





## Letter from the President & CEO

Of all the puzzle types, “Connect the Dots” seems like such a simple process. The player only needs to know how to count and simply follows the number sequence until the picture emerges. It is a fun way for kids to use their counting and pencil skills. Those who provide the puzzle can observe the look of confusion or for some, a little anxiety as they search for the first dot followed by concentration as they create the path with the pencil and finally a smile of delight and confidence at the fully drawn figure.

This is similar to the challenge Vera and her children faced when they arrived at MAM. Unpaid bills were all over. She had stopped opening the envelopes and if pink showed through the window on the front, Vera placed it in a special pile. There was no food in the refrigerator and a late notice for rent lay in the entryway of the apartment. It was the 16th of the month and Vera had not worked enough hours to pay the rent.

With a Case Manager by her side, Vera’s story slowly painted a picture of what her life was like – a series of dots that ended up in a mess rather than a picture. Together they were able to sort them out.

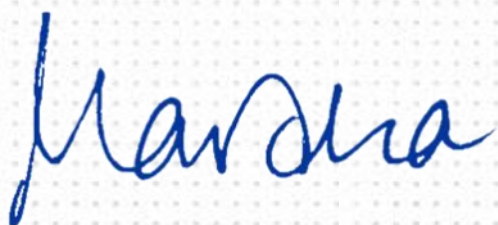
1. What could MAM pay this month to keep her family housed?
2. What else did she owe and when?
3. How could she continue to house and feed herself and children while she looked for a job with a more consistent income?
4. What to do about the insomnia that kept her up all night frantically thinking through scenarios?

All the while, the Case Manager helped her keep her pencil sharp and begin to look for more dots to build the pathways to a solid picture.

After three months of utilizing programs in the MAM Network, Vera had paid a full month’s rent on her own, supplemented her income with SNAP so that her children had regular meals, and learned to cope with anxiety during sessions with our counselors. She was working through the Employment Certification Program and understood that she had the ability to earn a regular paycheck and was soon to begin a new job. She has had the chance to review her expenses and income and see what she needs to make ends meet. The picture of more stable life is emerging and she is beginning to see it more clearly. And we see the smile of confidence.

And where do you fit into the picture? You ARE the dots! You are the network that provides a payment when needed, the pencils, the staff, and more importantly the inspiration and expectation that tells our clients that you believe in their ability to care for themselves. Thank you for your energy, compassion and commitment to making our community stronger.

Many blessings,



Martha Macris

MAM President & CEO



# MAM Success Stories



**Esperanza, age 12**

“When Mom and I started fighting, we went to see a MAM counselor. Mom works a lot, and every time she was home we would fight and it scared me. The counselor helped me tell Mom how I feel. After that, Mom stopped yelling all the time. I feel like she really listens and tries to be there for me. We’ve both been a lot happier since we went to MAM.”



**Camilla, age 23**

“I first visited MAM when I needed help finding a job. Three months into a new job, my apartment was flooded by Hurricane Harvey. My little boy and I were living in a shelter when we contacted our case manager. He helped us get a new apartment, transportation, and a refrigerator full of food. I feel so much better knowing my baby is in a safe home.”



**Tori, age 52**

“I spent the first ten years of my working life as a secretary. Over twenty as a stay-at-home mom. When my husband’s back gave out, I had to start working again. Everything has changed so much since I last worked in an office. MAM’s computer classes helped me catch up on today’s office software programs. I added this to my resume and have two interviews lined up next week!”



**Inez, age 37**

“I was a pediatric nurse in Mexico. I could do everything from rocking babies to intubating their airways. When I came to the US, I couldn’t find a job in a hospital because my credentials didn’t transfer. MAM paid for my CNA classes and I received my certification. I was hired at a children’s hospital caring for kids again. With MAM’s help, I am able to start saving money to go back to school to get my nursing license here in the US.”



## HOW DID MAM HELP?





At MAM, we see those who come for help as whole and capable. They are active drivers of their own plan toward stability.

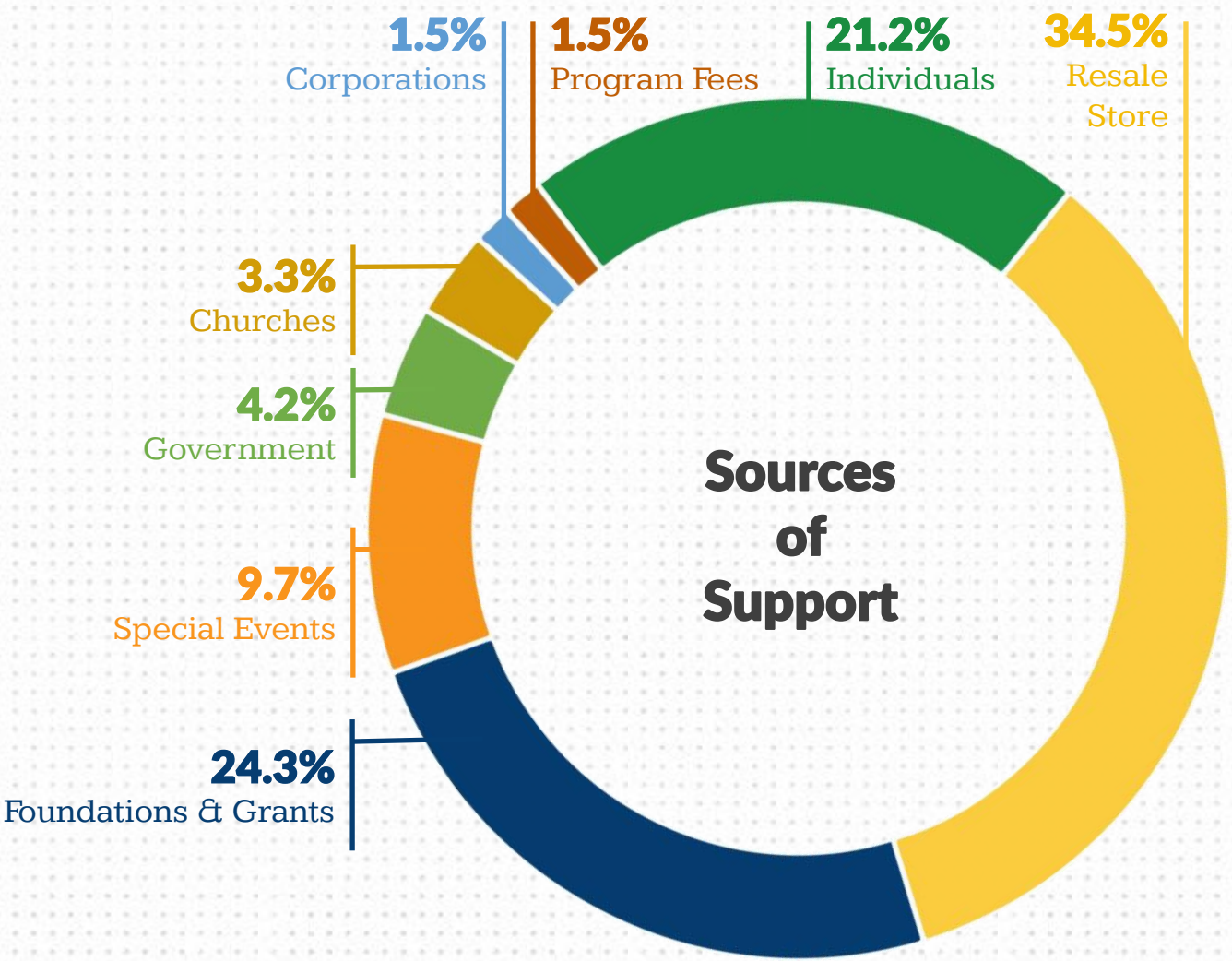
As MAM staff and volunteers walk through the crisis alongside them, they too begin to feel their own strength and ability. The network of programming is more than a safety net for families with limited means. It is a pathway to a better life.

# HOW WAS MAM ABLE TO DO IT?

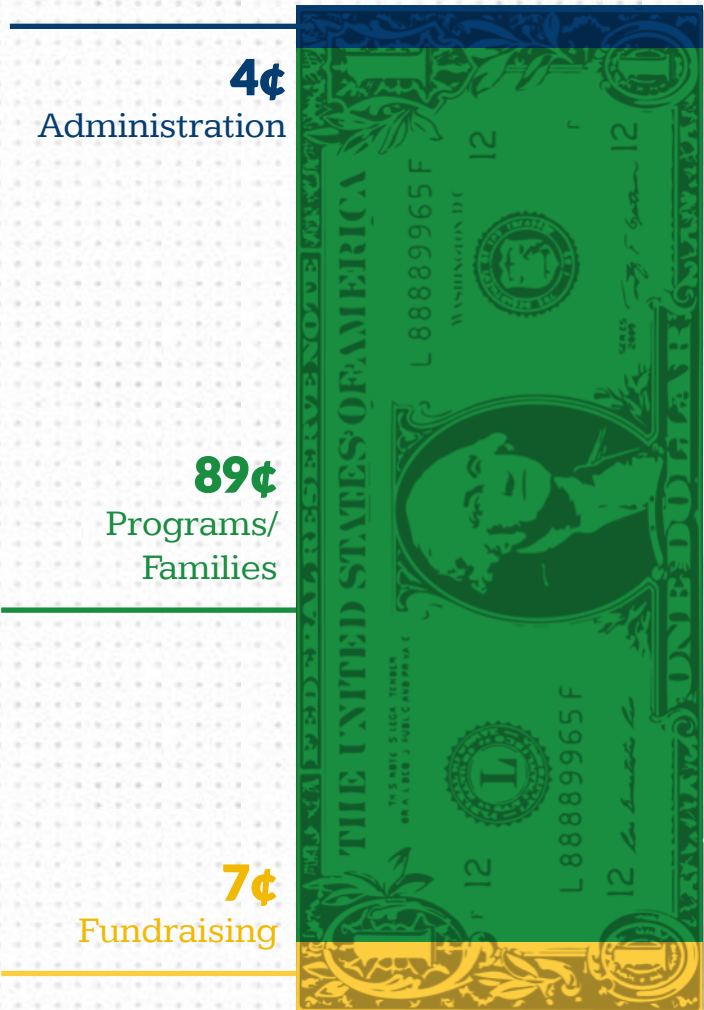
## MAM Volunteers



**1,814 MAM Volunteers** contributed **57,165 Hours**, the equivalent of **27.5 Full-time Employees**



## Where Does Your Dollar Go?



## Statement of Financial Position

TOTAL ASSETS	\$	13,866,829
Liabilities	\$	110,044
Net Assets	\$	13,756,784
Unrestricted	\$	10,328,322
Restricted *	\$	3,428,462
TOTAL LIABILITIES & NET ASSETS		\$ 13,866,829
2017 Operating Revenue	\$	9,532,522
2017 Operating Expenses	\$	6,127,866
Changes in Net Assets *	\$	3,404,636

\* Includes \$2,831,185 in funds received for Hurricane Harvey Relief to be spent in 2018.



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## The MAM Mission

is to assure families have the means to meet their basic needs.

### We:

**Offer programs** enabling long-term financial self-sufficiency

**Assist families** facing financial crisis avoid homelessness

**Assure children** an improved school experience

**Facilitate client access** to other support networks

**Provide value** to our member congregations and the community

## Our Philosophy of Service

is one of personalized support, believing that every client is **capable, creative, and whole.**

MAM is a 501(c)(3) non-profit organization.

[www.maministries.org](http://www.maministries.org)