Annual Report

2019
Leadership translates vision into reality. Every day we have the opportunity to influence and inspire others who serve in our communities. We understand that a strong leadership team is crucial for maintaining the long-term health and growth of any organization, which is why we invest in the opportunity to bring our Endeavors leadership together every year.

Just this past month, the Board of Directors approved a new strategic plan for Endeavors, which supports our mission to passionately serve vulnerable people in crisis while improving how we do it. Success requires that we consistently work to achieve goals through initiatives that place a high priority on quality service.

Sincerely,

President and CEO

Endeavors spent the better part of 2019 and 2020 laying out a new strategic plan to address the root causes of our communities’ needs. Thanks to our research, we are now targeting additional resources to those communities.

We are thankful for the leadership, guidance, and support of Major General Alfred K. Flowers (Ret), our Board Chair, and our other highly experienced, hard-working, and dedicated Board members. Thanks for their ongoing support and interest in Endeavors. We also want to recognize our amazing partners and stakeholders across the country— we couldn’t do any of this without you.

In 2020, we are continuing to build our physical and digital presence in communities across the country. The future of giving, volunteering and advocating will be about engaging individuals, particularly online. People want to easily find and participate in meaningful volunteer opportunities, contribute to the causes that matter to them, see the impact of their contributions and share their experiences.

Going forward, we are realizing our vision to help communities thrive through our services. We are working diligently to strengthen our team and deliver quality results for our clients, funders and stakeholders. We are building Endeavors’ services with an intense focus on our values and a high-performing culture, because getting results the right way makes a lasting difference.

I am grateful to the Endeavors staff, our leadership team, and our Board for all that we have accomplished this year. Together we have established a strong foundation for progress and growth.

Sincerely,

President and CEO

JON ALLMAN

A Message from the President

Dear Friends,

2019 marked an expansion of services to many we serve. We began a major initiative to promote Veteran wellness as well as increase our coverage areas for emergency housing assistance to Veterans and their families in Texas. After months of research and coordination with Duke University and other authorities on wellness, we began construction of a first-of-its-kind Veterans Wellness Center expected to open in 2021, building on the mental health services we already offer.

Through our long-standing relationships with recovery partners, we’re connecting vast resources to help when crises occur. Our disaster case management teams supporting survivors in Texas, North Carolina, Florida, and Puerto Rico connected over $50,000,000 in support as well as over 10,000 volunteers from organizations across the United States. These national organizations include American Red Cross, Catholic Charities, The Salvation Army, North Carolina Baptist Men, Texas Baptist Men, Samaritan’s Purse, Baker-Ripley and many others. From our corporate leadership to our individual case managers, we care about the recovery of each client. While we have been at the forefront of individual assistance for over 50 years, we have made significant progress in expanding opportunities to serve more people in need. But there is still much work to be done.
The stories in our annual report reflect the many people our organization has impacted. I am thankful for the team of staff who work hard every day to ensure we realize our vision of compassionately caring for people in need.

Although you may never meet the people we serve, they will always remember the impact you have made on them. Over the past year, you were a part of something incredible — improving the lives of 28,355 people across three states and the Commonwealth of Puerto Rico.

This annual report highlights those people and resources. From San Antonio to San Juan, we recognize the positive impact we have been able to make by engaging in our communities. None of what we have accomplished this year would have been possible without our staff, partners, donors, volunteers, and we’re immensely thankful for their support. Improving our society will take collaboration. And it will be driven by people who are empowered and prepared to strengthen their communities.

We will continue to make a difference one person at a time.

We look forward to the challenge.

Sincerely,

CHIP FULGHUM
Chief Operating Officer
Veteran Wellness Center, Opening 2021

2019 AT A GLANCE

Disaster Relief - Puerto Rico
Arts in the Armed Forces
Volunteering at Haven for Hope
Killeen Open House
I was welcomed like I was family. I was able to find employment and be housed as a result of Endeavors helping me. It’s changed my life and made me want to give back to others because someone gave back to me.

CHRISTINE
Army Veteran & former Veteran Supportive Service client

Our Veteran Supportive Services program rapidly re-houses or prevents homelessness among Veterans and their families. Offering one-on-one case management services, Endeavors helps Veterans obtain VA benefits and services, as well as other public benefits. Endeavors also provides resources to mental health/substance abuse programs and emergency financial assistance for rent and facilities to enhance independent living skills/income for very low-income Veteran families.

Supporting our heroes

Veterans served
995

Family Members of Veterans served
673

Homeless Veterans served
580

Women Veterans served
173

85% of Veteran clients sustained housing 6 months after exiting the program

Donated $10K for hygiene and welcome home kits

VETERAN SUPPORTIVE SERVICES TEXAS

NAVIGATOR PROGRAM

TEXAS – Funded by:

36 Veterans served
14 Children of Veterans served
32 Homeless Veterans served
7 Women served
Veterans & family served in 2019
2,153 attend life skills workshops in 2019

Endeavors is dedicated to serving military, Veterans, and their families. The Steven A. Cohen Military Family Clinic at Endeavors®, provides high-quality, accessible, and integrated mental health care to veterans and their families, regardless of role while in uniform, discharge status, or ability to pay. Endeavors is the only provider in the network to house three clinics, with locations in San Antonio, El Paso, and Killeen, TX.

Clients served has increased by 36% compared to 2018

89% of clients began treatment in less than two weeks

Making an Impact

EL PASO
286 Veterans
350 Families

KILLEEN
241 Veterans
262 Families

SAN ANTONIO
547 Veterans
467 Families

92% of clients who were surveyed, reported they would recommend the clinic to family or friends

TOTAL
2,153 Veterans & family served in 2019
2,322 attend life skills workshops in 2019
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. Responding to these major disasters takes team effort from compassionate, caring, and experienced employees and volunteers.

DISASTER RECOVERY & SUPPORT

20,474 survivors served across three states and one U.S. territory

5,079,500 resources leveraged

$5,079,500 in-kind donations

754 case managers

115 counties/municipalities served

1,167 Veterans assisted through disaster case management

Provided 69,679 information & outreach cases

ARACELIS COLÓN
Hurricane Maria survivor

Endeavors is now a part of my family. I am eternally grateful for their support.

<table>
<thead>
<tr>
<th>DISASTER</th>
<th>CASES</th>
<th>INFORMATION &amp; OUTREACH CASES</th>
</tr>
</thead>
<tbody>
<tr>
<td>IRMA</td>
<td>1,999</td>
<td>37,003</td>
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<tr>
<td>HARVEY</td>
<td>2,923</td>
<td>10,451</td>
</tr>
<tr>
<td>MARIA</td>
<td>12,600</td>
<td>11,520</td>
</tr>
<tr>
<td>FLORENCE</td>
<td>3,224</td>
<td>10,705</td>
</tr>
</tbody>
</table>

15,355 houses repaired

677,271 hours of labor

Partnered with 135 churches

20,474 survivors served across three states and one U.S. territory

Provided 69,679 information & outreach cases
Our Emergency Rapid Deployment services maintain a staff of professional reservists throughout the United States, ready to deploy within 72 hours, 365 days a year in the event of a natural disaster or crisis. We have assisted in several major surge staffing events, including emergency unaccompanied minor care, Hurricane Harvey incident support, and COVID-19 emergency shelters. Deploying quickly and efficiently, we provide both the resources and staff needed during times of crisis. Whether help is needed internationally or at the same time as another crisis response, we are capable of multiple deployments.

RAPID RESPONSE & EMERGENCY SERVICES

We support emergency readiness and response through three different services:

1. Natural Disaster Emergency Response
   (e.g. Natural Disaster Evacuee Support)

2. Crisis Emergency Response
   (e.g. Emergency Unaccompanied Minor Care)

3. Pandemic Emergency Response
   (e.g. COVID-19 Emergency Shelters)

Our Emergency Rapid Deployment Services provide:

- Individual and family social assistance services
- Case management and intake services
- Emergency childcare services in emergency shelters
- Emergency childcare services for first responders
- Relief services in disasters
- Identification and set up of child-safe zones in temporary shelters and/or locations

Additionally, we are able to rapidly deploy the following specialized personnel:

- State Certified Teachers and Teachers Aides
- Licensed Case Managers & Clinicians
- Child & Direct Care Staff certified in Infant/Child CPR and First Aid

1,940 children served in 2019

Stafﬁng Services Provided:

- Residential Supervision of Adults and/or Domestic and International Children
- Crisis Case Management
- Clinical Case Management
- Logistical Support
- Facilities Management
- Recreation/Activities Management
- Transport Services
- Supply Inventory Management
- Supply Transport/Delivery

NAICS:

624230 Emergency and Other Relief Services
624410 Child Day Care Services
624190 Other Individual & Family Services
561311 Employment Placement Agencies

1,088 hours spent serving children in 2019
733 reservists deployed in 2019
1,600 reservists ready trained and on standby in 2019
Endeavors Community and Family services provides an array of supportive services. This includes case management, professional counseling and crisis intervention for families, seniors, children and individuals with disabilities. Endeavors provides support to abused and/or neglected children across Texas each year.

HOUSING HOMELESS FAMILIES
Endeavors Community and Family services provides an array of supportive services. This includes case management, professional counseling and crisis intervention for families, seniors, children and individuals with disabilities. Endeavors provides support to abused and/or neglected children across Texas each year.

121 clients housed in 2019

<table>
<thead>
<tr>
<th>Location</th>
<th>Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairweather Family Lodge</td>
<td>60 clients</td>
</tr>
<tr>
<td>Fairweather Lodge</td>
<td>22 clients</td>
</tr>
<tr>
<td>Reveille Retreat</td>
<td>19 clients</td>
</tr>
<tr>
<td>Enfield Facility</td>
<td>6 clients</td>
</tr>
<tr>
<td>Bonanza Facility</td>
<td>14 clients</td>
</tr>
</tbody>
</table>

- 369 individuals received rental assistance in the North Carolina Homeless Prevention Program (HPP)
- 100% of adults housed have a disability & 29% of children have a disability
- 99% of residents are employed or participating in continuing education
- 100% of mothers have increased life skills
- 95% of clients have not returned to homelessness

"I praise Endeavors’ Fairweather Family Lodge for all the assistance they provided me. They have opened so many doors for me. With their support I’ve been clean now for 18 months."

MANDY
Endeavors Fairweather Family Lodge resident
Endeavors’ 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. As experienced and highly qualified home study contractors, our skilled staff provides Adoption Home Study Reports that can be used for domestic adoptions. We currently provide home study services for adoptive families in San Antonio, Houston, El Paso, and Corpus Christi/RGV.

COMMUNITY & FAMILY SERVICES

Endeavors’ 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. As experienced and highly qualified home study contractors, our skilled staff provides Adoption Home Study Reports that can be used for domestic adoptions. We currently provide home study services for adoptive families in San Antonio, Houston, El Paso, and Corpus Christi/RGV.

Services Provided

- Adult protective services
- Operation parent strong
- Safe services for survivors of crime

Submitted over 4,205 home studies and reports

98% satisfaction rate from both the Department of Family and Protective Services and families served

- 39 adults and children housed were housed in North Carolina
- 82 adults and children were housed in Texas
- 674 hours of Safe Services professional counseling and 245 hours of case management were provided to clients at no-cost
- 151 individuals in the Victims of Crime (VOCA) program were provided counseling services
- 164 individuals in the Victims of Crime (VOCA) program were provided case management services
- 85 military families participated in OPS
- 522 in-home visits provided by Operation Parent Strong (OPS)
Giving Everyone with an Ability a Chance

Founded in 1992, Endeavors Unlimited specializes in case management while providing supportive employment opportunities for people who live with one or more disabilities. Endeavors Unlimited provides premier two-fold services: Supportive training and employment opportunities for adults with disabilities and commercial services for business and government entities.

Texas ranks #2 as the highest population of persons with disabilities

- 49 clients with disabilities employed throughout Texas
- 44 commercial, state and federal employers served

Accomplishments

- Received a contract grade of “A” on federal contracts
- EU was awarded a Certificate of Recognition for Outstanding Service at Ellington Field Joint Reserve Base in April and November 2019
- EU was awarded a Certificate of Recognition for “Outstanding Service at Texas DPS Houston”
- Alan Duveau awarded a Certificate of Appreciation from the 1-158th Assault Helicopter Battalion

Endeavors Unlimited is a Works Wonders initiative, WorkQuest, the AbilityOne program and Source America affiliate.

I enjoy what I do and the people I work with. I’m a lot happier now. Endeavors helped me build my self-esteem and confidence back up.

JAVIER
Disabled Marine Veteran and Endeavors Unlimited employee
Thanks to our Major Funders and Partners

Endeavors partners with government and private organizations to provide services.

Funders

- U.S. Department of Veterans Affairs
- United Way
- SARAH
- SourceAmerica

Partners

- Texas Department of Family and Protective Services
- City of San Antonio
- Haven for Hope
- NAMI
- Alliance Urban

Volunteer Support

Over 1,600 volunteers stepped up to lend a hand, advocate or raise awareness for our Hurricane Maria survivors in Puerto Rico in 2019 through Endeavors.

2019 50-year Anniversary Gala Sponsors

Scantland Family Charitable Foundation
USAA
Valero
BKD CPAs & Advisors
Arnold & Porter
Documation
Cohen Veterans Network
Frost Bank

The Boehm Team
Cricket
MEO Engineering, Inc.
RVK Architects
Lundy & Franke Engineering
Star General Contractors
Security Service Federal Credit Union
Optimal Wireless
Overview

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 nonprofit financial watch groups. We commit to complete transparency.

Financials include all locations of expenses, 12 months ending December 31, 2019.

2019 Financials

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programs</td>
<td>89.2%</td>
</tr>
<tr>
<td>Admin</td>
<td>9.4%</td>
</tr>
<tr>
<td>Fund Raising</td>
<td>1.5%</td>
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</table>

The above percentages are unaudited figures.
Mission Statement

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.

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 & Integrity + Care & Compassion + Teamwork
+ Commitment to Making A Difference + Community Involvement

Give Today!

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

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

Connect with Endeavors

To learn more or to find out how you can donate your time, money, or resources, visit:

- Endeavors.org
- @EndeavorsOrg
- facebook.com/endeavors.org
- Instagram.com/endeavorsorg

Watch success stories on Youtube to access more incredible stories about people who have achieved success with help from Endeavors.

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