

2016 annual report

metrocrest
 services

Put a little *Love*
in your



building a stronger community together

Our Mission

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

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Letter from the CEO

"Is this your first time at Metrocrest Services?"

That's how Sharonda, a Metrocrest Services case manager often starts the conversation with a new client. The person is in strange surroundings and may be hopeful, but not overly confident, that help is within reach.

Their body language reveals a lot about their uneasiness. Each client brings with them pay stubs, overdue bills, or even eviction notices to document their crisis.

But first, a case manager must connect on a personal level, to put the client at ease and understand their challenges. The conversation that follows might reveal a story of illness that has resulted in medical expenses. Or, maybe there is a growing problem with overdue rent, because the income from their low-paying job (or fixed income) is exhausted by the end of the month. Financial security is slipping away and worry consumes them.

But we listen. Then, we take action by identifying which of our services can alleviate their immediate crisis. For example, by providing vouchers for visits to the food pantry, a client's take-home pay can be freed up to cover other expenses like car repairs or doctor visits. Connecting with people is what we do. Our staff provides a measure of hope. Not only do they receive support, but their pride is restored and they experience an increase in confidence, stability, and strength. Each client helped becomes a stronger member of our community. Metrocrest Services could not positively impact our community without the generous help of our donors and volunteers like you. We are tremendously grateful for your support!



Tracy Eubanks, CEO



Put a little Love
in your





Fleeing from a domestic abuse situation in Arizona, Danielle walked in the Metrocrest Services doors asking for help. She wanted help finding a job to provide for her two children, ages 11 and 13. During the initial assessment, Metrocrest learned that she was homeless and immediately started the process to get her family temporary housing, as well as food.

Throughout the next two months, she was able to find an apartment, and with the help of Metrocrest Services, moved in with furniture. Throughout this time, she participated in programs that help clients get back on their feet. She found a job at a local transportation company and as of January 2017 completed her training and is excited about the opportunity.

“Not only was Metrocrest able to keep my family together, they gave me the tools and confidence so I could find a job and provide for my family.”



Emergency Assistance

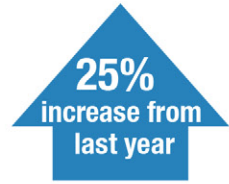
1,628 individuals avoided eviction

906 individuals were able to stay in their home with water or electricity

Tackling Hunger



1,061,515
pounds of food distributed
equaling **891,672** meals



Volunteer Engagement

Our community volunteered
41,317 hours

Special Programs

1,952 students received
143,440 meals over the summer
through **Sack Summer Hunger**

1,373 students received
backpacks & school supplies
to get ready for school



Metrocrest ReSale

Generated **\$558,233**
to support critical programs.





Senior Care

10,672 rides to critical life appointments.

10,496 hot meals delivered to seniors who are homebound and need a wellness check.



822 home repairs completed for **184** seniors so they can live in their homes safely

Holiday



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



2,691 children received holiday gifts, toys, and food

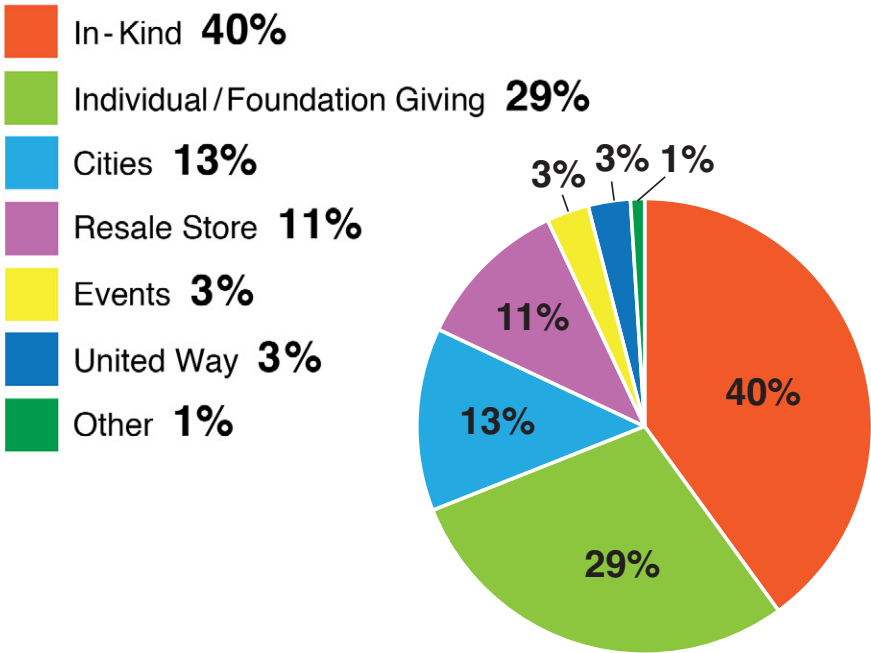
Employment & Financial Education

134 individuals upgraded their employment

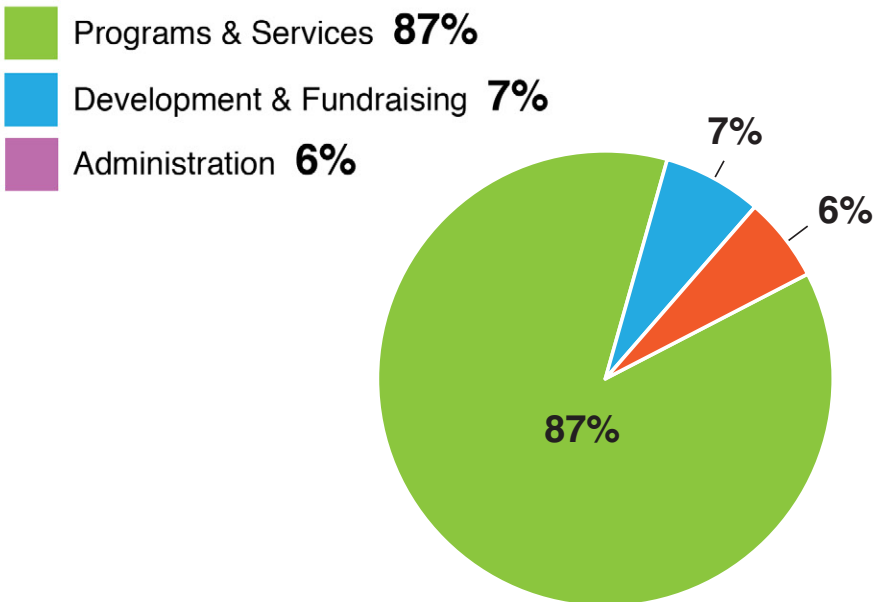
988 households improved their financial literacy



Where Our Funding Comes From



How We Use Our Resources



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



*Building a Stronger
Community Together.*

metrocrest
 services

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