

food education neighbors
BUILDING giving
 help encouragement smiles caring
 partners **A STRONGER** crisis management
 guidance dedication seniors sponsors
COMMUNITY food
 volunteers independence
 caring smiles guidance **TOGETHER**
 neighbors commitment families opportunity
 sharing partners
 ChangeMakers hope
 financial security
 opportunity



13801 Hutton Drive, Suite 150
 Farmers Branch, Texas 75234

2014
 Annual Report

building a stronger community together

972.446.2100 • metrocrestservices.org



Our Mission

To provide programs for individuals, families, and seniors that lead to self-sufficiency and foster independence.

Our Core Values

These core values guide our day-to-day operations and long-term plans:

- Provide encouragement, hope, and a path to independence delivered with dignity and respect
- Be a rewarding place to work for individuals who are well-trained, experienced, professional, and compassionate
- Attract and retain volunteers who are dedicated and committed to serving their neighbors in need

Board Members

Craig Woodfield, **Board Chair**
Susan Watson, **Chair Elect & Secretary**
Brian Boilla
Reggie Carney
Paul Crooks
Sonja Dodds
Andy Folmer
Anthony Hill
Gene Jeffries
John F. Oliver
John Pruitt
Diane Moreau-Randall
Beccy Ratliff
Jamie Robertson

John Roppolo
Jan Rugg
R. Wayne Saunders
Bob Slaten
Jack E. Viveros
LIAISONS:
Marvin Franklin, City of Coppell
Pam Peña, CFB-ISD
Kevin Falconer, City of Carrollton
Kirk Connally, City of Farmers Branch
Lance Murray, Town of Addison
Lou Sartor, Advisory Council
Oscar Lopez, Brookhaven College

A Time of Change and Growth

Last year started with the introduction of our new name, Metrocrest Services, and ended with **17,772** individuals - of all ages - receiving help.

Throughout this report, you will see a road or pathway. This symbolizes the journey our neighbors take with the support of Metrocrest Services to attain financial stability and improve their quality of life. The streets of poverty, unemployment, financial crisis, and food insecurity can be daunting.

Whether benefiting from one or more of our services, each client is treated with dignity and respect. These services are made possible in our community because of open hearts such as yours. We are committed to sharing the spirit of caring.

Thank you for your continued commitment in providing pathways out of poverty for our neighbors in Addison, Carrollton, Coppell, Farmers Branch and the portion of Dallas in Denton County.

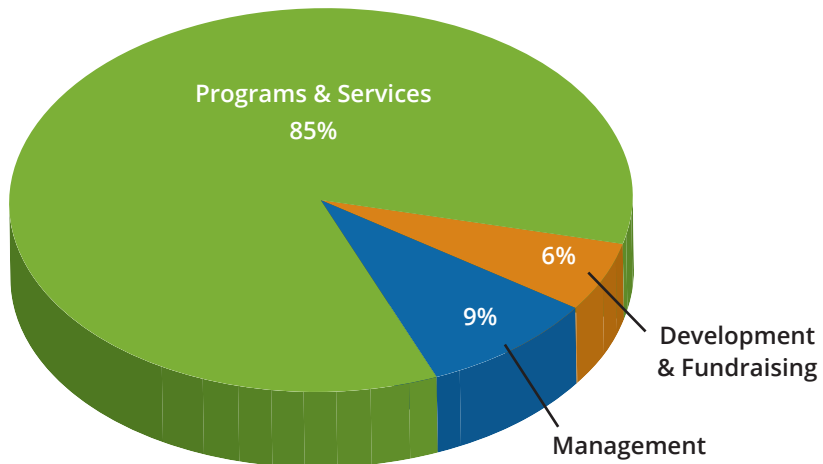
Advisory Council

Charles B. Heath
Scott Orr
Mike Whelan
Mike Sanborn

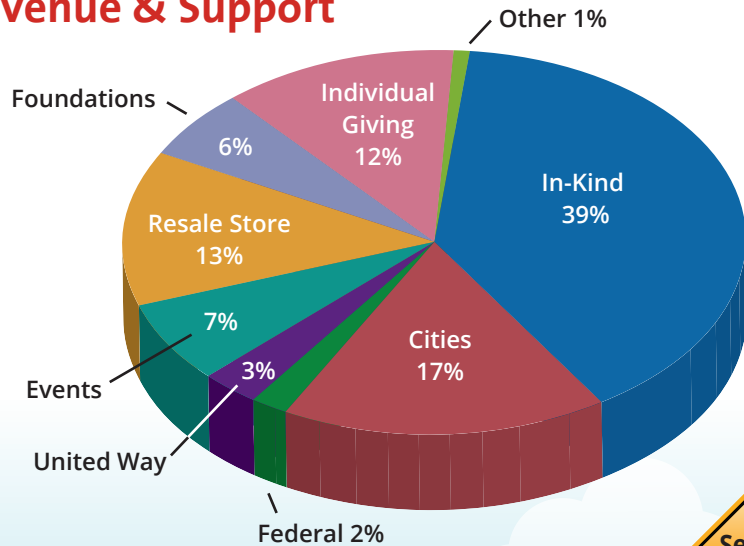
Lou Sartor
Cindy Turek
Gary Blanscet



2014 Expenses



2014 Revenue & Support



Full financial documents can be found at:
<http://metrocrestservices.org/financial.php>

Employment Assistance, Skill Training & GED Prep



Senior Services Home Delivered Meals & Food Programs

Neighbors We Served

Emergency Assistance

- 1,306 people avoided eviction
- 1,008 people were able to stay in their home with utilities (water, electricity)

Tackling Hunger

- 680,320 pounds of food distributed resulting in 571,468 meals

Senior Care

- 6,105 rides to critical medical and quality of life appointments
- 5,454 hot meals delivered to seniors who are homebound and need a wellness check
- 684 home repairs completed for 163 seniors to improve the safety in their home
- 140 holiday baskets delivered
- 1,061 boxes of food and produce distributed to supplement nutritious food

Additional Services

- Clients completed 2,448 hours of financial literacy classes to assist them reaching financial stability
- 1,805 families received food during the holidays
- 2,937 children received holiday gifts and toys

Volunteer Engagement

- 38,017 hours were volunteered by community members

“The food helps me since my budget is really low and I can't afford to buy vegetables and fruits. It was a blessing.”

- Metrocrest Services Client

Martha's Story: Caring grandmother with limited funds to share

Eighty eight year old Martha is recovering from a heart attack not just physically, but financially. Living within her low income wasn't easy, but she managed on her own. However, her income was no longer adequate once her four school age grandchildren moved in while their mother was away temporarily in treatment. Just providing regular meals became a challenge and she struggled to pay their basic utilities.

A school counselor recognized the problem and reported to Metrocrest Services. We promptly reached out to Martha. Working with case manager Kelsey, Martha was able to get the assistance she needed. She signed on to receive food through our pantry and also received assistance with her past due TXU Energy bill and water bill.

“With all my expenses and taking care of my grandchildren, I couldn't have made it without Metrocrest.”

Because of her age and impaired mobility, Martha also qualified to participate in our door-to-door transportation service to get to her doctor appointments, the drug store and other sites. These much-needed services provided to Martha helped stabilize her immediate situation and will ease the problems threatening her family. ❤️



Dary's Story: Young family gets on track

When Metrocrest first met Dary she was pregnant with twins, scared, and in need of the basic necessities of food and shelter. With no support from family members, as they didn't approve of Juan, her soon-to-be husband, Dary was determined to improve their situation.

Then they heard about Metrocrest. Finally, someone who not only listened but was willing to find solutions and find them fast. Urgent needs of nutritious food and supplies for the soon to be born babies were available, as well as encouraging and compassionate words. Dary later recalled “nobody was there but Metrocrest.” When they received help to secure an apartment, Dary described it as “the best feeling ever”. **Now the family had a home.**

Knowing the basics were attained, Dary was able to concentrate on her next goal. Creating a good life for her new family was the primary motivation she needed to complete her high school diploma. With the assistance and encouragement from Metrocrest she was able to accomplish this ambition.

Eight years have passed since Dary and Juan first came to Metrocrest Services. The babies are now healthy and happy second graders and they have a two year old brother. With a couple of days off, Juan suggested they check on volunteering at the food pantry. The opportunity to help others, as they had been helped, was important to them and an important lesson for their kids.

While volunteering, Dary spoke to her previous case manager about the possibility of working for Metrocrest, but it was still a pleasant surprise when they offered her a job using her outgoing personality and bilingual skills to assist individuals and families at the busy front desk. For Dary, providing encouragement, hope, and a path to independence are more than words on a sign in the lobby. She's experienced those values first hand and knows lives can be changed when there is hope and a little help along the way. ❤️

Support Programs

Sack Summer Hunger,
Back to School
Supplies/Shoes

Support Programs

Thanksgiving,
Holiday

