



The Bridge Over Troubled Waters, Inc. 2023 Annual Impact Report



LIVES IMPACTED

1,283



Adults and children received emergency shelter

27,174



Total shelter days

2,335



Adults and children received long-term housing

1,692



Children and teens received age-appropriate services

18,891



Individuals received advocacy services

2,293



People attended educational trainings

OUR MISSION

To offer support, provide safety, and prevent domestic and sexual violence.

OUR VISION

To lead, educate, and empower communities toward a world free from domestic violence, sexual assault and trafficking.

24-HOUR CRISIS HOTLINE: 713-473-2801
ADMINISTRATION OFFICE: 713-472-0753

THE bridge

IS ALL ABOUT THE PEOPLE

2023 Services and Activities

Outcome measures help The Bridge to assess the changes clients have made in their lives. It is the goal of The Bridge for outcomes to exceed the 70% target.

EMERGENCY SHELTER



50%

Of households exited into transitional or permanent housing.



85%

Of individuals stayed 30 days or more and increased their ability to plan for their future.



60%

Of households had increased income and or non-cash benefits at exit.

CHILDREN'S PROGRAM

97%

Ages 3-17 increased the ability to identify and manage their emotions.

98%

Ages 5-17 increased their knowledge of healthy relationships and personal safety.

98%

Increased their developmental skills (cognitive, emotional, social, or physical).



Because of You, They Have a Bright Future: Amy's Journey to Freedom

Amy, a 39-year-old mother, found herself at a critical crossroads. Trapped in an abusive relationship, she knew she needed to escape—not just for her own safety but for the well-being of her 6-year-old daughter, who has special needs. One desperate day, while her abuser slept in the other room, Amy made a life-changing decision: she called The Bridge Over Troubled Waters 24/7 hotline, ready to leave her nightmare behind.

The advocate on the other end of the line carefully listened as Amy shared her fears and circumstances. It was quickly determined that Amy was in the Baytown area, where one of The Bridge's locations operates. In a delicate and careful plan, the Baytown advocate worked with Amy to map out a safe escape route—one that wouldn't alert her sleeping abuser. They set a meeting point at the Baytown office, a secure space where Amy and her daughter could finally breathe freely.

Holding her daughter close, Amy slipped quietly out of the house. Every step felt heavy with fear, but determination carried her forward. When they arrived safely at the Baytown location, the advocate welcomed them, offering a haven of safety and compassion.

As Amy settled into the shelter, the reality of the abuse she had endured that very morning began to surface. She shared the harrowing details: verbal attacks, physical violence—including strangulation—and, most heartbreakingly, the physical harm her daughter had suffered. It wasn't the first time the abuse had escalated to this level, but Amy knew it had to be the last.

The advocate provided Amy with options to take control of her situation. She encouraged Amy to file a police report and report the incident to Child Protective Services (CPS) to protect her daughter. Due to the severity of the case, it was flagged as high-risk and referred to the Domestic Violence High-Risk Team (DVHRT)—a specialized unit focused on cases where there is a high risk of homicide. The DVHRT team has staff from the Police Department, the District Attorney's Office, the Harris County Domestic Violence Coordinating Council and The Bridge. The team's swift action led to Amy's abuser being arrested and charged. Amy pursued and secured a Restrictive Protective Order with The Bridge's assistance. The order not only shielded Amy and her daughter from further harm but also outlined strict guidelines for the abuser's contact.

For the first time in a long time, Amy began to feel a sense of control over her life. "It was so great to have someone finally believe me," she said, reflecting on the overwhelming relief of being heard and supported. With the protective measures in place, Amy has seen positive changes. Her abuser has abided by the court-ordered boundaries, giving her the space she needs to rebuild her life. And rebuild she has.

Amy is now on a path toward healing and independence. Working closely with her advocate, she is setting and achieving goals focused on her mental health, financial stability, and the care of her daughter. She's also building healthy support systems outside of The Bridge, learning to trust herself, and believing in her ability to make decisions that put her and her daughter's well-being first. "There are so many options I didn't know existed before," Amy shared. "Knowing that things are going differently, in a good way, is so wonderful."

Amy's journey is far from over, but she is no longer just surviving—she is thriving. With every step forward, she proves that the road to freedom and strength is within reach.

BOARD OF DIRECTORS

Nick Caveness, President
Salvador Serrano Jr., Vice President
Rosemary Coffman, Secretary
Ken Unfried, Treasurer

Doreen Anderson - Dr. Antrece Bagget - Nhu Bui
Paola Gonzalez - Carmella Gonzales - Ivonne Khan
La Tonya Ross - Dr. Michael Sheppard - Lindsay Swanagan

REVENUES

Government Grants:	\$6,393,150
Non-Government Grants:	\$1,614,296
Nonfinancial Contributions:	\$528,395
Auxiliary Activities:	\$195,763
Interest and Other Income:	\$32,991
Management Fees:	\$55,676
Gains on Asset Disposal:	\$1,000
Net Assets Released From Restrictions:	\$4,368,002

EXPENSES

Program Services:	
Emergency Shelter	\$2,914,469
Long-Term Housing	\$1,847,763
Advocacy Services	\$3,102,671
Education Services	\$313,271

Program Services Expenses \$8,178,174

Support Services:	
Management & General	\$839,809
Fundraising	\$747,248

Support Expenses \$1,587,057

Total Revenues: \$13,189,273

Total Expenses: \$9,765,231

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THE bridge

GOVERNMENT FUNDING

U.S. Department of Agriculture

Texas Department of Agriculture - Food and Nutritional Division

Child and Adult Care Food Program

U.S. Department of Housing & Urban Development

Continuum of Care Program - Permanent Housing

Harris County Domestic Violence Coordinating Council

Continuum of Care Program - Rapid Re-Housing Grant

Harris County, Texas

Emergency Solutions Grant

Texas Department of Housing and Community Affairs

Emergency Solutions Grants

Child Care Council of Greater Houston, Inc.

Emergency Solutions Grant

CDBG - Entitlement Grants Cluster Community Development Block Grant

City of Pasadena

Community Development Block Grant

U.S. Department of Treasury

Harris County Domestic Violence Coordinating Council

Texas Department of Housing and Community Affairs - Emergency Rental Assistance

State of Texas Office of the Governor - Criminal Justice

Victims of Crime - Coronavirus State Fiscal Recovery Fund

U.S. Department of Health & Human Services

Texas Office of Attorney General:

Injury Prevention and Control Research and State and Community Based Programs

Temporary Assistance of Needy Families Cluster

Texas Health and Human Services Commission:

Temporary Assistance of Needy Families

Texas Health and Human Services Commission:

Social Security Block Grant

Temporary Assistance of Needy Families

Enhance Capacity

Texas Health and Human Services Commission:

Family Violence Prevention Services

COVID-19 - American Rescue Plan Supplemental Amendment

COVID-19 - American Rescue Plan COVID-19 Mitigation

Texas Office of Attorney General:

Preventive Health and Human Services Block Grant

We extend our heartfelt gratitude for your unwavering generosity in 2023. Your contributions of time, talent, and resources have profoundly impacted the lives of those we serve. Whether you cooked meals, donated essential items, volunteered, participated in fundraisers, or provided financial support, every act of kindness has made a lasting difference.

You are an essential part of our community, and we are grateful for your partnership in creating positive change.

We also want to extend special recognition to those who contributed \$5,000 or more during 2023. Your extraordinary generosity has been instrumental in driving our mission forward.

Thank you for your continued support and compassion! Together, we are making a meaningful difference.

BUSINESSES, INDIVIDUALS, CHURCHES, AND FOUNDATIONS DONATING TO CAPITAL AND OPERATION

The Rawley Foundation

Texas Workforce Commission-DV Relief

Texas Workforce Commission

Texas Mutual

Clayton Fund

Latin Women's Initiative

Houston Methodist Hospital Baytown

George and Mary Joesphine Herman
Foundation

Running Alliance Sport

INNEOS Holdings

The Brown Foundation

Chevron Phillips

Calpine Foundation

First Baptist Church of Pasadena

Valero Energy

Bay Area Houston Economic Partnership

Bob's Truck Care, Inc.

Calvin and Patrica Powitzky

Bayway Auto Group

Steven Cowart

Air Products Foundation

Match Rev. 2023 RRH

OxyChem

University Baptist Church

Brett and Renu Bonner, Molly Maid of Clear
Lake

InGenesis Payroll LLC

Lee and Sarah Bales

Rick and Melinda Torrison

Ivonne and Zahid Khan

Albemarle Foundation

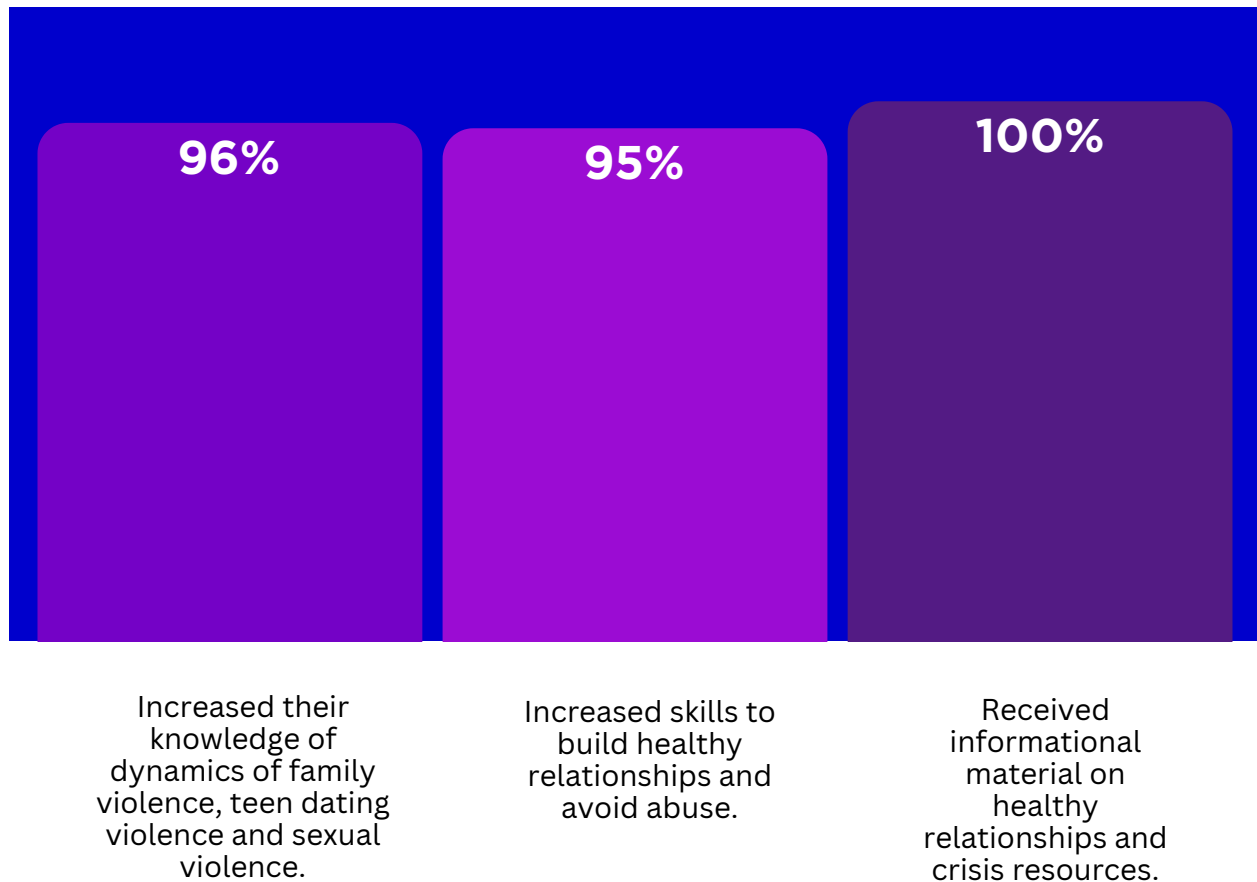
Clear Creek Community Church

Employees Community Fund of Boeing Houston

Margie Minix

TXTA Foundation

YOUTH HEALTHY RELATIONSHIPS PROGRAM



Hotline Calls



2022 11,284
2023 14,349

Days of Shelter Provided



2022 25,221
2023 27,174

Accompaniments



Medical

2022 91
2023 190

Emergency Shelter

2022     

172 Adults + 199 Children = 371

2023         

219 Adults + 267 Children = 466

Long-Term Housing

2022         

203 Adults and Children

2023          

243 Adults and Children



LETTER FROM Q. OLIVIA RIVERS, CEO



Dear Supporters & Friends,

Reflecting on this past year, I am deeply moved by the resilience, creativity, and commitment each of you brought to our mission to prevent and end violence in our communities. The past twelve months have been a powerful reminder of the impact we create together; a testament to the strength of collective action, the spirit of innovation, and our shared dedication to supporting survivors. I am inspired daily by our partners who elevate our cause and empower us to pioneer transformative programs and services.

This year also brought bittersweet moments. We mourned the loss of two extraordinary founders, Nancy Penney and Bob Russell, who, alongside their spouses, Roy Penney and Carolyn Russell, transformed The Bridge from a small two-story house into one of the largest crisis centers in greater Houston. Their vision and dedication laid the foundation for our growth and resilience. We honor their legacy and are grateful for the impact they made, which will continue to inspire us all.

"Blessed are those who plant trees whose shade they will never sit under."

Our founders planted seeds of a vision that has grown into a thriving network of volunteers, donors, and advocates like you. Thanks to this community, The Bridge achieved remarkable milestones in 2023. Our team answered 14,349 individual hotline calls, provided permanent housing for 242 adults and children, and offered workshops, trainings, and events that equipped more than 11,000 community members and professionals with essential information, skills, and awareness. Together, we are taking meaningful steps toward a future free of violence. You can explore more about our impact in this year's annual report.

With the guidance and support of our board, we've planted a renewed vision for The Bridge, firmly grounding ourselves to advance our founders' legacy. As I write this letter, we are navigating a world facing unprecedented economic, social, and geopolitical challenges. While we are saddened to witness the hardships of our fellow humans, we are inspired to bring light and hope to our community and be a bridge to peace. We hope you will continue to walk alongside us as we implement our new strategic plan and cultivate a community for PEACE: **P**revention, **E**ngagement, **A**dvocacy, **C**ulture Building, and **E**conomic Sustainability.

As we look ahead to the future and anticipate our Grand Opening for The Bridge for Kids, we invite you to join us on this journey towards a brighter, safer future for all.

Together, we have proven that when a community comes together with a shared purpose, remarkable things can be achieved.

Until all are safe,

Q. Olivia Rivers

CEO

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