AS THE WATERS ROSE, SO DID YOU.

INVESTMENTS TO DATE

$24.25 MILLION

invested to help our neighbors and our four-county region recover from Hurricane Harvey, helping more than 45,000 families.

$2.45 MILLION

invested in basic needs to help families with rent/mortgage assistance, temporary housing, utilities, food, health care and transportation.
THANK YOU FOR STANDING WITH UNITED WAY.

**DISASTER CASE MANAGEMENT** is the most efficient and comprehensive way to help families with recovery.

$3.6 MILLION

Invested to support disaster case management to help families navigate and access resources.

$4.05 MILLION

Unmet needs pool established to help families with those things, like appliances and furniture, that are preventing them from fully recovering and for which no other resources are available.*

$10 MILLION

Invested so far in minor home repair to help families get back in their homes as quickly as possible, with nearly 600 homes repaired already. We anticipate a larger investment in minor home repair as long-term recovery continues.

$390,000

Invested in Community Disaster Grants, small, one-time grants made to community groups for projects related to hurricane recovery.

$375,000

Invested in System Support Grants to provide additional support for food banks and health care services to help stabilize the system of care.

$1.8 MILLION

Invested in Fort Bend Recovers, the long-term recovery committee in Fort Bend County, to help the Fort Bend area recover, as part of a gift received for that purpose.

*An additional $1.6 million was restricted to coastal United Ways and other designations administered through United Way of Greater Houston.
The road to recovery is long and difficult. But it is no match for the empathy, the love, and the can-do spirit this community showed in the face of one of the worst disasters in history.

Friends,

A year has passed since Hurricane Harvey wreaked havoc on our community. You can look down some streets today and see tidy homes and green lawns, cars in driveways and children playing outside. You might think Harvey is a distant memory and people have recovered and moved on. But then you look down another street and you see that, even a year later, so many of our neighbors are still recovering. You see empty houses, overflowing dumpsters, and the guts of homes piled high where grass used to grow. You see families living in one room while they try to find the strength and the resources to start again.

You see people—friends and neighbors—who have come so far and yet have so far to go.

In the year since Hurricane Harvey hit, we have been overwhelmed by the generosity of people near and far who contributed $51 million to support our recovery efforts and have given so much of their time and love to help those who are hurting. The light by which the grueling work of recovery is done comes from their generosity.

Doing that work well is so important to us. We feel called to it and we have wonderful partners in the community that have joined forces with us and are committed to doing whatever it takes to help people rebuild their homes and their lives.

The road to recovery is long and difficult. But it is no match for the empathy, the love, and the can-do spirit this community showed in the face of one of the worst disasters in history.

I have never been more proud to call this my home and to call you my neighbors.

Anna M. Babin
President and CEO
When our community faces disaster, United Way of Greater Houston plays a key role in helping our neighbors and our region recover and rebuild. From ensuring our first responders can act swiftly to leading our community’s long-term recovery, United Way has the experience, networks, and capacity to address even the most devastating disasters.

2-1-1 Texas/United Way HELPLINE Answers the Call 24/7
- Trained specialists connect callers with the help they need around the clock
- Up-to-date information on shelter and essential resources
- Register those who need evacuation assistance with the state

Investment in Immediate Relief
- Support first responders year-round so they’re always ready for a disaster
- Immediately issue emergency grants to help with short-term relief and basic needs
- Help provide basic needs like food and water
- Support systemic care through food pantries and health services

Leading Long-Term Recovery
- United Way’s primary role in times of disaster; often takes three to five years
- Serve as the convener for social service providers to assess needs, create partnerships and ensure ongoing support
- Focus on disaster case management, repair and rebuild, mental and behavioral health, and unmet needs
- Allocate funds so case managers can draw down as work is completed. Our volunteer task force chose to invest funds this way to better track the pace of recovery and have the ability to shift funds, if needed, to have the greatest impact

"It was clear there would be a tremendous need to help the community in the aftermath of Harvey. We donated $1MM immediately to United Way to facilitate the recovery process. As longtime United Way supporters, we were confident they were equipped to lead recovery efforts and leverage nonprofits, businesses, and the public to provide immediate assistance and help people rebuild.

Our additional gift of $1MM was given as our way of expressing additional support to the organization as the start of the annual campaign approached. These gifts reflect our commitment and love of our city and advance its recovery.”

NANCY KINDER
PRESIDENT AND CEO,
KINDER FOUNDATION

2-1-1 Texas/United Way HELPLINE
- Our 2-1-1 Texas/United Way HELPLINE is our community’s go-to resource in times of disaster and every day, connecting more than one million people with help in 2017. During times of disaster, 2-1-1 maintains up-to-date information on shelters and other essential resources. 2-1-1 also facilitates STEAR, the State of Texas Emergency Assistance Registry, maintaining a registry of people who need assistance in case of an emergency evacuation.
- Our 2-1-1 Texas/United Way HELPLINE has connected more than 403,000 of our neighbors with help related to Hurricane Harvey.
- In 2017, 2-1-1 helped more than 26,000 people register with STEAR, the State of Texas Emergency Assistance Registry.
Without you, I wouldn’t have had anyone to call. When we were in the dark, you all gave us light.”

“I didn’t know I could call 2-1-1. I had absolutely no idea that 2-1-1 was out there and once I did make the call, things finally started moving.”
Constantly assess and ensure that our 2-1-1 Texas/United Way HELPLINE can operate safely and provide real-time critical information and resources, like where to get food and find emergency shelter, to our neighbors.

Used our website, social media channels, and other lines of communication to get the word out that 2-1-1 is the number to dial for help 24 hours a day, seven days a week.

Check in with our agency and community partners to assess their needs and ability to serve.

Our 2-1-1 Texas/United Way HELPLINE has connected more than 403,000 of our neighbors with help related to Hurricane Harvey.

Brought together nonprofits, faith-based organizations, and government agencies to share information, leverage resources, and begin to plan for long-term recovery.

Launched the United Way Relief Fund to raise money to help with long-term recovery.

Assembled the Hurricane Harvey Task Force, led by Lynne Liberato and comprising business and community leaders.

“I’d like to thank United Way and everyone who has helped me through the devastation and the destruction of Hurricane Harvey. I’m so thankful to all of the organizations and individuals for their prayers, their help, and their contributions to recovery.”

“We can’t say thank you enough. You are not just fixing our house, you are changing our lives.”
Began strategic investments in basic needs and disaster case management within a week of Harvey making landfall to ensure these were ready immediately.

Convened long-term recovery committees in Harris, Fort Bend, Montgomery, and Waller counties.

In response to an outpouring of in-kind donations, we partnered with the Houston Food Bank, which secured a 140,000 square foot warehouse that allowed us to collect, organize, and distribute items ranging from food to furniture.

Produced the After the Storm resource guide and distributed 115,000 copies in English and Spanish through shelters, agencies, and other organizations.

For the first time ever, 150 volunteers answered calls to help our 2-1-1 Texas/United Way HELPLINE manage high call volume.

We were fortunate to be a beneficiary of so many incredible fundraising efforts across the country, from a star-studded telethon to lemonade stands. Some of those include:

**Hand in Hand Telethon:** Celebrities including Beyoncé, Blake Shelton, and Justin Timberlake joined forces to help raise money for hurricane relief, including $2.5 million for United Way of Greater Houston and other coastal United Ways.

**Hearts for Houston:** Houston Ballet principals Yuriko Kajiya and Jared Matthews, along with long-time United Way supporters Phoebe and Bobby Tudor, brought dancers from all over the country to New York City for a night of performances benefiting the United Way Relief Fund.

**8,000 Thanksgiving meal kits** were assembled for Harvey victims by volunteers in partnership with United Way of Greater Milwaukee and Waukesha County.

Disaster case management is the most efficient and comprehensive way to help families with recovery. We have invested $3.6 million to date to support 140 disaster case managers and to bring in additional case managers as needed.

**Began making investments in unmet needs and home repair.**

To date, we have invested $10 million in home repairs and $4.05 million in unmet needs. As homes are completed, additional funds are released to continue home repairs moving people to recovery.

We launched Community Disaster Grants of up to $10,000 to help community groups complete recovery-related projects. More than $390,000 was invested in projects that are helping our neighbors get back on their feet.

We leveraged our agility and networks to stop some of the most vulnerable victims of Hurricane Harvey from becoming homeless as FEMA’s Temporary Shelter Assistance Program came to an end. We invested in a team of disaster case managers from BakerRipley to work directly with our 2-1-1 Texas/United Way HELPLINE to triage these cases and provide emergency case management to prevent families and seniors from becoming homeless. As these clients are stabilized, they move into long-term disaster case management to help them navigate and access the resources they need to fully recover.

**Looking ahead**

Because of our experience with past disasters, we know that long-term recovery often takes three to five years. We continue to invest in minor home repair and unmet needs as funds are spent. We continue meeting with our partners and long-term recovery committees to assess shifting needs and make sure we are appropriately deploying resources to meet those needs and help our neighbors fully recover.
We have been overwhelmed by the incredible generosity of our neighbors across Texas and all over the world. We are so grateful to Neil Duffin and Scott McLean for leading our fundraising efforts. We thank the many organizations and individuals who gave to the United Way Relief Fund and to the major donors below who led the way.

$51+ million in resources secured

26,000 website and text gifts totalling

$4+ million

88% of online giving from outside the state of Texas

Lynne Liberato, Chair
Dorothy Ables
Tim Booth
Irina Diaz Gonzalez
Linda DuCharme
Lynn L. Elsenhans
Bob Harvey
Sandy Johnson
Wayne McConnell
Mary Murray
Armando Perez
Scott Prochazka
Donna Sims Wilson
George Yang

**$5,000,000**
Lilly Endowment Inc.

**$2,500,000 - $4,999,999**
ConocoPhillips
Hand in Hand
McNair Family and the Houston Texans

**$1,000,000 - $2,499,999**
Anadarko Petroleum Corporation
Baltimore Ravens
Nancy and Rich Kinder Foundation
Lennar Foundation
Macy's
NFL Foundation
Phillips 66
TechnipFMC
United Way Worldwide Harvey Relief Fund

**$500,000 - $999,999**
21st Century Fox
Amegy Bank
Chevron Phillips Company LP
EnCap Investments L.P.
ExxonMobil
The Friedkin Group
The George Foundation
The Henderson-Wessendorff Foundation
Shell Oil Company
Williams

**$250,000 - $499,999**
Accenture
BHP
Blue Cross/Blue Shield
BP America
Carnival Cruise Lines
Caterpillar Foundation
CenterPoint Energy
Chevron Corporation
Faye Sarofim & Co. GE
Houston Livestock Show and Rodeo Kiewet
Elizabeth C. and Richard C. Schaefer Service Corporation
International/Dignity Memorials
United Way of San Antonio and Bexar County
Wells Fargo

**$100,000 - $249,999**
Arabian Petroleum Supply Company (APSCO)
Debbie and Steve Bergstrom
Camden Property Trust
Patricia and Stephen Chazen
Chicago Bears
CSL Limited
Culver’s Restaurants
Deloitte
Lynn and John Elsenhans
Enbridge
EOG Resources
Jana and Richard Fant
Federal Home Loan Bank of Dallas
Cherie and James Flores
Fluor
The Gap
Cindy and John Gremp
Helis Foundation
Hirsch Family Foundation
Houston Methodist
Evelyn and M.R. Hudson Foundation
Yvonne and Walter Johnson
JPMorgan Chase
David A. Kerstein
Steve Lindley
Louisiana Pacific Corporation
Anna and Scott McLean
Mercuria Energy Trading
Mitsubishi Corporation (Americas)
Navy Federal
Credit Union
Nordstrom
NOV
Orbital AKC
Pappas Restaurants
Perella Weinberg Foundation
Marty Phillips
Powell Foundation
Rooms to Go
Marina R. and Robert P. Scripps
Jeri and Marc Shapiro
Sharma Foundation
Harris Simmons
The Spirit Golf Association
Tellepsen
Texas Capital Bank
Stephanie and Brad Tucker
Phoebe and Bobby Tudor
U.S. Capital Advisors
United Way Suncoast
Katherine
Osborne Valdez
Vinson & Elkins LLP
Western National Group
Zorich Family Foundation

**$50,000 - $99,999**
Blood Systems
J. Michael Bontrager
Callon Petroleum
Ann and Clarence Cazalot
Consolidated Communications
Steve Denning
Denver Broncos
Marianne and Neil Duffin
Halliburton
Michael K. Hayde
Wendy and Jeff Hines
Hyundai Construction Equipment
Japanese Business Association of Houston
Johnny Johnson
National Basketball Players Association Foundation
Beverly and Jim Postl
Regions Bank
Shiner Beers of Shiner, Texas
Silicon Valley Community Foundation
Steelcase
Anne Laure and Steve Stephens
Pamela Kennedy and Mike Stinson
Sumitomo Corp. of America
Team Tacala Charities
Trinseo
United Way of Forsyth County
David Webb
Kalen and Michael Webb
Westlake Chemical Corporation
David C. Whitney

Hurricane Harvey Task Force

Lynne Liberato, Chair
Dorothy Ables
Tim Booth
Irina Diaz Gonzalez
Linda DuCharme
Lynn L. Elsenhans
Bob Harvey
Sandy Johnson
Wayne McConnell
Mary Murray
Armando Perez
Scott Prochazka
Donna Sims Wilson
George Yang
LESSONS LEARNED

Investment in systems is key: the scope of Hurricane Harvey demands a united, collaborative approach. United Way’s strategic investments ensure diverse and widespread services to address immediate and long-term needs.

Importance of case management: after suffering so many losses, disaster case management is the most effective way to help families work through challenges and get back on their feet.

We must strategically leverage funds to complement other funding and maintain flexibility: the needs remain long after fundraising ends and it can take several years for people to fully recover. United Way learned the importance of leveraging funds from government, private, for-profit and nonprofit entities to address multifaceted needs, prevent duplication of services, and help more people.

Capacity-building is important: Hurricane Harvey showed us that we do not have enough skilled case managers and home repair organizations that can take on the volume of work required to rebuild. United Way has stepped up to help build capacity by convening organizations to break down barriers and foster collaboration; training disaster case managers; forging new partnerships to fill gaps, like the shortage of disaster case managers; and increasing the capacity of organizations that are skilled in home repair/rebuild.

We can best serve our neighbors by remaining agile: there is no one-size-fits-all manual for disaster recovery. We learned that we must remain flexible to best serve our neighbors. For example, we don’t normally collect in-kind goods, but we saw the need and partnered with the Houston Food Bank to collect and distribute goods.

*For details about all of our United Way Relief Fund investments, visit unitedwayhouston.org/our-work/disaster-recovery