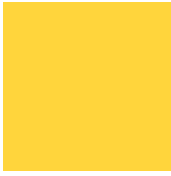
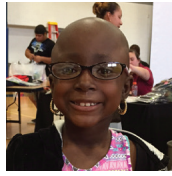
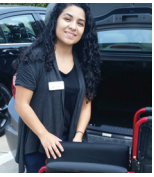




2015 Annual Report



Our Mission

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

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From the CEO



Metrocrest Services has been providing assistance to our neighbors for 45 years. As an employee I am proud to be associated with an organization with such an admirable mission, “providing programs leading to self-sufficiency and fostering independence”. It really hit home one day when a woman in our lobby approached me and thanked us for providing her food and employment assistance. As I thanked her and prepared to leave, she somewhat shyly let me know that we were in the same high school graduating class. Poverty, disappointment, and sometimes, just sheer bad luck, does not discriminate.

The Core Values at Metrocrest Services, embraced by both employees and volunteers, guide us every day as we work to meet the most basic needs of our community. They revolve around **treating everyone with dignity and respect, creating a great work environment for our amazing employees, and creating memorable experiences for our volunteers.** It is apparent when I observe an employee or volunteer interacting with a client that there is a strong partnership being forged.

Over the past few years we have seen a dramatic increase in the number of people served, a sharp rise in the need for food, and an ever increasing need to assist our seniors with services which allow them to age in place. The success of Metrocrest Services in assisting so many individuals, families, and seniors for over 45 years is a direct result of our amazing community. The generosity of our community is the beating heart of Metrocrest Services.

A handwritten signature in black ink, which reads "Tracy Eubanks". The signature is fluid and cursive, with a large, sweeping "T" and "E".

Tracy Eubanks

Impact

Each story is unique, but many of the 14,976 individuals who received assistance in 2015 were coping with a crisis such as medical issues or unemployment that threatened the family's financial security. Without our immediate, short term solutions, rent would go unpaid and families would be evicted, utilities would be cut off, and meals would be skipped.

Short term solutions alone do not create lasting life change. Our long term solutions address the underlying causes of their crises. Guidance in budgeting and household finances, employment services, and opportunities for educational advancement offer a concrete path out from inadequate earnings, fixed incomes, and poverty. Support services and seasonal programs such as supplemental nutrition for seniors, back to school backpacks, supplies, and shoes for kiddos, among others are provided to alleviate the strain on budgets and allow individuals to focus on regaining control of major expenses.

From installing a wheelchair ramp to providing bus vouchers to assisting with job placements, whatever an individual needs to be most successful, we're here to walk with our neighbors on their journey to self-sufficiency and independence.



Working Families Success Center

420 families participated in the Working Families Success model programs – a holistic solution to poverty including financial coaching and assistance with education, employment, and meeting basic needs.



Emergency Assistance

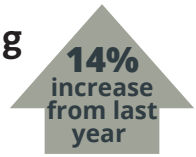
1,728 individuals avoided eviction

883 individuals were able to stay in their home with utilities (water, electricity)



Tackling Hunger

pounds of food distributed equaling **664,423** meals



Volunteer Engagement

Our community volunteered **41,096** hours



Metrocrest Resale

Generated **\$540,492** to support critical programs

Senior Care

8,941 rides to critical medical and quality of life appointments

8,296 hot meals delivered to seniors who are homebound and need a wellness check

905 home repairs completed for **187** seniors so they can live safely in their homes



Holiday

194 seniors received holiday baskets of gifts and food, donated & delivered by the community

2,796 children received holiday gifts, toys, and food



Employment & Financial Education

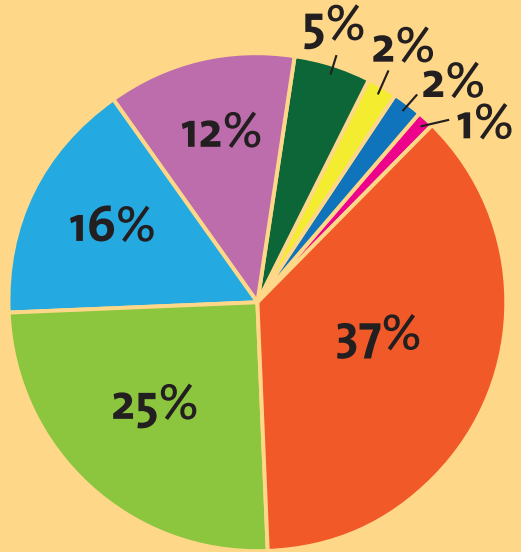
158 individuals upgraded their employment

1,288 households improved their financial literacy



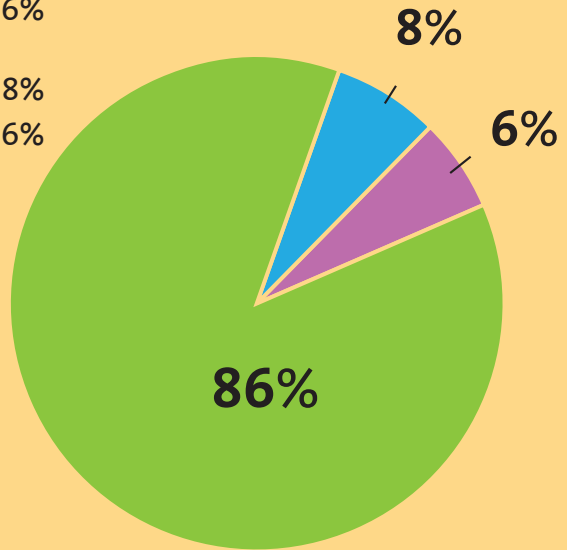
Where Our Funding Comes From:

In-Kind	37%
Individual/ Foundation Giving	25%
Cities	16%
Resale Store	12%
Events	5%
United Way	2%
Federal	2%
Other	1%



How We Use Our Resources:

Programs & Services	86%
Development & Fundraising	8%
Administration	6%



Full financial documents available at metrocrestservices.org > About Us > Financial Data

metrocrest
 services

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