

Building Self-Sufficiency



FIRE LANE NO PARKING

From the CEO

My ten-plus years at Metrocrest Services have been incredibly fulfilling. Working at a non-profit was not on my radar after spending my career in the private sector. Contributing to an organization that has the potential every day to positively impact the lives of our neighbors is extremely rewarding.

2023 was a milestone year for the agency. Thanks to the generosity of the North Texas community, we moved into our forever home. This building is more than brick and mortar; it's a beacon of hope, opportunity, and independence.

Of course, what makes dreams a reality are the people who work within these walls. Metrocrest Services' staff and volunteers have gone above and beyond to make this facility a true community gathering space. I love hearing about all the exciting activities and events hosted onsite by our team and other community partners — all working toward the same vision to provide pathways to a *thriving community for ALL*.

As you explore this report, you will discover how moving into this new space is *building self-sufficiency* for North Texans in need, providing essential programs and services delivered with dignity and respect.

With gratitude,



Tracy Eubanks, CEO
Metrocrest Services

All statistics from fiscal year 2023 (Oct. 1, 2022 - Sept. 30, 2023)
Photographer credit for cover and pages 3, 5, 6, 7: Ryan Conway/Gensler



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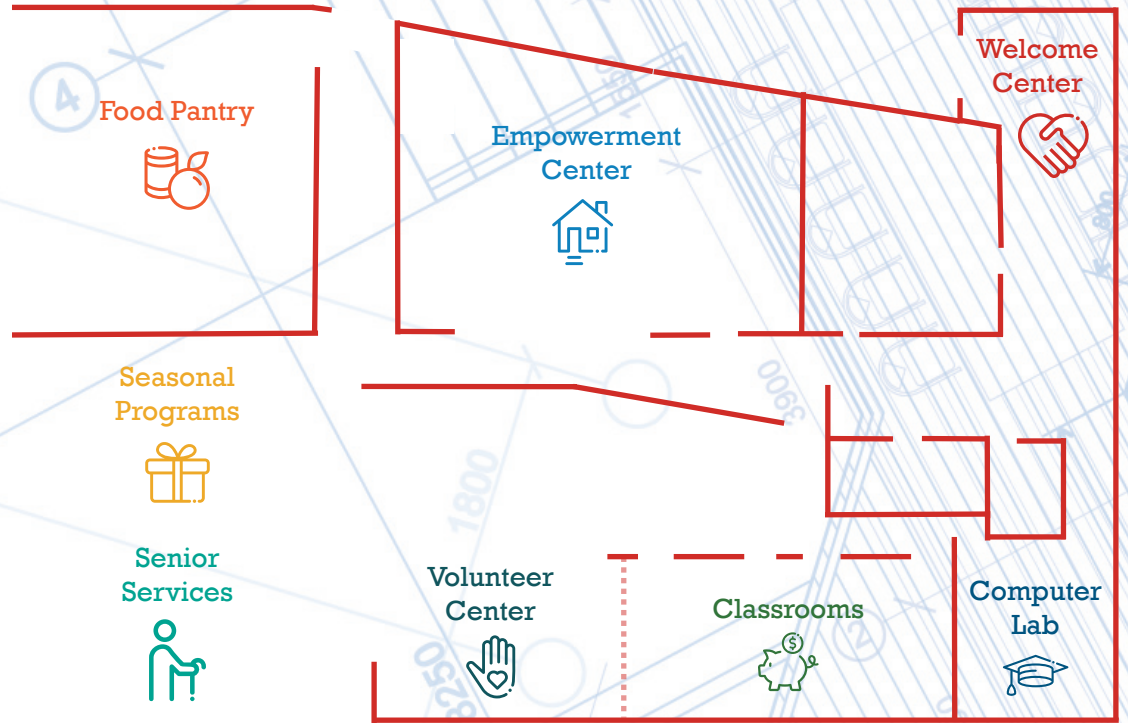
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Welcome to our new home!

Since 1971, Metrocrest Services has provided hope and relief to those who need a helping hand. Metrocrest offers a comprehensive bundle of services to address gaps in finances, employment, and nutrition to holistically help end poverty.

In 2023, we opened the doors to a new 48,000-square-foot facility. This building was designed to remove barriers to accessing services, bringing essential resources to a central location — in the heart of community need.

While the building is up and running, we still have naming rights available. Contact CEO Tracy Eubanks to learn how you can leave your legacy and help fund our future.



Building Timeline



November 2021
Groundbreaking Ceremony



June 2022
Beam Signing Event



August 2023
Grand Opening Ceremony



September 2023
Community Picnic
& Resource Fair



Guided Tour



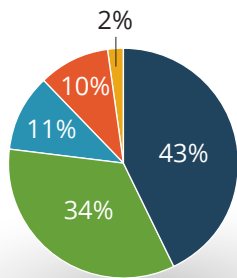
Hello! My name is Bruce Gibson, and for the past 18 years, I've worked the front desk at Metrocrest Services. Today, I have the honor of being your tour guide as we explore how Metrocrest Services Center is helping build self-sufficiency for North Texans in need.

Welcome Center

First, I want to show you where I work, in the Welcome Center. As an Intake and Referral Specialist, I help individuals coming to us for the first time find the resources they need to get through a crisis situation. I'm also here to provide information on other programs and services that someone might need to help them on their path to self-sufficiency.

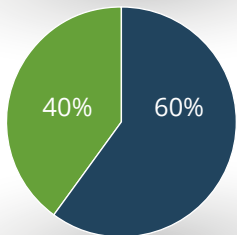


22,053 people served in 2023



Who We Serve

- 34% <18 years
- 11% 18-25 years
- 43% 26-59 years
- 10% 60+ years
- 2% Unknown



- 60% Female
- 40% Male





Empowerment Center

In the Empowerment Center, our team helps people build brighter futures. While this space is home to various programs, today we will focus on our **Housing Stability program**. The Center offers six “huddle rooms” for clients to meet privately with team members to learn about their crisis, how we can help meet their basic needs, and build them a personalized path to self-sufficiency.



While most clients we serve through our Housing Stability program come to us for help to ensure they can remain in their homes, some find us after being evicted. For these situations, we have a **Homeless Resources** team ready to support the specific needs of our unsheltered neighbors.



1,113

families received emergency rent assistance

718

families received assistance with utility bills

561

unsheltered individuals received food, temporary housing, or other supplies

23

unsheltered individuals diverted off the streets

INTERESTING FACT

The Empowerment Center also hosts community partners to help people achieve self-sufficiency. Our onsite community partnership with North Texas Food Bank allows clients to get help applying for governmental benefits. Additionally, clients can access mental health counseling provided by our friends at Metrocare.





19,234
people fed

3,767,765
meals provided

92%
of visitors say they now
eat healthier meals

Food Pantry

The **Food Pantry** is one of my favorite spots in the new building. Before moving to our new home, we operated a drive-through pantry where families received a box of pantry items, a bag of hygiene items, and a bag of produce. While functional, the drive-through pantry is not ideal as it eliminates visitors' ability to choose the food their family will eat. The new client-choice Food Pantry allows visitors to regain a sense of normalcy and select food in a way that highlights the dignity and respect we all deserve. Visitors often say, "It's just like shopping in a grocery store," which is the goal!

"We are on a tight budget, so the help with fresh fruits and vegetables has been huge!"

- Tara



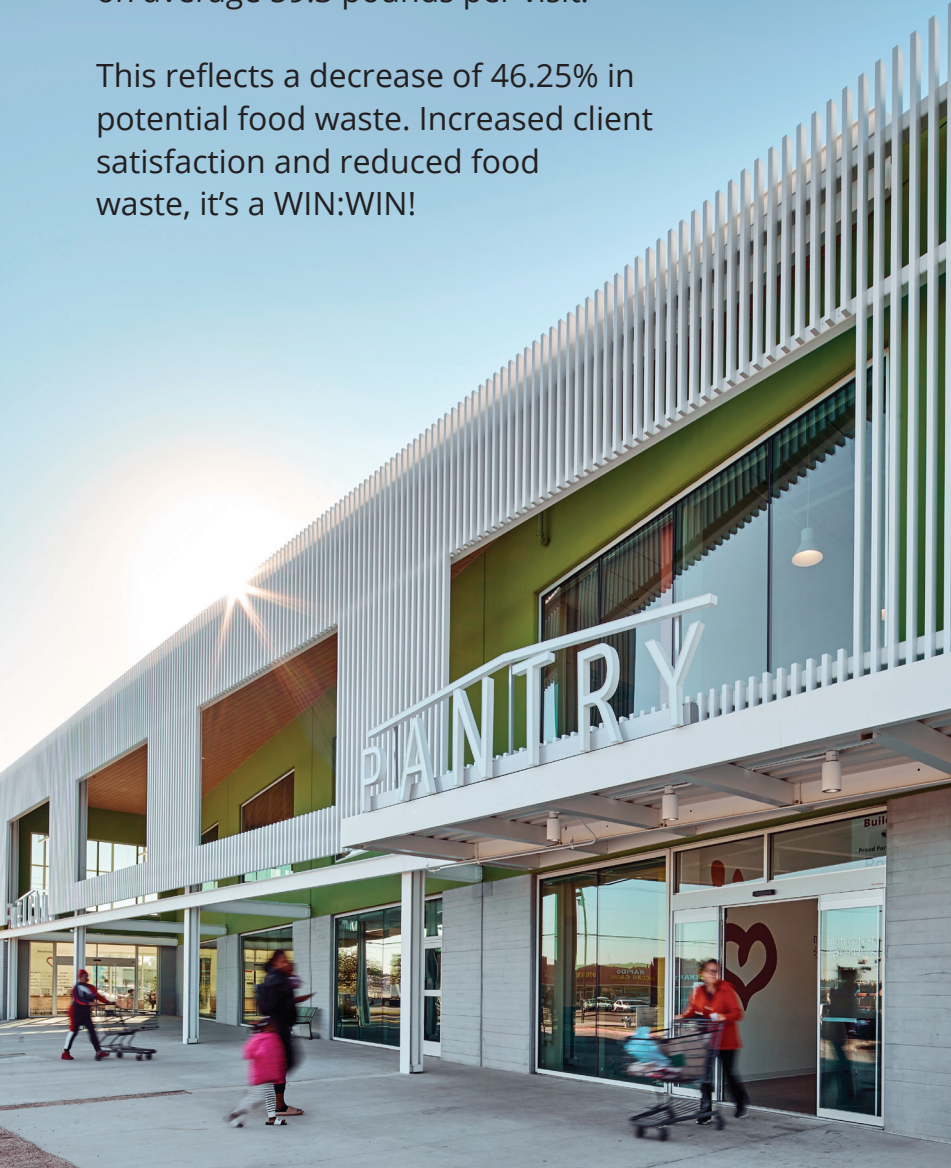
INTERESTING FACT

In our drive-through model of distribution, a family received an average of 110.25 pounds of food per pantry visit.



Since we've opened the client-choice Food Pantry and families started selecting their own food, they now choose to take home on average 59.3 pounds per visit.

This reflects a decrease of 46.25% in potential food waste. Increased client satisfaction and reduced food waste, it's a WIN:WIN!



Seasonal Programs

In addition to fighting hunger in our Food Pantry, our **Seasonal Programs**: Sack Summer Hunger, the Thanksgiving Food Program, and the Holiday Store help ease seasonal expenses for parents on limited incomes.



52,201
summer meals
provided

2,364
children received
holiday gifts

655
families received
Thanksgiving food

69
seniors received
holiday gift baskets

“Without Metrocrest Services, Christmas wouldn't have happened for my daughter. We are so grateful.”

- Alexandra

Volunteer Center

Our Volunteer Center is a multi-purpose space designed to connect our community. Since moving in, this space has been used for a variety of purposes, including special volunteer projects, resource fairs, and community events.

Our Food Pantry, Warehouse, and Seasonal Programs are primarily run by volunteers. In fact, on any given day, if you visited the Food Pantry, you'd see just a couple of staff members; the rest of the workers are volunteers! In addition to supporting our food programs, volunteers are an integral part of the Metrocrest Resale Store, Financial Education program, and Employment Coaching and Job Readiness program. When we say we couldn't do what we do without the support of our volunteers, WE MEAN IT!

3,746
volunteers provided
40,680 volunteer hours



\$1,214,705
estimated value
of volunteer hours*



**Based on industry standard value of \$29.95 per volunteer hour by Independent Sector*



INTERESTING FACT

Small changes to spending habits can significantly impact your finances. By reducing expenses like subscriptions and eating out, we've seen families go from regularly seeing a negative monthly balance to having funds to pay all their bills and start a savings account!

Classrooms

We are so excited to have two multi-purpose classrooms. Our staff and various community partners use this space to offer educational workshops to help build self-sufficiency and improve quality of life.

One of my favorite uses for this classroom is for our Financial Education classes, where subject matter experts volunteer their time to teach people about budgeting, saving, reducing debt, improving credit, and more! In addition to offering classes, our **Financial Education program** provides one-on-one coaching to help individuals, families, and seniors build financial stability.

“I'm now more aware of my finances and areas of my life I need to improve.”

- Ann



1,690
families improved their financial literacy

75%
of clients say they have a better understanding of their finances after visiting Metrocrest Services



Computer Lab

An exciting addition to our **Employment Coaching/Job Readiness program**, the Computer Lab is open five days a week for visitors to search for jobs, check emails, learn computer skills, and more.

Did you know the majority of people age 18-65 served by Metrocrest Services are employed? For many of these people their current salary just doesn't cover basic living expenses. Through resume reviews, mock interviews, stipends for job skills training, and help with job searches, our Employment Coaching/Job Readiness team assists people in improving their earning potential.

INTERESTING FACT

The Computer Lab also hosts ESL Classes in partnership with Dallas College, providing an opportunity for people to learn English, which can open up numerous employment opportunities.



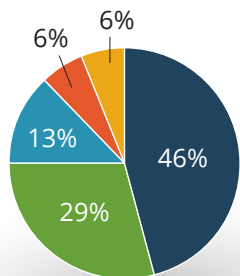
1,921
people received
employment
services

\$16.32/hour
average salary
after working with a
Workforce Specialist

2023 Financial Report

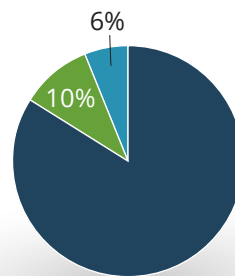
Metrocrest Services relies on the generosity of donors to continue our mission of providing hope through programs that lead to self-sufficiency and foster independence. Here's a breakdown of where our funds came from and how they were used in 2023.

To review the annual independent audit report and the related audited consolidated financial statements, visit metrocrestservices.org/financials



Funding Sources

- 46% In-kind Donation
- 29% Ind. / Corps / Foundations
- 13% Government
- 6% Resale Store
- 6% United Way / Events / Other



Resource Allocation

- 84% Programs & Services
- 10% Development & Fundraising
- 6% Administration

Helping Seniors Age-in-Place

Last but certainly not least, I want to share how Metrocrest Services is helping a population that is often overlooked, our seniors.

For seniors living on a fixed income, these last few years have been tough. Inflation and increased housing prices have made it hard for seniors to remain self-sufficient. For this group of clients, we offer a variety of specialized services to meet their specific needs; including home-delivered meals, transportation, rent assistance, nutritious food from the Food Pantry, and more.

“I don’t know what I would do without Metrocrest! I’ve started eating and have rides to all my doctor appointments.”

- Debbie



2,205
seniors served

2,156
hot meals
delivered

1,455
rides to medical
appointments
or the grocery
store



I’ve enjoyed taking you on a tour of our new building and sharing how our programs helped build self-sufficiency in 2023. If you haven’t been to our new home yet and would like an in-person tour, please email info@metrocrestservices.org or call 972-446-2100. We’ll find a time to get you in and share more information on how Metrocrest Services is building self-sufficiency for North Texans in need.

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How Can You Help Build Self-Sufficiency?



**PURCHASE AN
ENGRAVED BRICK**



**SCHEDULE
A MONTHLY GIFT**



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A SPECIAL EVENT**



**VOLUNTEER
YOUR TIME**

