

PATHWAYS to Self-Sufficiency



Community Impact Report 2024



CEO's Letter

Life's journey often leads us down unexpected paths, and at Metrocrest Services, we're privileged to walk alongside individuals as they navigate their unique pathways toward self-sufficiency and independence. Whether it's offering support to single parents juggling jobs, providing meals and care to homebound seniors, or helping individuals get back on their feet after health setbacks, we're here to guide the way.



In 2024, we celebrated the first anniversary in our new home, a space that symbolizes hope and possibility. It's here that we provide services designed to address immediate crises and foster long-term stability. Our programs combat food insecurity, mitigate housing instability, and empower individuals through skill-building and economic opportunities. By building strong community partnerships, we ensure that our support networks are robust, bridging gaps that might otherwise hold our neighbors back.

The true key to these pathways is you—our donors, volunteers, and community. Your support fuels our mission and transforms the lives of the 24,386 individuals we serve. As we reflect on the past year and look ahead, I want to thank you for being a part of this journey with us. Let's continue to make a difference, creating pathways that lead to a thriving community for ALL.

With gratitude,

Tracy Eubanks, CEO





About Metrocrest Services

Metrocrest Services believes everyone deserves the opportunity to thrive. Our programs are designed to address both immediate and long-term needs helping those we serve on their personalized path to self-sufficiency.

Our Mission

To empower individuals to achieve self-sufficiency and foster independence

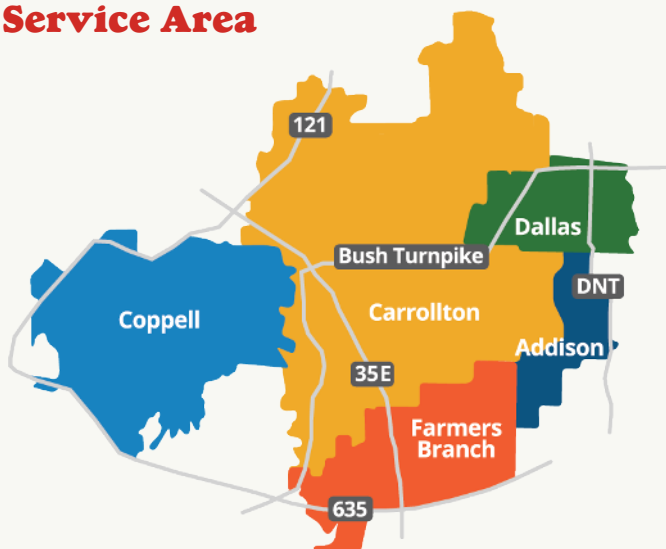
Our Vision

To build a thriving community for all

Our Values

- › Start with a "YES" attitude
- › Celebrate differences
- › Embrace change
- › Choose Joy
- › Be Kind

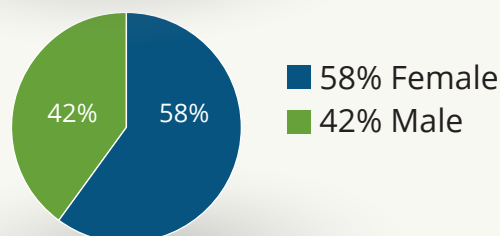
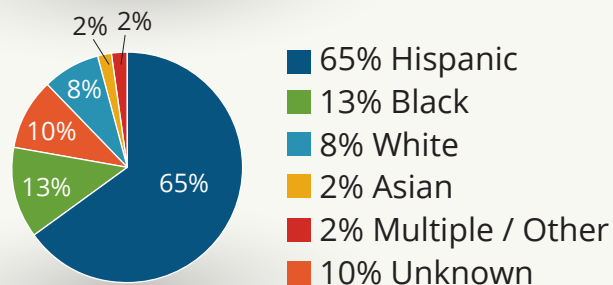
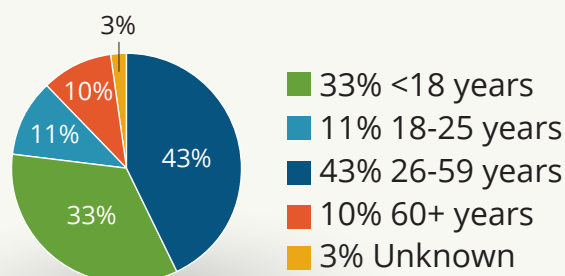
Service Area



Who We Serve

24,386 people served in 2024

10.6% increase from 2023



“I am not sure where my family and I would be without the much-needed food pantry and rent assistance we received. I will always be grateful.”

- Metrocrest Services Client

All stats provided in this report are from
FY 2024 October 1, 2023 - September 30, 2024.



Our Services

We are proud to walk alongside our clients as they navigate their individual journeys towards achieving their goals. Our comprehensive services are structured around three key areas, each representing a step on the path to building a thriving community for all.

Step 1

Meeting Basic Needs

Providing the tools to build a strong foundation by offering access to life's essentials for stability and well-being.

- › Food Assistance
- › Housing Stability
- › Homeless Resources

Step 2

Building Financial Stability

Empowering individuals and families to build a secure financial future by providing the tools and knowledge necessary for long-term success.

- › Financial Education
- › Workforce Development
- › Seasonal Programs

Step 3

Enhancing Quality of Life

Supporting holistic well-being by providing access to vital resources and support services that improve overall quality of life, ensuring a smooth and sustainable journey.

- › Healthcare Guidance
- › Nutrition Education
- › Referrals and Resources



Supporting Seniors Every Step of the Way

We are committed to supporting seniors in our community, helping them age in place with dignity and respect.

- › Nutrition Access
- › Health and Safety Support
- › Temporary Financial Assistance
- › Mobility Options
- › Community Engagement





Our Impact



862

households received
rental/lodging assistance



3,727,511

meals distributed

22,330

neighbors fed

376

households received
utility assistance

569

people experiencing
homelessness served

55

people diverted
off the streets



2,304

children received
holiday gifts

834

families received
Thanksgiving meals

767

students fed
over the summer



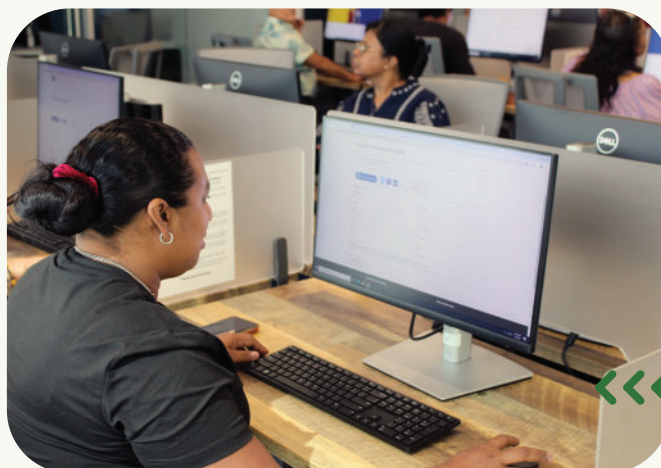
1,610

individuals received employment services



2,940

home-delivered
meals provided
to seniors



1,417

households
participated in
financial education
services







Patrice's Pathway to Self-Sufficiency

Patrice, a 66-year-old retiree in Coppell, TX, was managing her expenses on Social Security until a family crisis left her behind on housing payments.

Bills piled up, and she soon faced eviction. With nowhere else to turn, she reached out to Metrocrest Services.



Opening the Door to Stability

Turning to Metrocrest Services, Patrice was connected with a Senior Case Manager who provided temporary rent assistance to keep Patrice safe in her home. She was then signed up for Food Pantry services, to ensure she had access to healthy meals.

Once out of crisis, Patrice worked with her Senior Case Manager to identify affordable apartments to stabilize her housing. Within a few months, Patrice moved into her new home.



Crafting a New Path

To supplement her income, Patrice worked with a Workforce Specialist to craft her resume and identify job opportunities that matched her skills and interests.

Along her pathway, Patrice attended job-ready workshops, received gas cards to help her get to interviews, and eye care to improve her vision.



Achieving Self-Sufficiency

Landing a dream job equipped with new resources and support, Patrice secured two job offers, both aligned with her passion for working with children.

Patrice now enjoys stable housing, a fulfilling career, and is steadily working toward financial independence, empowered with support from Metrocrest Services.



Learn more about Patrice's story:





New Initiatives

Complementary Partners

The path to self-sufficiency often requires supports not provided at Metrocrest Services. To help fill gaps in services, a variety of complementary partners are now onsite helping clients access the resources they need to reach their goals.



THE CONCILIO

The Concilio provides nutrition education, cooking demos, fitness testing, and physical activities.



Hope Cottage

Hope Cottage supports parents and caregivers through educational classes and resources.

metrocare.

Metrocare Services provides mental health counseling services.



North Texas Food Bank

North Texas Food Bank assists with applications for safety net services like SNAP and Medicaid.



ONESIGHT
EssilorLuxottica Foundation

OneSight provides free eye exams and glasses.

Healthcare Guidance



We are also excited to have a Healthcare Navigator on staff to help guide clients in their search for accessible and affordable healthcare.

“The healthcare guidance I received was invaluable. Having someone guide me through the process made a huge difference in my confidence.”

- John, Metrocrest Services Client



Our Donors & Volunteers



Together, volunteers, and donors help us build and maintain the pathway to self-sufficiency. Donors make the path sustainable and volunteers bring those programs to life.

“Million Air Dallas is a proud partner of Metrocrest Services because of our shared commitment to making a meaningful impact in our community.”

- Patricia Hollinrake, Senior Aircraft Services Program Manager, Million Air Dallas



4,265

volunteers served

49,359

hours in 2024



That's an estimated \$1.5 million in labor!

Based on the value of \$31.94 per volunteer hour by the Independent Sector.



A Year Of Impactful Events

Winter >>>>>



Community members gathered at the **Caregiver Support & Resource Fair** for an evening of education and fellowship, gaining tips to navigate the caregiver journey.



Volunteers and staff participated in the **Point-in-Time (PIT) Count**. A nationwide event that conducts a census of persons experiencing homelessness.

Summer >>>>>



The annual **Sack Summer Hunger** program delivered nutritious, easy-to-prepare meals to the doorsteps of 767 local students. With the help of 362 volunteers, 60,170 meals were distributed.



More than 1,000 people enjoyed a day of family friendly activities, tasty treats, a parade, and learned more about community resources at the **Community Picnic**, presented by Reliant Energy.



2024 Financial Report

Metrocrest Services relies on the generosity of donors to continue our mission to empower individuals to achieve self-sufficiency and foster independence.

Visit metrocrestservices.org/financials to review the annual independent audit report and the related audited consolidated financial statements.

See what's coming up in 2025 at metrocrestservices.org/events

Spring >>>>>



At the **19th Annual Keyholder Breakfast**, Metrocrest Services brought the community together to help build economic stability for North Texans.



When severe storms struck the area, leaving many without power, food, or housing, our community rallied to help serve those in need, raising \$60,000 for **disaster relief efforts**.

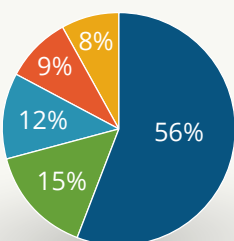
Fall >>>>>



The **Metrocrest Community Job Fair**, sponsored by Dallas College, is one of two job fairs hosted annually in partnership with the City of Carrollton creating valuable opportunities for job seekers to connect with local employers.

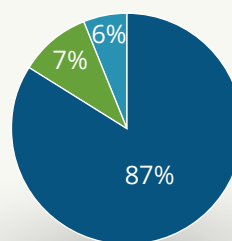


Metrocrest Services hosted its first-ever **Empower Gala**, presented by Aaron Augustine Allstate Insurance Agency. It was an unforgettable event with live music, and fantastic food.



Revenue: \$16,082,276

- 56% In-kind Donations
- 15% Individual/Corporate/Other
- 12% Government
- 9% Foundations
- 8% Resale Store



Expenses: \$16,333,302

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

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Support The Mission

96% of clients say their situations improved
after they received help from Metrocrest Services



Donate



metrocrestservices.org