



2025 Flood - Ark Operations Report

[REDACTED]
Official Name: Highland Lakes Crisis Network, dba **Ark of Highland Lakes**
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Mailing Address: PO Box 1130, Marble Falls, TX 78654
Office: 700 Ave T, Bldg 4, Marble Falls, TX
Warehouse: 800 Industrial Blvd, Marble Falls, TX

Phone: 325-423-3662

Website: www.arkofhighlandlakes.org
<https://arkofhighlandlakes.org/flood-response-070525/>

Donation: <https://arkofhighlandlakes.org/donation/>
[Current Supplies Needed List](#)

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Need Help? <https://arkofhighlandlakes.org/request-help/>

Ways to Serve:
[Ark Warehouse Schedule](#)
[Muck-Out / Construction Schedule](#)
[Food Distribution Schedule](#)

Organization Overview

Ark of Highland Lakes is a faith-driven 501(c)(3) nonprofit uniting churches, agencies, and volunteers across the Highland Lakes region to serve individuals and families in crisis. Founded in the aftermath of the 2018 Colorado and Llano rivers flood, the



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organization offers both immediate relief—through disaster response, food provisions, hygiene supplies, dental services, and a donated-goods warehouse—and long-term transformation via transitional housing, mentorship, and community partnerships. Anchored by programs such as Transformational Living, Agape Dental Clinic, the Commissary, the Ark Warehouse, a regional Hunger Alliance, and a Foster Care Task Force, Ark walks with neighbors on a journey from crisis to stability, healing, and spiritual renewal. In non-disaster times, our focus is providing solutions that end generational cycles of poverty by elevating families and children toward self sufficiency. In January, we closed on a 211 acre property to develop into “Valley View Village” that will be a self-sustainable community north of Marble Falls where vulnerable families can live, work, and heal together. This developing project combines housing with income-generating opportunities and Christ-centered support to help families break generational cycles of poverty. By creating an environment where practical needs meet spiritual foundation, we’re building a revolutionary solution designed to transform lives for generations to come

Flood Response

The Ark of Highland Lakes launched its flood response Saturday July 5 at the request of Emergency Management, opening an immediate shelter for displaced residents at Marble Falls Middle School. Later in the day we also helped establish a secondary shelter in the Burnet Community Center as well. We served 24 people during the approx 15 hours of shelter operations, this included assistance with their pets, food/water, dry and clean clothing, and an initial place to stay while we helped coordinate hotel stays or family/friends to assist the people without homes.

By Sunday, full disaster operations were underway—mobilizing volunteers for donation intake, food distribution, and support for survivors, first responders, and volunteers. Trained muck-out teams were deployed into the field beginning July 6th. Guided by a commitment to compassionate care, Ark combines physical recovery with emotional and spiritual support. Flood operations are based at the Marble Falls warehouse, Ark offices, and a satellite site active in Burnet.

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A lot of the media attention has been focused on the flooding in Kerr County. It is quite easy for our smaller (yet still severely impacted) event to be overlooked. We, at the Ark of Highland Lakes, are the lead agency in Burnet county for donations management, volunteer coordination, food distribution, and long term recovery. The Burnet County Commissioner's court affirmed this role by formal approval on July 8th.

During the first 13 days of the event, July 6-July 19th, our response included:

1. The Ark Warehouse (800 Industrial) has been the hub for all donations management and community recovery supplies (cleaning supplies, tools, equipment, volunteer team ppe and supplies, food, etc). This hub has distributed supplies across Burnet county and has made many supply runs to other local non-profits, San Saba County flood response, into impacted communities in Travis and Lampasas Counties, and continues to operate as a collection point, organization/sorting center, and redistribution to those in need. This has included at least 40 volunteers working non stop to unload, sort, pack, and walk beside clients in need.
2. The Ark ANDY (Abundant Nutrition Delivering Yahweh) trailer has served as a secondary and satellite location in Burnet for supplies, food, and tools distribution. It was stationed at First Christian Church for the first week, then at the Multi Agency Resource Center for the second week, and then back to First Christian for Volunteer team support.
3. For the first 20 days we hosted a food distribution point out of the Warehouse parking lot. Volunteer teams, including food trailers, individual chefs, and people from all over the state came together to provide hot meal service at breakfast, lunch, and dinner to people driving through and hungry, people impacted by the flood, search and rescue teams, first responders throughout the area, and volunteer cleanup teams. This included volunteers to deliver meals across the county and distributions to the ANDY for service from that location as well. More than 18,300 meals were distributed in 20 days and included at least 20 volunteers per day to help operations.



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4. Muck-out operations began on July 6 and were housed out of the Marble Falls Mission Center, with incredible support from the Marble Falls First Baptist Church staff. Each day began with a briefing at 8AM, followed by deployment to a work site. During the first 13 days we were able to deploy 840 volunteers to 103 sites and complete muck-out. This included more than 5,690 volunteer hours and coordination of heavy equipment and operators, brush clean up, demolition of housing/sheetrock/flooring, and general cleaning of mud and damaged items. Additionally, Texans of Mission have been assisting with "shock-wave" application to help prevent mold growth inside the homes. Muck-out teams transitioned to deployment from First Christian Church, 204 E. Graves, Burnet from July 21st through July 31st when muck-outs were substantially complete.
5. From July 11 through July 18th the Ark team helped to facilitate a Multi-Agency Resource Center (MARC) at the Burnet Community Center. This was a place where the team of volunteers were able to meet with and assist 527 people impacted by the flood. This included immediate financial assistance of gift cards and began building the case file for long term recovery.
6. We have had administrative support teams working non stop for the duration. This includes data entry, call center, case management, and logistics support people in the office every day and even creating new spaces inside our buildings to help support long-term case management needs.

Our current operations include:

1. The Ark Warehouse continues to operate as a donation hub and available for survivors in need of supplies, materials, clothing, and furniture. 9am-5pm Monday - Saturday at 800 Industrial, Marble Falls.
2. Food distribution has been reduced but continues as feeding operations for volunteer teams only.
3. Volunteer teams are continuing to be deployed from the Ark office, 700 Ave T, Bldg 4 each day for construction, rebuild, and debris removal projects.
4. The most difficult (and expensive) part will be the long term recovery. After the 2018 flood, we worked with some survivors for more than 2 years to help them get back to whole. This includes extensive case management, ongoing



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mentorship, and working through finances to help get families stabilized and as close to "normal" as possible. We have teams of trained case managers and emotional support volunteers who have begun meeting with clients one-on-one to develop a long term plan. This will be ongoing at our office at 700 Ave T, Marble Falls.

As of today, we have more than **433 cases** (and growing) identified that will need some type of ongoing assistance. There are more than 500 entries into the istat database for general impact by the flood (many of these will be helped by insurance or other resources). I would anticipate that we will end up with approx 300 cases that we will be working on for long term recovery.

This event is quite a bit different than prior experiences due to the flooding occurring along creeks where people would not necessarily need/think about flood insurance and transecting into high poverty areas. One of our hardest hit areas is an RV park where approx 50 RVs (long term living situation type RVs) were damaged, most completely destroyed. Many of these and their vehicles simply washed downstream. This will create a heavy financial impact on us as there is very little "renovation" that can be done to provide an adequate living situation. Instead, really the only way to help is to purchase them a replacement RV or vehicle or both. On a pretty conservative estimate, I think we are looking at a \$3 million or more project to get our little community back to some sense of normalcy. This high cost, paired with the main focus of attention being in other areas of the State has us scrambling to try to raise as much as possible.

If you are able to help us and help us share the word, please do!

Thank you for thinking of us! Please let us know if you have any questions!



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	Individual Volunteers	Hours Served	Accomplished	Other	Dates Served
Immediate Shelter			24 Residents and many pets	2 Locations - Burnet and Marble Falls	July 5 - 14 hours
Muck-Out Teams	840	5,690	103 Closed Cases		July 6 - July 19
Food Distribution			18,300 Meals		July 6 - July 25
MultiAgency Resource Center			527 Intakes		July 11 - July 18
Gift Cards			\$39,490 provided	MARC Only	July 11- July 18