

YOUR GENEROSITY – PREVENTING HUNGER – CREATING OPPORTUNITY & PROVIDING STABILITY



Your IMPACT Changed Lives!



2021-2022

## IMPACT REPORT

YOUR GENEROSITY – PREVENTING HUNGER – CREATING OPPORTUNITY & PROVIDING STABILITY – YOUR GENEROSITY – PREVENTING HUNGER – CREATING OPPORTUNITY & PROVIDING STABILITY – YOUR GENEROSITY

PREVENTING HUNGER – CREATING OPPORTUNITY & PROVIDING STABILITY – YOUR GENEROSITY

## OUR MISSION

For more than 28 years, Frisco Family Services has helped members of our Frisco and Frisco ISD communities, who are facing hunger, homelessness and other urgent needs improve their quality of life and achieve self-sufficiency.

## OUR CORE VALUES

- **Excellence:** We commit to excellence in all we do.
- **Diversity:** We embrace diversity as fundamental to our culture.
- **Integrity:** We employ the highest ethical standards, delivering on our mission, with honesty and fairness in every action.
- **Servant Leadership:** We lead by passionately serving the needs of members of our communities in a compassionate and respectful way.
- **Forward Thinking:** We operate with a sense of possibility, perseverance, and responsibility, meeting the needs of our communities today, while proactively anticipating and planning the needs of tomorrow.

## OUR BOARD OF DIRECTORS

### OFFICERS

**Geneva Polster**  
*President*

**Kevin Peters**  
*President Elect*

**Shane Arledge**  
*Treasurer*

**Russell Goin**  
*Secretary*

**Michael Howard**  
*Asst. Secretary*

### MEMBERS

**Jason Cooley**  
**Harold DeGraff**  
**Jeff Francis**

**Courtney Gaines**  
**Larry Gekiere**

**Christopher A. Korst**  
**Brett Lee**

**Megan Nguyen-Trinh**  
**Will Pyle**

**Lara Salinas**  
**J. Eric Williams**

## OUR STAFF



**Front Row (l-r):** David Torres, Marisol Gonzalez, Doris Cordova, Joni Klarin, Nicole S. Bursey, Debra vanBolden, Elizabeth Godwin, Susanne Riggs, and Bob Robertson | **Back Row (l-r):** Sonia Schwinn, Randie Osgood, Michelle Mills, Brian White, William Lunz, Michael Straughter, and Karen Wilson

# FROM THE EXECUTIVE DIRECTOR



“

**IMPACT** [noun]

:the force of  
impression of one  
thing on another;  
a significant or major  
effect.

[intransitive verb]

:to have a direct effect  
or an impact on.

”

Dear Friends,

Impact is defined as having a *direct effect*, but this textbook definition doesn't quite capture the life changing impact you have made over the past year.

**I am humbled by you and let me tell you why.**

With or without a pandemic, a life-altering crisis such as a job loss, a critical injury or medical diagnosis, the passing of a loved one, or a divorce can happen to any one of us.

Inflation has pushed the combined cost of utilities, housing, and food - basic needs - upward by 9.2% when compared to last year. While inflation impacts us all, it doesn't impact us all the same. It not only compounds a crisis, it can also extend it beyond what our neighbors, including seniors on a fixed income, can absorb within their existing resources.

Frisco is often listed among the wealthiest cities in the nation. It is why some are surprised when learning what we see every day - crisis exists here. It's reflected in how more than 8,600 (or 13%) Frisco ISD students qualify for free or reduced-price meals. Even more so, it is reflected in the 25% increase in the number of people needing our assistance.

It is because of your support that we're able to help our neighbors stay in their homes, keep food on the table, prevent their utilities from being disconnected, and purchase life-saving medications and more.

**This is the kind of IMPACT that changes lives.**

For this, I am humbled and so thankful for your continued commitment to our community.

Nicole S. Bursey, MSW

## YOU ARE THE **IMPACT** THAT CHANGES LIVES!

Because of you, we were able to meet the increased need in our community by:

- assisting more than **4,100 individuals**, our neighbors, in crisis.
- providing almost **730,000 meals** through the Frisco Family Services Market.
- providing more than **\$1.9 million** in annual program support.



## PREVENTING HUNGER IN OUR COMMUNITY

### Frisco Family Services Market

Clients shop at no cost in a grocery store-like setting for the food they know their family will eat, enabling them to use their limited financial resources for other essential needs. In addition to nutritious food choices – including meat, dairy, and fresh produce – hygiene and household products are also available.

#### Market Express

Market Express is an online shopping alternative for those who do not feel comfortable with in-person shopping, or have limited availability due to their work schedule.

#### Mobile Market

For our seniors and other individuals who are unable to drive, lack transportation, or are suffering from an illness, the Mobile Market provides home delivery. It is just another way we work to ensure our clients have access to the same nutritious food that is available at our Market location.



### Summer Lunch Program

Our Summer Lunch Program provides lunch daily and weekend meals throughout the summer to local children typically eligible for free and reduced-price lunch during the school year. Children also participate in recreational activities, social time and meeting new friends. On Fridays, nutritious produce boxes are distributed.



### Thanksgiving Meal Program

Our Thanksgiving Meal Program provides individuals and families with a turkey, and everything needed to prepare a traditional Thanksgiving meal in the comfort of their own home. A game or movie is also included to encourage quality family time together.

## PREVENTING HOMELESSNESS IN OUR COMMUNITY

### Emergency Financial Assistance

We help families stay in their homes, keep utilities connected, purchase prescription medication, and assist with other critical needs. Payments are made to utility providers, landlords and other entities on behalf of clients. To apply for emergency financial assistance, a prospective client must live within the city of Frisco or within Frisco ISD.

## PROVIDING OPPORTUNITIES AND STABILITY

### Challenging Adult Minds for Personal Success (*CHAMPS*)

*CHAMPS* workshops are facilitated by local businesses and professional volunteers in the community who provide each client with tools, training, skills and support necessary to achieve or maintain self-sufficiency and success.

### Intensive Self-Sufficiency Program (*ISSP*)

*ISSP* provides critical support to clients who have limited education and employment experience. Through one-on-one intensive case management, an individualized plan of action is developed that allows the client to remove barriers and obtain their financial independence once again.

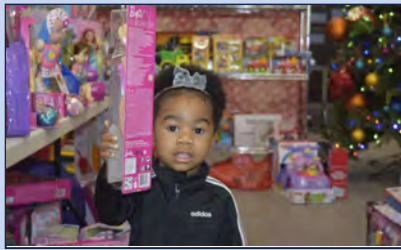
### Seasonal Programs

Throughout the year, Frisco Family Services' seasonal programs provide support and a sense of normalcy to individuals and families. Seasonal programs are made possible through generous financial contributions, in-kind donations, and invaluable volunteers who want to make a difference in our community.



#### Back2School Fun Fair

Eligible Frisco and Frisco ISD students, grades K-12, receive a new backpack filled with school supplies, new clothing and shoes, hygiene items, haircuts, vision screenings, glasses, and more to ensure they are ready for the new school year. Parents and caregivers are provided with helpful community resources.



#### Holiday Store Program

To help ensure individuals and families have a joyous holiday season during a time of crisis, generous donors provide toys, bicycles, shoes, gift cards, new clothing, and household items for eligible clients to select at our "no-cost" holiday store.



#### Silver Bells Holiday Social & Celebration

This special event spreads joy to eligible senior clients who join together for a delicious meal, socialize, play games, and receive holiday gifts.



Relocating for a professional opportunity can be as exciting as it is challenging.

Armed with a relocation package, savings, and determination, Marquise and his family set down new roots in Frisco. Imagine the wave of uncertainty that overcame him when the firm unexpectedly eliminated the position and now he and his wife were unemployed.

While seeking work, he began cutting hair to supplement their limited income. Following up on a tip, he contacted Frisco Family Services for assistance. **With guidance from his Case Manager, they were able to keep food on the table, the lights on, and regain a sense of normalcy.**

On this journey toward regaining self-sufficiency, he has decided to make his craft his new profession and has formally enrolled in barber college with a goal to become self-employed.

#### YOUR IMPACT

#### Meet Marquise



## UPSCALE FRISCO RESALE



SHOP ♥ DONATE ♥ VOLUNTEER



Frisco Resale is the place to find brand-new, and like-new merchandise at exceptional prices — including many designer labels.

### Donating Local Matters

One hundred percent of the merchandise sold is donated by local citizens and businesses. Proceeds help fund the programs and services we provide to help neighbors in crisis.

### Neighborhood Pickups – We Will Come to You!

Connect us with your HOA, organization, or company to coordinate an on-site pickup.

## VOLUNTEERS — IMPACTFUL IN EVERY WAY, EVERYDAY!

Volunteers are critical to the success of Frisco Family Services and fulfill various roles throughout the Agency, the Market, and at UPSCALE Frisco Resale.

We welcome individuals, families, and groups to join us as we work together to make a genuine difference in the lives of those we serve!



**3,300  
volunteers  
served an  
IMPACTFUL  
25,410 hours**

A special thank you to the following volunteers who have contributed 50+ hours during the 2021-2022 fiscal year: Cindy Akeroyd, Colleen Alford, Bindu Anil Kumar, Susmitha Argula, Diane Baker, Glen Bradley, Shelly Brooks, Michelle Call, Cheryl Camerer, Juana Carabajal, Nancy Carbine, Gerry Cerveny, Yash Chonkar, Jane Colbert, Jennifer Coleman, Rea Couture, Amber Davies, Linda Day, Susan DeNatale, Emily Dzurisin, George Egan, Betty Estill, Erin Farquhar, Ronna Feifarek, Marian Felberbaum, Nancy Filiatrault, Joe Friedlander, Syed Ghazi, Sarah Halsey, Thomas Harris, Julie Holloway, Jennifer Hooter, Alan Jenkins, Ruth Ann Jenkins, Ronald Jenkins, Saeed Joshi, Barbara Kraft, Dylan Lewis, Martha Littenberg, Ann Maher, Kim Martin, Amy Maslowski, Anne Mattson, Andrew Mattson, Carol McDowell, Kathryn Mingori, Debi Mitchell, Bill Moss, Jeri Muller, Shreya Mulukuntla, Theresa Nass, Adrienne Nate, Mark Neumann, Sarah Ogunwole, Judith Pedersen, Janis Perrenot, Caren Prather, Jordan Pulliam, Nancy Raffa, Janis Ramirez, Betsy Romano, Dennis Schade, Kathleen Schade, Jim Smetzer, Susan Stintzman, Helen Strohschein, Patricia Thomson, Kadarius Toussaint, Amy Trisdale, Smitha Uppoor, Nancy Van Tiem, Dennis Van Tiem, Jennifer Vedra, Mary Beth Watson, Bob Welch, Roz Wiener, Suzie Williams, Alexa Williams, Gayle Wodka, Sigrid Wurster

*To learn more about our Volunteer Program, visit: [FriscoFamilyServices.org/Volunteer](https://FriscoFamilyServices.org/Volunteer)*

## SPECIAL FUNDRAISING EVENTS

### GalaONE

Each spring, we come together as *ONE Community*, for *ONE Purpose*, making *ONE Big Impact* for our largest fundraising and friend raising event. GalaONE 2022, held Saturday, March 26<sup>th</sup> at the National Soccer Hall of Fame, was an evening filled with live music from the energetic Party Machine Band, incredible live and silent auctions, a luxury raffle, and delectable cuisine provided by some of the area's finest restaurants.



**A special thank you to our 2022 Title Sponsor Texas Health-Frisco** and an additional thank you to each of the following community sponsors: Texas Health – Plano, Town & Country Roofing, Hancock Whitney Bank, KPMG, NextAfter, North American Insurance Services, North Dallas Bank & Trust, The Mullen Family, Rent-A-Center, Mrs. Carol Wilson, City of Frisco, CORE Construction, HALL PARK, QuikTrip Convenience Stores, Texas Bank, The Mentis Group, TXU Energy, and Frisco STYLE Magazine.

**Save the Date: GalaONE-2023, Saturday, March 25, 2023**

### Mayor's Golf Classic

Local community leaders and supporters enjoy a great day of golf, food, prizes and fun at the exclusive Stonebriar Country Club, while raising funds in support of our mission to help those in crisis.



**A special thank you to our 2022 Title Sponsors Crest Cars-Frisco and North Dallas Bank & Trust** and an additional thank you to each of the following community sponsors: Town & Country Roofing, Highland Park Housekeeping, Peak Roofing & Construction, Jaguar Land Rover – Frisco, Steward Energy Management, LLC, Baylor Scott & White Medical Center – Frisco, HALL PARK, Hancock Whitney Bank, Omni Frisco Hotel & Resort, Phoenix Coding & Consulting Services, Raymond James – Christopher McCampbell, Parkhill, BlueBee Construction, Cobb, Fendley & Associates, Inc., Halff Associates, PGA of America, Stonewood Custom Homes, Texas Republic Bank, Valhalla Business Broker & Advisory Services, CORE Construction Services, John Kraft-State Farm Insurance Agent, Oncor Electric Delivery, and QuikTrip Convenience Stores.

**Save the Date: 2023 Mayor's Golf Classic: Monday, June 19, 2023**

## FINANCIALS

(June 1, 2021 — July 31, 2022 statement of activities & change to net assets)

### REVENUES AND SUPPORT

Donated Goods & Services	\$ 1,539,538
Contributions, Grants, Other	\$ 1,287,822
Frisco Resale Store Sales	\$ 1,078,781
Government	\$ 621,062
Gain on Sale of Assets	\$ 578,725
Special Events & Fundraising	\$ 362,797

**Total** **\$ 5,468,725**

### RESALE STORE EXPENSE

• Direct Costs	\$ 703,357
• Cost of Goods Sold	\$ 538,028

**Total** **\$ 1,241,385**

### NET ASSETS

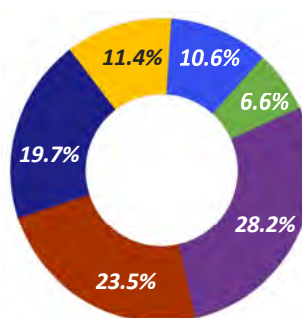
• Increase in Unrestricted Net Assets	\$ 529,696
• Increase In Restricted Net Assets	\$ 36,261

**Change in Net Assets** **\$ 565,957**

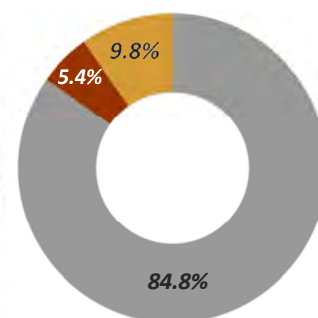
### FUNCTIONAL EXPENSES

Program Services	\$ 3,700,984
Fundraising	\$ 429,678
Support Services	\$ 234,079

**Total** **\$ 4,364,741**



ORGANIZATIONAL REVENUES



FUNCTIONAL EXPENSES



Frisco Family Service  
P.O. Box 1387  
Frisco, TX 75034

NONPROFIT  
ORGANIZATION  
U.S. POSTAGE  
PAID  
ZIP CODE 75260  
PERMIT 2036

## Your **IMPACT** Changes Lives in our **LOCAL** Community!



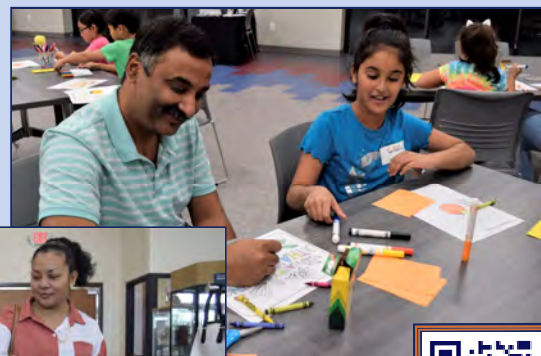
*Dear Frisco Family Services,*

"I know you are very busy but I wanted to take a moment to acknowledge your diligence and patience with me while working on my request for assistance. I am overwhelmed with thanksgiving in my heart for what you all have done for me.

I feel so watched over and taken care of by Frisco Family Services.

Thank you so much for helping me relieve some of my financial burdens and for the fresh food. Thank you for the classes and discussing a plan for my financial future. It gives us hope and tools to help us make our situations better.

From my heart, I really appreciate it." — *Ruby*



[FriscoFamilyServices.org](http://FriscoFamilyServices.org)