



metrocrest  
services®

*Serving up*

# HELP & HOPE

*Community Impact Report 2022*





PEOPLE SERVED 2022

18,695

FAMILIES SERVED 2022

6,294

A NOTE FROM TRACY

**Confession...** I have never been much of a cook. Reading a recipe, measuring ingredients, taste testing, and all the other requirements are beyond my abilities.

However, the team at Metrocrest Services, while developing solutions to complex challenges, are like chefs. They have the patience to make it just right, to marinate over the challenges presented, and to present a plan that is effective and rewarding. Our **“Recipes for Success”** start with the programs we provide, but they don’t end there. I often hear from people we’ve served that Metrocrest Services was more than just the tangible item(s) they received; it is a place where they felt heard, welcomed, and empowered to work toward a better tomorrow.

As I think about all we accomplished in 2022, I’m in awe of the work of the staff, volunteers, and those we serve. These past few years have been tough, but the team at Metrocrest Services has risen to the challenge.

In 2022 we officially began construction on our new building, and as the grand opening of this building draws closer, I look forward to the opportunities this 48,000-square-foot space will bring. While we’ll continue to provide services to meet Metrocrest Services’ mission, our new home will be so much more than that. It will be a community gathering place where people can take classes, volunteer, learn, and grow.

Thank you for supporting our programs and capital campaign over this past year. I can’t wait to celebrate all we’ve accomplished at our grand opening later this year.

With gratitude,

Tracy Eubanks, CEO  
Metrocrest Services



All statistics from fiscal year 2022 (Oct. 1, 2021 - Sept. 30, 2022).



# RECIPES FOR SUCCESS

For people experiencing a financial crisis, finding a path to self-sufficiency is a lot like creating a fantastic meal. It takes preparation, effort, and dedication. **Metrocrest Services offers a variety of programs (or recipes) for success.**

Each person that walks through our doors comes to us with a unique set of needs. No matter the situation, Metrocrest Services' is ready and willing to serve up help and hope — finding our neighbors the recipes they need to reach financial stability.

## OUR MISSION

Providing hope through programs that lead to self-sufficiency and foster independence.

## OUR SERVICES



**FOOD PANTRY**



**EMERGENCY FINANCIAL ASSISTANCE & EDUCATION**



**EMPLOYMENT COACHING & JOB READINESS**



**SENIOR SERVICES**



**SEASONAL PROGRAMS**



**HOMELESS RESOURCES**



# FOOD PANTRY

Providing access to nutritious food is at the foundation of how Metrocrest Services supports the basic needs of our community. In our efforts to combat food insecurity, Metrocrest Services created the perfect recipe to support our neighbors in need.

## INGREDIENTS

*For a successful program in 2022*

4 million lbs. of food provided

4 Food Pantry staff

1,058 volunteers serving 12,798 hours

1 refrigerated truck

1 drive-thru food pantry with extra-large refrigerators and freezers

1 warehouse to store and package nonperishable food and hygiene items

## DIRECTIONS

*How the Food Pantry fights hunger in our community*

1. Food is delivered to Metrocrest Services by the North Texas Food Bank, retail partners, and individual donors.
2. Volunteers package meal boxes, fresh fruit, fresh vegetables, and hygiene products to prepare them for distribution in the drive-thru food pantry.
3. Volunteers and staff greet drive-thru pantry visitors and load their vehicles with a week's worth of nutritious food and hygiene products.

## 2022 IMPACT

**14,554 people served**

**3,404,226 meals provided**

## REVIEWS

*"I don't go every week, but when I do, it allows me to bridge gaps when I am unable to afford groceries."*

*- Scott*





# EMERGENCY FINANCIAL ASSISTANCE & EDUCATION

While helping families remain in their homes is crucial, Metrocrest Services' mission is to provide a path to self-sufficiency and foster independence.

## INGREDIENTS

*For a successful program in 2022*

6 Intake and Referral Specialists

6 Case Worker Coaches

Referrals as needed

Financial education classes

Emergency financial assistance funds

## DIRECTIONS

*How we keep families safe in their homes and foster financial stability*

1. Intake and Referral team members work with people requesting financial assistance to collect documentation of need.
2. Once all documentation is received, individuals select a time to meet with a Case Worker Coach to discuss their needs.
3. During meetings, Case Worker Coaches review each person's current financial situation and discuss how Metrocrest Services can support them through their financial crisis. Coaches then work with them to find ways to reduce expenses and become financially stable. If someone is unemployed or underemployed, they're referred to the Employment Coaching and Job Readiness program. If someone needs support services not provided by Metrocrest, they are referred to one of our partner agencies.

## 2022 IMPACT

**2,767 people remained in their homes**

**2,192 people received help paying utility bills**

**2,405 months of rent assistance**

**81% of people reported having a better understanding of their finances after visiting with their Case Worker Coach**







# EMPLOYMENT COACHING & JOB READINESS

A crucial recipe for success for people who are unemployed or underemployed.

## INGREDIENTS

*For a successful program in 2022*

3 employment coaches

30 partnerships with local businesses

5 volunteers

Job readiness workshops and job fairs

Continuing education classes

## DIRECTIONS

*How the Employment Coaching & Job Readiness program helps people obtain and retain gainful employment*

1. A person is referred to the employment coaching team by a Case Worker Coach or comes directly to Metrocrest Services seeking assistance with their job search.

2. One-on-one meetings with employment coaches help people identify the type of job they are looking for, possible barriers to employment, and avenues to remove employment barriers.

3. Job seekers are presented with trainings and workshops throughout the year. In addition, job seekers participate in educational workshops and job fairs offered through Metrocrest Services and community partners.

## 2022 IMPACT

**1,660 people received  
employment coaching**

**6,733 employment services  
provided**

**\$17.50 average salary after  
receiving coaching & job  
readiness support**

## REVIEWS

*“When I found out Metrocrest had an employment coaching program, I signed up. I ended up applying for a job at Metrocrest, and now as an Intake Specialist, I get to help create opportunities for others.”*

*- Sandra*



# SENIOR SERVICES



Maintaining independence and aging in place is crucial for many people to enjoy their golden years. The Senior Services program is the perfect recipe for seniors who want to age in place but struggle with mobility or health issues.

## INGREDIENTS

*For a successful program in 2022*

3 senior services specialists

50 volunteers serving 476 hours

4 vehicles

4,220 hot meals

## DIRECTIONS

*How the Senior Services program helps people age in place*

1. A senior contacts Metrocrest Services for support and schedules a home visit with a Senior Services Case Manager.
2. During home visits, the case manager reviews each person's needs and sets them up for one or more of the following services: home-delivered meals, transportation to and from doctor appointments and the grocery store, and/or home safety projects (like installing grab bars and wheelchair ramps).
3. Senior Services staff members schedule volunteers to deliver meals to seniors' homes, drivers to provide rides, and regularly check in with program participants to ensure they are satisfied with the services provided.

## 2022 IMPACT

**4,220 hot meals delivered to 34 seniors**

**2,274 trips provided to 105 people**



## REVIEWS

*"I delivered meals to homebound seniors for 38 years. Now that I'm in my late 90s and can't drive, getting meals delivered to my home helps ease the burden of cooking and ensures I get the nutrients I need to stay healthy."*

*- Edrese*



# SEASONAL PROGRAMS



Many families have the funds needed for daily life, but require support during the summer and holiday breaks to maintain financial independence.

## 2022 IMPACT

**694 children received 49,090 meals through Sack Summer Hunger**

**655 families received 38,140 meals through the Thanksgiving Food Program**

**2,304 children received holiday gifts**

**88 seniors received a holiday greeting and a gift card to Walmart**



## INGREDIENTS

*For a successful program in 2022*

2 program staff

422 volunteers

9 local church partners

98,678 lbs. of food

Holiday toys and gifts

Winter coats

## DIRECTIONS

1. Local businesses and organizations host donation drives throughout the year to collect food, coats, and toys for neighbors in need. Volunteers sort and package donations before the start of each special program.
2. Through the Sack Summer Hunger program, volunteers deliver a week's worth of food to students' homes for nine weeks during the summer.
3. Volunteers provide families with the items needed to make a feast during the Thanksgiving Food Program, plus food for the break.
4. During the Holiday Program, participants receive toys for their children, coats for the family, and seasonal decorations. Volunteers also deliver greetings to seniors and a gift card to Walmart.



# HOMELESS RESOURCES



Metrocrest Services' newest program provides a recipe for support to neighbors facing homelessness.

## INGREDIENTS

*For a successful program in 2022*

- 1 homeless resources staff member
- 13 volunteers
- 1,000+ donations of hats, gloves, and coats
- 1,500 lbs. of nonperishable food
- 10 partnerships with other nonprofits
- 10 educational workshops

## DIRECTIONS

1. The street outreach team meets people where they find them to learn how Metrocrest Services can support them.
2. Team members work with community partners like MetroRelief, CitySquare, and Housing Forward to provide support. Services include food and clothing, securing an ID or other forms of documentation, and securing long-term housing. Upon assessment, securing temporary housing may be an option.
3. Metrocrest Services hosts meetings with city services, churches, and community groups to educate the community on homelessness and ways to reduce the number of neighbors experiencing homelessness.



## 2022 IMPACT

**307 unsheltered neighbors received food, temporary housing, and other supplies**

**6 people secured permanent housing**

## REVIEWS

*"I became homeless and was living in a motel. Metrocrest helped cover a week of lodging so I could keep a roof over my head."*

*- Martha*



# MICHELLE'S RECIPE FOR SUCCESS

**Sixteen cents...** that's all the money Michelle\* had to her name when she walked through the doors of Metrocrest Services for the first time. "After being told NO so many times, I finally had someone who could help me. I not only left with food but hope that things would get better," shared Michelle.

"I had major surgery and could no longer work," she explained. "My disability pay had run out. I was applying for social security disability, but it hadn't come through yet, and I had been without income for six months. I was terrified of losing everything and having to go to a shelter or sleep in my car."

Since that first visit, Michelle has taken advantage of a variety of services, creating her own recipe for success. After receiving food from the Food Pantry and rent assistance through the Emergency Financial Assistance program, Michelle began working with a financial coach to learn how to manage her social security disability income wisely and worked with an employment coach to find part-time employment.

"Not only did Metrocrest Services help me with my immediate need, they went above and beyond to ensure I had the tools I needed to regain stability." Michelle was referred to CCD Counseling Center for mental health counseling, and her employment coach connected her with the Texas Workforce Commission's job training program for employment services.

"It's been the kindness of strangers that came and helped me that's gotten me through this past year," expressed Michelle as she talked about how the support of Metrocrest Services has impacted her life. "There are no other people more gracious, more understanding than the people at Metrocrest."

Michelle now has the means to pay her rent and utilities and knows "there's a light at the end of this dark tunnel."

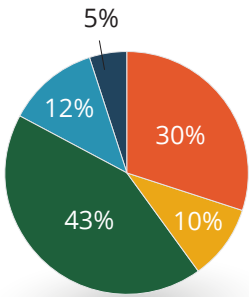
Michelle, like many of those we serve, came to Metrocrest Services in need of immediate support but found so much more. Thanks to the community's generosity, we continue to serve up help and hope to thousands of our neighbors in need.

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



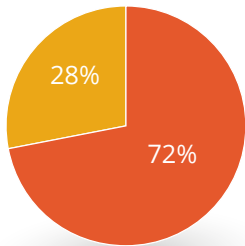


# DEMOGRAPHICS & FINANCIALS 2022



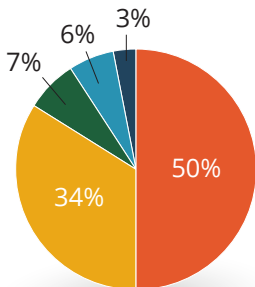
## WHO WE SERVE

- 30% Under 18 yrs
- 10% 19-25 yrs
- 43% 26-59 yrs
- 12% 60+ yrs
- 5% Unknown



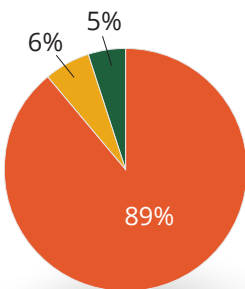
## WHO WE SERVE

- 72% Female
- 28% Male



## FUNDING SOURCES

- 50% In-kind Donations
- 34% Ind. / Corps / Foundations
- 7% Resale Store
- 6% City Funding
- 3% United Way / Events / Other



## RESOURCE ALLOCATION

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

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



Staff take time for a quick photo during the first ever staff development day in August.



Development Associate Iris Gutierrez stuffs meal boxes during staff development day.



In June, the Food Pantry received a new Food Truck to improve program operations.



Capital Campaign supporters participate in a beam signing to celebrate the construction of our new home.

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## MAKE A DONATION:



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



# THE VISION BECOMES REALITY

*Later this year, we will be serving up help & hope from our new address: 1145 N. Josey Lane, Carrollton, TX 75006*

