



**HOPE**



**RELIEF**



**RECOVERY**

*Re-building a stronger community together*



**This past year was an experience like no other.** The impact of the pandemic and economic distress on our neighbors was beyond measure. *The shining light above it all was the continued support from the community.* You understood the impact the pandemic

was having on those around you, your friends, neighbors, and so many that suffered in silence and you stepped up with monetary gifts, volunteered your time, and advocated for those suffering the most.



This report will clearly illustrate the need and increased demand

for our services, especially in the areas of food insecurity and housing instability. Our neighbors, in massive numbers, were at risk of losing their home and struggled daily to access nutritious food. *Your support, allowed us to address these challenges and provide hope and relief for those desperate for compassionate assistance.*

I am in awe of the work performed daily by Metrocrest Services' employees. Their

commitment to alleviate pain and suffering experienced by our neighbors, is beyond heroic. Even with the overwhelming caseloads experienced by our staff, clients continue to complement us on how welcomed they felt when coming to Metrocrest Services. I cannot thank them enough for the hard work and dedication.

By rallying together, **HOPE** was provided to those who felt hopeless and **RELIEF** was provided to those who needed a helping hand. Now, we look to **RECOVERY**. While the journey before us will be difficult, our community has exhibited the heart to forge ahead. We are committed, with your help, to "re-build a stronger community together" that values all our neighbors equally, leading to a thriving community for all.

With gratitude,

Tracy Eubanks, CEO  
Metrocrest Services

**For 50 years, Metrocrest Services has provided programs for individuals, families, and seniors that lead to self-sufficiency and foster independence.** As the only agency providing a comprehensive approach to social services in the Metrocrest area, we are uniquely positioned to provide tools and resources to address gaps in finances, employment, and nutrition to help end poverty and decrease inequities.



### EMERGENCY FINANCIAL ASSISTANCE

Provides housing stability and avoids loss of utility services through emergency financial assistance.



### FOOD PANTRY

Reduces food insecurity and improves nutrition by providing pantry staples, milk, meats, bread, hygiene items, and cleaning supplies.



### FINANCIAL COACHING

Improves financial stability and self-sufficiency through one-on-one coaching, education opportunities, and access to financial tools.



### EMPLOYMENT COACHING & JOB READINESS

Assists clients in identifying personal goals, developing skills, and planning career moves.



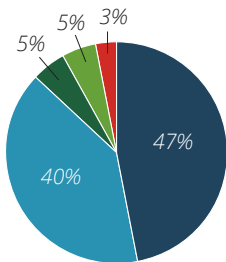
### SEASONAL PROGRAMS

Ease seasonal expenses by providing meals for children during the summer, senior gift baskets, winter coats, toys, and food during the holidays.



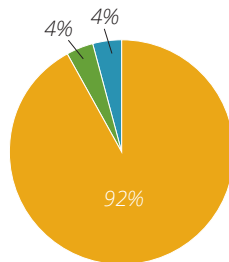
### SENIOR SERVICES

Helping seniors and adults with disabilities age-in-place and remain independent through transportation services, meal delivery, and more.



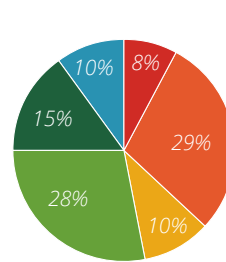
### WHERE OUR FUNDING COMES FROM

- 47% Individuals/Corporations/Foundations
- 40% In-kind
- 5% Cities
- 5% Resale Store
- 3% United Way/Events/Other



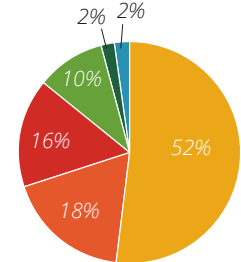
### HOW WE USE OUR RESOURCES

- 92% Programs & Services
- 4% Development & Fundraising
- 4% Administration



### WHO WE SERVE

- 8% 0-4 years
- 29% 5-18 years
- 10% 19-25 years
- 28% 26-44 years
- 15% 45-59 years
- 10% 60+ years



### WHO WE SERVE

- 52% Hispanic/Latino
- 18% Unknown
- 16% Black/African American
- 10% White
- 2% Asian
- 2% Multiple/Other

# Providing HOPE for a Better Tomorrow

For thousands of local families, 2020 brought unthinkable devastation economically, emotionally, and physically. Metrocrest Services was at the heart of our community's relief efforts providing hope to those who felt hopeless.

In 2020, Metrocrest Services helped **28,066 people** navigate the crisis. Of those served, **60%** were requesting assistance for the very first time.

**Kristen\*, 55, isn't one to ask for help.** Going from a position of financial stability to having to choose if you should pay to keep the lights on or put food on the table for your family is "humbling, embarrassing, stressful, and upsetting," she said.

But in 2020, this is where the single mom of a young teenage daughter with autism found herself.

After a call to 2-1-1, Kristen was referred to Metrocrest Services, where her case manager not only helped her pay her electric bill, she took time to see what else Kristen may need help with to remain in her home.

"I didn't realize it at the time but, I was teetering on the edge of not being able to pay my mortgage."

Then, due to COVID-19 in March 2020, Kristen

lost her job. This unexpected life change pushed her finances over the edge. "Without the mortgage assistance I received from Metrocrest Services, I would have lost my home," said Kristen.

Thanks to one-on-one financial coaching sessions at Metrocrest Services, Kristen is now back on the road to self-sufficiency, learning to improve her budgeting skills, credit, and financial stability. She's also taking advantage of the food pantry and employment coaching services while searching for a stay-at-home job she can do while helping her daughter navigate virtual learning.

"Metrocrest Services has brought me the hope and confidence I needed to get through this challenging time. I'll forever be grateful for the doors Metrocrest Services has opened to my daughter and me."

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





## RELIEF to Those Who Need a Helping Hand

No one should have to worry about how they're going to keep a roof over their head, the lights and water on in their home, or where their next meal is going to come from. However, if Metrocrest Services' wasn't available for thousands of local families, this would be their reality.

### FOOD PANTRY

**25,638**  
*people fed*

**2,627,438**  
*pounds of nutritious food distributed*

**10,000+**  
*meals served daily*

**86%**  
*of families now eat more nutritious, balanced meals than before visiting the food pantry*

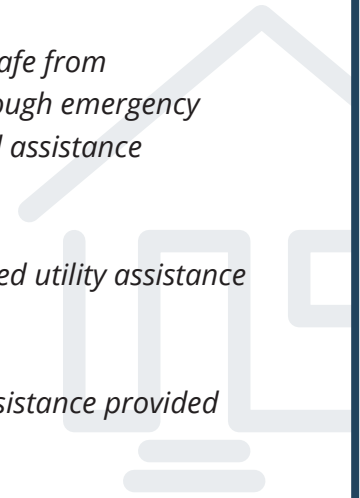


### EMERGENCY FINANCIAL ASSISTANCE

**1,429**  
*households kept safe from homelessness through emergency lodging and rental assistance*

**592**  
*households received utility assistance*

**2,537**  
*months of rent assistance provided*



### VOLUNTEERS ARE AT THE HEART OF WHAT WE DO!

**4,601**  
*volunteers*

**41,532**  
*hours served*

**\$1.13 million**  
*estimated value\**

*\*Based on value of \$27.20 per volunteer hour by Independent Sector*



# The Road to RECOVERY

The road to recovery is different for everyone, and Metrocrest Services' person-centered approach to supporting our clients gives them the best chance at maintaining self-sufficiency and financial stability.



## FINANCIAL COACHING

**2,436**

*households improved their knowledge about budgeting and daily spending*

**80%**

*of clients say they have a better understanding of their finances now*

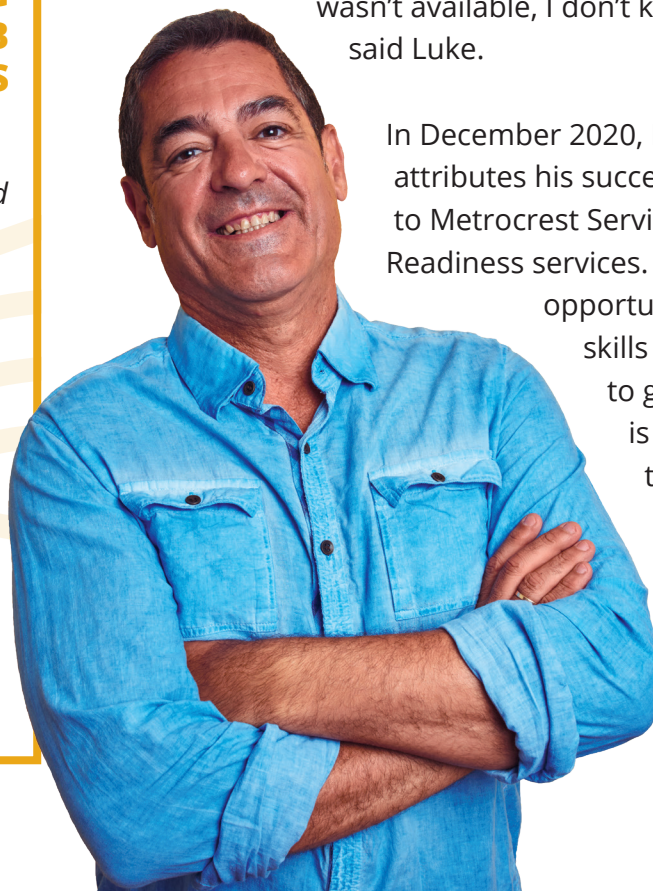
## EMPLOYMENT COACHING & JOB READINESS

**1,776**

*individuals received employment coaching*

**7,225**

*employment services provided to assist clients in finding employment or upgrading their current job*



### Getting laid-off is tough, but getting laid-off twice in less than 12 months is devastating.

Luke\*, 58, first came to Metrocrest Services in 2019 to enhance his resume and interviewing skills after being laid off that July. After working with an employment coach, updating his resume, and practicing interview skills, Luke resumed his job search, securing a supervisor role in February 2020. The position paid well enough that he and his wife could cover their bills and put money in savings for a rainy day. Unfortunately, Luke was laid off from this new job in March 2020 due to COVID-19.

Luke and his wife cut discretionary spending enough to cover the family's expenses through the summer. As the pandemic's economic toll continued, their savings depleted, leaving Luke wondering how they would cover the bills. Metrocrest Services was there to help. "If assistance with my mortgage and utilities wasn't available, I don't know what we would have done," said Luke.

In December 2020, Luke secured a new job. He attributes his successful employment in large part to Metrocrest Services' Employment Coaching & Job Readiness services. "Having a polished resume and an opportunity to strengthen my interview skills gave me the confidence I needed to get back out there." Now that Luke is working, the family can pay all their bills and have set up a budget to put money back into savings. "Hopefully, we won't need Metrocrest Services help again," said Luke. "But, it's nice to know they're there."

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



## Services for Every Season

Each season in life comes with its own triumphs and challenges. For seniors, losing one's mobility has devastating effects both mentally and physically. Without Metrocrest Services, hundreds of local seniors would be unable to safely live in their own homes.

For children, having food to eat when school lunches aren't available and presents to unwrap during the holidays means the world. Our seasonal programs provide just that.

### SEASONAL PROGRAMS

**1,150**

*students received breakfast and lunch weekly through the Sack Summer Hunger program*

**38,087**

*Thanksgiving meals provided*

**2,722**

*children received holiday gifts*

**213**

*seniors received holiday gift cards*

### SENIOR SERVICES

**3,527**

*trips provided to seniors*

**6,030**

*hot meals delivered to seniors*

**146**

*minor home repairs completed for seniors*

**52**

*seniors received monthly subscriptions to medical alert systems*

*"If it wasn't for the help I get from Metrocrest Services, I don't think I'd still be alive. They make sure I get to my doctors' appointments on time, set-up wheelchair ramps at my home, installed grab bars in my shower, and regularly call just to check-up. Their support means the world to me."*

*- Connie*

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## GIVE A GIFT



13801 HUTTON DR., SUITE 150  
FARMERS BRANCH, TX 75234



Metrocrest Services is celebrating 50 years of serving the community. Join us for fun festivities throughout 2021. To learn more, contact Nicole Binkley at 972-446-2129 or [nbinkley@metrocrestservices.org](mailto:nbinkley@metrocrestservices.org).



Thursday, April 8, 2021



VOLUNTEER APPRECIATION  
metrocrest services

Saturday, May 8, 2021



Saturday, Oct. 30, 2021