



2021 Community Impact Report

Creating Opportunities. Lifting Lives.



metrocrest  services®
building a stronger community together





Creating Opportunities.

Lifting Lives. For 51 years, Metrocrest Services has been focused on this goal, adjusting our programs as needed to ensure our clients, our neighbors, have the greatest opportunity to lead independent and fulfilling lives. This is made possible thanks to a community of individuals, businesses, churches, civic groups, government, and other organizations who care about those around them.



I first learned of Metrocrest Services growing up in this community, attending Newman Smith High School, going to the University of North Texas, and raising my family in Carrollton. My personal experience started as a Board member, experiencing first-hand the impact this organization had on my neighbors in their quest to move beyond their everyday struggles. That impact became even more apparent as our community has grappled with the recent economic challenges.

The pandemic has shown that anyone can experience economic distress. As you will see in this report, the need for our services continues to remain

far greater than pre-pandemic levels. With the support of our amazing staff of compassionate and committed employees, dedicated volunteers, and generous donors, we can continue to alleviate the pain caused by such devastation.

As we shift our focus to the next 50 years, the commitment of **Creating Opportunity, Lifting Lives** is more relevant than ever. For years, we have dreamed of bringing Metrocrest Services' office and food pantry into the heart of community need. In 2021, we launched the Building Our Future capital campaign to raise \$15.8 Million to build a home of our own. Located in Carrollton off Josey and Beltline Road, our new home will do just that—providing a welcoming space to serve our neighbors for years to come.

This community is truly one of a kind. I am proud to be in the role of CEO, where I see the extraordinary work being done every single day. We are truly *building a stronger community together*.

With gratitude,

Tracy Eubanks, CEO
Metrocrest Services

The Metrocrest Model

Since 1971, Metrocrest Services has provided hope and relief to those who need a helping hand. We offer a comprehensive bundle of services to address gaps in finances, employment, and nutrition to help end poverty and break the cycle for future generations.



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Join Brenda*, a Metrocrest Services' client, as she shares the story of how The Metrocrest Model helped her family, and thousands of others like hers.

As a single mother of five beautiful girls (ages 5 – 15), my primary goal in life is to give them a safe and stable home. When I got laid off in 2020, I struggled to find a job that provided me the income and flexibility I needed to be there for my girls.

When my unemployment ran out, and I still hadn't gotten a job, I was at a loss. I didn't know how I would pay my bills or keep food on the table. I'm not one to ask for help but, when my electricity was about to be shut off, I called 2-1-1 (Texas' social services hotline) for help. They referred me to Metrocrest Services, changing the path of my family's life forever. ➡



** Brenda's story is based on the testimonial of a client.*

Emergency Financial Assistance



The first thing Metrocrest Services did was provide me with a **Case Manager Coach, Carmen**. She took the time to really listen to me and the challenges I was facing. At the time, all I could think about was how I would pay my bills. Carmen and the entire team at Metrocrest Services helped ease that burden by helping me with my rent.

Thanks to the emergency financial assistance Metrocrest Services provided, my children and I were able to stay our home. They helped many others as well.



Not only did Carmen address my immediate needs, she examined my financial situation and referred me to Financial Empowerment Manager, Victoria, for financial coaching. ➔

BY THE NUMBERS



1,260

households received emergency rent or lodging assistance

560

households received utility assistance

5,627

people remained safe and warm in their homes

2,909

months of rent assistance provided

\$3,945,079

in Emergency Financial Assistance provided (+93% from FY2020)

Financial Empowerment



Through the Financial Empowerment Program, Victoria provided me tools to create a budget and set goals for my future. Now I share these tools with my daughters so they'll be set up for financial success when they grow up.

Since finances are all about numbers, here's the return on investment your support of the Financial Empowerment program had in 2021.



BY THE NUMBERS

2,436
households improved their financial literacy and knowledge about budgeting and daily spending



73%
of clients say they have a better understanding of their finances

Once I had a better understanding of my finances, I knew how much money I needed to make at a job to take care of my children. Victoria referred me to Workforce Manager, Debbie, to help me with my job search. ➔

Employment Coaching & Job Readiness



When I met with Debbie, Metrocrest Services Workforce Manager, she helped me discover what type of job I wanted. Before I met with her if someone asked me what type of job I was looking for, I'd say, 'I'll take anything.' But then, Debbie asked me, "What do you want to have saved in the bank just in case there was an emergency?" My whole life I'd lived paycheck to paycheck, dealing with financial crisis after crisis. I'd never thought about looking for a job as a career with growth potential before.

After Debbie helped me fine-tune my career goals, I received a job offer that checked all my boxes. Now, I'm back on my feet with a job at a local beverage company that pays well, provides me the flexibility I need to be there for my girls, and helps me save for a rainy day.

My story isn't unique. Metrocrest Services helped many others like me create opportunities for professional advancement in 2021.

BY THE NUMBERS

10,889

employment services provided to 1,934 people to help them find employment or upgrade their current job



\$16.50

Average hourly pay rate for clients who secured a job with Metrocrest Services' help



During a job search, the last thing you want to do is wonder where yours or your children's next meal will come from. That's when Metrocrest Services put food on our table. ➔

Food Pantry



Keeping a home stocked with essentials for six people is not an easy task.

Visits to Metrocrest Services' pantry provided my family with the groceries we needed to stay healthy. Not only did we receive food staples like milk, bread, meat, fruit, vegetables, soup, and cereal, but we also got important hygiene items like feminine care products, shampoo, deodorant, toothpaste, toilet paper, laundry detergent, and multi-purpose cleaner.

I'm so grateful for the groceries I received from the food pantry and I know I'm not alone. Take a look at how Metrocrest Services helped fight hunger in 2021.



BY THE NUMBERS

21,740

people received food



3,744,274

pounds of food distributed
(+62% from FY2020)

3,145,190

meals provided

21,574

volunteer hours provided
(warehouse and pantry combined)



Not only did Metrocrest Services provide us with weekly food and hygiene supplies, they also offered seasonal programs to ensure my children had food to eat when schools were closed and presents to unwrap during the holidays. ➔

Seasonal Programs



Certain times of the year are harder to provide for my family than others. When school isn't in session and my girls aren't getting breakfast and lunch at school, it's especially difficult. With the Sack Summer Hunger and Thanksgiving Food programs I knew my girls would continue to receive healthy, easy to prepare meals when they weren't in school. Another service I'm grateful for is the Holiday program, which allowed me to choose gifts for my girls. My favorite part of the holidays is seeing joy on my children's faces as they open their presents Christmas morning. If the Holiday program wasn't available, my girls wouldn't have had gifts under the tree this past year.

Like me, many in the community struggle financially during the summer months and holiday season. With your support, in 2021, Metrocrest Services was able to help thousands of students through its Seasonal Programs.

Sack Summer Hunger

719
students fed

53,850
easy to prepare meals
distributed during
9 weeks of summer

Thanksgiving Food Program

792
families received food

38,087
meals distributed

Holiday Program



2,722
children received toys
and gifts

125
seniors were
provided holiday gifts

Like so many others, I've been blessed to receive caring and compassionate support from the team at Metrocrest Services. With their help, I now have a five-year plan and look forward to providing a stable life for my children for many years to come. But, Metrocrest Services doesn't only look out for families like mine; they also look out for our older neighbors to ensure they can remain independent in their own homes. ⇒

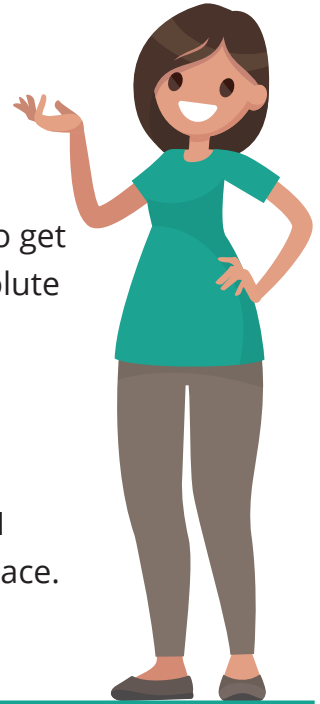
Senior Services



Thanks to your support of Metrocrest Services' senior programs, I know that seniors in my community have the help they need to age in place. Since I'm not a senior (yet), let me share a quote from someone whose life has been lifted through the program.

Deborah can't drive and relies on transportation from Metrocrest Services to get to her doctor appointments and the grocery store. "The drivers are the absolute best," said Deborah. "Even when my doctor appointments run late, there's always someone there to pick me up. I know I'll never be left stranded somewhere with Metrocrest Services."

Deborah isn't alone in her gratitude for the Senior Services program. In 2021 they were able to provide services that helped hundreds of seniors age in place.



BY THE NUMBERS



5,345

meals delivered
to 48 clients' homes

2,373

one-way door-through-door rides
were provided to 128 riders

551

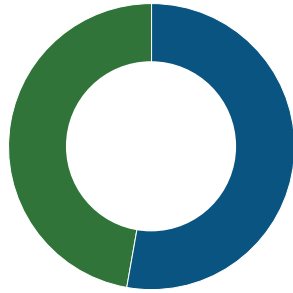
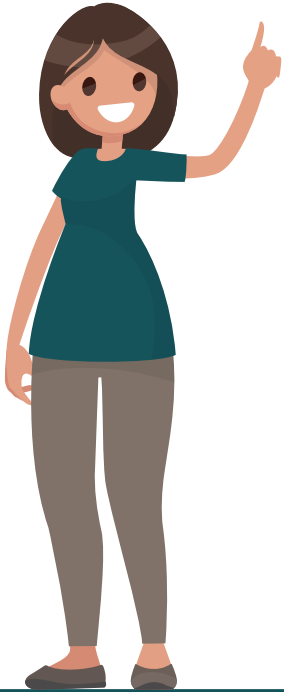
boxes of food were delivered to seniors

As you can see, Metrocrest Services provides a truly comprehensive set of services that helps create opportunities and lift lives, no matter your age.

Let's take a closer look at who Metrocrest Services helped in 2021. ➔

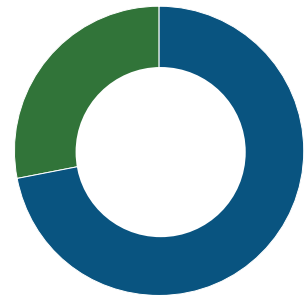
Who We Serve

While everyone who walks through the doors at Metrocrest Services receives a customized path to reach their goals, here's a bit more information on who was served.



HOUSEHOLDS

- 53% Families of two or more people
- 47% One-person household



GENDER

- 72% Female
- 28% Male

BY THE NUMBERS

25,732
people served in 2021



44%
under the age of 18

64%
had a single female head of household

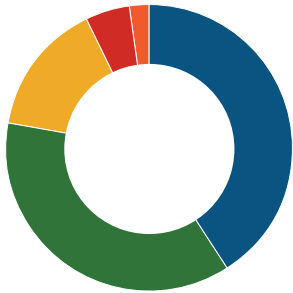
9%
over the age of 60



As you can see, Metrocrest Services provides a breadth of services to all ages, and genders. Next, let's look at the financial health of the organization. ➡

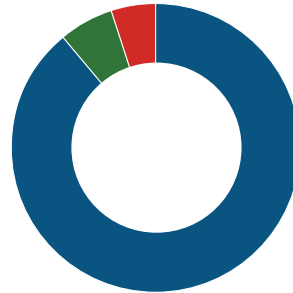
2021 Financials

Thanks to the support of fabulous volunteers, donors, and community partners, like yourself, Metrocrest Services can continue to meet the needs of those struggling to survive in our community.



FUNDING SOURCES

- ▣ 41% Individuals / Corporations / Foundations
- ▣ 37% In-kind Donations
- ▣ 16% City & Federal Funding
- ▣ 5% Resale Store
- ▣ 2% United Way / Events / Other



RESOURCE ALLOCATION

- ▣ 89% Programs & Services
- ▣ 6% Development & Fundraising
- ▣ 5% Administration



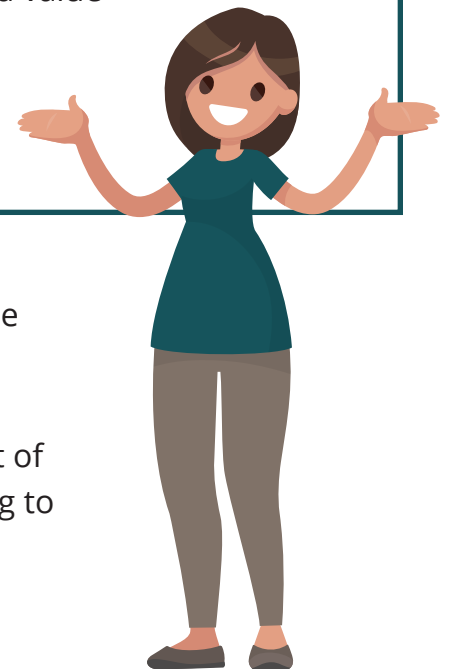
BY THE NUMBERS

2,306
volunteers



38,490
volunteer hours served

\$1,098,503
estimated value*



I'm so glad you've taken the time to read my story and explore all the great things that happened at Metrocrest Services last year.

On behalf of the thousands of our neighbors that have been lifted out of poverty with the support of Metrocrest Services, **thank you** for helping to build a stronger community together. ■

* Based on value of \$28.54 per volunteer hour by Independent Sector.

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GIVE A GIFT



*Statistics from fiscal year 2021
(Oct. 1, 2020 - Sept. 30, 2021).*



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Opening 2023

Learn more at msbuildingourfuture.org

