IM Houston

FY2025
Annual Report
July 2024-June 2025



101-year-old Meals on Wheels client,
George Cash, with his delivery driver.

From IM's President & CEO

Dear Friends,

When I stepped into the role of President and CEO of IM Houston in March 2025, I inherited not just a title but a legacy. I am deeply grateful to IM Houston's Board of Directors, especially Board Chair Henry Florsheim, who graciously served as Interim CEO earlier this year. I also extend heartfelt appreciation to my predecessors whose leadership laid the foundation for a year defined by resilience, renewal, and impact.

In these first months, I've witnessed the heartbeat of IM Houston - an organization that refuses to settle for the status quo. We are not just a nonprofit; we are a movement. A coalition of people of all faiths and walks of life united by shared beliefs: to feed the hungry, to welcome the newcomer, and to respect thy neighbor. These are not simply organizational values, they are universal principles that remind us that kindness, dignity, and compassion transcend religion, culture, and background.

This past year, like many across our sector, IM Houston faced significant funding shifts and operational challenges. With the conclusion of pandemic-era government funding, we shifted Meals on Wheels from growth to sustainability - maintaining high-quality service and ensuring no senior was dropped from the program. Animeals continued to nourish the pets of our homebound seniors, sustaining comfort and companionship.

Our Refugee Services team weathered a major transition when federal funding through Episcopal Migration Ministries was discontinued. Despite this, we remained steadfast, helping legally resettled refugees rebuild stability, integrate into our community, and pursue self-sufficiency with dignity and hope.

Our Interfaith Relations and Community Engagement continued to be the heart of who we are, fostering understanding and collaboration across faith traditions. We hosted dialogues, produced educational programs, and expanded Volunteer Houston, empowering more individuals to serve their neighbors and strengthen our city.

In early 2025, we also embraced a bold new brand - IM Houston. This transformation is more than a new name or logo; it reflects clarity of purpose and renewed energy to serve our community with integrity, inclusiveness, and innovation.

As we look ahead, my vision is clear: to build a stronger, more sustainable IM Houston - one that continues to feed, welcome, and respect our neighbors for generations to come. Together, we are weaving a new tapestry of hope, service, and connection.

Because this is IM Houston.
And this, is our brand-new day.

With purpose and passion,

Sheroo Mukhtiar
President and CEO



Meals on Wheels & Animeals



Meals on Wheels volunteer, Doug, packing up breakfast bags for seniors.

Meals on Wheels (MOW) is more than a meal delivery program. It is a daily reminder to seniors across our community that they are seen, valued, and cared for. Each year, our drivers cover more than 1.3 million miles to deliver hot, nutritious meals.

The impact goes far beyond nutrition:

- 97 percent live on less than $25,000 a year
- 95 percent say Meals on Wheels helps them remain independent
- 98 percent say the visit from their driver is important

For many, our knock on their door is the highlight of their day. It brings nourishment for the body and comfort for the soul.

Through Animeals, this care extends to beloved pets. More than 80,000 pounds of pet food were delivered last year so seniors never have to face the heartbreak of choosing between feeding themselves or their companions.

Meals on Wheels and Animeals keep seniors safe, nourished, and connected to the community they helped build.



SCAN THE QR CODE TO HEAR FROM OUR MEALS ON WHEELS CLIENT, BILL.



Meals on Wheels Volunteer, Apryl, delivering meals.

1,385,654
Meals delivered

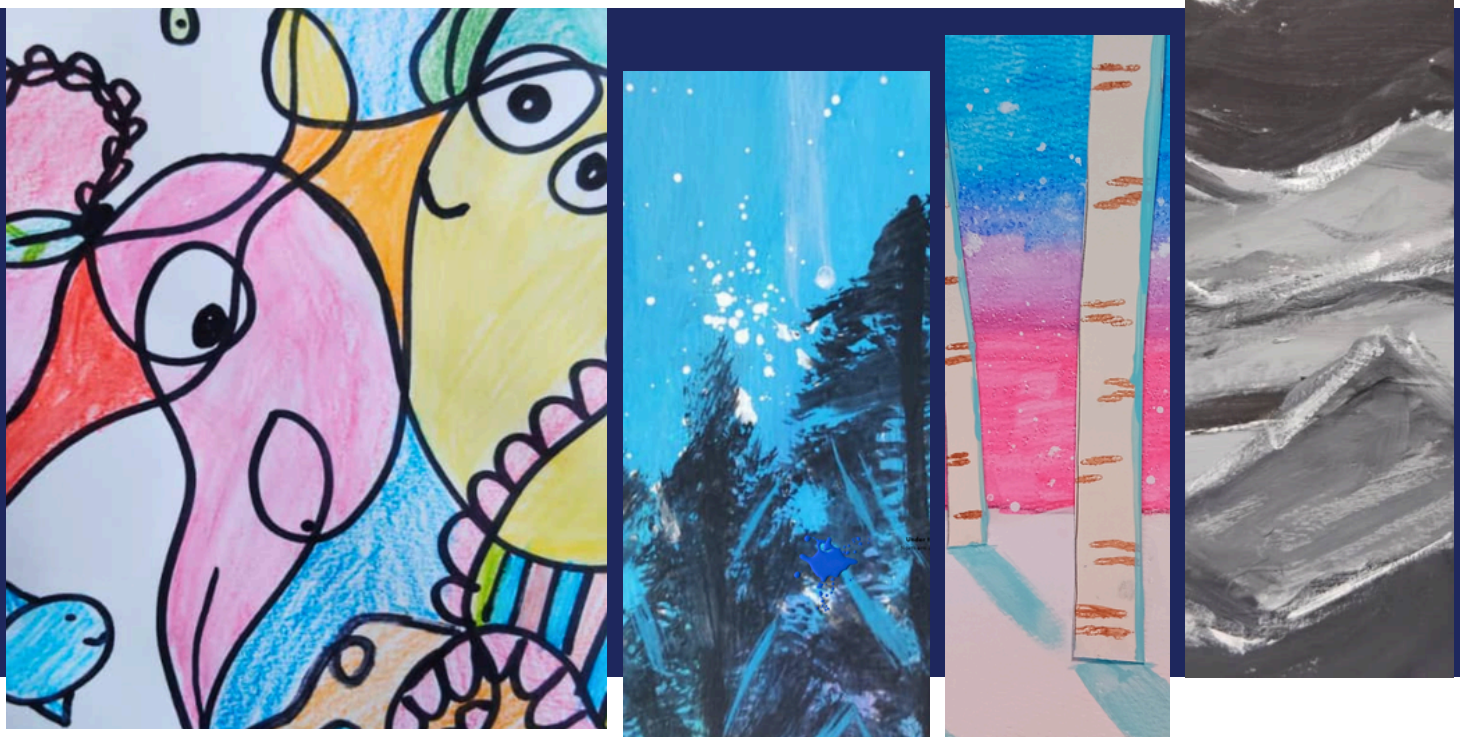
6,000+
Seniors served

9,000+
Delivery miles driven each week

12,763
Volunteer hours

80,724
Lbs of pet food delivered

Refugee Services



Refugee Services Youth Art Program's dynamic selection of artworks.

Every refugee who arrives in Houston carries a story of courage. Families come here after leaving everything behind: homes, careers, and sometimes even loved ones. They come in search of safety and the chance to begin again. IM Houston walks beside them on that journey, offering not only services but also hope.

In FY25, more than 9,600 units of service were provided through Refugee Services. Parents secured jobs, and 90 percent of families reached self-sufficiency within eight months. Thousands received food, rent, and utility assistance at critical moments when stability felt just out of reach.

Our programs provide housing guidance, cultural orientation, and job training. More importantly, they offer dignity and belonging. Refugee Services is about giving families the tools to rebuild and the assurance that Houston can be home.

2,172
Received food assistance

3,108
Received rent assistance

1,311
Received utility assistance

$13.62
Average hourly wage

9,624
Units of service

1,841
Secured employment

90%
Self-sufficient at 8 months

Interfaith Relations and Community Partnerships

Houston is home to many faith traditions, each with its own story, yet all woven into the fabric of one community. IM Houston's Interfaith Relations work creates spaces where neighbors can come together, see one another fully, and recognize that compassion has no boundaries.



This year, our interfaith work strengthened the community through educational dialogues, videos, collaboration, and service, all rooted in the shared beliefs that connect us across faith traditions.

We also launched the Interfaith Network, bringing diverse faith leaders into conversation and fellowship. By opening doors to houses of worship and highlighting the beliefs and practices that guide each faith, the Network builds understanding and trust. It turns strangers into partners and partners into friends.



At its heart, Interfaith Relations reminds us that what unites us is stronger than what divides us, and that Houston is at its best when respect, service, and understanding bring people together.



974

People participated in Interfaith programs and watched videos online



When someone raises a hand to help, lives change. **Volunteer Houston** is where generosity finds its match, connecting people who want to serve with nonprofits that need their time and talents.

This year, more than 104,000 registered volunteers joined forces with 513 nonprofits across Greater Houston and beyond. Together they met 11,742 community needs, contributing more than half a million dollars in value through their hours of service.

Serve Houston, an AmeriCorps program that graduated its last cohort in FY25, also made a powerful impact. Through service placements at schools and nonprofits, college students strengthened education, wellness, and economic opportunity while developing leadership skills that will continue to benefit communities across the region.

Together, **Volunteer Houston** and **Serve Houston** showed what is possible when people step forward to serve. Their combined efforts prove that compassion in action can build stronger, more connected communities for everyone.



"Our community has a huge heart, and Volunteer Houston helps so many people find an outlet for their desire to help others. The portal is the best channel for new volunteers to learn about Freewheels Houston's opportunities... Volunteer Houston has helped us grow and provide more bikes by introducing us to people of all ages and skill levels... Our volunteer shop days are magical because of our enthusiastic volunteers."

Bill Mintz
Executive Director and Founder
Freewheels Houston

Serve Houston

7,188.5
Member Hours

89.8%
Retention rate

5/5
Performance measures met or exceeded

50
FY25 Members

Volunteer Houston

104,132
Registered Volunteers

513
Registered Nonprofits

11,742
Needs met by volunteers

$524,856
Value of volunteer hours

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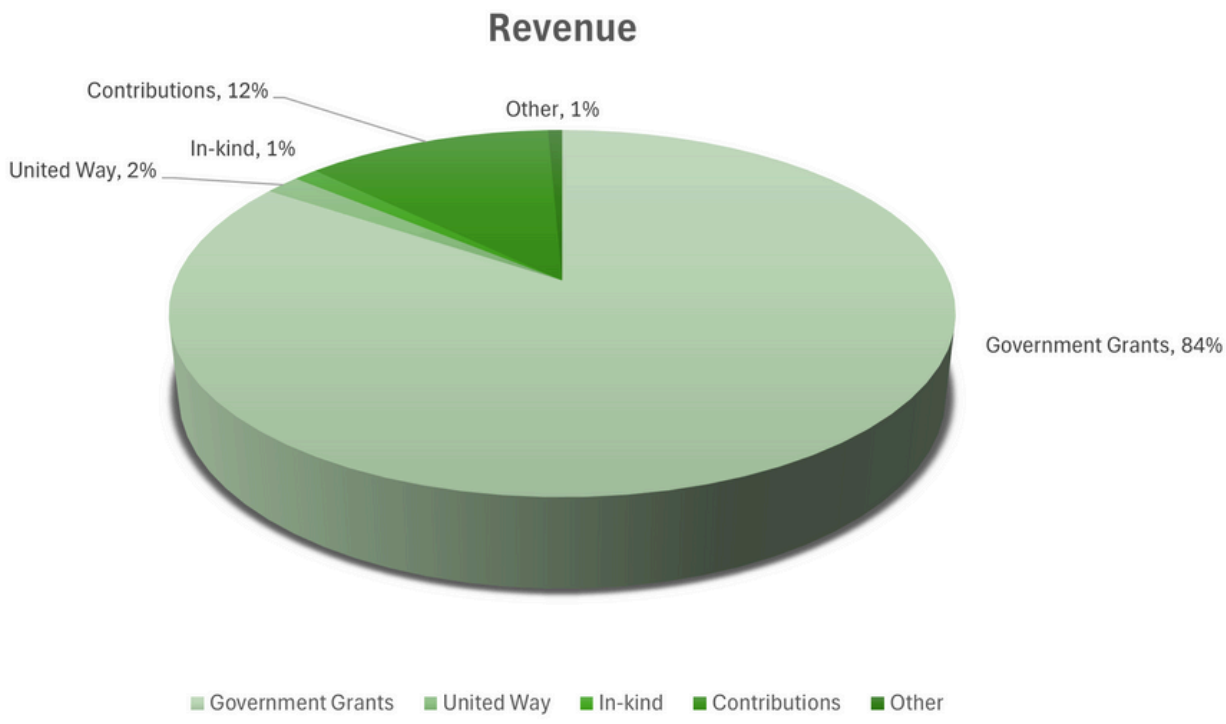
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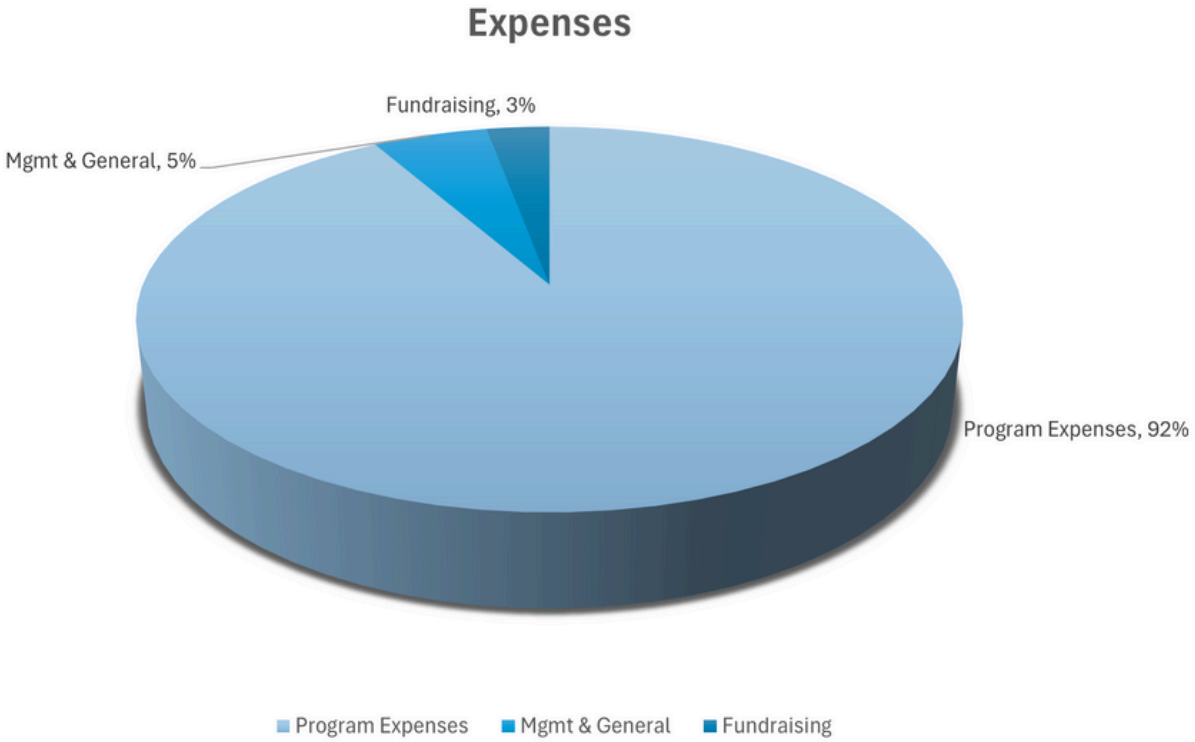
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