

# Every family has a story

metrocrest  
 services®  
*building a stronger community together*

2019 COMMUNITY IMPACT REPORT





**JANE WAS STRESSED, OVERWHELMED, AND FULL OF DESPAIR TRYING TO RAISE HER TWO CHILDREN, AGES 12 AND 14, ON A SINGLE INCOME.**

Her battle with depression left her barely able to get out of bed some days, but she kept pushing forward for her two kids.

We first met Jane last July when she was meeting with a SNAP representative at Metrocrest to sign up for benefits. She mentioned an excruciatingly painful toothache that was causing her to miss work and she'd made several visits to the ER. Her Case Manager Coach provided a referral for dental services that Metrocrest was able to pay for, and discovered there were many more layers to her story.

A deep dive into her finances revealed that her expenses exceeded her income by more than \$500 every month. The family was experiencing housing instability and facing possible homelessness. Jane said her landlord had warned her that if a late payment happened again, there would be a problem. So we took a preventative approach by enrolling her in the Safe & Sound Housing Empowerment Program, and provided rent assistance. At first, Jane was adamant that she didn't want rental assistance. She was concerned that her landlord would judge her as a financial risk if she divulged that she was in the program.

Our financial coach walked Jane through tools that helped her gain an understanding of her finances. She tracked her spending for a few weeks and realized—on her own—that her spending was largely motivated by her kids, often indulging them even when she didn't have the money for it. As she became aware of this pattern and set some financial goals, Jane shifted the motivation behind her spending to one of intention and purpose. She looked forward to paying off her two credit cards and having a payday loan in collections settled and removed from her credit report.

Little by little, as Jane learned more about her finances and herself through the coaching process and accessed mental health counseling through a Metrocrest

partner, she began to develop confidence in herself. It wasn't long before she could see the benefit of receiving rental assistance through the Safe & Sound Program, and she talked to her landlord about the benefits of her participation. This confidence continued to shine, even when she unexpectedly lost her job. She called her financial coach to share the news but didn't sound worried about it, saying, "I just can't sit in bed and be sad about it. I know I've got to go make it happen, and I know you all will help me if I need it." Just three days later she had secured a new full-time job with better hours and higher pay. She also found a part-time job.

***"I just can't sit in bed and be sad about it. I know I've got to go make it happen, and I know you all will help me if I need it."***

During the time she has been a client, Jane and her family have continued to receive rent assistance and have also accessed the Food Pantry, Back-to-School Program, Thanksgiving and Christmas meals, and our Holiday Store so her children could enjoy the holiday.

Today, Jane has a small savings account, has paid off 60% of her debt, and looks forward to paying off her last credit card soon. She is all smiles when meeting with her financial coach and dreaming of new goals for herself, including earning her GED to be an example for her children while stressing the importance of education. While reviewing the goals she's met since she first came to Metrocrest, Jane said, "I feel so proud of myself! I want to keep accomplishing more things!" Her dream is to go to Cosmetology School, for which she may receive financial assistance from a Metrocrest educational partner.

With her newfound confidence and hope for the future, Jane knows she and her children have many good things to look forward to.

\* Client's name and details have been changed, and stock photography used, to protect her identity.



# helping our neighbors with basic needs

Families and seniors come to Metrocrest Services needing the most basic necessities, including rent assistance to keep a roof over their head, water and electricity for their home, and food to feed their families.

Metrocrest Services provides these necessities with dignity and respect.

**849** families and seniors avoided eviction resulting in **26,880** nights of stable housing



**628** families and seniors were able to stay in their home with water and electricity



**1,153** students received **93,410** meals through Sack Summer Hunger

**909,377 meals**  
were distributed to hungry families

**13,391** 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.



**93%** of clients say they have a better understanding of their finances after visiting Metrocrest Services

**692** individuals received employment coaching to improve or maintain their job

**2,025** households received financial coaching or literacy classes

**147 individuals found employment**

**73** individuals participated in GED Classes to achieve their High School Diploma



# 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.

2,571

children received holiday gifts, toys, and food



213

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

# volunteer engagement

5,787

volunteers provided



47,094

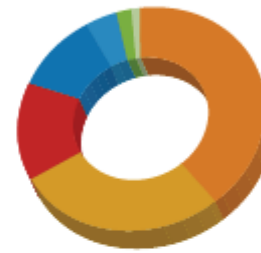
hours to the community



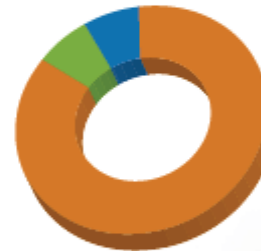
Generated **\$645,144** to support critical programs

# funding sources & resource allocation

Every family has a story. With your support, Metrocrest Services helps them write a new one.

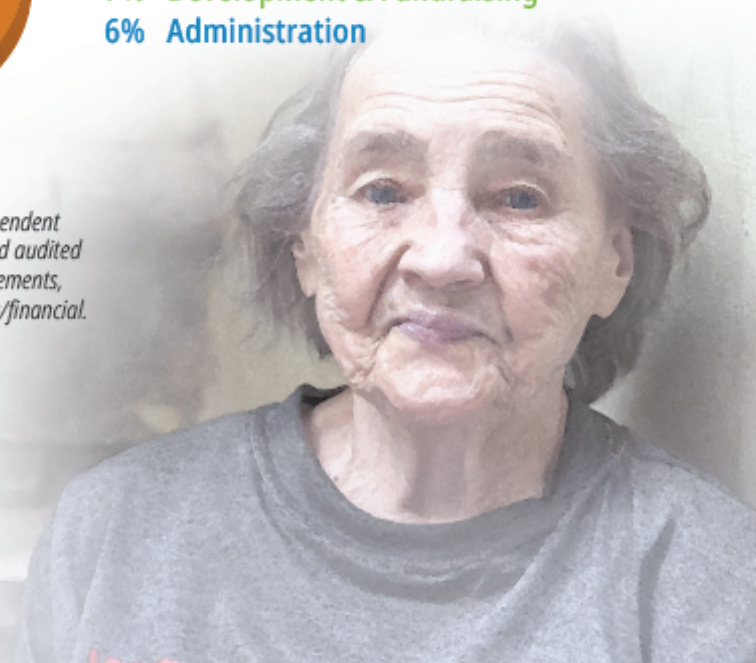


40% In-Kind  
28% Individual/Corp./Foundation Giving  
14% Cities  
11% Resale  
4% Events  
2% United Way  
1% Other



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

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







**metrocrestservices.org**  
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