

Metrocrest Moments

Snapshots of hope, success, and community



2025 ANNUAL REPORT

Message from the
CEO

A neighbor should never go without support.

Every day, individuals and families in our community face difficult choices between food, rent, health, and stability, but they should not feel alone. At Metrocrest Services, we believe everyone deserves dignity, access to support, and the opportunity to build a brighter future.

As the new CEO, it feels like I'm returning home. In a short time, I've experienced the heart, generosity, and collaboration that define this community. Together with volunteers, partners, and staff, we are doing transformational work that meets immediate needs while creating pathways forward.

What makes this work possible is people, people who lead with love, show up with compassion, and aren't afraid to get in the game for their neighbors. That spirit of care and connection is what defines our long-lasting impact.

Thank you for believing in our work, for showing up for each other, and for being part of these Metrocrest Moments. I can't wait to see what we accomplish together this year.



With thanks,

Gabe Madison, CEO
Metrocrest Services



About Us

Every day, we walk alongside individuals and families to support their immediate needs while building pathways toward long-term stability.



1. MEETING BASIC NEEDS

When families face a crisis, we respond.

- Food Assistance
- Housing Stability
- Homeless Resources

2. BUILDING FINANCIAL STABILITY

We provide the tools & support to move forward.

- Financial Education
- Workforce Development
- Healthcare Guidance

3. ENHANCING QUALITY OF LIFE

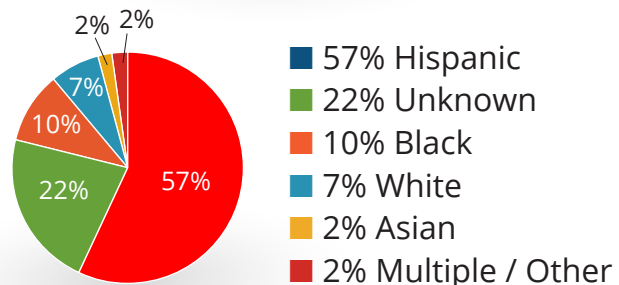
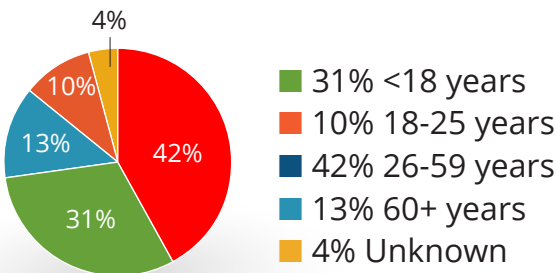
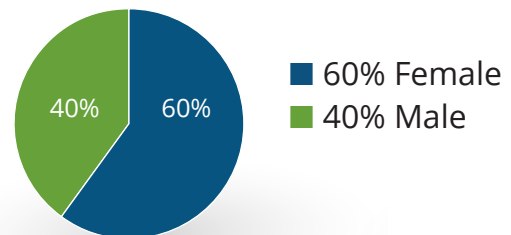
We offer opportunities for education and growth.

- Senior Services
- Nutrition Education
- Referrals and Resources



CLIENT DEMOGRAPHICS

Metrocrest proudly serves Carrollton, Farmers Branch, Addison, Coppell, and surrounding areas.



All stats provided in this report are from FY 2025 (October 1, 2024 - September 30, 2025).

Snapshots of Impact

FUN FACT:

Metrocrest served more people in 2025 than the entire population of 90% of all cities and towns in Texas.



28,924

unduplicated neighbors served
(up 19% from 2024)

97%

said Metrocrest helped improve their family's situation

98%

felt treated with dignity and respect

\$1.08 MILLION

distributed to prevent eviction and utility shutoffs

631

unhoused neighbors reached with critical resources

1,417

households improved their budgeting skills

4,092

volunteers gave 48,376 hours of their time & talents



Snapshots of Success

Success looks different for every neighbor. These stories show what a path forward can look like with the right support.



Alexis Hernandez

Workforce Development & ESL Participant

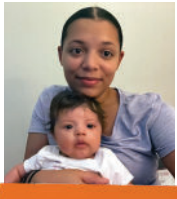
“Metrocrest helped me with two very important things — to learn English through the ESL program and to find a great career during a moment when I did not have work. They changed my life for the better.”



Latonia Harris*

Temporary Financial Support Participant

“My car stopped working and I had no way to get around. Metrocrest provided me with bus vouchers and paid for my car repairs. I was able to keep my job and get my daughter to school.”



Savannah Montruchio

Homeless Outreach Program Participant

“When I was scared and uncertain about what the future held, Metrocrest met me with compassion, patience, and understanding. Because of their support, my newborn and I are safe today.”



ESL CLASSES

English courses to help neighbors communicate with confidence, in partnership with Aspire.



HOMELESS RESOURCES

Our dedicated team of staff and volunteers work to stabilize lives and foster brighter futures.

* Stock photography used to represent neighbor.

Feeding the Community

Food comes to us through a variety of sources. Donation drives, community gardens, grocery stores, and the North Texas Food Bank all help stock our shelves.

4.38 MILLION
meals provided

93%
of neighbors
served are eating
healthier, more
balanced meals



FUN FACT:

Metrocrest provided enough meals in 2025 to feed the crowd at AT&T Stadium 55 times!



CLIENT-CHOICE FOOD PANTRY

Looks like a grocery store and serves roughly 3,000 families each month.

75,600

Sack Summer Hunger meals delivered to help keep kids fed when school is out.

2,242

hot meals and 972 grocery deliveries provided healthy food to seniors with limited mobility.



97,246

pounds of produce were distributed through the mobile food pantry across 12 unique locations, including churches, schools, and senior centers.

MOBILE FOOD PANTRY

Meeting neighbors where they are with fresh fruits and vegetables.



Moments of Connection

Metrocrest Services is a community gathering space for people to connect, grow, and dream. We had some amazing workshops, classes, and events in 2025.



GARDENING CLASS

Hands-on demonstration of container gardening, in partnership with Texas Health Community Hope.



COMMUNITY PICNIC

Family-friendly activities and local resources.



COMMUNITY JOB FAIR

Connecting local employers with job seekers.

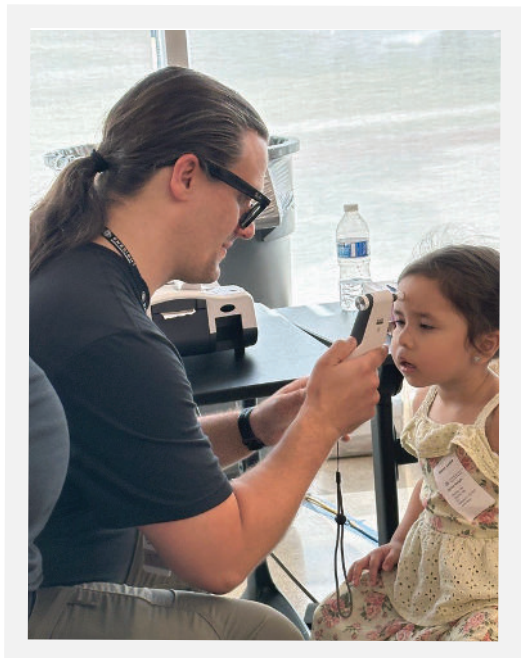


WOMEN'S WELLNESS DAY

Resources and education to encourage healthy habits and preventive care.

SENIOR PANTRY DAY

Private shopping with an educational discussion around health and safety.



EYE CLINIC

Providing free eye exams and glasses to eligible neighbors, in partnership with OneSight.

61

community events

26

health-focused events

15

Spanish-language events reducing barriers and ensuring accessibility

21

workforce-related events (job readiness + hiring)

2,459

children received toys during the holidays



Shopping with Purpose

Metrocrest Resale turns donated goods into meaningful impact. Every donated and purchased item helps fund programs that support neighbors facing financial challenges.

Whether you choose to **drop off** gently used clothing and household items or **shop** affordable, quality resale treasures — you're supporting Metrocrest Services' work in our community.



VISIT US IN CARROLLTON

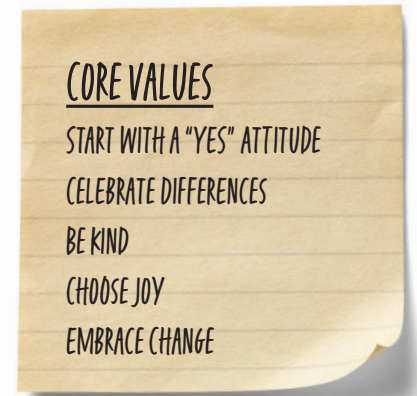


2661 Midway Road
Carrollton, TX 75006

Monday – Saturday
10 AM – 6 PM

The People Behind the Mission

Behind every moment of impact is a dedicated team working together to serve our community. Our culture is rooted in shared values that guide how we step up for one another and for our neighbors.

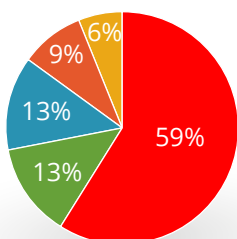


FAREWELL, TRACY

Thank you for leading our team for 13 years with heart and dedication. Your service to our community will have a lasting impact.

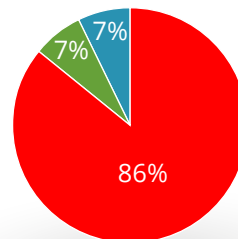


FINANCIALS



Revenue: \$17,143,953

- 59% In-kind Donations
- 13% Individual / Corporate
- 13% Government
- 9% Resale Store
- 6% Foundations



Expenses: \$17,060,843

- 86% Programs & Services
- 7% Fundraising
- 7% Administration

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

BOARD OF DIRECTORS

Officers

Lauren Turner, Chair
Shellie Rayford,
Past-Chair
Jay Henry, Treasurer
Kita Hobbs, Secretary

Directors

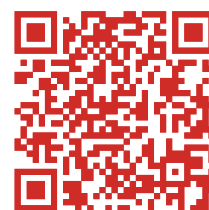
Anthony Hill
Cristal Retana Lule
Greg Wilcox
Jesse Castaneda
Jim Weichel
Joe Mendez
Mike Hansen
Neil Resnik
Steve Graybill
Victor Johnson

Liaisons

Biju Mathew,
City of Coppell
Chris DeFrancisco,
Town of Addison
Dr. Madeline Burillo-
Hopkins, Dallas
College-Brookhaven
Campus
Elizabeth Villafranca,
City of Farmers
Branch
Jason Carpenter,
City of Carrollton
Karen Hunt,
Advisory Council
Katrina Spottsville,
Carrollton-Farmers
Branch ISD



1145 N. JOSEY LANE
CARROLLTON, TX 75006



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

\$47,000

needed every single day
to operate Metrocrest Services

86 CENTS

of every dollar goes directly
to serve neighbors in need

metrocrestservices.org