from the President & CEO

Dear Friends:

2018 was a year of significant growth for Endeavors. Through our efforts with disaster recovery, border operations, and Veteran mental health clinics, we more than doubled the number of lives impacted from 16,224 in 2017 to over 44,000 in 2018.

In May 2018, Endeavors opened our third Steven A. Cohen Military Family Clinic in Killeen, Texas. This clinic joins our San Antonio and El Paso, Texas, locations in providing low to no-cost healthcare services to Veterans and their families. With growth in our current clinics, the new Killeen clinic, and the expansion of online therapy we rapidly expanded those served in our military clinics from 2,103 in 2017 to 4,180 in 2018.

Endeavors completed renovations on Reveille Retreat, a supportive housing program which provides case management and life skills to homeless female Veterans and their families in Fayetteville, North Carolina.

Endeavors Unlimited, which provides case management, life skills training, and supportive employment opportunities for adults with disabilities, expanded their program on Ellington Field Joint Reserve Base to include the first ever all deaf janitorial team.

We also expanded our footprint in Disaster Case Management Services, helping over 27,000 individuals. Hurricane Maria was devastating to families across Puerto Rico, leaving many without essential services months after the hurricane. In response to the disaster, over 375 Endeavors case managers helped thousands of families across the island to rebuild their lives. We also began operations in North Carolina supporting victims of Hurricane Florence through our 79 case managers and support staff with offices located in Jacksonville and Fayetteville.

Over the past few years we have provided care for unaccompanied minors along the border of Mexico. In 2018 we provided much-needed Emergency Services to over 3,500 unaccompanied migrant children at the US Border Patrol facility in Tornillo, Texas. This humanitarian effort was led by the U.S. Department of Health & Human Services Office of Refugee Resettlement.

I am confident Endeavors will build on this growth and continue making a positive impact in the communities we serve.

Sincerely,

Jon Allman
President & CEO
1970s
Initiated/incubated several services such as the Food Bank, Senior Services, Housing, Runaway Youth, etc. that are still open today.

1992
Started Supportive Employment for those with disabilities.

2008
Name changed to San Antonio Family Endeavors. New community-based services division created.

2013
Name changed to Family Endeavors. Expanded services for homeless Veterans nationally.

2018
Changed name to Endeavors. Expanded Housing Services to North Carolina. Opened 3rd Military Family Clinic in Killeen, Texas.

Urban Ministries founded in 1969.
Opened Supportive Housing program for individuals with mental illness in 1977.
Launched after school programs for youth in 1995.
First deployment of Emergency Services reservists and first Supportive Services for Veteran Families Grant in 2012.
Opened the first of three Military Family Clinics in 2016.

44,696 clients served through seven Service Programs in 5 states and Puerto Rico.

2018 Highlights

28,733 DCM clients served in Texas, Florida, and Puerto Rico.

2,791 Rapid Deployment Services clients served.
762 DCM program staff deployed in 2019.
Endeavors provides homelessness prevention and rapid re-housing services to Veterans at risk of becoming homeless. Veterans develop a Housing Stability Plan, are provided assistance in obtaining VA and other benefits, and are provided referrals to Community Agencies. Part of our services include providing Veterans with Temporary Financial Assistance, based on financial need.

We are located in 7 offices throughout Texas including a brand new office for our Waco team.

* Total number of Veterans served through September 2018

<table>
<thead>
<tr>
<th>State</th>
<th>Number of Veterans Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida and Georgia</td>
<td>634</td>
</tr>
<tr>
<td>North Carolina</td>
<td>530</td>
</tr>
<tr>
<td>Alabama</td>
<td>540</td>
</tr>
<tr>
<td>Texas</td>
<td>1,317</td>
</tr>
</tbody>
</table>

4,252 Veterans served through 5 states

* Men 84%
  * Women 16%
The Steven A. Cohen Military Family Clinic at Endeavors provides high-quality, accessible, and integrated mental health care to Veterans and their families. We provide CARF-accredited services that use evidenced-based practices with an integrated approach to improving the quality of life for our clients. Veterans and their family members are able to receive services both individually and as a family unit at the same place, same time, and with the same treatment team.

The Military Family Clinic also helps connect Veteran families to additional future support programs as necessary.

Over the last year we’ve increased the number of clients served by **100%**.

**Mental Health**

Veterans and family members used our services in 2018:

- **El Paso clients served**: 1,523
- **Killeen clients served (since May 2018)**: 672
- **San Antonio clients served**: 1,985

Veteran clients and Family Members:

- **Killeen**:
  - Veteran clients: 174
  - Family Members: 246
  - Skills Workshop attendees: 252

- **San Antonio**:
  - Veteran clients: 366
  - Family Members: 284
  - Skills Workshop attendees: 1,335

- **El Paso**:
  - Veteran clients: 213
  - Family Members: 278
  - Skills Workshop attendees: 1,523

**El Paso**

**Killeen**

**San Antonio**

**Veterans**

**Family Members**

**4,180**
Established in 1977, our Housing Program is Endeavors’ longest running program with a goal of providing permanent supportive housing to individuals and families with mental illness, disabilities, and female Veterans. We provide supportive housing, case management, professional counseling, life skills training, and employment opportunities for our clients so that they can achieve a life full of stability, successes, and self-sufficiency.

Today, our Housing Services programs are located in San Antonio, Texas, and Fayetteville, North Carolina.

151 Individuals and families housed

“FFL has impacted me by providing a safe haven and a place to stay. They have taken care of me by providing personal care needs, mental health care, and have helped me to strive to do better for myself.”

– FFL Resident

Fairweather Lodge and Enfield

96% of residents have not required psychiatric hospitalization

89% of residents employed or attending continuing education

Fairweather Family Lodge and Reveille

96% of Mothers have increased life skills

90% of Mothers have not returned to homelessness

100% of Mothers have not required psychiatric hospitalization

44 Individuals with disabilities housed

107 Single mothers and families housed
Our community services provide an array of supportive services. This includes case management, professional counseling and crisis intervention for families, seniors, children and individuals with disabilities.

We also provide support to over 2,500 abused and/or neglected children across Texas each year. Our staff provides essential supportive services to the improve quality of life for over 150 low-income seniors, shut-ins, and adults with disabilities each year.

**Community Services**

- 135 Victims of Crime (VOCA) were provided counseling and case management
- 133 Military Families participated in Operation Parent Strong (OPS)
- 4,338 clients served in 2018
- 1,236 hours of professional counseling were provided at ZERO cost to the client

"She exemplified a great deal of patience and interest in everything we had to say." – Home Assessments Client
Staffing Services

Staffing Services provides professional staff and support to families and children in emergency situations and shelters due to catastrophic events and/or evacuation, and provides quality childcare for business. We also provide staffing services when a child is in the hospital for extensive amounts of time, needs a sitter, and neither the case worker nor the foster parents are available. Our staff can deploy nationally and immediately.

1,021 clients served in 2018

6,777 hours spent serving clients in 2018

100% customer satisfaction rate

Emergency Staffing

Since 2011, our Emergency Services program has provided client-focused, temporary professional staff to support emergency staffing for families and children with needs due to disasters or other unforeseen events. We also provide safe shelters due to catastrophic events and/or evacuation. Our team deploys nationally and immediately.

We have assisted in four major surge staffing events that include providing case managers, clinicians, teachers, logistical support, and direct care staff for over 20,000 undocumented youth.

2,791 clients served

1,700 Rapid Deployment staff deployed
Endeavors provides client-focused services for short-term relief and long-term recovery. We provide assistance developing recovery plans, creating safe environments, and providing resource referrals for individuals impacted by natural disasters.

We have provided support for federally declared disasters in Texas, Florida, North Carolina, and Puerto Rico.

“Again we say thanks from the bottom of our hearts. Even in your storm you are still helping others!” — DCM client

Disaster Relief

27,200 survivors served through 3 States*

16,039 of Hurricane Irma (FL) survivors were assisted

1533 of Hurricane Maria (PR) survivors were assisted

11,171 of Hurricane Harvey (TX) survivors were assisted

* North Carolina began DCM services in December 2018
Supportive Employment

Founded in the 1960’s, Endeavors Unlimited is a landscaping, custodial, and supply chain management company that supports, trains, and employs adults with significant disabilities in San Antonio, El Paso, Houston, Langtry and Fort Worth.

Endeavors Unlimited provides two-fold premier services: supportive training and employment opportunities for disabled employees, and commercial services for business and government entities.

Clients with disabilities employed throughout Texas

54

Services provided to Ellington Air Force Base includes the first ever ALL DEAF JANITORIAL TEAM.
Mission Statement

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

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endeavors.org