



Saturday, October 24, 2026 is **Make a Difference Day**. Held annually on the fourth Saturday of October, it's a celebration of neighbors helping neighbors, uniting in a common mission to take action and solve problems in their community. The Emergency Aid Coalition strives to make a difference every day in the lives of our Houston neighbors in need, treating all clients with dignity and respect.

To illustrate, the EAC was recently visited by a '**Secret Shopper**' - a graduate student in the Nonprofit Management program at the University of Houston-Downtown. As part of their coursework, they're assigned to visit a nonprofit organization as a secret shopper and evaluate the customer service experience. Here is an excerpt from their report:

I want to start by saying that my experience at Emergency Aid Coalition was absolutely wonderful. I visited the clothing closet as a secret shopper. I had no idea that I would leave so impressed with your organization and the people who serve there.

I was able to observe Marian assisting a client in the clothing closet, and I cannot say enough good things about her. She treated the client as though he was at the Galleria and she was his personal shopper. She asked what

he was looking for, what he liked and disliked, and even took the time to get to know him as a person. She was genuinely interested in helping him, and she never rushed him. Larry was also a hoot! He was assisting another client with that same welcoming and personable energy. It was clear that this was not just how Marian treated the client that she was with, but part of the atmosphere of your organization.

Within five minutes of being there, I knew I wanted to donate to Emergency Aid Coalition and become a volunteer. I was actually feeling a little guilty about being a secret shopper because everyone had been so kind. Before leaving, I went back to Marian and explained who I was and why I had visited. I thanked her for the wonderful experience. She was just as welcoming after learning about my assignment and gave me information about volunteering. I had the opportunity to meet several volunteers, and everyone seemed genuinely happy to be there.

Another thing that stood out to me was how clean, organized, and welcoming the facility was. The signage was clear, parking was convenient, and the entire process seemed to run smoothly. I noticed that clients were treated with patience and dignity. No one appeared to be rushing people through the process. I also noticed returning clients coming in smiling, which gave me the impression that they already knew they would be treated well.

At the Emergency Aid Coalition, each staff member and volunteer is dedicated to making the EAC safe and successful, emphasizing compassion and promoting self-sufficiency. **Our vision:** that everyone in our community has the food, clothing and other basic needs to provide for themselves and their families. Friends like you bring that vision into focus.

[Donate](#)

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## EHS Service Project

Episcopal High School students assembled and donated 1,010 Manna Bags to be distributed to EAC clients in need. Truly a much-needed gift of sustenance!



## St. Paul's Food Drive

 **\* EAC FOOD DRIVE**

October 18-November 1

From Sunday, October 18 through November 1, special barrels will be on our campus for you to place food that will go directly to the Emergency Aid Coalition where the need is always great, especially during the holiday season. We ask you to continue to be generous in donating non-perishable food items for this special event.

 Scan to learn more

St. Paul's is partnering with Bridges, a Houston based multi-faith organization that seeks to bring together people of all faiths to help those most in need. This year, Bridges is sponsoring a contest for churches to donate food "by the pound." From Sunday through Nov. 1, special barrels will be on the church campus for food donations that will go directly to the Emergency Aid Coalition where the need is always great, especially during the holiday season.

For more information, contact Rev. Nataly Negrete at  
[nataly@stpaulshouston.org](mailto:nataly@stpaulshouston.org)



## Choral Scholars Concert

The St. Paul's Choral Scholars will present a Voice Recital with all proceeds directly support the Emergency Aid Coalition. By attending, you'll not only be treated to exceptional vocal performances but also contribute to the EAC's vital mission of providing assistance to those facing hardships in the community.

For more information, contact director of music  
Daryl Robinson at  
[drobinson@stpaulshouston.org](mailto:drobinson@stpaulshouston.org).



### CLOTHING CENTER REQUESTS:

- Diapers and Pull-Ups, sizes 6 & 7
- Family-sized toiletries
- Sheet sets
- Men's jeans and belts

### FOOD PANTRY REQUESTS:

- Family-sized fruit juice
- Chef Boyardee
- Canned soup
- Canned fruit



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Emergency Aid Coalition | 5401 Fannin St | Houston, TX 77004 US

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