When I lost my job, I felt like I had to choose between helping them or helping myself. I chose to pay their rent instead of my own.” An honest and straightforward woman, she wanted to explain to her apartment manager what was going on. Fortunately, her apartment manager referred her to RaiseUp Families.

“RaiseUp Families not only kept me in my home, they gave me encouragement. They believed in me before I believed in myself,” Veronica shared. “Denise always greeted me with a smile and told me over and over, ‘You can do it!’”

Veronica’s two other children were both in high school when she entered our 9-Month Hand Up program, but her son was failing and close to dropping out.

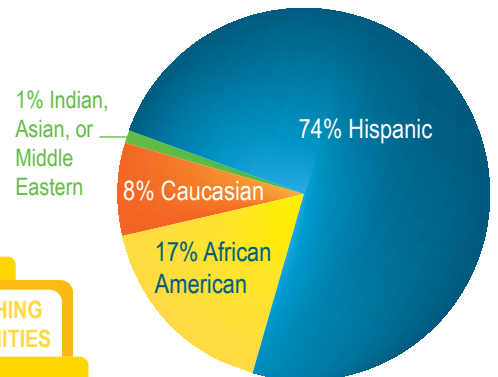
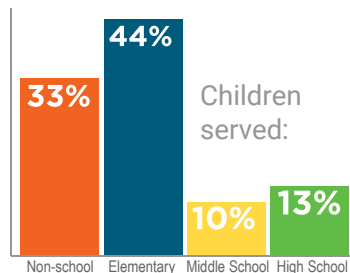
He saw how hard his mom was working in our program in addition to working at her new job at Lowe’s as a cashier. Inspired, he went from failing out to graduating from Spring Woods High School in 2019. He is currently working on his Welding Certificate and has already purchased his first car.

Veronica’s daughter also graduated from Spring Woods High School in 2020 and is working as a Teacher’s Assistant while taking college classes to get a degree in education.

“RaiseUp Families gave me the tools to be a better parent and to be an inspiration to my kids. They gave my kids opportunities they never had, and likely never would have had, like going to a Rockets game with Program Manager, Holly.”

Almost two years out of our 9-Month Hand Up program, her new goal is home ownership. “I’m saving, working on my credit, and should be able to buy a home in the next 12 months.” We could not be prouder of Veronica and her family!

## Clients Served at least one month during 2019 – 2020



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Executive Director



### CHILDREN’S INVOLVEMENT

- 8 children attended Camp Allen
- 42 children received at least 2 books through our Summer Reading Program with snacks
- 13 children participated in our summer pen pal program
- 45 Backpacks with school supplies were given out

**35%**  
average  
income  
increase



**80%**  
graduated from  
the 9 month  
program



**46% → 72%**

46% families had full time employment when entering our program and 9 months later 72% had full time employment

**46**

people participated in job search, career development, and professional skills training



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We had 1,410 volunteer hours in 2019-2020! Thank you!