

# Encouragement, hope, and a path to independence delivered with dignity and respect.

## metrocrest services

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**Let's Do More... Together.**

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**Every day,** Metrocrest Services stabilizes families in crisis, and also stands beside them as they begin the process of removing barriers and moving forward. In Fiscal Year 2018, we assisted 14,153 of our neighbors in need. Here is one of those families who, **with your support,** we helped get through life's most challenging moments.

When Paul's\* temporary employment ended, he would soon face the reality of numerous roadblocks to financial stability, including finding long-term employment and stable housing. This single father used every available resource he had - living paycheck to paycheck, using credit cards to survive, and accepting an immediate but low paying data entry job. Paul simply needed more and, ultimately, the lack of income led to him and his daughter to live in their car, shelters, or inexpensive motels when he was able to find the money.

Thankfully, a caring middle school counselor referred the family to Metrocrest Services when she learned of their situation. When he first arrived, Ofelia, a Metrocrest Services Case Manager, helped assess their situation and assist with housing. Metrocrest also provided basic needs including food, hygiene items, and clothing while working with him on his long term solutions for financial independence. Ofelia worked together with him on an action plan that included an individualized daily and monthly spending

budget, debt reduction, credit history evaluation and developed a better solution to his existing housing situation. This help was instrumental in giving new found focus and a solid base on which to move forward.

Through individualized attention and a bundled service approach, Paul was able to stabilize his family. With your support, this single father is now saving for his family's future and renting a home close to his daughter's middle school.

*\*Client's name and details have been changed to protect the identity of individual.*



# Helping Our Neighbors with Basic Needs

Families and seniors come to Metrocrest Services needing the most basic necessities to live, including a roof over their head, water or electricity for their house and food to feed their family.

We provide these necessities with dignity and respect.

**703**

families avoided eviction

of those,

**101** were seniors

**607** families, individuals, and seniors were able to stay in their home with water and electricity

**913,960**

meals were distributed



**96%**

of the food distributed through the Food Pantry is healthy



**1,647**

students received

**113,990** meals through Sack Summer Hunger

**17,277**

transportation rides, home delivered meals and home repairs were provided to keep seniors safe and healthy

# Building a Foundation for the Future

After Basic Needs are provided, each family or senior can look to the future with tools and resources provided by Metrocrest Services.

Each individual's journey is different, so their relationship with their Case Manager gives them a better chance to succeed.

**1,524**

households received financial literacy courses

**149**

seniors received financial literacy classes to keep them safe from predators

**88%**

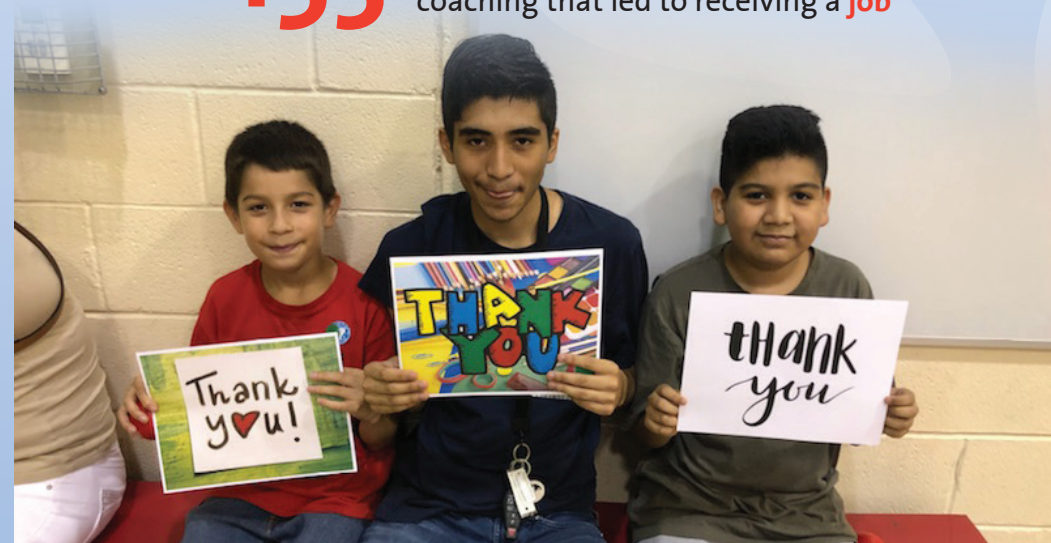
of clients say they have a better understanding of their finances after visiting Metrocrest Services

**68**

individuals participated in GED classes

**153**

neighbors received employment coaching that led to receiving a **job**



# Giving Families Hope & Love

Every person in our community deserves to feel the warmth of a community during special times. Our seasonal programs provide just that.

**213**

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

**1,357**

students received backpacks and school supplies to get them ready for school

**2,571**

children received holiday gifts, toys, and food

## Volunteer Engagement

**3,915**

volunteers provided

**44,481**

hours to the community



Generated **\$605,580** to support critical programs

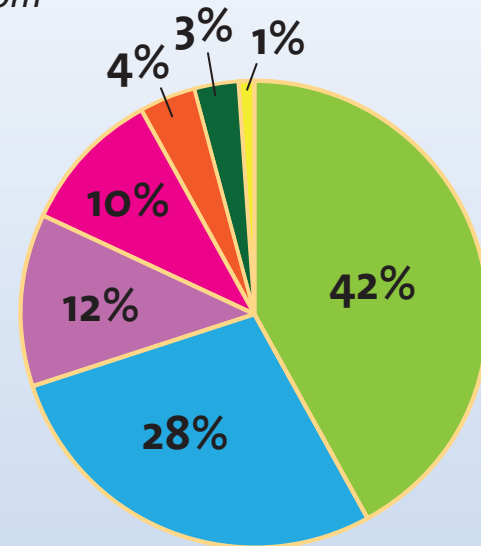
**44%**

of who we serve are under the age of 18

# Community Impact

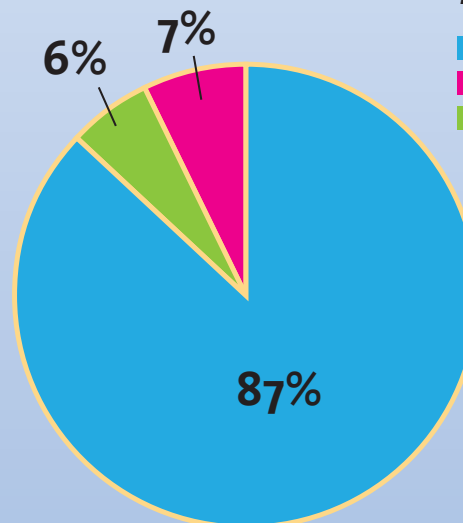
## Where Our Funding Comes From

In-Kind	42%
Individual/Corporate/Foundation Giving	28%
Cities	12%
Metrocrest Resale Store	10%
Events	4%
United Way	3%
Other	1%



## How We Use Our Resources

Programs & Services	87%
Development & Fundraising	7%
Administration	6%



To review the annual independent audit report and the related audited consolidated financial statements, please visit [metrocrestservices.org/financial](http://metrocrestservices.org/financial).