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Dr. Vernus C. Swisher

Vision: To be the premier agency providing services for people with barriers.

Mission: To help people identify and overcome barriers to employment.



John Houston
Featured Advisory Board Member
Vice President, CenterPoint Energy

CAREER AND RECOVERY RESOURCES, INC.

2525 San Jacinto, Houston, Texas 77002

(713) 754-7000

www.careerandrecovery.org



Member Agency



Paula Sutton
Featured Board Member
Sr. Vice President, Wells Fargo Bank



**Career and Recovery
Resources, Inc.**

Annual Report

2012

Overcoming Barriers and Investing in Human Potential

Career and Recovery Resources, Inc. is a nonprofit, multi-service United Way of Greater Houston agency established in Houston, Texas in 1945, by B'nai B'rith as the Jewish Vocational Guidance Services. Our mission is to help people identify and overcome barriers to employment. Our vision is to be the premier agency providing services for people with barriers. The agency empowers job seekers with job readiness training, career guidance, job placement assistance, job retention counseling, and employment-related supportive services. Enrichment classes include GED exam preparation, computer classes, and both adult basic education and computer classes in America Sign Language for persons who are deaf or hearing-impaired. Our agency is a collaborative member of United Way's THRIVE initiative aimed at elevating low-income workers to livable wages, self-sufficiency and a better quality of life. Teens and older youth are served with career exploration workshops. We also provide adult outpatient substance abuse treatment and aftercare, and HIV/STD testing and risk reduction counseling. Anti-drug presentations are provided to children in a fun format that they can understand.

Our specialized programs address issues of job seekers with significant or multiple barriers to employment. They include but are not limited to persons who are unskilled, disabled, homeless, deaf or hearing-impaired, ex-offenders, older workers, persons challenged by a disability or chronic illness, and individuals recovering from substance use disorder. Many of our clients are economically disadvantaged and need intensive employment services with case management to overcome these obstacles. We also assist professionals who are highly skilled or possess college degrees, but need guidance to enter their chosen fields, change careers, or transfer skills to another source of employment due to layoffs.



*Capital Campaign Co-Chair
Tom Ramsey and Vice Mayor
Pro-Tem Ed Gonzalez.*



*Vern Swisher thanks Dr. Larry
Faulkner for the lead Capital
Campaign gift from Houston
Endowment in 2008.*

We take this opportunity to thank all of our Capital Campaign donors (listed on page 8) for their generous support and leadership in giving. These contributions enable our agency to initiate facility improvements and expand services that assist people in our community who are striving to gain or regain self-sufficiency.

Our first Capital Campaign investments included 41,250 sq. ft. of land within a block of our main facility at 2525 San Jacinto. This included a 5,000 sq. ft. facility at 2403 Caroline that currently houses our Homeless Outreach, Homeless Veterans' Reintegration Program, Supportive Services for Veteran Families, and our new ESG Housing Assistance Program. In CY 2012 the programs at 2403 Caroline served 982 families, placed 305 individuals into jobs at an average wage of \$11.26 per hour, and provided housing assistance for 152 families including 159 children. Renovations have also positioned us to meet ADA requirements, a prerequisite for state licensing of the Caroline facility for substance abuse counseling. At 2525 San Jacinto, we have replaced the roof, air conditioning, heating system, and some flooring. At both locations, we have created additional parking to serve our current and future program growth.

We continue to seek funds to build a 22,500 sq. ft. extension to our primary facility at 2525 San Jacinto. The volume of clients seeking employment, substance abuse treatment, career counseling, education, housing and other assistance has nearly doubled over the past 10 years. This expansion building could contain one floor for permanent supportive housing. Our services have become even more critical in these difficult economic times due to increased unemployment. We see behavioral health, education, housing and employment assistance as permanent ways for families to break the cycle of poverty. Every contribution, regardless of size, is an investment in human potential.

2012 Volunteers of the Year



Carol Helliker & Sharon Michael Owens

This year we salute two wonderful corporate volunteers from CenterPoint Energy as Volunteers of the Year, **Carol Helliker** and **Sharon Michael Owens**. Carol Helliker is Senior Vice President, Deputy General Counsel, Chief Ethics and Compliance Officer with CenterPoint. Sharon Michael Owens recently retired from CenterPoint, served as Vice President of the Corporate Community Relations Department. Their recognition highlights the very positive impact corporate involvement can make on non-profits and our community.

Carol joined CRR's Board of Directors in 2010 and currently serves as Board Vice Chair. She serves on the Executive Committee and co-chairs the Board Development Committee. As an Executive Committee member, Carol serves as an officer of the agency, providing strong Board governance. In addition to aforementioned noteworthy contributions, Carol finds ways to bring greater support to the agency such as nominating Career and Recovery Resources for the Leadership in Action Award, which was presented to our Veterans Services Program by Leadership Houston in May of this year. Her specific role with helping the agency raise funds for the annual Barrier Breaker Award Luncheon has been remarkable! She, along with Sharon Michael Owens, was responsible for our agency receiving a Barrier Breaker Honorees one-half page color advertisement in Houston Chronicle donated by CenterPoint Energy. Carol as Board Development Co-Chair has taken on the additional role of mentoring a Rice University Jones Graduate School MBA student now serving on our Board of Directors.

Sharon has maintained a long-standing excellent relationship with CRR and has provided outstanding Board candidates for our agency. She has been very instrumental in providing through CenterPoint very needed support for the agency in carrying out our mission of helping people identify and overcome barriers to employment. At CenterPoint Sharon was charged with overseeing the strategic development of CenterPoint Energy's community-based programs. Corporate community relations was restructured and redesigned under her leadership, placing CenterPoint among the top companies recognized for leadership within the Houston community.



Special Recognition

Indrani Goradia, Master Life Coach, Speaker and Author joined our Board in 2012 and immediately provided excellent input and support for the agency! Her passion is to help empower women to stand firmly in their gifts and talents! She now serves on our Advisory Board and continues her global passion to help educate, mentor and teach all aspiring women to "Live a Brighter Life".

On behalf of clients and staff, Career and Recovery Resources expresses its deepest appreciation for the service and support of these exceptional volunteers!

2012 General Donors & Contributors

Career and Recovery Resources deeply appreciates each individual and organization that supported services to the community.

CAPITAL CAMPAIGN

Gifts & Pledges 2007-2012:

\$500,000 - 1,000,000

Houston Endowment Inc.

\$75,000 - 499,999

Baylor-Methodist Community Health Fund

The Clayton Fund

The Fondren Foundation

Albert & Ethel Herzstein

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\$10,000 - 74,999

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Vrinda & Dr. Dinesh Pejaver

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Patti Tuma

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Marguerite Williams

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Family of Charles H. Wilson

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PROGRAM FUNDING SOURCES:

155th Judicial District Community

Supervisions & Corrections

Department, Waller County

Administrative Office of the U.S.

Courts & Bureau of Prisons

City of Houston, Dept. of Health

& Human Services

City of Houston, Dept. of Housing

& Community Development

Harris County Supervisions

& Corrections

Texas Dept. of Criminal Justice

Texas Dept. of Housing &

Community Affairs

Texas Dept. of State Health Svcs.

U.S. Dept. of Housing &

Urban Development

U.S. Dept. of Labor, Veterans

Employment & Training Svc.

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United Way of Greater Houston

MAJOR DONORS:

Programs & Operations

\$10,000 - \$75,000

Anonymous (\$25,000)

The Brown Foundation, Inc.

The Clayton Fund

Dollar General Literacy Fdn.

Frees Foundation

The Herzstein Foundation

Houston Endowment Inc.

Matt Musil All Star Golf Classic

De & Jeff Rose

Vitol Charitable Foundation

KEY SUPPORTERS:

Programs & Operations

\$5,000 - \$9,999

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Steve Bolton

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Houston Center for Literacy

The James & Molly Crownover

Family Foundation

The Kayser Foundation/

The Jeff B. & Katherine B.

Love Foundation, Jeff Love

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McGraw Hill Companies

Randalls

Scurlock Foundation

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The Sutton Foundation

Texas Aromatics, LP

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\$1,000 - \$4,999

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American General Life Companies

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Harris County Hospital District Fdn.

The Houston Chronicle

Houston Community College-Central

Campus, Dr. William W. Harmon

Carl E. Isgren

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Joan & Stanford Alexander

All Star Vending

Phyllis & Steve Barrick

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Central Management, Inc.

Concorde Apparel Co., LLC

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Five Star Apparel

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Marcraft Clothes, Inc.

Marina Imports

Martini Apparel, Inc.

Duane Mason & Mark Chertin

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Ralph S. O'Conner

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Prosperity Bank

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Rotary Club of Houston

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Monica Thurman

Jackie Vital Corporation

Yetter Coleman, LLP

\$250 - \$499

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Silverlight Photography

Sign Shares

Sorensons

Space Center Houston

Splashtown Houston

Therapy Hair Studio

Waller County Adult Probation Dept.

Weston Lakes Golf Course

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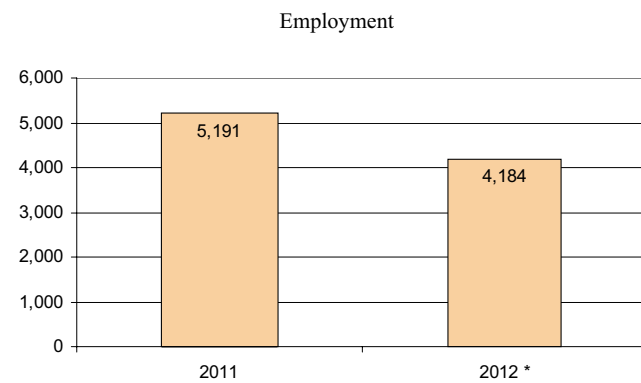
ZVRS

A Message From the Board Chairman and Chief Executive Officer

We are proud to present the 2012 Annual Report on behalf of **Career and Recovery Resources, Inc.** (CRR). Our agency was founded in 1945 and continues to make great strides in reaching our goals as a multi-service agency of the United Way of Greater Houston.

In the current economic climate, our services become even more critical as more job seekers come to the Houston area searching for employment. According to the Houston Chronicle dated February 10, 2013, Houston-area employers added 82,000 jobs, December 2011-December 2012, as per the U.S. Bureau of Labor Statistics. Many of our clients come to us with challenges or barriers to employment and we provide holistic intensive employment services. As we write this letter, gasoline prices are at a record high, which has adversely impacted our clients. The unemployment rate in the Houston-Galveston region average is 6.0% vs. 7.6% nationally. The number of people receiving unemployment benefits nationally has reached an all-time high and more layoffs are spreading through the economy. Even though the Houston economy is better than the national status, there are many job seekers needing our services. People without work often cannot meet house or car payments and other major obligations. The stress on families can lead to divorce, domestic violence, substance abuse, and even homelessness.

Career and Recovery Resources' mission is to help people identify and overcome barriers to employment. Our clients are from all walks of life. They range from highly educated or skilled job seekers to persons disadvantaged by homelessness, disabilities, older age, ex-offender status, and other significant barriers.



* Funding no longer available for specialized program for HIV+ job seekers and employment services provided at community partner sites.



Jack was able to end a cycle of unsuccessful interviews by improving his presentation skills as part of job-readiness training.



Jesse advanced his career after receiving career counseling and assistance to secure certifications related to his chosen field.

Employment Services

Career and Recovery Resources empowers job seekers with tools for successful job searches. Our specialized programs address barriers to employment and improve outcomes for our clients through intensive case management.

Central & Waller County Employment Services
Employment, educational and computer training services for job seekers in Harris and surrounding counties.

Deaf and Hard of Hearing Services (DHHS)
Adult basic literacy, computer, and life skills training, and employment services, interpreted interviews and job coaching offered in American Sign Language.

Thrive Program
Provides job placement, financial literacy and asset-building help to hard-working, low-income families, in collaboration with other United Way supported agencies.

Homeless Outreach Program (HOP)
Employment workshops at local shelters and a full array of services for homeless individuals.

Special Populations Services
Employment and case management to address challenges such as employment for former inmates.

Youth Employment Services (YES)
Career Fairs to help youth ages 16-21 take stock of their interests and abilities, explore career options, define career goals, and determine the steps needed to pursue higher education or land an entry-level job.

Career Counseling Services
Confidential, individual sessions to assess career interests and aptitudes with résumé assistance, skill development in interviewing and resolving work concerns.

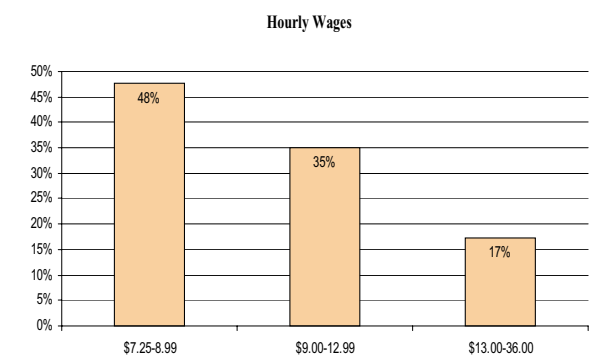
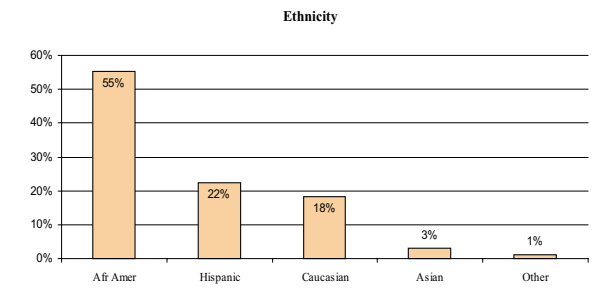
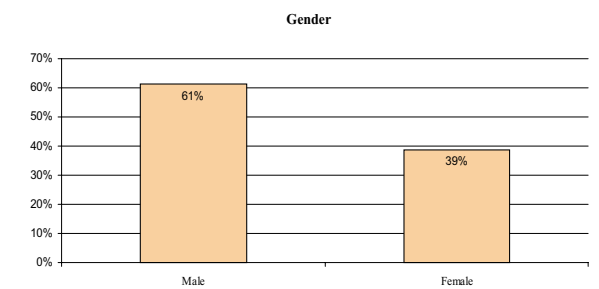
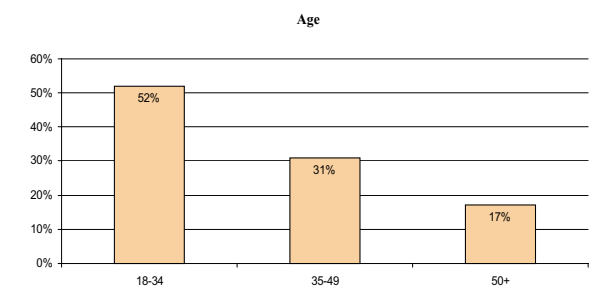
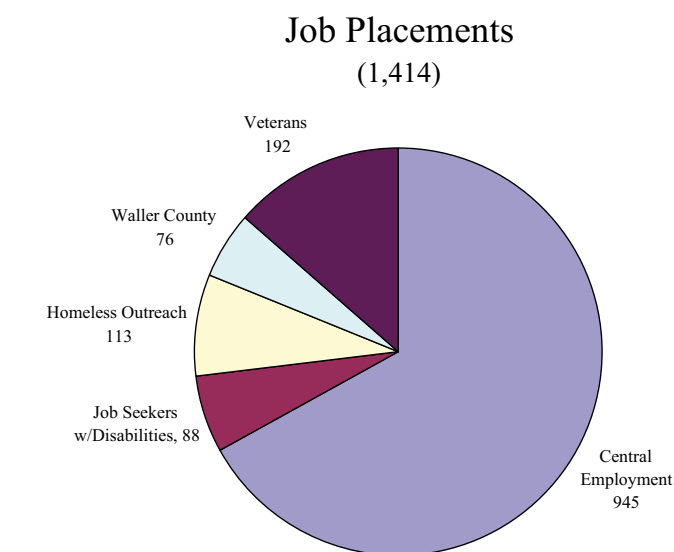
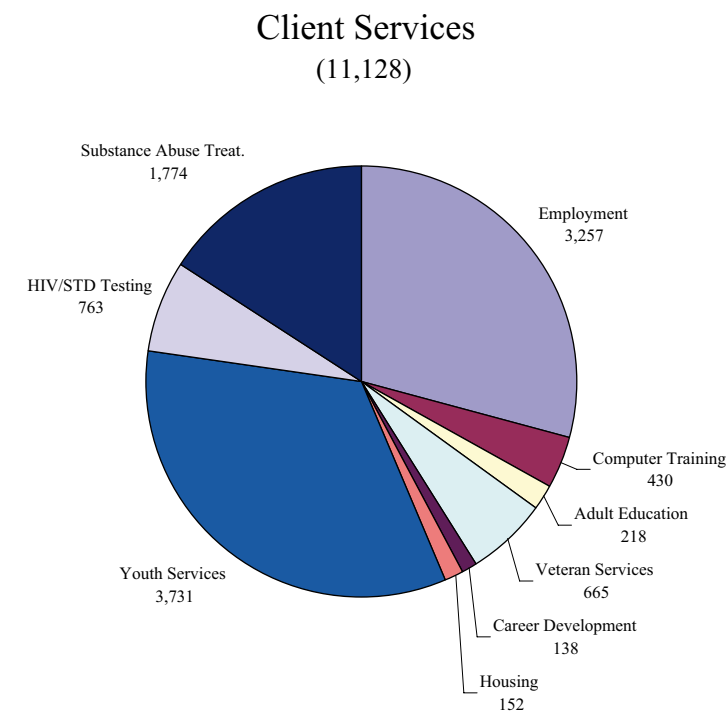
Educational Services
Self-paced basic literacy classes supported by an educational specialist.

Community Technology Center
Free internet access and computer training for the general public.

Veteran & Housing Services

Homeless Veterans' Reintegration Program, Supportive Services for Veteran Families, and Returning Veterans
Employment housing and supportive services, links to resources for mainstream and veteran benefits, and vocational training and certification for homeless and low-income veterans and their families.

ESG Housing Assistance Program (ESG-HAP)
Homelessness prevention and rapid re-housing for individuals and families earning 50% or less of the Area Median Household income.



Statements of Financial Position June 30, 2012 and 2011

	2012	2011
Assets:		
Cash	\$ 926,260	\$ 740,922
Short-term investments	111,805	111,255
Grants receivable	227,234	390,719
Accounts receivable	7,283	32,848
Contributions receivable	717,839	676,663
Prepaid expenses	34,350	37,185
Property and equipment, net	2,065,467	2,121,999
Deposits	16,400	17,400
Total Assets	\$4,106,638	\$4,128,991
Liabilities and Net Assets:		
Accounts payable	\$53,295	\$ 45,399
Accrued expenses	111,511	135,239
Notes payable	38,501	72,116
Total Liabilities	\$ 203,307	\$ 252,754
Net Assets:		
Unrestricted	\$2,279,857	\$2,325,265
Temporarily restricted	1,623,474	1,550,972
Total Net Assets	\$3,903,331	\$3,876,237
Total Liabilities and Net Assets	\$4,106,638	\$4,128,991

Statements of Activities and Changes in Net Assets June 30, 2012 and 2011

	2012	2011
Revenue and Other Support:		
Contributions	\$1,952,937	\$1,643,136
Government fees and grants	2,678,433	3,457,850
Program service fees	15,625	20,517
Interest income	1,036	867
Other income	5,530	829
Total Revenue and Other Support	\$4,653,561	\$5,123,199
Expenses		
Employment related services	\$1,965,991	\$2,440,627
Drug and Alcohol abuse program	1,568,972	1,613,654
Management and general	929,752	776,896
Development	161,752	210,817
Total Expenses	\$4,626,467	\$5,041,994
Change in Net Assets	\$ 27,094	\$ 81,205
Net assets at beginning of year	\$3,876,237	\$3,795,032
Net assets at end of year	\$3,903,331	\$3,876,237

Audit performed by Gainer Donnelly & Desroches

Alternative Substance Abuse Treatment Services

Drug and Alcohol Abuse and Dependence is a chronic, progressive health condition that also contributes to many major social problems. People who suffer from this illness typically cannot see the signs of addiction or break free of its destructive progression without experienced guidance. Although substance abuse problems are complex, they are successfully treatable.

The Alternative Drug and Alcohol Treatment Program has provided assessment, counseling and aftercare to help people recognize and recover from addiction since 1964. Treatment services are provided to adults on an outpatient basis that enables them to maintain normal activities during the treatment process. Counseling is conducted in a supportive, gender-specific environment and clients receive direction on ways to achieve a positive, drug and alcohol-free lifestyle. All clients receive a combination of group and individual counseling, and are also held accountable for their behavior through the use of urinalysis and strong case management.

Evidenced Based Interventions

The Alternative Program uses treatment intervention strategies that are nationally recognized as being effective for the target populations it serves.

Special Areas of Focus for Men's Treatment

In addition to standard interventions, men receive anger management, communication and parenting skills.

Special Areas of Focus for Women's Services

Women have unique needs in treatment that are addressed through the addition of coping skills, parenting education, planning for financial independence, personal safety issues, and health and pregnancy issues in recovery.

Services for Deaf and Hard of Hearing Persons

Deaf and hard of hearing clients with drug and alcohol problems are provided interpreter assistance during treatment as well as videophones with live links to ASL interpreters if needed.

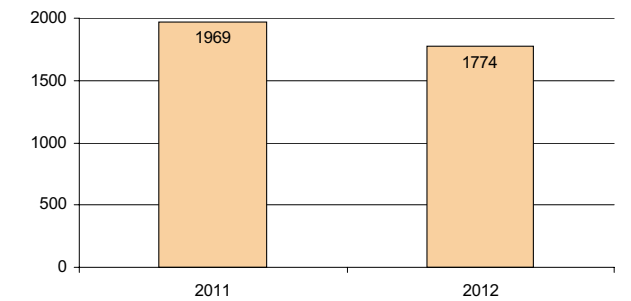
HIV, STD Testing and Risk Reduction Services

Confidential risk assessment, risk reduction counseling and free testing for HIV, Syphilis and Hepatitis C is available and encouraged for all clients and their family members in treatment.

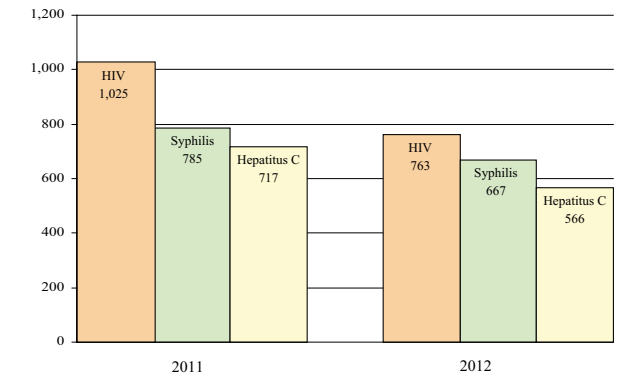
Job Placement Assistance

This service prepares recovering individuals (many of whom are also ex-offenders) to enter the job market through job-readiness and job placement assistance, including distance learning. Career counseling is also available.

Substance Abuse Treatment



HIV/STD Testing & Risk Reduction



Natasha credits her sobriety and ongoing recovery to the support she received from CRR Alternative Women's Services. She leads a very active lifestyle as a valued employee, college student, wife and mother.



David Fine, Barrier Breaker Award Winners Jeff & De Rose



Dr. William Harmon, Mayor Annise Parker, Dr. Vernus Swisher



Lisa Foronda (center) & Star Clients Marlene Redden, Jesse Jackson, Jack Warren, Natasha W



Valerie Golden, Jeff Rose, Cathy & Gary Dante



Michael & Maggie Joplin



Christine Romsdahl, Dr. Swisher, Susie & Mel Glasscock



Samuel P. Golden & De Rose



Lindsey Love, Jack Sweeney, Naomi Engel



Pastor Rudy Rasmus, Jeff & De Rose



John & Kathy Orton



Matt & Annie Musil, Mark Lee



Jeff Rose, Patti & Gary Tuma



Tom Ramsey, Stephen Barrick, Charles Wilson



Ellie Totz, Jeff Rose, Joy Rose, John Totz



De Rose & Mrs. Bennie Monroe

2012 Highlights

Jeff and De Rose were honored for outstanding civic and community leadership at CRR's 16th **Barrier Breaker Award Luncheon** on June 26th. Jeff Rose is a Managing Director with Alvarez & Marsal Financial Industry Regulatory Advisory Services. De Rose is Manager of Ancillary Support at St. Luke's Episcopal Hospital. The Roses strive to make a difference within the community. During the course of their respective careers, they have dedicated themselves extensively to organizations that assist disadvantaged households, and lead by example with their hands-on work with the homeless. The luncheon raised over \$300,000 for CRR's employment and training programs. Event sponsors and major supporters included De and Jeff Rose, Alvarez & Marsal Holdings, H-E-B, Molly and Jim Crownover, Macy's, Scurlock Foundation, Marc and Jeri Shapiro Family Foundation, Texas Aromatics, Kayser Foundation, Jeff B. & Katherine B. Love Foundation, Sutton Foundation, Wells Fargo, and an anonymous board member.

The tribute to the Roses, with their passion for helping people who are homeless, underscores a timely issue for many struggling workers served by our agency. Unemployment and under-employment jeopardizes housing stability. Homelessness, in turn, creates additional barriers for job seekers pursuing employment. In response to this challenge the agency enhanced case management services with homeless prevention and rapid-re-housing support. This support was expanded beyond veterans to include low-income, non-veteran families needing housing assistance from our **Emergency Solutions Grant** for households facing homelessness.

CRR **Veteran Services** was honored with the 2012 "Leadership in Action Military Outreach" award from Leadership Houston for outreaching, placing homeless veterans and families in jobs and housing. Our Veteran Services began in 2009 and is dedicated to improving the lives, employment, and housing stability of low-income veterans and family members living in Greater Houston. Leadership Houston is a civic leadership program of mid to senior level managers from the community, corporate, civic and non-profit sectors.

CRR's **Deaf Services** program expanded emphasis on life skills such as English as a Second Language, driver's education and other personal enrichment training to help deaf and hearing-impaired clients achieve greater participation in mainstream society. Services were expanded to hearing persons as well, with free ASL classes available at our main location and a new interpreting service that any organization can book to facilitate communications with persons who are deaf.



Jeff and De Rose, Barrier Breaker Award honorees, receive hearty congratulations from Jeff B. Love, Houston Office Chairman of Locke Lord LLP.



CRR Veteran Services Director Steve Bolton and Leadership Houston Member Carol Helliker (CRR Board Member and CenterPoint Energy Senior VP) proudly display CRR's "Leadership in Action - Military Outreach" award.



JPMorgan Chase Commercial Banking South Region Chairman & CEO David Mendez and Chase Global Philanthropy VP Carolyn Watson presented a \$50,000 check for Returning Veterans.