



**The ACAM Network  
HURRICANE  
HARVEY RECOVERY  
Progress Report**  
Through June 30, 2018  
Alliance of Community Assistance Ministries, Inc.  
*Building A More Resilient Region*



## INTRODUCTION

The one-year anniversary of Hurricane Harvey is approaching, and the recovery continues. In the immediate aftermath, ACAM and the Network served nearly 30,000 individuals, working together to disseminate information, coordinate services and supplies and provide emergency relief. To date, ACAM and the Network has served more than 105,000 people and remains committed to continuing to advocate for impacted families and our region's ongoing recovery. This report provides an overview of ACAM's and our Network's response and continued impact after Harvey.

### Looking to the Future: ACAM and the Network's Role in Long-Term Recovery and Regional Resilience

It is not a question of whether Houston will flood again, but when. When that time inevitably comes, the ACAM Network will once again be the first call thousands of families will make in their time of need. As an intermediary focused on building the capacity of assistance ministries to serve our region's most vulnerable, ACAM is uniquely positioned to help low-income families and our region be more resilient to withstand future storms.

ACAM knows that preparedness builds resiliency, and ACAM will continue to do the essential work of disaster preparedness even as the immediacy of Harvey fades from memory. Our Disaster Response and Preparedness goals are to:

1. Improve communication tools to quickly and accurately disseminate information and assist with improved disaster relief. The sheer size of the ACAM Network necessitates simple, fast and reliable communication.
2. Improve case management training and development within the Network to align and simplify disaster response services, making service more responsive, nimble and effective. Specifically, case managers need access to clearer information and more robust training around FEMA benefits, homelessness services and other forms of aid.
3. Improve coordination and planning across networks beyond the ACAM Network to help align services. During Harvey, ACAM noticed missed opportunities for collaboration to link our Network to other organizations providing relief, simplifying and enhancing service streams. As the region develops more infrastructure among disaster response service providers to coordinate relief, ACAM has short and long-term data captured about Harvey and is an invaluable voice at the table with funders, other service organizations and convening groups dedicated to disaster recovery.

Harvey tested Houston and has been a clarion call for new approaches to better prepare our region and our people. As our public officials and civic leaders build our flood infrastructure and improve our regional resiliency, ACAM is innovating our approach to building our human infrastructure. In complement to our Disaster Response and Preparedness goals, we have engaged our Board and our Network partners to join us in thinking big, reinvigorating our purpose and developing and implementing new Network-wide program models and tools to strengthen a low-income family's resiliency to weather their own storms.

Whether the crisis is a car repair, a lost job, an eviction notice or a flood of supernatural proportions, ACAM envisions a Network trained in and equipped with a sustainable, scalable model of wraparound service that moves low-income families toward an empowered state of resiliency as strengthened, more resourceful and more prepared for future crises. We remain focused on building the capacity of individual ministries, but we are taking that mission to the next level - improved capacity in each ministry strengthens the Network as a whole, builds more resilient families and builds our region.

# HURRICANE HARVEY BY THE NUMBERS

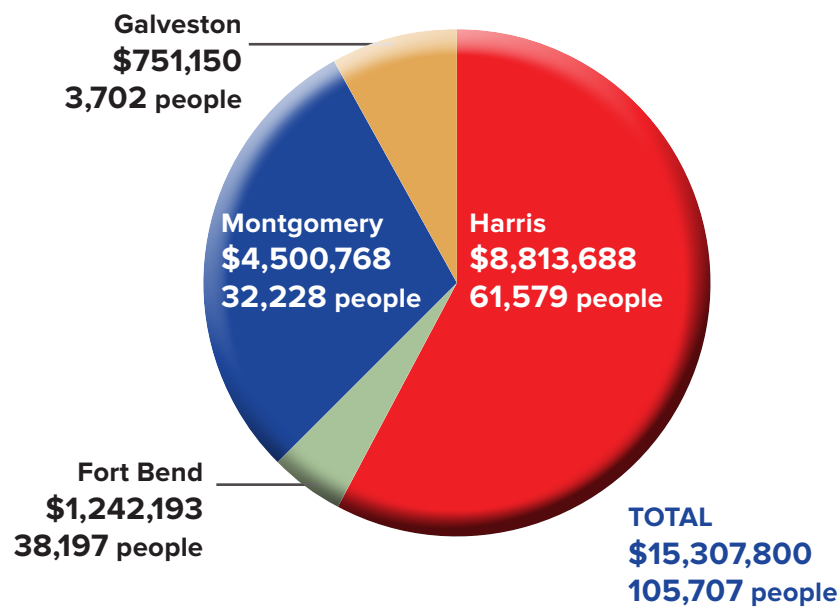
## *Harvey's Impact*

- **122,331** people evacuated
- **97,212** homes flooded
- **15,662** apartment units damaged
- **\$73 billion** in property damage
- **\$8.5 billion** in lost economic output
- **74,000** jobs affected
- **82** deaths
- **632,388** FEMA registrations

## *The Network's Impact*

- Unduplicated people served: **105,707**
- Disaster Relief Grants Awarded: **13**
- Value of Total Network Assistance to Disaster Victims: **\$15 million**
- Cash Raised by ACAM: **\$312,189**
- In-Kind Value of Network Volunteers: **\$3.28 million**
- Estimated In-Kind Value of Network Goods and Supplies: **\$4.4 million**
- In total, the ACAM Network garnered more than **\$15M** in support, **\$10.5M** in other funds, and more than **\$4.4M** in ministry specific donations, supplies and other goods.

## ACAM Network Harvey Disaster Assistance by County



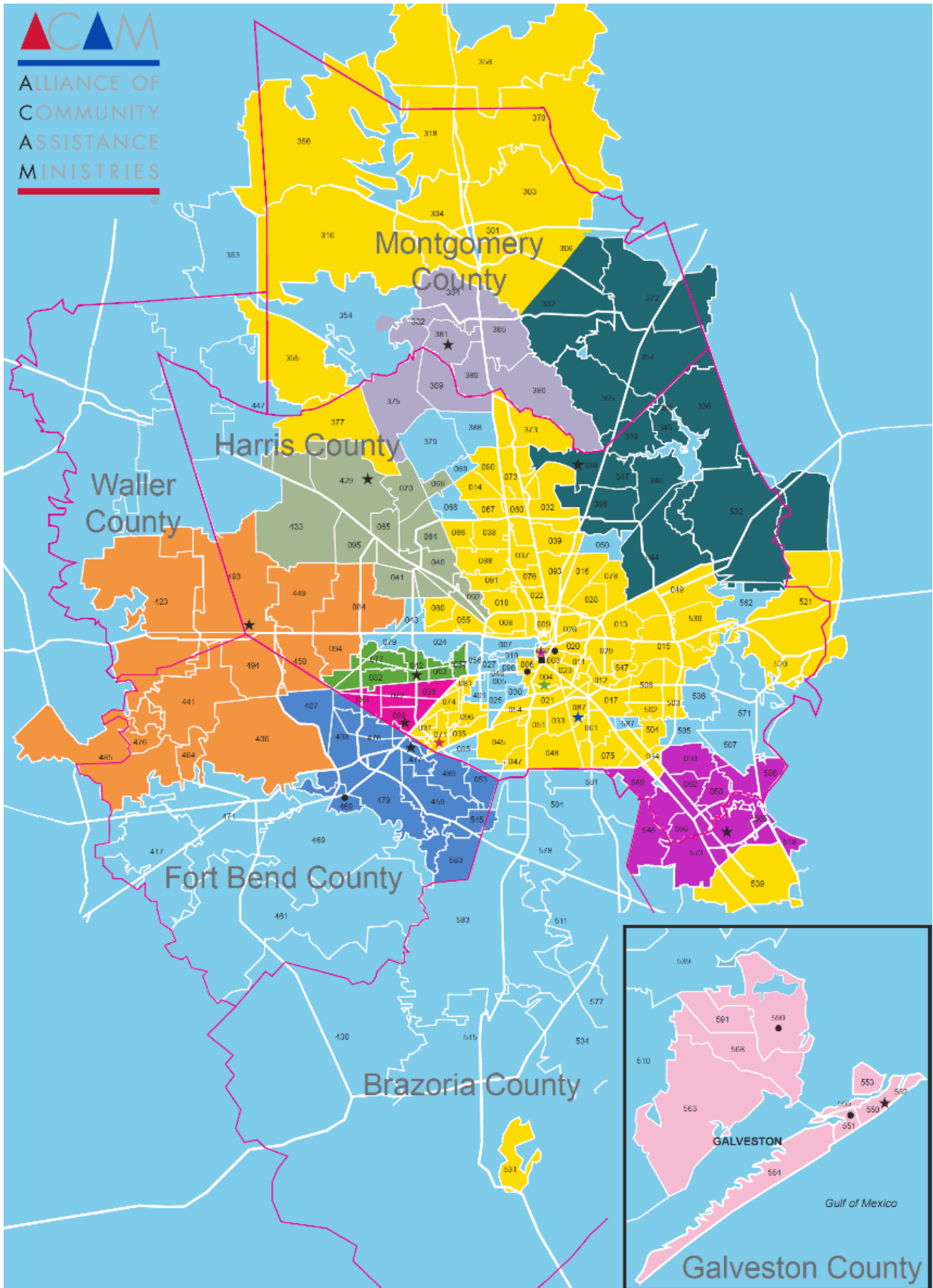
### ACAM Harvey-Related Expenses and Activity

ACAM, once again, successfully implemented the Network's Disaster Response Plan. ACAM assessed area and partner needs, awarded 28 relief and recovery grants to 13 Network organizations and collected information on the more than 105,000 disaster survivors served by the Network. During the relief phase of Hurricane Harvey, ACAM raised \$312,188.50, granting funds as quickly as they came in, resulting in some cases, as the first disaster funding ministries received to handle the large influx of people impacted by Harvey. ACAM also utilized other incoming public and private funds to provide services and technical assistance to the ministries. Along with financial contributions, ACAM secured approximately \$150,000 of in-kind goods through partnerships with the Houston Apartment Association, United Methodist Committee on Recovery (UMCOR) and Wells Fargo. Items gathered included, but were not limited to: clothing, toiletries, cleaning supplies, baby food and supplies, air mattresses and more.

### Preventing Family Homelessness After Disaster

**In the immediate aftermath of Hurricane Harvey, ACAM and the Network experienced the challenge of serving additional families at imminent risk of homelessness. ACAM intends to take its existing homelessness prevention program and modify it so that homelessness prevention can be utilized for disaster-impacted clients more efficiently.** ACAM will continue to use our evaluation of the modified homelessness prevention program to inform future interventions for those at risk of losing housing due to disaster. ACAM also recognizes the complexity of real-time, efficient communications for the Network's regional response. As such, ACAM is committed to investigating communication systems that may improve disaster relief and recovery work. ACAM is planning and developing grant proposals to connect the ACAM network of ministries through a comprehensive response system.

# REGIONAL DISASTER, REGIONAL RESPONSE



## ACAM and The Network's Disaster Services: Response and Relief and Recovery

Over the last 10 years, ACAM has developed solid processes and relationships for addressing disasters large and small and provides resources to relief and recovery organizations throughout the region. ACAM provides disaster programming in two phases: The Response Phase and the Relief and Recovery Phase.

**Response Phase:** In the immediate aftermath of a disaster, ACAM implements an emergency response plan including:

1. providing supports and collaborative program resources to organizations directly involved in relief to support their direct assistance to victims with unmet need,
2. publicizing flood victims' continued needs for help,
3. providing disaster training to ACAM partners and other nonprofit disaster case management organizations, and
4. executing a crisis communications/media plan for ACAM and its partners.

**Relief and Recovery Phase:** In the months and years after a disaster, ACAM continues to serve as an advocate for flood victims, a voice for the Network and a provider of technical assistance for City and County flood response groups. Critical activities after Harvey have included:

1. actively attending Voluntary Organizations Active in Disaster (VOAD), Houston Community Preparedness Collaborative meetings, Long-Term Relief Statewide conference calls and the Long-Term Recovery Committees in Harris and Fort Bend Counties; and
2. serving as an intermediary for ongoing fundraising and relief efforts as ministries' clients continue to recover from Hurricane Harvey.

For the ACAM Network of community assistance organizations, ACAM awards grants and funding to support their invaluable role to Greater Houston's emergency relief and recovery. ACAM's management support for the Network intimately involves our organization in all phases of relief after emergency responders secured life and property during the Response Phase, and as disaster-impacted families continue to recover during the Relief and Recovery Phase.

### Summary of ACAM Network Response

After the destruction caused by Harvey, thousands of people – regardless of race, gender, age, socio-economic class, or political leanings - were requesting services from the ACAM Network, known in their communities for providing food, clothing, shelter and other safety net services that are so critical, especially in times of disaster:

- 32.4% were African American
- 42.1% were Hispanic or Latino
- 16.1% were Caucasian
- .9% were Asian/Pacific Islander
- 9% were Extremely, Very, or Low-Income

The following is a summary of the projects of each ministry in the ACAM Network that were supported in part by ACAM's Disaster Preparedness & Recovery Fund, as well as a brief description of the progress to date.



### ***Emergency Aid Coalition (EAC) – Harris and Surrounding Counties***

Outside of normal operating hours, EAC opened one evening and Saturday mornings at its Fannin facility to assist those impacted by Hurricane Harvey. The primary services provided were food and relief information assistance. During the project period, EAC increased security staff to help with professional crowd control for all open times to free up other staff resources to assist clients. EAC reported serving 5,450 disaster-impacted people during the period. Pictured is a former EAC client assisting with clothing donation sorting.



### ***East Fort Bend Human Needs Ministry – Fort Bend County***

East Fort Bend relies heavily on its Resale Shop profits to fund important safety net services in Fort Bend County. As a result of Harvey, the Resale Shop was closed for six full days, and lost thousands in revenue. Once the shop was open, additional revenue was dedicated to providing vouchers for storm impacted families for basic needs items such as food and clothing. The funds allowed the ministry to assist 4,770 people immediately after the storm.



### ***Epiphany Community Health Outreach Services (ECHOS) – Harris and Surrounding Counties***

ECHOS used its grant to fund a new rental and utility assistance program, seeing the heightened need for it after the storm. ACAM provided not only funding, but technical assistance and template forms for ECHOS to quickly ramp up efforts to assist families in their service area from experiencing the trauma of homelessness as a result of Hurricane Harvey. With the receipt of the Harvey Relief Fund grant from ACAM, it is now purchasing

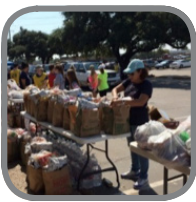
furniture (sofas, kitchen tables, chairs, bedside tables), and helping to pay for prescriptions, rental assistance, storage units, utilities, mortgages, clothes, food gift cards, and are remaining open to ideas for other ways they can provide financial assistance to flood victims. This is completely new activity for an organization that has traditionally provided health services. During time of regional crisis, ECHOS is ramping up efforts to assist with disaster relief in a holistic way. ECHOS served 10,450 disaster impacted people during the period.



### ***Humble Area Assistance Ministries, Inc. (HAAM) – Montgomery and Harris Counties***

Funds were used to provide relief to 990 unduplicated families (3,465 unduplicated individuals). The recipients were low, very low, or extremely low income. Households received housing assistance, ranging from \$122 to \$1,000, and utility assistance, ranging from \$155 to \$381, as well as other assistance, such as appliances or assistance with

medical supplies, ranging from \$204 to \$3,280. This funding was extremely important to HAAM's clients. Federal statistics show that more than 16,000 homes and 3,000 businesses in their service area were flooded.



### ***Interfaith Caring Ministries (ICM) – Galveston and Harris Counties***

ICM employed the resources to provide 866 households (2,800 people) with rental and utility assistance, as well as food and household goods, to hurricane victims. Some families lost their home and were forced to move, leading to unexpected costs that they could not afford. For others, their savings were washed away because the storm destroyed their place of employment and were suddenly out of work. One such family was led by a young single mother working a full-time and a part time job to support herself and her young

child. She was laid off from the full-time job after the storm destroyed her place of employment, and she was also forced to evacuate due to Hurricane Harvey. Following the storm and while job searching, she needed help with her rent to avoid eviction. Interfaith Caring Ministries provided emergency rent assistance and was able to provide a large order of groceries for her and her child. ICM Executive Director stated, "Without the support of ACAM, many families would have been without the basic amenities they had just the night before."



### ***Interfaith Ministries for Greater Houston (IM) – Harris and Surrounding Counties***

ACAM’s support enabled IM to provide rental assistance to the most vulnerable clients that were having difficulty covering their daily living expenses. Their staff assessed the families and they were able to provide rent assistance directly to their apartment complexes.

As of the end of February 2018, IM assisted 2,855 homebound seniors with meals, 128 refugees and 28 employees with food and housing assistance. IM provided some families with Fiesta Gift Cards (\$50 value restricted to grocery purchase only). Food insecurity has been an ongoing problem with families affected by Harvey. Through other funds, ACAM is also assisting IM with a sponsorship of their annual Operation IMPact project, which works to coordinate nearly 7,000 volunteers to help seniors prepare for the upcoming 2018 Hurricane Season.



### ***Interfaith of The Woodlands – Montgomery and Harris Counties***

Interfaith’s Disaster Assistance Program began seeing clients in need of essential flood relief supplies and basic needs assistance within 48 hours of the flooding due to Hurricane Harvey. This assistance included; food, water, gasoline cards, gift cards, clothing, towels, blankets, and cleaning supplies. Since September, Family Services continues to offer financial assistance to clients in the recovery process; including deposit assistance, multiple months of rent, mortgage, and utility assistance. Interfaith was also able to provide

gift certificates for living room and dining room sets, as well as new beds through the Interfaith Hand Me Up Shop. 28,216 individuals have been served through their Disaster Assistance Program.



### ***Katy Christian Ministries (KCM) – Fort Bend, Harris, and Waller Counties***

KCM received so many people seeking aid that they were serving people in their parking lot. KCM’s first disaster relief grant was delivered by ACAM in September 2017, almost immediately after they learned that the scope of damages to their service building was far greater than they had anticipated. Not only did they need to completely vacate their administrative and program services offices, but their resale store would also need to close for at least a month for repairs. KCM provided services at a temporary location.

KCM maintains a long-term recovery (LTR) case manager and is active in the Fort Bend County LTRG. Deysi Crespo, the Executive Director commented, “This was one of many times that we marveled at how ACAM, through its funders, provides for our needs in the midst of disaster.”



### ***My Brother’s Keeper Outreach Center – Fort Bend and Harris Counties***

My Brother’s Keeper, like the other ministries in the Network, began immediately assisting families after the rain stopped and it was safe to do so. The first couple of weeks, the greatest need the ministry could meet was for clothes, ready-to-eat food, water and cleaning supplies. The grants through ACAM allowed My Brother’s Keeper to request and leverage matching Kroger contributions of \$15,000 worth of additional food. The additional donated food allowed the ministry to feed 1,130 families three microwaveable meals a day

for a week. The ministry provided Hurricane Harvey Relief Distributions every week through the end of the year and has served 5,578 people.



### ***Society of St Vincent de Paul – Brazoria, Galveston, Harris, and Montgomery Counties***

The Society of St. Vincent de Paul Archdiocese Galveston/Houston used the funds granted to provide essential items needed to furnish a home to those recovering from Hurricane Harvey through the Hurricane Harvey Homes (HHH) Program. This program is scalable to the size of the family and provides disaster survivors with essential items such as a couch, beds, dining tables and chairs, dressers, houseware, linens and more. St. Vincent de Paul

has served 11,397 survivors. The HHH units range from \$1,917 to \$4,400 per family and are provided free of charge to the family. They take care of the necessary home furnishing so that the family can focus on other needs that still need to be addressed. They provided ACAM a client’s story:

When Ms. Martinez, a single mother of three, returned to her home in Conroe after Hurricane Harvey – she found four feet of water in the home which had been standing for over 10 days. She lost everything. Housing was next to impossible to find which forced many of her neighbors to set



up tents in their front lawns. Ms. Martinez found an apartment in Houston an hour away from her children’s school. Determined to maintain a sense of normalcy for her children, Ms. Martinez kept her children in school in Conroe and made the hour long commute each day to drop off and pick up her children from school. The commuting resulted in a loss in hours and wages, but it was something she felt she needed to do to try to keep the children psychologically grounded. Because they lost all of their furnishings, Society of St. Vincent de Paul provided a sofa, dining table, 4 beds and 3 dressers. When asked what she still needed, she said, “just being able to be together as a family surrounded by new things gives us such a feeling of peace. We are sad about losing our other things, but this helps motivate us to start over. We cannot thank you enough.”



### ***St. Vincent’s House – Galveston County***

St. Vincent’s House used their \$1,500 grant to assist 23 people in 8 households with food, rental assistance and hotel/motel vouchers. 50% of the households served were extremely low income and the remaining 50% were low or very low income. One of the families had relocated to Galveston from the hard-hit area of Beaumont, TX and they provided that family hotel assistance until they were able to find an affordable housing unit. According to St. Vincent’s House, “There are still many families struggling to return to “pre-Harvey

status. The hotels in the area have discontinued the “hotel waivers” because it is prime tourist season. So, the clients are forced to seek other housing arrangements.”



### ***Wesley Community Center of Houston – Harris and Surrounding Counties***

Since Wesley is not zip code restricted, they served several underserved areas after Harvey. This included the 5th Ward, I-45 North corridor including the Northline Area to Greenpoint, and 59 North area. In addition, Wesley supported the I-10 corridor east toward the East End. These areas are all high poverty areas and not necessarily supported by any basic needs organizations. Within a short time, the organization became overwhelmed with

the need and requests for emergency assistance. With the help of ACAM and other funders, they were able to add a Hurricane Case Manager within a short time and served 3,722 survivors. They also were able to leverage funds for rent, utilities, replacement costs, etc. from a variety of other donors. “We were happy that many of our long-term partners lead the way in gathering funds.”



### ***West Houston Assistance Ministries (WHAM) – Fort Bend and Harris Counties***

The grant from ACAM was one of the first Harvey grants received, and it came at a crucial time, enabling WHAM to start providing disaster services right away. They were able to help people with financial assistance for rent/mortgage and utilities. This assistance has ranged from \$265 to \$1000, with an average of \$750 per household, depending on the particular family’s needs. They also assisted disaster victims from outside their usual

service zip codes thanks to having the available funding to do so, and for disaster relief as an exception. With the grant from ACAM, they helped 6 households, out of 20 total, from outside zip codes. WHAM reports serving nearly 24,000 impacted individuals.

# BECAUSE TOGETHER WE DO MORE.



*The ACAM  
Network of  
assistance  
ministries stands  
ready to respond  
in times  
of crisis.*



**During Hurricane Harvey,  
the ACAM Network worked with local  
philanthropic organizations  
to raise over \$15 million for relief  
and recovery services as well as  
provide \$4.4 million worth of relief  
goods to local ministries,  
enabling them to serve more than  
105,000 individuals. The ACAM  
Network works together to disperse  
information, coordinate services  
and supplies, as well as  
provide emergency relief.  
ACAM continues to strive for an  
innovative and connected support  
system prepared to respond when  
and where needed.**

*ACAM has the power of a well-developed network of organizations ready, willing and able to step up when disasters occur. It has proven itself a valuable partner to local foundations in getting money and resources to the organizations that need them the most, thereby helping vulnerable families get back on their feet after a disaster.*

Contact ACAM at 713-341-5335 or [szachary@acamweb.org](mailto:szachary@acamweb.org)  
for more information on ACAM's Disaster Plan and  
Disaster Preparedness & Relief Fund.



## Furniture, School Supplies & Household Goods

For families who lost homes and household goods due to flooding or wind, ministry thrift stores can provide items for impacted low-income families.

**\$1,200** provides a bed, a dining table with chairs and seating for a family of four.

**\$300** provides necessary household goods for a family of four.

**\$100** assists a child with clothing and school supplies.

## Rent & Utility Assistance

Disaster Unemployment Assistance processes will not provide relief soon enough for many families. Support is also needed for those whose applications may be delayed due to minor errors.

**\$1,765** per family can prevent homelessness and utility shut off for families who lose income after a disaster.

## Food

Needs change quickly during relief and recovery periods. Families need nonperishable foods immediately after disasters and then need to resupply refrigerators once power is restored. Ministries must adapt to the increased demand and the changing needs.

**\$250** provides groceries for a family of four for two weeks.

## Gas & Hotel Vouchers

Gas is in high demand after a disaster as clients look for jobs, drive to a new job, access services and make repairs. Vouchers can be of benefit for families whose homes are uninhabitable.

**\$50** gasoline vouchers will get people to work or help take care of family recovery needs.

**\$480** provides a family with a four night hotel stay.

## Funds to Help ACAM & Ministry Staff

During a time when they are helping others, ACAM and ministry employees may be survivors, too. Also, disasters strain the resources of organizations' ability to operate.

**\$250** per qualifying employee will help with repairs and other disaster-related costs.

**\$3,000** can help a ministry offset insurance deductibles and repair costs to ensure maximum service delivery.

ACAM supports the network of community assistance ministries serving the Greater Houston region in their collective disaster response roles: **Communicating** with the disaster response network and actively participating in preparedness; **Collecting information** on ministry and client needs; **Obtaining and disseminating funding and resources** to assist low-income families and the organizations serving them to recover; and **Preparing funding requests and reports** to funders on progress in recovery and relief efforts.

### The Advantages of Contributing to ACAM's Preparedness & Relief Fund

The ACAM Fund is not specific to one event or storm so that resources are ready for whatever may happen tomorrow. Disaster preparedness and response coordination, planning and training are included activities. Donor wishes are respected. If you would like your contribution to be for a specific event or disaster-related activity, all you have to do is let us know.

## Disaster Preparedness Costs Little, Saves A Lot

*A donation to ACAM will help the ministries and families most in need. For more information contact Sharon J.L. Zachary, CEO, Alliance of Community Assistance Ministries at [szachary@acamweb.org](mailto:szachary@acamweb.org) or 713-341-5335.*





Alliance of Community Assistance Ministries, Inc.  
710 North Post Oak Road, Suite 210  
Houston, Texas 77024  
(713) 640-5192 | [www.acamweb.org](http://www.acamweb.org)

